**VidyoWeb**

Project in JIRA – <https://jira.vidyo.com/issues/?jql=project%20%3D%20VWEB>

VidyoWeb Change Log - <https://confluence.vidyo.com/display/hpd/VidyoWeb>

Builds location - [\\server\images\Hunter\VidyoWeb\App Builds](about:blank)

Current GA – 1.3.10.005

Previous GA – 1.3.7.006

Vidyo Product Support Policy - VidyoWeb and VidyoWeb plugin –

* The 2 latest versions of Chrome over Mac & Windows OS that are officially supported by Google.
* The latest Firefox major version + the latest Firefox ESR (Extended Support Release) version over Mac OS & Windows OS that are officially supported by Mozilla.
* The latest IE versions over Windows OS that are officially supported by Microsoft.
* The 2 latest Safari versions over Mac OS that are officially supported by Apple.

**VidyoWeb Known Issues (Full Jira list) -** <https://jira.vidyo.com/issues/?filter=15427>

**In High Level -**

* Windows 10: Cannot use VidyoWeb on Edge
* MAC - User is not able to join a call after restarting the machine
* VidyoProxy - Cannot join a call with UDP, 80, 17992 and 17990 ports blocked
* Basic authentication – Mac - Trying to join a room will result in a "2002 error"
* Basic Authentication - Windows 10 - User is not able to join a call when using Basic Authentication along with WebProxy
* MAC - NPAPI - Distorted video when joining call with UDP ports blocked
* Non-NPAPI - In-Call – When other tab is in Foreground - Click the x button and ignore the Browser msg - PRIVACY ISSUE
* Mac - Share terminated when sharing user clicks on the full screen icon or undock
* VidyoWeb: Share doesn’t falls back to the first share once the second share is stopped
* Preferred camera is not selected by default

**Installation and logs location -**

**Non-NPAPI –**

**Browsers -** Chrome (Starting Chrome 45 launches without NPAPI plugin support)

**Chrome Extension –** “VidyoWebConnector”

**Control Panel -** Programs\Programs and Features - “VidyoClientForWeb”

**Install location –**

**Windows -** C:\Users\ userName\AppData\Local\Vidyo\VidyoClientForWeb

**Mac –**

DAL Plug in : {HD}/Library/CoreMediaIO/Plug-Ins/DAL/VidyoCamera.plugin

KEXT : {HD}/Library/Extensions/IOVideoVidyoCamera.kext

Application : /Applications/VidyoClientForWeb.app

**Logs Location –**

**Windows -** C:\Users\ userName \AppData\Local\Vidyo\Data\User –

“WebPluginVirtualCamera”, “VidyoClientForWeb”

**Mac –** ~/Library/Logs/VidyoClientForWeb

**NPAPI –**

**Browsers -** Firefox / Safari/ IE / Chrome (44 and lower versions)

**Control Panel -** Programs\Programs and Features - “VidyoWeb”

**Install location –**

**Windows -** C:\Users\ userName \AppData\Roaming\VidyoInc\VidyoWeb

**Mac -** Applications/VidyoWeb.app

**Logs location –**

**Windows -** C:\Users\userName\AppData\LocalLow\Vidyo\Data\User – “VidyoWeb”

**Mac – ~**/Library/Logs/Vidyoweb

**Important info –**

1. From portal VP 3.4.x and above - G2signed file should be uploaded to the portal.
2. [VWEB-2139](https://jira.vidyo.com/browse/VWEB-2139) - Non-NPAPI JIRA item - Modify the HTML UI to work with the non-NPAPI plugin – Chrome build 45 and above