Release Notes

LifeSize® Multipoint™

Release: v5.7.2

Attention: LifeSize Gatekeeper and LifeSize Multipoint Extension do not support virtual machines or 64-bit Windows based servers.

Contents

Product Documentation

Product documentation is available in PDF format. You must have Adobe Reader v4.0 or later to view the files. The following documentation is available in this release:

Document	Description
LifeSize Multipoint Installation Guide	Describes basic steps for installing and configuring LifeSize Multipoint. Available from the LifeSize Multipoint CD-ROM and from the Customer Support page of www.lifesize.com.
LifeSize Multipoint User Guide	Describes setup and common usage for LifeSize Multipoint. Available from the LifeSize Multipoint CD-ROM and from the Customer Support page of www.lifesize.com.
LifeSize EULA and Third Party Licenses	The LifeSize End User License agreement and listing of Third Party Licenses are available from the LifeSize Multipoint CD-ROM and from the Customer Support page of www.lifesize.com.
LifeSize Safety and Regulatory Notices	Describes safety guidelines and regulatory notices for the LifeSize Multipoint. This document is available from the LifeSize Multipoint CD-ROM and from the Customer Support page of www.lifesize.com.

Online Help

The LifeSize Multipoint is equipped with online help that is linked to the LifeSize Multipoint Administrator web interface. The help library is stored on the LifeSize web site. By default, the LifeSize Multipoint Administrator is linked to the help library at the following URL:

http://www.lifesize.com/online_help/lifesize_multipoint/

The **Online Help** folder available from the LifeSize Multipoint CD-ROM included in the product box contains the online help library. If you wish to install the online help on a shared network location and link it to the LifeSize Multipoint Administrator, perform the following steps:

1. Copy the `Online Help` folder from the LifeSize Multipoint CD-ROM to a shared folder on a PC on your network. For example:

   `\\myComputer\LifeSize Multipoint\Online Help`

2. Log in to the LifeSize Multipoint Administrator interface.
3. In the **Online help URL** field of the Device **Web** tab, type the directory path to the help files you installed on your PC. The path must have the form:

   `file://computerName/sharedDirectory`

   Where *`computerName`* is the name of the computer on the network and *`sharedDirectory`* is the path to the Online Help folder. For example:

   `file://myComputer/LifeSize Multipoint/Online Help`

4. Click **Upload** in the LifeSize Multipoint Administrator toolbar, followed by **Refresh**.
5. You may need to log out and log back in to the LifeSize Multipoint Administrator for the change to take effect.

Utilities

The **Utilities** folder available from the LifeSize Multipoint CD-ROM included in the product box contains the LifeSize Audio Message—an interactive GUI that enables you to record and replace messages and upload new messages to the call routing mechanism in LifeSize Multipoint.

To install and run the LifeSize Audio Message Utility, perform the following steps:

1. Copy the Audio Message Utility folder from the LifeSize Multipoint package to your local computer.
2. To run the utility, double-click the `IvrRecordingUtility.exe` file.

For more information about using the LifeSize Audio Message Utility, refer to the *LifeSize Multipoint User Guide*.

Interoperability and Third Party Device Support

LifeSize Multipoint has been tested with the following third party devices:

Supplier	Products
Polycom	VS: 7.5.4 FX: 6.0.5 VSX 7000: 8.7.1 VSX 8000: 8.5.3 VSX 5000: 8.5.3 HDX 9002: Beta 2.0.0 PVX: 8.0.2 ViewStation512: 7.4.5
Tandberg	1000: E5.3, B7.4 6000: E5.2, B10.3 1500 MXP: F7 6000 MXP: E5.2/B10.3 95 MXP: F7 3000 MXP: F7 1700 MXP: F7 990 MXP: F7
Aethra	AVC 8400: 6.0.30 X5: 10.2.24 X7: V11.1.12 Silver: 6.0.30
Sony	PCS-1: 3.41 G-50: 2.41 TL-50: 2.31 TL-30: 1.24 HG-90: 2.20.00 G-70: 2.61
France Telecom	eConf: 5
Microsoft	Office Communications Server: 2007
CounterPath	eyeBeam: 1.5.12
Innomedia	MTA 5531: 1.9.8GEN
Leadtek	BVP 8882: 2.5.00_56
Wooksung TelephoSee	WVP-2100: 1.20.0.49L

