



Release Notes

LifeSize® Control™

Release: v5.0.0

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Product Documentation

The following documentation is available in this release.

Note: For the most current version of product documentation, refer to lifesize.com/support.

| Document | Description |
|--|---|
| <i>LifeSize Control Deployment Guide</i> | Addresses planning, installing, upgrading, configuring, using, and maintaining LifeSize Control and configuring third party scheduling applications for integration with LifeSize Control. **Refer to this document to ensure you meet the necessary system requirements prior to installing LifeSize Control.** |
| <i>LifeSize Control Online Help</i> | A help system defining the functionality and usage of the application, available from the Help button on the navigation bar of the user interface. |
| <i>LifeSize Control Administrator Online Help</i> | A help system defining the functionality and usage of the administrator utility. |
| <i>LifeSize Third Party Licenses</i> | Lists third-party licenses applicable to this release. |

Upgrade Support

This release of LifeSize Control supports upgrades from versions 4.0 and later. If you are upgrading from a version earlier than 4.0, 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. The installation program quits if it does not find ADAM or AD LDS on the server. Refer to the *LifeSize Control Deployment Guide* for more information.

Template Software Version Support


Following are the supported software versions for the templates feature in this release.



| Make | Model | Software Version |
|----------|--------------------------------|--|
| LifeSize | Room, Team, and Express series | 3.0.0, 3.5.0, 4.0.0, 4.1.1, 4.3.0, 4.5.0, 4.6.0, 4.7.0 |
| | Passport | 4.3.0, 4.7.0 |
| | Desktop | 2.0 |
| LG | Executive | v4.7.0 |

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

New Features and Resolved Issues

Following are the major new features and resolved issues in this release. Numbers in parentheses following a summary are used for internal tracking purposes only. **For more information about new features described in this table, refer to the *LifeSize Control Deployment Guide*.**

| Feature | Description |
|---|---|
| <i>New Features and Enhancements:</i> | |
| Enhanced user interface navigation to support additional features | Right-clicking an entry on a page is replaced in this release with a left click and the  button. Clicking this button on the Devices page presents one or more menus for accessing commands. This change was necessary to accommodate a growing list of commands that are available for new features in this release. |
| Support for integration with Google Apps Premier Edition for scheduling calls | This release includes support for integrating LifeSize Control with Google Apps Gmail and Google Calendar Premier Edition to enable users of these applications to schedule video or voice conference calls in Lifesize Control without having a Lifesize Control user account. |
| Custom roles for user and device management | Administrators can create custom roles for LifeSize Control users on the new Role Management Settings page in LifeSize Control Administrator. Tasks available for assigning to a custom role can be performed on a specific page in LifeSize Control excluding management tasks that can be performed on devices. To assign device management tasks to a custom role, use the new device groups feature described in this table. |

| Feature | Description |
|---------------------------------|--|
| Device groups | <p>You can group devices into folders in LifeSize Control to do the following:</p> <ul style="list-style-type: none"> • Create and set a default hierarchical group of managed devices to appear on the directory screen in the user interface of all managed LifeSize and LG video communications systems when the user chooses to browse the corporate directory hierarchically. You can also create more than one group and select the group that you wish to appear in the directory for an individual system. • Specify the tasks that can be performed on managed and external devices by a LifeSize Control user who is assigned to a custom role. |
| System Audit page | <p>A new System Audit page shows actions performed in LifeSize Control:</p> <ul style="list-style-type: none"> • by logged in users • automatically by the LifeSize Control server • on a managed device |
| Alarms enhancements | <p>History alarms are moved from the Alarms page to the new System Audit page in this release.</p> <p>Several alarm categories and alarms are removed from this release and new alarms are added to the conference category to support new features in this release. Refer to the <i>LifeSize Control Deployment Guide</i> or the Alarms Configuration page of LifeSize Control Administrator for a complete list of alarms.</p> |
| LifeSize Desktop page | <p>You can manage LifeSize Desktop v2.0 installations with the new LifeSize Desktop page. Configure LifeSize Control settings in the Management Center in LifeSize Desktop to enable this feature. Refer to your product documentation for LifeSize Desktop v2.0 for more information.</p> |
| New navigation and search tools | <p>New navigation and search tools appear on the Alarms and Devices pages. By default, the new Browse window appears when you open the Devices page. The Browse window replaces the Display list for listing devices in previous releases and provides more options for listing devices by category. The Browse window is also available on the Alarms page for listing alarms by category.</p> <p>You can select the columns that you wish to appear on these pages by clicking the new Columns  icon. The icons that appeared in the far right column on the Devices page in previous releases appear with Tools as the column label. You can show or hide this column and sort the icons that appear by clicking an icon in the column heading.</p> <p>You can use the new Search  icon on the Alarms page to search for alarms based on specific characteristics.</p> <p>The new System Audit and LifeSize Desktop pages in this release include similar navigation features.</p> |

