



## Release Notes

### LifeSize® Control™

#### Release v5.5

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Upgrade Support .....	1
New Features .....	1
Resolved Issues .....	2
Known Issues .....	2
Product Limitations .....	3
Template Software Version Support.....	3
Interoperability .....	4
Interoperability Limitations .....	5
Contacting Technical Services .....	6

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For the most current product documentation, refer to [lifesize.com/support](http://lifesize.com/support). If you are using other LifeSize products with this release, read the latest release notes for those products for additional information.

## Upgrade Support

This release of LifeSize Control supports upgrades from versions 5.0 and later. If you are upgrading from a version earlier than 5.0, contact LifeSize Technical Services for assistance.

**CAUTION** This release requires that you install Microsoft ADAM (on Microsoft Windows 2003 Server) or the AD LDS role (on Microsoft Windows Server 2008 R2) before installing or upgrading LifeSize Control. Refer to the *LifeSize Control Deployment Guide* for more information.

## New Features

Following are the major new features in this release:

- LifeSize Control supports Polycom RMX in this release. If your environment is SIP only, ensure that the Polycom RMX is registered with the SIP registrar.
- LifeSize Control can manage the LifeSize Transit environment allowing you to automatically or manually provision NAT and firewall traversal accounts for your managed LifeSize systems.
- This release of LifeSize Control supports on demand conferences hosted on multiple LifeSize Bridge systems.
- LifeSize Control is now able to initiate outbound dialing through LifeSize Bridge to invite third party participants.
- LifeSize Control supports load balancing ISDN gateways, including LifeSize Networker, LifeSize Gateway, and Radvision SKOPIA 100 Gateway.

## Resolved Issues

Following are the major resolved issues in this release. Numbers in parentheses are used for internal tracking.

- IP to ISDN calls from LifeSize Control between two devices through a managed LifeSize or Radvision gateway are now supported. (CTL-4676)
- Templates now properly update a device's DNS server entry, network speed, and time. (CTL-5118)
- LifeSize Control now supports configuring a SIP URI for an external device. If you include both an H.323 extension and a SIP URI, LifeSize Control includes only the SIP URI in both the LifeSize Control and LDAP directories. (CTL-5130)
- You can now select all devices with one click when you schedule upgrades and apply templates. (CTL-4266)

## Known Issues

Following are known issues and their workarounds, if available. Numbers in parentheses are used for internal tracking.

- The **Maximum port utilization** and **Maximum traversal** reports may show an invalid total for port use. This issue occurs only for the CDR collected after the MCU or LifeSize Transit Server is first managed; subsequent CDRs reflect an accurate total. (CTL-5063)
- LifeSize Control may require approximately 12 minutes to dial in to all managed devices in a 48-way scheduled call hosted by LifeSize Bridge. (CTL-5206)
- After upgrading to LifeSize Control v5.0 from v4.6, user accounts created in v4.6 do not function.  
**Workaround:** Use the administrative user (superuser) to create new user accounts with new credentials. (CTL-4681)
- When you use a PIN in a call with a Codian MCU as the master MCU and a LifeSize MCU as the subservient MCU in a cascaded MCU call, calls placed through the LifeSize MCU request the PIN. **Workaround:** Make the LifeSize MCU the master MCU. (CTL-4020).
- *Microsoft Exchange Users Only:* An infinite email chain occurs with automated answering systems. In this release, by default, LifeSize Control does not send email about permission problems to any user. Contact Technical Services for assistance if you experience this problem. (CTL-4148)
- LifeSize Control fails to schedule a yearly conference scheduled through Microsoft Exchange Server if the conference date is within 180 days of the current date, and the recurrence pattern selected is to recur yearly on *<month> <date>*. **Workaround:** Specify the date using the alternate recurrence pattern. (CTL-3582)
- LifeSize Control may fail to deliver email messages that are edited in LifeSize Control Administrator. If this occurs, restart the LifeSize Control service. (CTL-4002)
- When you subscribe to a report, the time you specify for the report to be generated is based on the LifeSize Control server time rather than your time zone. **Workaround:** View the report in LifeSize Control. (CTL-3470)
- The **Upgrades in Progress** screen shows upgrades scheduled for the future as soon as the event is created. **Workaround:** Refresh the screen by choosing the **Display** option again. (CTL-2553)
- On the **Mail Integration Settings** page of LifeSize Control Administrator in the **Email Customization** section, the emails identified as **Exchange - Schedule series deleted** and **Exchange - occurrence deleted** are generated and sent to the meeting organizer when LifeSize Control deletes a series or a single occurrence of a meeting due to a discrepancy in a meeting update that LifeSize Control receives. These messages are not generated when a user deletes a series or a single occurrence within a series. (CTL-3913)
- In LifeSize Control, updating a single occurrence in a recurring call scheduled through Microsoft Exchange Server removes the occurrence from the series. The occurrence becomes an independent, non-recurring scheduled call. If you then update the remaining series, a resource conflict may occur and the update may fail. **Workaround:** Check the calendar of the device you are attempting to use as the substitute in the series and modify the event to remove the conflict. (CTL-3430)

