DICENTIS Conference System 3.20

en Release Notes
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## 1 History

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<tbody>
<tr>
<td>3.20.22282</td>
<td>2019-09-26</td>
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</table>
  - Extended: Response mode implemented. Requires DICENTIS multimedia device or DICENTIS discussion device with touch screen.
  - Extended: Conference protocol, websocket based interface, implemented with manage discuss and interpretation functionality to facilitate interfacing with non-windows devices.
  - Extended: DICENTIS automatically powers off after being idle for a pre-configured time to save energy. By default this function is disabled.
  - Extended: Estonian, Latvian & Serbian language to UI of Meeting Application, multimedia device, discussion device with touchscreen, synoptic control.
  - Extended: presentation stream can be always available in the system so that the Interpreter can always switch to it. Activate presentation mode, switches the multimedia devices to the presentation stream.
  - Extended: DOCENT analyses tool is part of the installation.
  - Extended: DeviceBrowser application available.
  - Extended: Voting xml filenames with reference number.
  - Extended: Speech time extended to 99 minutes.
  - Extended: Support for OMN-DANTEGTW Omneo Dante Gateway.
  - Extended: Display of DCNM-DSL language selector turns off when it is not used for 10 seconds.
  - Extended: Display of DCNM-DSL shows headphone level when it is changed.
  - Fixed: Cannot activate a meeting with a user defined language without abbreviation.
  - Fixed: tick box “demen” overlaps in Dutch UI language.
  - Fixed: multimedia devices and interpreter desks show incorrect time due to Windows time service being active.
  - Fixed: Fingerprint middleware service does not recognize “finger only” as valid input.
  - Fixed: Fingerprint reader to DICENTIS seat mapping.
  - Extended: Biostar 1.93 supported.
  - Fixed: Welcome screen in Italian is not gender neutral, changed to “Benvenuto/a”.
  - Fixed: Abstain text in Hebrew.
  - Fixed: HeadphoneUILanguage property name changed to HeadphoneLanguage.
  - Fixed: Attendance information not stored in Meeting notes when log in via external system.
  - Fixed: Preset number in browser and Meeting Application are not equal for Panasonic camera.
  - Fixed: Improvements on services. |
| 3.11.21469 | 2019-06-17  |  
  - Extended: DICENTIS Conference System size is extended to 450 nodes before an ARNI is required. Please refer to DCNM-HW manual of 3.20 for more information.
  - Fixed: DICENTIS Dante streams disappear when removing disconnected Dante sources using Dante Controller.
  - Fixed: DICENTIS Dante streams not available after upgrade to 3.10, because Dante Virtual Device software is not upgraded to correct version.
  - Fixed: 3rd party MMD applications no longer work after upgrade to version 3.10. |
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| 3.10.21060   | - Extended: upto 100 DICENTIS interpreted languages can be sent to multicast Dante streams. Requires DCNM-LDANTE license.  
- Extended: upto 100 multicast Dante streams can be received by DICENTIS as interpreted languages. Requires DCNM-LDANTE license.  
- Fixed: Cannot export persons in Spanish, French, Italian, Polish, Portuguese (Brazilian), Russian, Slovak, Hungarian, due to too long names for Excel tab pages. |
| 3.00.20482   | - Extended: DICENTIS portfolio is extended with DCNM-IDESK and DCNM-IDESKVID interpreter desks.  
- Extended: Interpretation can be configured using Meeting Application and API when system is licensed with DCNM-LIPM.  
- Extended: persons details with UI language to change the UI language of the DCNM-DE and DCNM-MMD2 upon login.  
- Extended: persons details with headphone language to change the headphone language of the DCNM-DSL, DCNM-DE and DCNM-MMD2 upon login.  
- Extended: OMNEO interface functionality to route interpreted languages from DICENTIS to DCN NG  
- Extended: RSTP can be enabled by setting it as an environment variable DCNM_RSTP_ENABLED  
- Extended: the RTSP-stream of an ONVIF camera can be copied so you can paste it in a player application for testing purposes  
- Fixed: User with prepare meetings can delete but not add persons.  
- Fixed: Voting column is not displayed on Seats & Devices page in a system with only DCNM-DVT devices and no DCNM-LSVT licenses.  
- Improved: RSTP behavior of DCNM-Dx devices.  
- Fixed: Panasonic camera will not connect properly.  
- Fixed: Panasonic camera cannot connect when authentication mode is enabled  
- Fixed: time drifts on multimedia device which it is powered on multiple days.  
- Fixed: Laptop cannot connect to 2nd Ethernet port of DCNM-Dx and DCNM-DCNM-IDESKx devices. |
| 2.80.19734   | - Extended: Hebrew, Hungarian, Romanian and Traditional Chinese language to UI of Meeting Application, multimedia device, discussion device with touchscreen, synoptic control.  