| Feature | Description |
|---|---|
| Support for LifeSize Video Center and Tandberg Codian IP VCR 2220 | You can manage LifeSize Video Center and Tandberg Codian IP VCR 2220 and include these devices in scheduled calls. Use the new recorder affinity feature to assign video communications systems affinity to a recorder. Recorder affinity enables LifeSize Control to automatically select a recording host when a meeting organizer schedules a call through a third party scheduling application, if integrated with your installation, and to offer a list of available recorders when a user schedules a call from the Events page. |
| Device support | This release adds support for the following third party devices: <ul style="list-style-type: none"> • LG Executive • Tandberg Codian IP VCR 2220 |
| Platform support | This release adds support for Microsoft Windows Server 2003 Standard edition 64-bit (x64) with Service Pack 2 and Microsoft Windows Server 2008 R2, Standard edition 64-bit (x64). |
| ADAM and AD LDS replacement of OpenLDAP | This release replaces OpenLDAP with ADAM on Microsoft Windows Server 2003 installations and with AD LDS on Microsoft Windows Server 2008 R2 installations to resolve issues with database stability and scalability in previous releases. You must install ADAM or AD LDS before installing or upgrading LifeSize Control. |
| Resolved Issues: | |
| Missing alarm ID descriptions and deprecated alarms (CTL-3745) | The description for a few alarms on the Alarms Configuration page in LifeSize Control Administrator appeared in previous releases as "Description not available" in previous releases when you clicked the alarm in the Alarms list and some alarms appeared that were deprecated, but not removed from the user interface. This issue is resolved in this release. For a description of alarms, including identification of alarms that appear in the user interface but are deprecated, refer to "Appendix B: Alarms by Category" in the <i>LifeSize Control Deployment Guide</i> . |

Known Issues

The following table lists known issues and their solutions or workarounds, if available. Numbers in parentheses following an issue are used for internal tracking purposes only.

| Issue/Problem | Description/Workaround |
|--|---|
| IP to ISDN call from LifeSize Control through managed gateway may fail. (CTL-4676) | An IP to ISDN call placed from LifeSize Control between two devices through a managed LifeSize or Radvision gateway may fail. To work around this issue, in the gateway user interface, delete and add back all service prefixes and then refresh the gateway on the Devices page in LifeSize Control. |

| Issue/Problem | Description/Workaround |
|---|---|
| <p>Templates, Password, and Events pages incorrectly show support for Avaya video communications system (CTL-4678)</p> | <p>The following features in the LifeSize Control user interface incorrectly show support for Avaya video communications systems:</p> <ul style="list-style-type: none"> • Create templates on the Templates page • SNMP v3 and Other protocols sections on the Passwords page • Schedule upgrades and Schedule templates on the Events page <p>Support for Avaya video communications systems is not available in this release.</p> |
| <p>LifeSize Control sends continuous messages indicating that a conference scheduled through Microsoft Exchange Server 2007 cannot be scheduled. (CTL-4471)</p> | <p>Scheduling a conference through Microsoft Exchange Server 2007 may result in continuous messages from LifeSize Control indicating that the conference cannot be scheduled. To resolve this issue, ensure that Service Pack 1 or later for Microsoft Exchange Server 2007 is applied to the Exchange Server installation.</p> |
| <p>PIN with Codian MCU as the master MCU and a LifeSize MCU as the subservient MCU in a cascaded call does not function properly (CTL-4020)</p> | <p>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. To work around this issue, make the LifeSize MCU the master MCU.</p> |
| <p>Microsoft Exchange Users Only: Infinite email chain occurs with automated answering systems. (CTL-4148)</p> | <p>With an automated answering system, LifeSize Control integrated with Microsoft Exchange results in an infinite email chain. 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.</p> |
| <p>Joining a conference with a Tandberg Codian MCU using only the MCU's IP address creates a new ad hoc conference. (CTL-3922)</p> | <p>If you join a device to a conference in progress that has a Tandberg Codian MCU by placing the call using only the MCU's IP address, LifeSize Control creates a separate ad hoc call instead of joining the device to the conference. 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 (<i>IPaddress##conferenceID</i>).</p> |
| <p>LifeSize Control fails to schedule yearly recurring meeting scheduled through Microsoft Exchange Server within 180 days of the current date when the recurrence pattern is <i>Every <month> <date></i>. (CTL-3582)</p> | <p>LifeSize Control fails to schedule a yearly conference scheduled through Microsoft Exchange Server if the conference date is within 180 days from the current date, and the recurrence pattern selected is Every <month> <date>. To work around this issue, specify the date using the alternate recurrence pattern.</p> |
| <p>LifeSize Control may fail to deliver email messages that are edited in LifeSize Control Administrator. (CTL-4002)</p> | <p>After editing the text of the email messages that are selected for delivery on the Microsoft Exchange Settings page in LifeSize Control Administrator, LifeSize Control may fail to deliver the messages. If this occurs, restart the LifeSize Control service.</p> |

