Vscene desktop connection troubleshooting

This page is updated regularly

Current browser plugin version 1.2.0.00088

New plugin to support Chrome being tested - we hope to release in February

Supported browsers:

IE11, Safari, Opera, Firefox

Issues by browser:

Google Chrome

Currently not supported by plugin.

How to find Vidyo Logs

1. MS Windows

C:\Users\<USER>\AppData\Local\Vidyo\Data\User

2. Apple MAC

Open finder, choose "GO" on the menu bar, then "Go to folder" then paste in ~/Library/Logs/VidyoWeb. It will open the directory with logs.
Alternatively for those used to Linux, open up Terminal and type "cd ~/Library/Logs/VidyoWeb" to get to the right directory.

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