

Known issues

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



Symptoms

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



Solution

Use the following parameter in `flashphoner.properties` file:

```
video_streamer_generate_seq=true
```

2. It's impossible to make a SIP call if `SIP Login` and `SIP Authentication name` fields contain inappropriate characters



Symptoms

SIP call sticks in `PENDING` state

✓ Solution

According to [RFC3261](#), `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 specification

```
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'
```