- If you schedule a device to be offline during a time in which the device is a participant in other scheduled events, LifeSize Control presents a list of the conflicting events and prompts you to confirm the deletion. Clicking confirm either deletes the scheduled event if the event depends on the device, or modifies the scheduled event by deleting the device from the event. (CTL-3860)
- The Chinese and Japanese language versions of the Help system index are not ordered in the manner customary to these languages.

## Product Limitations

Following are known limitations with this LifeSize software version. Numbers in parentheses are used for internal tracking.

- LifeSize Control ensures that all managed instances of LifeSize Bridge use the same conference ID range. LifeSize recommends that you do not edit conference ID ranges from LifeSize Bridge. (CTL-4846)
- Northbound settings are not supported for LifeSize Video Center and do not appear on the **Device details** page for this device when managed. (CTL-4389)
- The organizer of a meeting in Microsoft Outlook is not notified of the meeting's failure to start. (CTL-4003)
- If you schedule a large number of recurrences (approximately 250 or more) for an event, LifeSize Control may not be able to alert you that some recurrences are beyond the limit set for scheduling an event. Avoid setting a large number of recurrences for an event. (CTL-3436)
- If you try to configure a call with more devices than an MCU's capacity, the error message simply states "Unable to configure" instead of indicating that the port capacity for the MCU has been exceeded. (CTL-3069)
- Reconnecting a disconnected ad hoc call is not reflected in Microsoft Outlook. (CTL-3397)
- Changes made in LifeSize Control to a meeting scheduled in Microsoft Outlook (such as change of MCU, bandwidth, type of call) are overwritten if the meeting update is sent from Microsoft Outlook. (CTL-3182)
- The IP address field in the **Add an external device** dialog box requires that you enter at least one unique IP address for an external device that is ISDN only. (CTL-1961)
- Virtual multiway statistics are not supported. (CTL-2501, END-8119)
- ISDN calls from or to a device that is registered to a gatekeeper are unsupported when an ISDN capable device is selected as the host. (CTL-2500)

## Template Software Version Support

Make	Model	Software Version
LifeSize	Room, Team, and Express series	3.0, 3.5, 4.0, 4.1.1, 4.3, 4.5, 4.6, 4.7, 4.8 (220 series only)
	Passport	4.3, 4.7, 4.8
	Desktop	2.0
Avaya	1010/1020, 1030, 1040, 1050	6.0
LG	Executive	4.7

For more information about templates, refer to the *LifeSize Control Deployment Guide*.

# Interoperability

LifeSize video communications systems with this software release are supported with the following devices.