| Issue/Problem | Description/Workaround |
|--|--|
| Subscription reports are generated based on server time instead of client time zone. (CTL-3470) | When you subscribe to a report, the time you specify for the report to be generated is interpreted by LifeSize Control as the LifeSize Control server time rather than the time in your time zone. To work around this issue, view the Report in LifeSize Control. |
| Upgrades in Progress includes events scheduled for the future. (CTL-2553) | The Upgrades in Progress screen shows upgrades scheduled for the future as soon as the event is created. To work around this issue, refresh the screen by choosing the Display option again. |
| Polycom HDX device status remains in call after the call is over. (CTL-3377) | Ensure that Polycom devices use SNMP v1, not SNMP v2c. |
| Meaning of series deleted and occurrence deleted emails on Microsoft Exchange Settings page (CTL-3913) | On the Microsoft Exchange Settings page in the emails 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. |
| Updating a single occurrence in a series removes the occurrence from the series and may cause updates to the series to fail. (CTL-3430) | 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. For example, if you change the MCU in a single occurrence and then make the same change to the MCU in the remaining series, the update fails indicating that a resource conflict exists. To work around this issue, check the calendar of the device you are attempting to use as the substitute in the series to identify the conflicting event and modify the event to remove the conflict. |
| Message on Events page for resolving conflicts with other scheduled events when taking a device offline is incomplete. (CTL-3860) | 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 "...click confirm to delete schedules and create the device offline schedule or click cancel." 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. |
| Chinese and Japanese language versions of the Help index are incorrectly ordered | Due to a limitation in the software tool used to create the Help system, the Chinese and Japanese language versions of the Help system index are not ordered in the manner customary to these languages in this release. |
| LifeSize Control schedules recurrences of an event beyond schedule limits. (CTL-3436) | 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. |

Product Limitations

The following table lists known limitations with this LifeSize product. Numbers in parentheses following an issue are used for internal tracking purposes only.

| Feature | Support or Limitation |
|--|--|
| Northbound settings are not supported for LifeSize Video Center (CTL-4389) | Northbound settings are not supported for LifeSize Video Center and do not appear on the Device details page for this device when managed. |
| Alert not sent to meeting organizer when meeting scheduled in Microsoft Outlook fails. (CTL-4003) | The organizer of a meeting in Microsoft Outlook is not notified of the meeting's failure to start in this release. |
| Vague error message when too many devices added for an MCU. (CTL-3069) | If you try to configure a call with more devices than an MCU's capacity, the error message simply states " <i>Unable to configure</i> " instead of " <i>port capacity for MCU has been exceeded</i> " in this release. |
| Reconnecting a disconnected ad hoc call is not reflected in Microsoft Outlook. (CTL-3397) | Consecutive ad hoc conferences within two minutes of one another cannot be reflected in the Microsoft Exchange/Outlook calendar in this release. |
| Changes made in LifeSize Control scheduler to a conference originally scheduled in Microsoft Outlook are over written if an update is sent through Microsoft Outlook. (CTL-3182) | 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. |
| IP address field in the directory for an external device requires a unique number. (CTL-1961) | 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. |
| Virtual multiway statistics not supported. (CTL-2501, END-8119) | In this release, statistics for all parties in a virtual multiway call is not supported. |
| ISDN calls through the gatekeeper are unsupported when the MCU is beyond the gatekeeper. (CTL-2500) | 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. |