Upgrade and Downgrade Procedures

Follow these steps to upgrade from a previous version of LifeSize Multipoint:

1. Save the current custom configuration by clicking **Export** on the web user interface toolbar to export the configuration to a *.ini file.

2. Use the Upgrade Utility to burn the latest version onto the MCU card.

3. After burning, the Upgrade Utility resets the platform.
   |
4. After reset, the latest version is installed.

5. Execute this procedure for both the MVP and MCU utilities.

Since the upgrade process does not override the existing configuration, you do not need to import the saved configuration.
You cannot upgrade directly from MCU version 5.0 to version 5.6. Upgrade initially to version 5.1.1 and then to version 5.7.

We recommend that you run upgrade and downgrade procedures from a machine located on the same network as your MCU to ensure that there are no failures due to network connectivity problems.
Do not simultaneously run more that one upgrade utility per PC.

Follow these steps to downgrade from LifeSize Multipoint version 5.7 to a previous version.

1. Save the current custom configuration by clicking **Export** on the web user interface toolbar to export the configuration to a *.ini file.
2. Use the Upgrade Utility to burn the latest version onto the MCU card.
   a) Provide an IP address, login name, and password.
   b) Open the **Customize** screen and check the configuration file.
   c) Initiate the downgrade procedure.
   d) Wait while LifeSize Multipoint performs the downgrade procedure and resets. This may take several minutes. Do not interrupt the procedure; wait until it is fully completed and the Upgrade Utility reports that the downgrade has been performed successfully.

Do not import the saved configuration to the MCU after downgrade. An older version of the MCU might not support the new configuration values.

New Features

Following are the new features in this release. Refer to your LifeSize product documentation for more information about using the product.

- XML support for Multipoint 230 software version 7.1 enhancements
- Cascading support for Multipoint 230 software version 7.1 as a master MCU with a Multipoint 12/24 version 5.7.2 acting as a slave MCU
- SDS Compatibility: Conference Participant Information enhancements are included to allow SDS to distinguish/control between participants connected to 'local' (not cascaded), 'master' or 'slave' conferences.
- Renegotiation of HD to SD capabilities by using 'Hold-Resume' mechanism in order to save resources when the participant has no HD capabilities.
- Broadsoft certification – partial MCU compliance with Broadsoft certification for SIP.
- Added 'quit' option to the 'printCfgMenu' of the MVP.
- H.245 ports dynamic range configuration.
- Muting video will not prevent the presentation to be shown on the SD Client.
- MCU SIP bit rate change handling improved.
- The ability to mute and unmute both receive and transmit video and /or audio channels of participating devices.
- An Advanced Command that allows removal of the PIN generation from auto-attendant.
- VLAN support. This feature is relevant only for specific setups.
- QoS support for H.245 Control Connections.

Resolved Issues

Following are the resolved issues in this release. Refer to your LifeSize product documentation for more information about using the product.

- 64K video conference services are problematic
- Auto attendant display message in Korean is not supported
- Break out session mute/un-mute failing
- MCU crashed while network problems were encountered
- Initial frameset missed and VFU INFO not requested on time
- Video lost on the slave conference devices when cascading HD switch conference (720p30)
- No timer setting available for MCU PIN IVR, timing out with "wrong PIN code".
- User allowed to remove the conference ID from the display shown on the device.
- Polycom devices may experience H.239 problems (may not see the presentation) when joining a MCU conference after the H.239 session has started.
- There was a video problem in MCU SIP call to VSX8000 where MCU sent w480p. The issue has been resolved by introducing a Renegotiation mechanism in the MCU.
- There was a video problem with H.264 baseline caused by level 2.2 issues.