- Extended: Synoptic control with add and remove seats.  
- Extended: Participant logged in on Meeting application can cast vote.  
- Extended: Dante inputs can be muted.  
- Extended: Licenses can be activated online.  
- Fixed: Sony SE-360SHE does not connect.  
- Fixed: Cannot export persons in Spanish UI.  
- Improved: connection behavior when using RSTP. |
| 2.71.19040   | - Fixed: DICENTIS services do not startup properly if SQL database is not operational yet.  
- Improved support of ONVIF cameras.  
- Fixed: IP4000 and IP5000 cameras do not show video on Meeting Application.  
- Fixed: dcnmdatabase.exe –b command does not make database backup when you do not specify the filename. |
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| 2.70.18617    | - Extended identification & verification with PIN for verification purposes (DCNM-MMD, DCNM-MMD2 and DCNM-DE).
| 2018-06-26    | - Extended identification & verification with fixed and free seating.
|               | - Changed identification in the API from device-based (AuthenticateParticipantAtDeviceAsync) to seat-based (AuthenticateParticipantAtSeatAsync).
|               | - Middleware, for interfacing with Suprema Biostar software, updated to work with new identification and verification settings. DICENTIS 2.7 requires middleware which is supplied with 2.7 DVD to work properly.
|               | - Extended meeting application with possibility to log of a single participants from the seat.
|               | - Extended API demonstrator with assign participants to meetings, IPrepareParticipants2.
|               | - Extended time to select an interpretation language on the MMD to 5 seconds.
|               | - Extended ONVIF support with username & password settings
|               | - Added support for Lumens VC-A50P camera.
|               | - Prevented recycle process of IIS to prevent that Synoptic control stops functioning.
|               | - Fixed: incorrect data is stored when a voting round is recalled.
|               | - Fixed: mismatch between API documentation and API demonstrator.
|               | - Fixed: voting results chart colors are black if you translate the answers in the stylesheet.
|               | - Fixed: Activation site does not accept diacritical characters.
|               | - Fixed: IP4000 and IP5000 cameras show video on Meeting Application and multimedia device.
|               | - Fixed: Seat results are shown in API demonstrator with (voting license) when the system has only DCNM-LSYS and DCNM-LVPM license.
|               | - Fixed: Maximum bandwidth setting implemented for participant pictures to prevent filling up the complete network in large systems.
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| 2.60.17459 | 2018-02-07 | - Extended voting with configuration of who can see the voting results during the voting round.  
- Extended configuration of showing/hiding queue for participants with VIP rights.  
- Participants can be imported from an XLS (Excel™) file in Meeting Application.  
- Fixed Discussion settings and speakers list can be open simultaneously.  
- Extended time to select an interpretation language on the MMD to 5 seconds.  
- Improved behavior to clear queue and speakers by accident on the Meeting Application.  
- Fixed importing a pre 1.7 database with language distribution settings fails.  
- Fixed Panasonic AW-HE130KE does not connect to DICENTIS system. Note: the Panasonic AW-HE130KE needs to be in a separate VLAN, because it has difficulties with the multicast data.  
- Fixed back button behavior on the Meeting Application.  
- Removed reference to Xceed.wpf.toolkit in API demonstrator source code.  
- Fixed installation fails with error 1920 “insufficient privileges”.  
- Fixed IPreparePerson.CreatePersonAsync does not return the created GUIDs.  
- Extended API demonstrator IControlParticipant with ParticipantId and SeatIdxed. |
| 2.50.17011 | 2017-12-27 | - Not commercially released software version. |
| 2.40.16360 | 2017-10-28 | - Customer logo is shown on DCNM-DE device.  
- Vote weighing.  
- Transition from SQL2008 to SQL2014  
- Changed interpretation configuration. Changes are now real time.  
- Fixed adjusting the speakers list, using meeting application, while the speakers list changes can cause removal of all requests from the list.  
- Fixed individual results are not displayed on Synoptic Control due to removal of user synoptic. The user synoptic can no longer be deleted.  
- Fixed cannot scroll through languages on DCNM-DE the first time you open the list after power up of the system.  
- Fixed cannot unassign multiple participants.  
- Fixed displayed camera feed stays on when microphone is switched on and off fast.  
- Fixed all cameras are removed from external video switcher xml file when deleting a camera via Meeting Application. |
