



# RELEASE NOTES

Onsight Connect for Windows  
Software Version 9.0

# Table of Contents

<b>Overview</b> .....	<b>4</b>
Software Requirements and Installation .....	4
<b>Software Release Notes for Onsight Connect Version 9.0.12</b> .....	<b>5</b>
New Features .....	5
Changes and Improvements since Previous Version .....	5
<b>Software Release Notes for Onsight Connect Version 8.2.5</b> .....	<b>5</b>
New Features .....	5
Changes and Improvements since Previous Version .....	5
<b>Software Release Notes for Onsight Connect Version 8.1.11</b> .....	<b>6</b>
New Features .....	6
Changes and Improvements since Previous Version .....	6
<b>Software Release Notes for Onsight Connect Version 7.1.24</b> .....	<b>6</b>
Changes and Improvements since Previous Version .....	6
<b>Software Release Notes for Onsight Connect Version 7.1.23</b> .....	<b>7</b>
Changes and Improvements since Previous Version .....	7
<b>Software Release Notes for Onsight Connect Version 7.1.18</b> .....	<b>7</b>
Changes and Improvements since Previous Version .....	7
<b>Software Release Notes for Onsight Connect Version 7.1.16</b> .....	<b>7</b>
Changes and Improvements since Previous Version .....	7
<b>Software Release Notes for Onsight Connect Version 7.1.15</b> .....	<b>8</b>
New Features .....	8
Changes and Improvements since Previous Version .....	8
<b>Software Release Notes for Onsight Connect Version 7.0.36</b> .....	<b>9</b>
New Features .....	9
Changes and Improvements since Previous Version .....	9

**Known Issues** ..... 10

**For More Information**..... 12

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## Overview

This document includes the OnSight Connect for Windows software release notes including a description of new features, resolved issues and a list of Known Issues.

All releases of OnSight Connect software have been validated with their concurrent release of OnSight software products and are compatible with the previous revision of all OnSight products.

The OnSight operations-driven video collaboration system provides interactive video, audio, images and telestration to immediately connect remote teams, suppliers and customers. Using OnSight Connect, teams can collaborate fully across distant locations to quickly solve problems, monitor projects and improve overall communication.

### Software Requirements and Installation

For installation information, see the OnSight Connect for Windows User Manual provided online at <http://www.onsight.librestream.com>.

The minimum requirements for installation on the PC are:

Operating System:	Microsoft Windows* 10, 8, 8.1, and 7 SP1.	
Disk space:	Up to 120 MB required (if Microsoft DirectX, Microsoft .NET Framework, and the required Visual C++ runtime components are not already installed).	
Network:	Wired 10/100 Ethernet port. For better performance, a wireless network connection is not recommended.	
Video Card:	V8 or higher minimum OpenGL v2.0 V7: minimum OpenGL v1.x. V6.7 or lower: minimum OpenGL v1.x or DirectX 9.0c compatible video graphics card.	
.Net Framework	4.5	
Audio support:	For voice and audio support, the computer must have a microphone and speakers and/or headset and/or external speakerphone.	
	Non-conference host	Conference host
Processor speed:	1 GHz (1.5 GHz recommended)	2 GHz
Memory:	1 GB (2GB recommended)	2 GB recommended

\* Windows RT is not supported by OnSight Connect for Windows

The PC requirements necessary to host an OnSight conference vary with the number of participants and the collaboration content. Performance also varies with the processor and memory architecture of the PC. OnSight monitors computer utilization in order to assist the user in determining the number of participants that should be allowed. The network bandwidth available to the conference host may limit the ability to host a conference. Consult your system administrator or Librestream support for specific advice.

# Software Release Notes for OnSight Connect Version 9.0.12

## New Features

### OnSight Workspace

OnSight Workspace service for users to securely share OnSight Connect images, recordings, and external content such as PDF files with team members.

### Snip Tool

OnSight Connect for Windows includes a Snip Tool for capturing screen shots and sharing them in OnSight calls. Using the Snip Tool, teams can quickly share a snapshot of a PC screen displaying content such as product manuals or schematics. Accessible from the Control menu.

### Telestration Tools Improved

New telestration tools added including, Undo, Erase, Freehand, Square, Line, Arrow, Circle and Text Box.

A Release Key will be required to update to v9.0 for On Premises installations.

