



Release Notes

SkyPort & Gen-IC V1.1 CUSTOMER RELEASE NOTES

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CONTENTS

1	INTRODUCTION	4
1.1	Scope	4
1.2	SkyPort & Gen-IC v1.1	4
1.2.1	Features added in this release.	4
1.2.2	Enhancements in this release.....	4
1.2.3	Bug Fixes in this release.....	4
1.2.4	Firmware versions of linked or sub-systems – Reference Information only.....	5
1.2.5	Part Number Reference.....	5
1.3	SkyPort & Gen-IC v1.0 – Initial Release	6
1.3.1	Features added in this release.	6
1.3.2	Enhancements in this release.....	6
1.3.3	Bug Fixes in this release.....	6
1.3.4	Firmware versions of sub-systems – Reference Information only.....	6
1.3.5	Part Number Reference.....	7
2	KNOWN ISSUES	8

REFERENCE LINKS:

Knowledge Center: [Clear-Com Gen-IC Knowledge Center](#)

SkyPort Administration Portal: <https://skyport.clearcom.com>

LEGAL:

Terms and Conditions: <https://www.clearcom.com/Terms-of-Use>

Privacy Statement: <https://www.clearcom.com/Privacy-Statement>

IMPORTANT: VERSION COMPATIBILITY NOTE

Due to various changes in Gen-IC and LQ operation please note the following:

- Gen-IC version 1.1 **can only** be used with LQ version 5.1 and higher. Older LQ are **NOT** supported.
- Gen-IC does not link to HMS-4X or Link Groups containing HMS-4X.

Gen-IC Upgrade Workflow

Announced: New Gen-IC available

Clear-Com announces a new version of Gen-IC via e-mail and in SkyPort.

Gen-IC continues operating until the Gen-IC user initiates the upgrade.

Upgrade: Stop-&-Start Gen-IC

In SkyPort, restart Gen-IC at an operationally convenient moment to upgrade the system.

Any Gen-IC should be upgraded within 30 days of the update being announced.

Upgrade: Any Linked LQ

Gen-IC and LQ are tightly coupled and should be of compatible versions. SkyPort will display if the LQ is compatible with Gen-IC.

LQ should be upgraded from the LQ CCM or front panel with firmware from the Clear-Com website.

Gen-IC Version Support Duration

Due to Gen-IC being supported by various public cloud and datacenter tools:

- Gen-IC needs to be upgraded within 30 days of upgrade becoming available.
- Older Gen-IC cannot be supported due to potential incompatibility with cloud and datacenter tools.



Sign up to receive alert emails when
new software or firmware is available

<https://clearcom.me/softwarealerts>

1 Introduction

1.1 Scope

This document describes all releases of SkyPort & Gen-IC.

1.2 SkyPort & Gen-IC v1.1

Major version supporting the SkyPort Virtual Client User privilege, enabling Agent-IC and Station-IC users to be invited with their email address and log into the Virtual Client with their email to retrieve access to currently available Gen-IC without manual configuration. Facilitates systematic upgrades of system components along with various feature enhancements and software sustaining.

1.2.1 Features added in this release.

TP144133	<p>SkyPort Virtual Client User</p> <p>New type of SkyPort user privileges allows those who manage a Gen-IC to invite users as Virtual Client Users with their e-mail address. This sends an informational email out the user with information on which systems they have been invited to along with links to the Virtual Clients (Agent-IC and Station-IC) and instructions on how to log into the Virtual Clients. Once the user has opened the Virtual Client, they can log in with their email address and will then retrieve a list of all of the Gen-IC virtual intercom systems that are currently in the workspace(s) that they have been invited to without the need to manually create and enter an account with user name, password, DNS and port number.</p> <p>The SkyPort Virtual Client User privileges make managing Virtual Client users on Gen-IC a breeze.</p>
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1.2.2 Enhancements in this release

	<p>Gen-IC CCM Port Information</p> <p>The Gen-IC CCM overview page displays the TCP and UDP ports LQ use to connect to Gen-IC.</p>
TP186521 TP178368 TP184558	<p>SkyPort User Interface</p> <p>Various improvements have been implemented in the SkyPort user interface, including, a new menu page that simplifies navigating between different accounts/workspaces in addition to improvements in subscription management and version compatibility reporting.</p>
TP168089	<p>LQ Registration Privileges (Note: this was added in a rolling change in autumn 2024)</p> <p>Allows Workspace Owners and Workspace Admin to register LQ to the SkyPort into the workspace.</p>

