



V1.31.0 Release Notes - LiveEdge® Cloud Control

2025-09-10 V1.31.0

* = Requires updating to the latest Cloud Agent Version

Feature Additions

> **Retry on Error Toggle for Encoders***

- A new configuration option has been added to both audio and video encoders: Retry on Error. This toggle enables users to have the option for auto-recovery when encoding errors occur, thereby improving stream resilience. The default setting is enabled.

> **Fleet/Org-Level Alerts V2**

- New support for fleet and organization-level alert views, enabling broader visibility and management of alerts across device groups.

General Improvements

> **Memory Allocation Enhancements**

- Certain functions now benefit from increased memory allocation, resulting in faster execution times, improved performance for status and device collection endpoints, and optimized resource usage based on AWS best practices.

> **Removal of WHIP DolbyIO Service Type***

- Support for the DolbyIO service type in WHIP outputs has been deprecated. Only the "Generic" streaming provider is now available for WHIP.

Fixes

- > Resolved an issue where metrics were incorrectly displayed at default 1-hour intervals due to the removal of the "Last Hour" option. Metrics now reflect the correct entitlement-defined intervals. UI behavior restored to expected functionality.

Known Behaviors

> Alerts E-mail Selection

- When attempting to add an additional E-mail selection to an existing alert, after typing the e-mail address, you must hit the "Enter" key for the e-mail address to successfully register before saving the alert. Otherwise, the e-mail address will not be saved.



- > Cloud API returns 502 Bad Gateway when silencing alerts
 - When attempting to silence alerts via the LiveEdge Cloud API, calls to the endpoint `GET https://api.videoncloud.com/v1/device_alerts/{{device_guid}}` may return a 502 Bad Gateway error. The root cause has been identified and is planned to be fixed in a future release.
 - **Workaround:** Alerts can always be silenced and closed through the Cloud UI by clicking on **Alerts** in the left-hand sidebar and then clicking on the state of the alert under “Current Alerts”. The subsequent pop-up offers options for silencing and closing the active alert.