## Changes and Improvements since Previous Version

- Fixed #15339: Query string parsing on Windows 7 with IE 11.
- Fixed #14633: Application error when attempting application upgrade on Windows 7SP1 PC running OnSight Connect v7.1.
- Fixed #13367: Improved Firewall Detect test, the test no longer requires port 5060 to be open when clients are configured to use SIP-TLS over port 5061.
- Fixed #10435: Improved Firewall Detect test, SIP Aware test caused TeamLink to activate when not required. Client's using SIP-TLS configuration over port 5061 are not affected by SIP Aware firewalls performing packet inspection.
- General bug and user interface fixes and improvements.

Go to the [Known Issues](#) list.

# Software Release Notes for OnSight Connect Version 8.2.5

## New Features

### Dimensioning

OnSight Connect for Windows, when connected to a 5000HD, can enable dimensioning data during a call. When Dimensioning data is enabled the data can be viewed in live video, still images and recordings. The OnSight 5000HD must be running a minimum of v8.2.

The OnSight 5000HD provides laser-based dimensioning of assets with three measurement display options including a grid, axis or ruler tool.

## Changes and Improvements since Previous Version

- Fixed #15070: Authentication error when NTLM challenge includes padding.
- Fixed #14803: Delay in SIP Registration on initial application startup.
- Fixed #14460: Software upgrade from v7.x to v8.1 caused error on application start-up due to Windows Performance Counter operation on some Windows PC's.

- General bug and user interface fixes and improvements.

## Software Release Notes for OnSight Connect Version 8.1.11

### New Features

#### Single Sign-On (SAML v2.0) Support

OnSight Connect for Windows now supports SSO SAML v2.0.

#### Client Policy

Expanded support for control of all endpoint settings through Client Policy including Bandwidth related settings such as Media Configuration, Audio Efficiency, and Audio Codecs.

#### Client Permissions

Expanded control of user permissions for all endpoint settings through Client Permissions. Permissions are now managed as part of group membership; the 'Client Endpoint Administrator' setting has been deprecated.

#### OnSight Platform Manager - On-Premises Support

OnSight Connect for Windows includes On-Premises support for custom URL parameters for OnSight Platform Manager – On-Premises installations.

#### Remember Me – Auto-login

OnSight Connect users can now select the option of saving their login credentials and enabling auto-login by selecting **Remember Me** on the login screen.

#### Touch Tone Keypad

OnSight Connect endpoints can now participate in conference bridge calls that require you to enter a Conference ID. The TOUCH TONE KEYPAD provides DTMF tones allowing you to enter the code and join the conference bridge. The keypad is accessible on the Connection Status panel during a call.

#### Camera View

Users can now disable the integrated camera or webcam by clicking the camera icon on the menu bar. When in a call, the camera will automatically be enabled as soon as it is selected as the video source.

### Changes and Improvements since Previous Version

- Fixed #13308: SIP DNS failure prevents SIP registration over TeamLink.
- Fixed #12906: Launching an OnSight recording without the app running, launches the OnSight installer.
- Enhancement Request #13204: Adding Command line option SKIP\_WELCOME\_MESSAGE=Y will disable the welcome message dialog when running the MSI install file.
- General bug and user interface fixes and improvements.

## Software Release Notes for OnSight Connect Version 7.1.24

### Changes and Improvements since Previous Version

- Fixed #13534: Using mid latency/bandwidth or lower bandwidth settings for Audio Efficiency will cause Audio distortion.
- Minor bug and user interface fixes and improvements.

## Software Release Notes for OnSight Connect Version 7.1.23

### Changes and Improvements since Previous Version

- Fixed #12901: TeamLink registration when Proxy PAC file unreachable.
- Fixed #12853: Auto detect Proxy settings.
- Fixed #9076: TeamLink registration using I.E. Proxy Advanced system settings.
- Added UNC file path support for Media Path Configuration.
- Improved Audio/Video and Bandwidth Control Status.
- Security updates.
- Minor bug and user interface fixes and improvements.

## Software Release Notes for OnSight Connect Version 7.1.18

### Changes and Improvements since Previous Version

- Fixed #12714: File System tree is now populated asynchronously to avoid delays in application startup.
- Minor bug and user interface fixes and improvements.

## Software Release Notes for OnSight Connect Version 7.1.16

### Changes and Improvements since Previous Version

- Fixed #12676: Alt key fix for international keyboards.
- Minor bug and user interface fixes and improvements.

# Software Release Notes for OnSight Connect Version 7.1.15

## New Features

### Simplified User Interface

OnSight Connect for Windows includes updates to the user interface to provide increased simplicity of operation on Windows PCs and tablets. The main improvements are found in the Files system and the Dashboard.