1.2.3 Bug Fixes in this release

TP171599	<p>SkyPort LQ version</p> <p>LQ registered in SkyPort did not update its version in SkyPort when upgraded or downgraded.</p>
TP176205	<p>SkyPort Resource Meter</p> <p>SkyPort could display erroneous resource meter information.</p>
TP173174	<p>SkyPort List Price display issue</p> <p>SkyPort pricing display has been updated</p>
TP177237	<p>SkyPort Manage Users - Bulk Import</p> <p>Bulk import of users would not support Workspace names containing only numbers.</p>
TP181256 TP181776 TP182196	<p>SkyPort Display Issues on Mobile Devices</p> <p>Various SkyPort display issues noticeable on mobile phones and tablets have been resolved.</p>
TP181825 TP181826 TP181960 TP182067	<p>SkyPort Manage User Page</p> <p>Various enhancements, and performance optimizations have been implemented for the SkyPort Manage Users page, including ability for Workspace Admins to see their Workspace Owners, ability to transfer ownership and more.</p>

SkyPort & Gen-IC v1.1 Customer Release Note

TP184993	SkyPort: Gen-IC continuously load upon start
TP187012	SkyPort could display a loader icon when starting a Gen-IC. This could be due to a browser refresh issue or due to a Link Group Member excessive logging during linking.
TP171602	Gen-IC CCM Resource Meter Gen-IC CCM Resource Meter inadvertently counted LQ only features that are not available on Gen-IC. Previously a known issue.
TP187581	Gen-IC Link Member Deployment Change Link Members who were moved to a different region/datacentres would get unlinked.
TP187272	LQ registration to SkyPort
TP187577	LQ registration to SkyPort has been enhanced to allow users to select which dashboard they are registering to, ensuring that each LQ can only register once and overall improving the registration process.
TP187690	
TP187939	

1.2.4 Firmware versions of linked or sub-systems – Reference Information only

While not a part of this release, this release was tested with devices using the following firmware versions.

Product	Version
LQ	5.1.20.0 Note: Previous versions of LQ are NOT compatible with Gen-IC 1.1
Station-IC	V1.5.0-build.36
Agent-IC for iOS	V2.14.1-build.2
Agent-IC for Android	V2.11-build.211013

1.2.5 Part Number Reference

1.2.5.1 Firmware

Part No	Description	Production Rev	Dev Issue	Last updated in Release
SOF-00250	SkyPort	1.1.0.43	B	v1.1
SOF-00251	Gen-IC	1.1.0.6	B	v1.1
SOF-00252	VicManager	1.1.0.3	B	v1.1
SOF-00253	VicNode	1.1.0.2	B	v1.1

1.2.5.2 Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00259	SkyPort QSG	C	C	v1.1
PUB-00260	Gen-IC QSG	C	C	v1.1
PUB-00261	SkyPort & Gen-IC Internal Release Note	B	B	v1.1
PUB-00268	SkyPort & Gen-IC Customer Release Note	B	B	v1.1
PUB-00269	SkyPort Account Owner Welcome Letter	B	B	v1.0
PUB-00271	SkyPort Internal Account Owner Welcome Letter	B	B	v1.0

1.3 SkyPort & Gen-IC v1.0 – Initial Release

This is the first release of **Gen-IC** Virtual Intercom system a service offered by Clear-Com as:

Gen-IC Essential – *Fully Virtual Intercom without any hardware requirements*

Up to 12 Channels

Up to 24 Virtual Intercom Clients – Agent-IC on Android or iOS / Station-IC on Windows or MacOS

Up to 6 linked Gen-IC Essential Subscriptions

CCM Configuration management

Monthly or Yearly Subscriptions with automatic renewal

Gen-IC Premium – *Hybrid Virtual Intercom with interfacing to on-site intercom systems or peripherals*

Up to 24 Channels

Up to 64 Virtual Intercom Clients – Agent-IC on Android or iOS / Station-IC on Windows or MacOS

LQ Interface Linking

Up to 6 total linked Gen-IC Premium Subscriptions or LQ on-site interfaces

CCM Configuration management

Monthly or Yearly Subscriptions with automatic renewal

SkyPort Administration Port facilitates:

Clear-Com Partner purchasing & fulfilment of Gen-IC to customer/end-user workspaces.

Access to Gen-IC CCM to designated users to the system or workspaces at different access levels.

Gen-IC is available for purchase from Clear-Com Gen-IC Partners around the world.

1.3.1 Features added in this release.

	Initial Release – See product description
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1.3.2 Enhancements in this release

	N/A
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1.3.3 Bug Fixes in this release

	N/A
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1.3.4 Firmware versions of sub-systems – Reference Information only

While not a part of the release, this release was tested with devices using the following firmware versions.

