

Known issues

1. After transferring a video call the video may be missing

With the default settings of the WCS server the video may be missing after transferring a video call.

In this case you need to add the following setting to /usr/local/FlashphonerWebCallServer/conf/flashphoner.properties:

```
video_streamer_generate_seq=true
```

2. It's impossible to make a SIP call if 'SIP Login' and 'SIP Authentication name' fields are incorrect

Symptoms: SIP call stuck in PENDING state.

Solution: according to the [standard](#), 'SIP Login' and 'SIP Authentication name' should not contain any of unescaped spaces and special symbols and should not be enclosed in angle brackets '<>'.

For example, this is not allowed by the standard

```
sipLogin='Ralf C12441@host.com'  
sipAuthenticationName='Ralf C'  
sipPassword='demo'  
sipVisibleName='null'
```

and this is allowed

```
sipLogin='Ralf_C12441'  
sipAuthenticationName='Ralf_C'  
sipPassword='demo'  
sipVisibleName='Ralf C'
```