The File system was re-organized to provide better access to the knowledge base of images and recordings. The Dashboard was simplified down to a left hand navigation panel where users can access the primary functions and remain in the Viewer screen. This new Dashboard design ensures that users always see the live video or image sharing visuals. There are additional improvements to Call History, Contacts, Recordings, and Search as described in the full list below.

### Privacy Support

OnSight Connect now provides individual Privacy settings control for local images and/or recordings. This allows users to be given separate privileges regarding the ability to capture recordings or still images. Privacy settings are configured by OnSight Account Manager through Group Policy.

## Changes and Improvements since Previous Version

- OnSight Connect for Windows now supports TLS v1.2.
  - Note: TLS 1.0 and TLS 1.1 are deprecated but are still supported.
- WebEx Collaboration Meeting Room (CMR) support.
- Individual Privacy settings control for local images and/or recordings.
- Redesigned Dashboard UI control for access to Contacts, Files, Health, Settings, Search and Help.
- Ability to Hide or Show the Main menu at the top. (Settings-General-Menu).
- Improved Call History design with easy access to attached images and recordings, details and properties. Place calls from the Call History screen by clicking the call button next to the contact.
- Improved Contacts design with Guest Invite, Global Search capabilities and Contact Filtering. Enter text to filter the existing Contact list or press the Global search button to add Contacts.
- Improved File Management for Meta data access and editing before, during and after OnSight Calls.
- Improved Search screen.
- Single press of Image button will take a snap shot; long press will update a Recording's Thumbnail image.
- Improved Recording controls – onscreen timeline and image capture capability.
- Third Party endpoint compatibility feature updates.
- Fixed #11599 – Blank Viewer after stopping stream to Third party endpoints.
- Various bug and user interface fixes and improvements.



# Software Release Notes for Onsight Connect Version 7.0.36

## New Features

### Enhanced User Interface

Onsight Connect for Windows has an updated user interface for simplicity and consistency across all OnSight Endpoints. Optimized design for Windows PC and tablets.

### Integrated Camera Support

Onsight Connect for Windows now provides integrated and external camera support allowing the Expert to live stream video to other OnSight and third party endpoints. OnSight Connect for Windows is compatible with Windows Media Foundation Drivers with UVC 1.1 compliance.

### HD Video Support

Onsight Connect can now stream and receive HD resolutions including 1080p and 720p. The video source can be either the Windows integrated camera, the built-in mobile phone cameras (iOS) or an attached OnSight Collaboration Hub (iOS only). Two new default HD media profiles are included: 720p@10fps, 1.5 Mbps and 1080p@10fps, 2 Mbps. Custom HD media profiles can also be created.

Note: HD video calls through TeamLink are limited to 2.5Mbps.

## Changes and Improvements since Previous Version

- Share local video by pressing the 'On' share button in the Viewer or File screens. The On button will glow while sharing local media (video, recordings or still images).
- Sharing of still Images and Recordings is indicated by Blue border around Viewer.
- Dashboard UI control for access to Contacts, Viewer, Files, Health, Settings, Search and Help.
- Integrated User Manual and On Screen Tool Tips (Press '?').
- On screen play button is displayed when video is paused – single click on the Viewer will restart video.
- Integrated Support Tools with the ability to Export or Email Logs to the Librestream Support Team.
- Supports integrated cameras, webcams and external video sources.
- GPS location, date and time overlay support for video and still images.
- OpenGL is now the supported Video Renderer.
- Updated to .NET Framework 4.5.2 support.
- OpenSSL 1.0.1m support.
- SHA-2 certificate support.
- Includes support for Windows tablet landscape mode.
- OnSight Connect calls no longer drop after 30 minutes when SIP registered to a Cisco VCS.
- Bandwidth testing improvements for conference calls.
- HD hardware acceleration support.
- HD resolution video streams are limited to 2.5 Mbps when streaming to TeamLink.
- Backwards compatibility between OnSight endpoints that support HD and OnSight endpoints that only support standard resolutions.
- Bug fixes and stability improvements.
- Various user interface fixes and improvements.
- The OnSight Connect for Windows software v7.0 update will prompt users to confirm Firewall access to the OnSight Application the first time it is run. The Firewall confirmation will occur even though Firewall access may have been granted for previous OnSight Connect installations, i.e. v6.4 or less. Subsequent post v7.0 updates will not require additional FW confirmation.