<p>| 2.31.15237 | 2017-06-15 | - Fixed 2.30 software does not install on non-US Operating System due to different names for the Admin user. |</p>
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| 2.30.15173   | 2017-06-07   | - Request list can be hidden on multimedia device and DCNM-DE.  
- Microphone LED and microphone button can be configured to not-blink for the first in the request list.  
- Navigation buttons are disabled on multimedia device when a voting round is active.  
- Extended voting with 100% settings (all authorized participants, all present participants with voting authorization, all participants who press present, all cast votes)  
- Extended API, API-documentation and API-demonstrator with enable/disable presentation mode  
- Fixed language distribution cannot be configured when only DCNM-DSL devices are present  
- Fixed Meeting Application cannot connect to System with ARNI after being idle 2 days.  
- Fixed conflicts with port 9530-9550. DICENTIS now uses these 2 fixed ports 13 (Dante) and 9710 (services), others are variable.  
- Fixed Chinese and Japanese fonts are not displayed in DCNM-DSL device in 2.2 software.                                                                                                                                                                                                                                                                 |
| 2.20.14487   | 2017-02-28   | - Dante Floor input and output added.  
- Added speech timer functionality.  
- Panasonic SDI/IP cameras are supported via Panasonic CGI commands.  
- Sony SDI/IP cameras are supported via Sony CGI commands.  
- Improved usability of adding participants to the speakers list and queue during a meeting.  
- Improved usability of synoptic control; can now be accessed using http://<hostname pc>/SynopticControl.  
- Fixed, camera does not move if display image or logo is configured.  
- Fixed cannot shift a request via synoptic control by selecting the microphone icon.  
- Fixed noise on APS analog outputs while it powers up.  
- Improved middleware software for interface to fingerprint readers.  
- Fixed, possible to create multiple users with the same username.  
- Fixed, too much diagnostic messages from NFC reader in logging file.                                                                                                                                                                                                                                                                 |
| 2.10.13715   | 2016-11-11   | - Extended DICENTIS family with DICENTIS discussion device with voting and DICENTIS discussion device with language selection  
- Added displaying voting results to Synoptic Control. Webclient seat requires DCNM-LSVT license for this.  
- Added Power on/off to Synoptic Control.  
- Added illuminate device led when moving the icon in the synoptic layout  
- Added support for Windows authentication when authentication with password is configured.  
- Added customer logo to login screen of multimedia device.  
- Added display participant image of active speaker on multimedia device.  
- Added attendance information to voting results XML.  
- Improved stability of Meeting Application.  
- Fixed cannot delete empty seats when they are used in a meeting.  
- Fixed installation fails when trying to install the software via index.htm. Please run the setup.exe.                                                                                                                                                                                                                                                                 |
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| 2.01.13099 | 2016-09-19 | - Fixed External SDI video switcher does not switch after upgrade to 2.0 (configuration file is not part of the upgrade process).  
- Fixed External Video Stream does not work after upgrade to 2.0 (configuration file is not part of the upgrade process).  
- Fixed Cancel request does not work in Open mode (without auto switch) and allow microphone is off.  
- Fixed Meeting Application stops working due to connection issues with server. |
| 2.00.12812 | 2016-08-19 | - Renamed DCN multimedia to DICENTIS.  
- Extended DICENTIS family with DICENTIS discussion Extended device and DICENTIS discussion basic device.  
- Added speakerslist, language selection, identification via NFC and confirmation on DICENTIS discussion Extended device.  
- Added web based synoptic microphone control.  
- Added participant pictures for multimedia device, meeting application and synoptic control.  
- Added renaming function for the seats.  
- Added customer logo in home screen and camera view.  
- Decreased video latency on multimedia device. Please refer to the manual on how to configure the settings.  
- Added configuration of system languages for interpretation.  