Below firmware versions can be found in the Clear-Com's Download Center or on relevant app stores

Product	Version
LQ Interfaces	5.0.45 Note: Gen-IC 1.0 only works with LQ 5.0 and no other firmware version.
Agent-IC Android	2.10 Build 210015
Agent-IC iOS	2.13 Build 194
Station-IC MacOS & Windows	1.4 Build 17

1.3.5 Part Number Reference

1.3.5.1 Firmware

Part No	Description	File Type	Production Rev	Dev Issue	Last updated in Release
SOF-00250	SkyPort	N/A	0.16.10.0	A	v1.0
SOF-00251	Gen-IC	N/A	1.0.0.24	A	v1.0

1.3.5.2 Documentation

Part No	Description	Production Rev	Doc Issue	Last updated in Release
PUB-00259	SkyPort QSG	A	A	v1.0
PUB-00260	Gen-IC QSG	A	A	v1.0
PUB-00268	SkyPort & Gen-IC Customer Release Note	A	A	v1.0
PUB-00269	SkyPort Account Owner Welcome Letter	B	B	v1.0

2 Known Issues

This section details those issues that contradict the relevant manuals included in this release.

These issues have not been resolved and are listed here to help you use the system more effectively.

	<p>User cannot log in on their Virtual Client - Gen-IC Port Number:</p> <p>When Gen-IC has been stopped and is restarted it will get assigned the next available port number at the datacentre that hosts. If the port number is different that what it previously was, it must be updated in the Virtual Client connection profile for the Gen-IC system.</p> <p>Workaround: Use the SkyPort Virtual Client User privileges to manage your users. This allows you to add Virtual Client users to the system with an email address and once the user has logged into their Virtual Client (upper left hand corner icon) they will receive a list of all of the Gen-IC systems that are running, and they have been invited to use.</p>
	<p>User cannot log in on their Virtual Client on certain user pages - Gen-IC DNS Cache:</p> <p>When Gen-IC is started its DNS name is announced to the internet. In rare instances it has been noted that users on certain internet service providers cannot connect initially as the DNS name is not instantly refreshed for their network.</p> <p>Workaround: Wait or try different connectivity to the internet (e.g. cellular instead of wired). Start Gen-IC before its intended use and note that stopping Gen-IC has no operational benefit to the user unless it is being redeployed to a different datacenter (/deployment target).</p>
	<p>Clear-Com Partner cannot make purchases on SkyPort:</p> <p>Verify the following:</p> <ul style="list-style-type: none"> * you, or account owner, are registered SkyPort purchases via your Clear-Com representative. * you are using the email address you were registered with or that you have accepted your one-time invite email links sent as a part of the sign-up / invite process * your SkyPort Account page displays you as Account Owner or Account Admin * (if you are an Account Admin) that your Account Owner made at least 1 purchase on the system * your SkyPort is up to date – Log out and Log back in
	<p>SkyPort Invites are not received:</p> <p>Workaround: Check the registered email address and the incoming spam filter.</p>
	<p>SkyPort Invites do not work:</p> <p>SkyPort invites that include a one-time link to confirm an email do timeout.</p> <p>Workaround: Request to be Re-Invited to receive a new one-time link.</p>
	<p>Virtual Clients do not get or stay connected:</p> <p>Workaround: Ensure your virtual client are up to date with the latest tested version listed in this document or higher. Older Virtual Client may not work with Gen-IC.</p>
TP173667	<p>Virtual Clients cannot connect:</p> <p>In some instances when a user is trying to connect, they cannot as they are attempting to connect before the Virtual Client connection times out on the Gen-IC system.</p> <p>Workaround: Wait for 20 seconds and connect again.</p>
TP172598	<p>Enable I.V. (IVC) Direct and SIP connections from Gen-IC's CCM when linked to LQ</p> <p>When doing so, the IVC and SIP connections will not show on the Gen-IC CCM.</p> <p>Workaround: Go to the CCM of the LQ that hosts the I.V. Directs</p>
	<p>LQ SkyPort Registration Fails</p> <p>Verify the following:</p> <ul style="list-style-type: none"> * LQ can connected to the internet (TCP & UDP port: 80, 655 – for operation beyond the SkyPort Registration of your LQ see exact list of TCP & UDP ports in the Gen-IC CCM Overview page) * LQ is up to date with the latest tested version listed in this document or higher * If the LQ has previously been used for engineering field trials, ensure that the SkyPort link in the CCM takes you to skyport.clearcom.com