## Known Issues

<p>OnSight Connect stops working during launch, fault module is datetimeoverlay.dll. Work around: install Windows update 'Internet Explorer 11 for Windows 7 for x64-based Systems'. Ref #15440.</p>
<p>OnSight Connect fails to launch when laptop is docked (Dell D6000 docking station graphics driver doesn't support OpenGL). Workaround: keep the laptop lid open so OpenGL initializes on the PC instead of trying to run the dock's graphic driver. Ref #15159</p>
<p>Client Policy: WebEx and Software Updates settings have been omitted, they will be added in an upcoming release. Ref #14288</p>
<p>Starting OnSight Connect over a Remote Desktop connection in Windows 8 and earlier may cause the app to freeze due to a lack of OpenGL 2 support in the Remote Desktop connection. Ref #13147</p>
<p>Viewfinder goes black when used with hardware acceleration on AMD encoders. When <b>Settings-General-Video And Image Options-Hardware Acceleration – On</b> – is enabled, OnSight Connect v7.0 / 7.1 is setup to use the hardware encoder, it is unable to stream video. Workaround: Turn off hardware acceleration to force the use of software encoding. Ref #12576</p>
<p>Recording a Video stream from an OnSight Hub may be stopped if the OnSight Hub's attached video source is temporarily interrupted. E.g. The OnSight Hub is attached via HDMI to a PC monitor as the video source, if the PC monitor goes to sleep the Hub will switch video sources. This will stop the recording on the OnSight Windows PC that is receiving the video stream. Ref #12126</p>
<p>When a Virtual Machine is installed on the OnSight Connect Host (Windows PC), Media packets are routed to virtual network adapter when the Windows PC initiates the call. Work around: disable the virtual network adapter or disable 'Automatic Metric' as outlined here:</p> <ol style="list-style-type: none"> <li>1. In Control Panel\Network and Internet\Network Connections, right click Virtual Host-Only Network and select "Properties".</li> <li>2. Select "Internet protocol Version 4 (TCP/IPv4)" and click "Properties".</li> <li>3. Click Advanced..., uncheck "Automatic Metric" and set a large number so that physical adapters (wired or Wi-Fi) become primary instead of virtual adapter.</li> <li>4. Restart the adapter.</li> </ol> <p>Ref #12051</p>
<p>Video Recording may fail during a live stream. After upgrading an older system to Windows 10, it may have used the default "Microsoft Basic Display Adapter" and not the manufacturer's updated Windows 10 Driver. To resolve the issue, update the video driver to the Manufacturer's Windows 10 Display driver. Ref#11560</p>
<p>The OnSight Connect for Windows software v7.0 update will prompt users to confirm Firewall access to the OnSight Application the first time it is run. The Firewall confirmation will occur even though Firewall access may have been granted for previous OnSight Connect installations, i.e. v6.4 or less. Subsequent post v7.0 updates will not require additional FW confirmation. Ref #10544</p>
<p>While streaming live video between an OD and OnSight Connect PC, double-clicking an lmc recording on the PC will not launch the recording on the PC but the OD will enter file playback mode. Ref#7352</p>

<p>It is possible for the Firewall Detect test to report that the SIP ports are disabled even though a Firewall rule has been enabled to allow SIP traffic to a specific SIP Server address. This is due to the fact that the Firewall Detect test uses the TeamLink server as the destination address for all ports being tested. Since the TeamLink server has not been added to the Firewall rule as an allowed destination the Firewall Detect test reports the SIP ports are disabled. This will result in the Onsight software using TeamLink instead of sending SIP/Media traffic directly to the SIP Server. Ref#7240</p>
<p>#6743: Email Sender Address on the Customization page is being treated as a From address instead of a reply-to-address. Changing this value from the default will cause password change requests to fail.</p>
<p>With some Nvidia graphic cards, telestration will result in the video window blanking. Workaround is to switch the Onsight Expert's video renderer to OpenGL.</p>
<p>Computers with Norton Antivirus may report a security alert for the first time the application receives an incoming call. To correct this select "Permit" to allow the communication to proceed.</p>
<p>Cisco VPN Client firewall may block connections even through Windows Network Connections show as disabled. To correct this disable the "Stateful Firewall (Always ON)" with the Cisco VPN Client.</p>
<p>With some combinations of graphic cards and drivers the application may not operate correctly when the computer is configured for multiple displays. Update the video drivers to the latest version and if this does not correct the issue then operate the application on the primary display or do not operate the host PC with multiple displays during a call.</p>
<p>Some graphic cards and display drivers may disable DirectDraw support after switching display resolution or switching between multiple monitors. Consult <a href="http://support.microsoft.com/kb/191660">http://support.microsoft.com/kb/191660</a> for advice in correcting this issue.</p>

## For More Information

If you need Release Notes for an earlier version, please contact Librestream at [support@librestream.com](mailto:support@librestream.com).