- Added Voting and Meeting Notes XML-files have the same storage location.  
- Updated the icons in the meeting application and multimedia device.  
- Fixed minor issues regarding voting and attendance registration.  
- Fixed Meeting Application and other API-clients disconnect from server.  
- Fixed participants microphone stays on when it turns it off in OPEN with allow microphone off mode.  
- Fixed interfacing with more than 99 fingerprint readers. |
| 1.70.10710 | 2016-02-02 | - Added attendance registration to prepared meetings. Absent present information is displayed in Meeting Application and MMD.  
- Added storing and displaying of meeting notes file which contains Meeting information, agenda items, present-absent information and all executed voting rounds.  
- Added Open voting with no interim results.  
- Added Vietnamese, Indonesian and Brazilian Portuguese to the MMD and Meeting Application UI language.  
- Added the possibility to run the Meeting Application from a different VLAN.  
- Added Windows 10 support for the Meeting Application.  
- Added headphone volume control and language selection to the MMD Android API.  
- Added MMD date and time format follows the server PC settings.  
- Fixed Additional video stream, configured via VideoStreamDeviceConfiguration.xml, does not work anymore.  
- Fixed in a meeting with identification a seat without identification license (DCNM-LSID) and without a participant assigned to it is blocked.  
- Fixed in a meeting with identification a seat with voting license (DCNM-LSVT), but without identification license (DCNM-LSID) is not able to see voting results.  
- Improved the behavior of the audio when the audio input level of a microphone is too high.  
- Fixed minor issues regarding voting and identification. |
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<tr>
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| 1.61.9820 | 2015-11-13  | - Fixed Omneo Media audio channels are sometimes swapped.  
- Fixed issue with touchscreen behavior. |
| 1.60.9520  | 2015-10-04 | - Added new identification method, external system, which enables connection to a 3rd party system for identification  
- Middleware application to interface with Bosch DCN multimedia and Bosch fingerprint reader software (BioStar 1.6); this makes use of the external identification method  
- Added new identification method, identification using NFC card, which requires the use of a DCNM-MMD2 (to be introduced later this year).  
- Improved usability of configuration of the cameras in DCN multimedia  
- Released Android API for custom build applications which integrate with DCN multimedia functionality  
- Fixed some defects in voting  
- Fixed some defects in activation website  
- Fixed access rights: Prepare Meeting and Agenda can now create persons  
- Improved upgrade of DCN multimedia devices  
- Fixed problem of losing interpreted languages after power cycling Omneo Media Interface multiple times  
- Fixed MeetingDocuments webserver is not installing in non-US language Operating systems |
| 1.50.8700  | 2015-05-31 | - Persons can be added to Groups  
- Groups results are available in API and voting results xml file  
- Voting rounds extended with:  
  - Voting timer  
  - Secret ballot (anonymous results)  
  - Prevent influencing; cast vote is hidden and no individual intermediate results  
  - Ad-Hoc voting functionality to create a voting round with name and description during a prepared meeting  
- PRS-4OMI4 supported for connection to DCN NG for interpreted languages when connected to DCN Next Generation  
- Added voice to the list of discussion modes for systems upto 50 multimedia devices  
- Dealers are informed by email that the Software Maintenance Agreement expires  
- New Think Free Office version 7  
- Search bar for participants in the select from list identification usage on the multimedia device  
- Internet Information Server is by default installed  
- Fixed device not connect screen does not show link down  
- Fixed 3rd party apps disappear when the system language is changed  
- Improved firmware upgrade behavior  
- Changed the date format on the MMD from US to UK when English GUI language is selected  
- Fixed some defects in voting  
- Improved digital signal processing behavior of the DCNM-APS |
<p>| 1.42.8474  | 2015-04-08 | - Functionality implemented during 1.4 is translated into local languages |
| 1.41.8194  | 2015-02-25 | - Solved issue with opening documents on the DCN multimedia device |</p>
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<tr>
<th>Release</th>
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<tbody>
<tr>
<td>1.40.8061</td>
<td>2015-01-31</td>
<td>- Voting preparation and management implemented (DCNM-LVPM)</td>
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<td></td>
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<td>- TV One CORIOMatrix supported</td>