Supplier	Products
Avaya	1000 Series: 6.0
Browsers	Microsoft Internet Explorer version 6 SP2, 7, 8 Mozilla Firefox version 3.5 Flash Player v9, v10
Codian	MCU 4210: 4.1(1.59) MCU 4220: 4.1(1.51) MCU 4505: 4.1(1.59)
Email scheduling integration	Microsoft Exchange 2003 Microsoft Outlook 2003 Microsoft Outlook 2003 Webmail client Microsoft Exchange 2007 with Service Pack 1 Microsoft Outlook 2007 Microsoft Outlook 2007 Webmail client Microsoft Exchange 2010 Microsoft Outlook 2010 Microsoft Outlook 2010 Webmail client Google Apps Gmail and Google Calendar (Premier Edition)
LifeSize	Desktop: 2.0.2 Passport: 4.8 Phone: 4.5.3 Room: 4.7.18 Room 200: 4.7.18 Room 220: 4.8 Team: 4.1.1 Team MP: 4.7.18 Team 200: 4.7.18 Team 220: 4.8 Express: 4.7.18 Express 200: 4.7.18 Express 220: 4.8 Bridge: 1.1 Gatekeeper: 7.1.2 Gateway PRI and Serial: 5.6 Multipoint: 5.7.2 Networker: 3.1.2 Transit Client: 3.5 Transit Server: 3.5.1 Video Center 2200: 1.2.3
Polycom	VSX3000: 9.0.5.1 VSX7000: 9.0.5.1 VSX8000: 9.0.6.1 VS FX: 6.0.5 HDX 4000: 2.6.0.2 - 4852 HDX 9002: 2.6.0.2 - 4852 HDX 9004: 2.6.0.2 - 4852 HDX 8000: 3.0.0.2 - 13047 RMX: 7.1.0.121
Radvision	SCOPIA 100 12/24 MCU: 5.7 SCOPIA 100 Gateway: 5.6.0.4
Sony	XG - 80 - 2.14.00

Supplier	Products
Tandberg	550 MXP: F6.2 880/990 MXP: F9.0 1000 MXP: F9.0 6000 MXP: F9.0.2 NTSC 880: E5.3 1000: E5.3 6000: B10.3 EDGE95: F9.0.2 NTSC 1700 MXP : F8.1

## Interoperability Limitations

Following are the known limitations with third party products. Numbers in parentheses are used for internal tracking.

### General

- When you include a Codian or Radvision MCU in a conference scheduled with LifeSize Control, the **Conference ID** field appears on the **Events** page. Because LifeSize Control does not manage schedule conflicts through conference IDs for these MCUs, editing the conference ID has no effect. (CTL-4791)
- If you view an ad hoc call while it is in progress, third party devices involved in the call will not appear as being in the call. (CTL-3028)

### Polycom

- In a SIP-only environment, Polycom RMX must be registered with the SIP registrar.
- For LifeSize Control to successfully complete a scheduled call from Polycom RMX to a LifeSize video device, when both the video device and Polycom RMX are registered with a gatekeeper, configure the gatekeeper to always use an IP address to dial calls. (CTL-4943)
- Call duration is not passed from Polycom VSX and HDX devices to LifeSize Control and therefore cannot be displayed. (CTL-3133)
- Polycom VSX series devices may reboot when the SNMP trap destinations are reset (for example, when you start managing a discovered device). (CTL-2161)
- License keys for Polycom VSX software upgrades later than v7.0 require the key to be entered manually on the device. (CTL-703)
- Upgrading Polycom devices that require a software key is not supported in this release. (CTL-2482)
- LifeSize Control supports Polycom devices with SNMP v1 enabled, not SNMP v2c. (CTL-3377)

### Sony

- Support for the Sony PCS-XG80 video communications system in this release includes the following limitations:
  - LifeSize Control retrieves generic properties, network properties, H.323 properties and SIP properties for this device. Support for ISDN is not available in this release.
  - Only two-way calls are supported.
  - SNMP trap destinations are not set; and monitoring the device is through ping only.
  - You can place H.323 and SIP calls from and to the device from LifeSize Control with the following exception: an incoming SIP call to the device from a LifeSize device is not supported.
  - The maximum supported bandwidth is 6000 kb/s.
  - Device upgrades, changing the password, and rebooting the device are not supported.

- The country cannot be set on the device. The Country setting saved in LifeSize Control is only saved in the LifeSize Control database.

### Tandberg

- Joining a conference with a Tandberg Codian MCU using only the MCU's IP address creates a new ad hoc conference. **Workaround:** To join the device to the conference in progress, place the call from the device using only the conference ID or the MCU's IP address followed by ##conference ID (IPaddress##conferenceID). (CTL-3922)

## Contacting Technical Services

LifeSize Communications welcomes comments about our products and services. Send feedback about this or any LifeSize product to [feedback@lifesize.com](mailto:feedback@lifesize.com). Refer to [lifesize.com/support](http://lifesize.com/support) for additional ways to contact LifeSize Technical Services.