Interoperability

LifeSize Control supports the following LifeSize and third party devices and software.

| Supplier | Products |
|------------------------------|--|
| Browser support | Microsoft Internet Explorer version 6 SP2, 7, 8 Mozilla Firefox version 3.5 Flash Player v9, v10 |
| 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 Google Apps Gmail and Google Calendar (Premier Edition) |
| LG | Executive v4.7.0 (19) |
| LifeSize | Phone: 4.5.2 (2) Room: 4.1.1 (17) Room 200: 4.1.1 (17) Room 220: 4.7.0 (19) Team: 4.1.1 (17) Team MP: 4.1.1 (17) Team 200: 4.1.1 (17) Team 220: 4.7.0 (19) Express: 4.1.1 (17) Express 200: 4.1.1 (17) Express 220: 4.7.0 (19) Passport: 4.3.0 (60) 4.7.0 (19) Multipoint: 5.7.0.015 Gatekeeper: 7.0.1.4 Gateway PRI and Serial; 5.6.0.04 Networker: 3.1.1 (3) Video Center 2200: v1.0.2 |
| Radvision | SCOPIA 100 12/24 MCU: 5.7 SCOPIA 100 Gateway: 5.6 |
| Sony | PCS-XG80: 2.11.00 |
| Polycom | VS FX: 6.0.5 VSX 3000: 9.0.5 VSX 7000: 9.0.5 VSX 8000: 9.0.5 HDX 4000: 2.5.0.2-3395 HDX 8000: 2.6.0-4740 HDX 9002: 2.6.0-4740 HDX 9004: 2.6.0-4740 |

| Supplier | Products |
|----------|--|
| Tandberg | 880: E5.3 1000: E5.3 6000: B10.3 550 MXP: F6.2 880/990 MXP: F8.0 1000 MXP: F8.0 1700 MXP: F8.1 6000 MXP: F8.0 Edge95: F6.3 Codian IP VCR 2220 v 2.1(1.7) Codian MCU 4210: 3.1 (2.13) Codian MCU 4220: 2.4 (1.20) Codian MCU 4505: 3.1 (2.13) |

Interoperability Limitations

The following table lists known limitations with third-party products. Numbers in parentheses following an issue are used for internal tracking purposes only.

| Feature | Limitation |
|--|---|
| License keys for Polycom VSX software upgrades require manual entry. (CTL-703) | License keys for Polycom VSX software upgrades later than v7.0 require the key to be entered manually on the device. |
| Upgrading a Polycom device at a scheduled time shows a status of complete but does not list the device details. (CTL-2482) | Upgrading Polycom devices that require a software key is not supported in this release. |
| Third-party devices do not appear as being in ad-hoc calls. (CTL 3028) | If you view an ad hoc call while in progress, third-party devices involved in the call will not appear as being in the call in this release. |
| Support limitations for Sony PCS-XG80 video communications system | Support for the Sony PCS-XG80 video communications system in this release includes the following limitations: <ul style="list-style-type: none"> LifeSize Control retrieves generic properties, network properties, H323 properties and SIP properties for this device. Support for ISDN is not available in this release. Only point-to-point 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 6000kbps. 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. |
| Call duration not displayed in LifeSize Control for Polycom VSX 7000. (CTL-3133) | Call duration information is not passed from the Polycom device to LifeSize Control and therefore, cannot be displayed. |

| Feature | Limitation |
|---|---|
| Polycom VSX reboots after you begin managing it. (CTL-2161) | Polycom VSX series devices may reboot when the SNMP trap destinations are reset (for example, when you start managing a discovered device). |

Documentation Errata

| Erratum Summary | Description |
|---|--|
| Topics in LifeSize Control help incorrectly show support for Avaya video communications systems | <p>The following topics in LifeSize Control Help incorrectly indicate support for Avaya video communications devices:</p> <ul style="list-style-type: none"> • Sending a Message to a Device • Viewing Device Details • Backing up a Device • Managing Device Groups <p>Support for Avaya video communications systems is not available in this release.</p> |

Technical Services

LifeSize Communications welcomes your comments regarding our products and services. If you have feedback about this or any LifeSize product, please send it to feedback@lifesize.com. Refer to lifesize.com/support for additional ways to contact LifeSize Technical Services.