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<tr>
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<td>- Added Software maintenance agreement expiration messages to Activation tool and improved installer</td>
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<td>- Solved several issues regarding TV-One and Kramer MV-6 external video switchers</td>
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<tr>
<td></td>
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<td>- Improved identification</td>
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<td>- Solved DCN Next Generation does not receive the floor audio from DCN multimedia via the Omneo Media Interface</td>
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<tr>
<td>1.31.7498</td>
<td>2014-11-27</td>
<td>- Functionality implemented during 1.3 is translated into local languages</td>
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<tr>
<td></td>
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<td>- Solved translation mistakes in Russian translation</td>
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<td></td>
<td>- Solved Upgrading DCN multimedia system (including Bosch DCNM multimedia Ext.VideoSwitcher), fails</td>
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<td>- Solved several issues regarding TV-One and Kramer MV-6 external video switchers</td>
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<td>- Solved participant rights cannot be updated during a running meeting</td>
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<td>- Solved Meeting application starts without management rights because previous session has not exited properly</td>
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<td>- Solved unassigning and assigning participants to seats behavior upon disconnecting and reconnecting of DCN multimedia devices</td>
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<tr>
<td>1.30.6863</td>
<td>2014-10-02</td>
<td>- Added Language selection (seat license required) for interpreted languages when connected to DCN Next Generation</td>
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<tr>
<td></td>
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<td>- Added support for Kramer MV-6 video switch</td>
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<td>- Increased maximum number of open microphones from 10 to 25</td>
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<td></td>
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<td>- Support of all current Bosch Onvif camera’s</td>
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<td>- Changed voting from seat based to participant based</td>
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<td>- Improved usability of ON/OFF toggles in configuration screen of Multimedia device</td>
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<td>- Solved temporary loss of speech</td>
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<td>- Solved problems on Equalizer page of the Meeting application</td>
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<td>- Solved problem of headphone volume control popping up after switching screens</td>
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<td>- Improved behavior of opening of documents on the Multimedia device</td>
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<td>- Improved sorting of seats and devices of the Meeting application</td>
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<td>- Improved DCNM-DEMO, DCNM-CRN, DCN-RENTAL licenses so that they can grow together with future system functionality</td>
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<td>- Improved performance of large systems (upto 750 seats)</td>
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<td>- Improved Ambient audio; ambient audio is not routed to DCN multimedia device loudspeaker</td>
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<tr>
<td>1.20.6092</td>
<td>2014-07-22</td>
<td>- Added identification (seat license required)</td>
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<td></td>
<td>- Added For/Against/Abstain voting (seat license required)</td>
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<td>- Added support for short and long stem microphone.</td>
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<td>- Increased maximum system size to 750 devices</td>
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<td>- Added ambient microphone functionality (e.g. for DCN multimedia Webcasting)</td>
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<td>- Added support for Remote SQL server 2008 R2</td>
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<td>- Rapid Spanning Tree Protocol (RSTP) support for redundant cabling of DCNM-MMDs</td>
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</tbody>
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## 2 Known issues

### 2.1 Software installation

**Issue:**
Upgrade of 2.4 (or previous) on the server computer fails, Setup Failed, with the following notification:
Installer error: Code 1923; Service ‘Bosch DICENTIS Meeting Controller Service’ (Bosch DICENTIS Meeting Controller Service) could not be installed. Verify that you have sufficient privileges to install system services.
Installer error: Code 1939; Service ‘Bosch DICENTIS Meeting Controller Service’ (Bosch DICENTIS Meeting Controller Service) could not be configured. Verify that you have sufficient privileges to configure system services.

**Solution:**
Remove 2.4 (or previous) via Programs and Features.
Restart the computer.
Install the DICENTIS software.

**Issue:**
Upgrading from 2.8 to 3.2 requires a restart of the server and this results in the software not properly being installed.

**Solution:**
Restart the installation of the DICENTIS software to complete the installation.

### 2.2 Audio issues

**Issue:**
Unpredictable audio interruptions.

**Solution:**
These issues are often caused by using network switches which do not comply to the switch requirements mentioned in the DCNM-SW manual in the hardware requirements. Network switches which have home or small office as their intended use, are often not able to handle the multicast data in the DICENTIS system.
2.3 Upgrade of DICENTIS devices

**Issue:**
OMNEO firmware Upload Tool does not discover any devices.

**Solution:**
Check via File \ Options if “use secure connection” is enabled. It should be enabled.

**Issue:**
Uploading of interpreter desks keeps failing.

**Solution:**
Close the firmware upload tool.
Power cycle the failing interpreter desk.
Run the firmware upload tool again.
Upload the interpreter desk with the firmware.

**Issue:**
Upgrade of a PRS-4OMI4 from version lower than 2.30 to version 2.30 or higher fails. The device name of the PRS-4OMI4 is changed in version 2.3 or higher. In version 2.2 or lower it was OM1-xxxxxx. In version 2.3 or higher it is PRS-4OMI4-xxxxx. Therefore the first time you try to upgrade it fails. If you retry the upgrade it will go OK, because the name is changed after the first failed upgrade.

**Solution:**
Run the upgrade a second time and it will succeed, because after the failed upgrade, the name is changed.

**Issue:**
When upgrading the ARNI you can select 2 ARNI firmware files 5.01.4289 and 5.10.4908. Please select version 5.10.4908 to upgrade the ARNI-E and ARNI-S.

**Issue:**
DICENTIS multimedia device still shows previous speaker if a new speaker should be displayed. If the H.264 video stream of the new speaker is not compliant (e.g. too much bitrate or non-decodable H.264 stream) then the previous video stream will still be displayed.

**Solution:**
Configure a proper H.264 stream. temporary workaround is to refresh the MMD by pressing the home button and back-to-active (green) button.

**Issue:**
DICENTIS audio powering switch (DCNM-APS) and powering switch (DCNM-PS) reboot during upgrade from 2.10 to a newer version when the system is in RSTP.

**Solution:**
First upgrade the DCNM-APS, then upgrade the DCNM-PS. Then upgrade the other devices.

2.4 Language selection

**Issue:**
DICENTIS multimedia device is not properly displaying Hindi, Sami, Sanskrit and Vietnamese as languages in their original language.
Workaround:
Use the 3 letter abbreviation for displaying the languages when these languages are used. Or create a user defined language using ASCII characters.

Issue:
DICENTIS discussion device with touch screen (DCNM-DE) is not properly displaying Konkani, Hindi, Georgiani, Sanskrit, Marati and Nepali as languages in their original language.

Workaround:
Use the 3 letter abbreviation for displaying the languages when these languages are used. Or create a user defined language using ASCII characters.

Issue:
OMI configuration is empty after upgrading from 2.8 or lower to 2.9 or higher version.

Solution:
After upgrade of a 2.8 or older version to 2.9 or later version, the OMI configuration is cleared, because it would be incompatible with the configuration in the newer version. Therefore you need to configure to which OMI and OMI input you are sending your floor language and from which OMI and OMI outputs you are receiving your interpreted languages.

2.5 Display time on device

Issue:
The MMD clock is not automatically synchronized if the clock of the server is set back multiple hours.
The server triggers the multimedia device to synchronize every 10 minutes. If the clock is set backwards it will take until the server is at its original time + approximately 10 minutes to send this trigger again to the multimedia devices

Solution:
Power cycle the multimedia devices if the server clock is set backwards more than 1 hour.

Issue:
The Clock of the Multimedia device and the Interpreter desk do not display the time of the server.
In a DICENTIS system there is one time server, this is the DICENTIS server. It runs a 3rd party program called “NetTime” which acts as an NTP server for the DICENTIS system. If Windows time is enabled and conflicts with the NETTime application which provides the time to the Multimedia device and the Interpreter desk.

Solution:
On the DICENTIS server, check if the program "Net Time" is running.
- Stop the DICENTIS services (right click on the 'Bosch-logo' at the bottom right of the screen, then stop services)
- Go to the servers’ services and go to 'Bosch DICENTIS system time service', this service is still running, Stop this service manually.
- Stop the NetTime services
- Disable the Windows Time services
- Start the Nettime service first
- after that start all other services (right click on the 'bosch-logo' at the bottom right of the screen, then start services)
- Wait until all services have started (green check-mark in the logo).
- Start the 'Bosch DICENTIS system time service' manually.
- Then power cycle the hardware (APS and PS's) or switch the device off and on via the meeting application.
Upgrade to DICENTIS Conference System 3.20 where the Windows time is automatically disabled.

2.6 Synoptic Control

Issue:
Synoptic Control does not work if the API is not installed on the DICENTIS server PC.

Solution:
Install the DICENTIS API on the DICENTIS server PC. The DICENTIS API is an option which is by default selected to be installed during installation of the software.
Issue:
Synoptic Control does not work properly if Internet Explorer is used, because it does not support the websockets technology of the Synoptic control.

Solution:
Change to current version of Edge, Firefox or Chrome.

Issue:
Synoptic Control does not work with iPad and Safari.

Solution:
Create new certificates and install them on the server and iPad:

1. Download openssl (e.g. from https://wiki.openssl.org/index.php/Binaries, https://indy.fulgan.com/SSL/)
2. Install openssl on the computer where the DICENTIS services are installed.
3. Create a certificate by running the openssl command via a command prompt:

   a. Create the certificate by running the OPENSSL executable with the following parameters:
   b. OpenSSL.exe req -new -newkey rsa:4096 -x509 -sha256 -nodes -days 3650 -nodes -out certificate.crt -keyout certificate.key
   c. Follow the instructions on screen to enter the data
   d. The Common Name needs to be the IP-address or hostname which you use on your iPad to connect to the Synoptic Control website. E.g. if you use https://192.168.16.1:31416 to connect to syncoptic control, then 192.168.16.1 needs to be entered.
   e. The certificate and certificate key are now created.
4. Next step is to create pfx file which will be linked to the webserver

   a. Create the pfx file by running the OPENSSL executable with the following parameters:
   b. OpenSSL.exe pkcs12 -export -out certificate.pfx -in certificate.crt -inkey certificate.key
   c. Enter a password and remember it.
5. Use the created pfx certificate on the webserver.
   a. Open the webserver on the computer where the DICENTIS services are running by using search and inetmgr
b. Select the “local host” from the left pane and double click Server Certificates in the middle pane to open the installed certificates

c. Import certificate, now you need to use your password, select Personal as certificate store.

d. Go to synoptic server and right mouse key for edit bindings and replace the current certificate with the newly created certificate
e. Go to image server and right mouse key for edit bindings and replace the current certificate with the new certificate.

6. Now you need to install the crt certificate on your iPad
   a. Make the crt certificate available on your iPad by mailing it to the iPad.
   b. Open the email with the crt file and select the crt file to download it.
   c. Go to the Settings menu of the iPad and there it should be visible via Downloaded profile, and install the crt file.
   It might be necessary to enter the iPad’s Access code.
   d. Go to the Settings menu and About screen, scroll down to Certificates and enable the trusting of the created certificate.

**IMPORTANT**
- It is essential that you use the IP-address or dns name that you use to connect to the server as the CN= field. If you do not do this, the certificate will still not be trusted.
- On a multi-homed PC, you have to create multiple certificates and multiple bindings, one for each network adapter / IP-address.
- Ensure that the PC will always have the same IP address or DNS name, because the certificate is only valid for that specific IP-address / DNS name.

2.7 Dante
**Issue:**
Dante Virtual Soundcard (DVS) does not properly reconnect after a network recovery.
**Solution:**
Restart the DVS service using the DVS application. Or use the Dante VIA.

2.8 DCNM-SERVER
**Issue:**
Synoptic does open via Meeting application and shows: This page can’t be displayed.
**Solution:**
Enter this IP address of the DICENTIS Server in the URL. By default that is https://172.16.4.1:31416/

**Issue:**
Synoptic shows: There is a problem with this website’s security certificate.
**Solution:**
Press continue to this website and add the URL to your trusted sites.

**Issue:**
Internet Explorer does not work with Synoptic after upgrading to 3.20.
**Solution:**
Internet Explorer does not support the secure Websocket solution of DICNETIS Software 3.20. Please use Firefox, Chrome or Edge.

**Issue:**
Time is not properly displayed on MMD and interpreter Desk.
**Solution:**
Disable Windows Time on the DICENTIS server or upgrade to 3.2.

2.9 Camera Control
**Issue:**
Sony and Panasonic camera show red cross next to IP-address when the username & password is incorrect although the IP-address is correct.
**Solution:**
Enter the proper username and password for the Sony and Panasonic camera. To verify the connection with the Sony and Panasonic camera (when protocol Sony or Panasonic is selected) commands are used which require the correct username and password. Therefore you get the red cross next to the IP-address when username & password are not correct. You can test if the IP-address is correct by setting the protocol to unknown, but for correct functioning, the IP address, username & password and protocol need to be correct.
Issue:
H.264 video of Panasonic camera is not decoded on multimedia device DCNM-MMD/DCNM-MMD2.

Work around:
The H.264 video cannot be properly decoded by the DCNM-MMD/DCNM-MMD2. Either use an Epiphan SDI-H.264 encoder to encode the SDI video feed or use a Bosch HD Conference Dome or Sony SRG-300 camera as overview camera. After decoding the video of the Bosch HD Conference Dome or Sony camera, the multimedia device is able to decode the Panasonic video.

Issue:
Bosch HD Conference dome (VCD-811) does not respond in a system with a switch with IGMPv3 filtering.

Solution:
Change from IGMPv3 filtering to IGMPv2 filtering, because the HD Conference Dome does not respond to IGMPv3 query requests.

Issue:
Lumens camera does not show video on the multimedia device and meeting application, but it does move to presets and the video settings are configured properly.

Solution:
The Lumens camera requires that a default gateway is configured in the DHCP server. If this is not configured, it is not able to stream the video to the DICENTIS videoswitcher service. Please check the manual of your DHCP server to configure the default gateway. For Windows Server 2016 this is an option of the scope: 003 Router and there you enter the IP address of your default gateway (normally the DHCP server).

2.10 Interpreter desk

Issue:
Beeps are not heard when listening to a Language which is provided by Dante and not linked to a Dante source (using Dante controller).

Workaround:
When there is no Dante source linked to a language which is configured as source Dante, then the headphone is muted when selecting that language. This results in also not sounding the audible beeps. Link the language to a Dante source and the beeps will be audible.

2.11 API

Issue:
Using the API it is possible to configure the same nfc-id to multiple persons.

Workaround:
Please prevent that your input file contains multiple persons with the same nfc-id.
2.12 HDMI to VGA converters

Issue:
Some HDMI to VGA converters do not work in combination with DCM-IDSKVID

Reason:
The HDMI outgoing current is limited at 60mA; the official HDMI standard specifies 55 mA. Some HDMI to VGA converters may require more current which results in unexpected behavior or non-working converter.

3 Additional Information (not included in manuals)

3.1 OMNEO streams to OMNEO to Dante Gateway
An OMNEO to Dante Gateway, OMN-DANTEGTW can receive up to 16 streams coming from the same transmitter stream. If it receives 17 or more streams all coming from the same transmitter stream, none will work.

3.2 DCMN-SERVER
Standard HP Z2 mini G4 hardware is used, which allows for the use of the HP manuals. [https://support.hp.com/us-en/product/hp-z2-mini-g4-workstation/19968625/manuals](https://support.hp.com/us-en/product/hp-z2-mini-g4-workstation/19968625/manuals)

3.3 Internet Information Server and document browsing
DCN multimedia (version 1.5 and later) installs by default the Internet Information Server and creates a meetingdocuments directory and simple website to demo document browsing.

The meeting documents location is installed on the drive with the most space available on the server (this is not necessary the C drive).

For the best working solution:
- The Technician should check on which drive the meetingdocuments directory is installed; using the Internet Information Services (IIS) Manager and Explore (inetmgr)
- The Technician should share the meetingdocuments directory (so the secretary can access it to place meeting related documents in it and/or create directories for meetings)
- The Technician should create a shortcut to this meetingdocuments directory on the secretary’s computer so he/she can easily access this directory.
- The secretary has to create the links in the meeting and agenda items with the following format:
- If each meeting has its own directory with documents than the links should have the following format:
If each agenda has its own directory with documents than the links should have the following format:

http://<IP-address of the DICENTIS server PC>:31415/Default.aspx?meeting=<name of the directory used in this meeting>&agenda=<name of the directory which has the documents used for this agenda item>