- MCU opens Dual Video logical channel, while the devices do not receive H.239 presentation stream.
- A SIP user did not receive any audio because of a problem with the MCU integration with ALU.
- MCU is unable to join calls from gTalk (Google), because gTalk sends destination info in CallSetupUserInformation and not in the Called Party field.
- A LifeSize Multipoint Extension Client hangs when inviting a device using the following format "701800655496***998877636872#".
- There is an MCU WEB Security flaw: SQL injection via modified URL for MCU invokes unauthorized ad hoc conference.
- There is an MCU WEB Security flaw: the MCU config.ini file can be accessed without login authorization.
- There is an MCU IVR five-seconds delay when connecting Avaya phones.
- SCOPIA Desktop Server does not adjust its bandwidth usage in accordance with the setting defined in the MCU service.
- MCU configuration resets to factory default settings after reboot. The issue typically occurs when AAC-LC is enabled in a service using rate lower than 96K.
- Problems with SNMP timeout periods when executing SNMP-managed “Walkthrough”.
- The number of participants displayed for cascaded conferences in the WEB may be inconsistent.
- While Sony PCS-G50P connects to an Encryption-Required conference (DF146), the bandwidth is handled incorrectly.
- MCU opens H.263 4CIF to Tandberg MXP only if video codec priority is changed with H.263 being the highest priority video codec.
- There is an issue with SIP session timers (ST): when SIP endpoints connect into MCU, the ST are not honored and the devices are never disconnected.
- Lack of resources problem in the MVP (referred also as Memory Leak).

Known Issues and Workarounds

The following table lists known issues and their solutions or workarounds, if available.

Issue/Problem	Description/Workaround
Third party application support.	All references to third party applications, such as the Radvision iView Suite, highlight interoperability and value added functionality. LifeSize does not sell or support these applications; contact the third party vendor for more information about these products.
Use Microsoft Internet Explorer versions 5.5 or 6.0 to access the LifeSize Multipoint Administrator web interface.	LifeSize supports Microsoft Internet Explorer v5.5, v6.0, and v7.0 for accessing the LifeSize Multipoint Administrator web interface.
Interoperability limitation with LifeSize systems.	LifeSize Multipoint is compatible with LifeSize video conferencing systems v3.0 or later. LifeSize recommends you install the latest software version for the best performance.
Defining more than 20 prefix services can cause system stability issues	Defining a higher number of MCU prefixed services can render systems unstable and prevent administrators from properly saving the MCU configuration to file. Uploading a configuration file with more than 20 prefixed services can render a system inoperable. For the best administrative experience, it is advised to keep the number of prefixed services below 20.

Auto Attendant	Auto Attendant is not supported for the following endpoints—Sony 1600, Polycom VS512, Innomedia SIP, Leadtek SIP phone, eConf versions earlier than 5.0.29, some Aethra X3 versions, RADVISION SCOPIA 3G Gateway, eConf in SIP only, old versions of TANDBERG 1000 and TANDBERG 6000. Polycom VSX 7000 devices do not support the H.264 codec at bit rates of 512 Kb/s. If the device is configured to use a higher bit rate, it does not connect to the conference after Auto Attendant. Slide resolution in SIP calls is limited to CIF if a device connects with the H.264 codec. Resolve this issue y configuring the device to use Empty Invite or offer H.263 at a higher priority. When you use IP dialing for outgoing calls, do not define the Gatekeeper IP address when the MCU is not registered to the Gatekeeper.
Web	Microsoft JVM is not supported.
Gateway	Disable H.239 to enable operation with the LifeSize Gateway.
High Definition Continuous Presence Interoperability	LifeSize versions earlier than 3.6.0 offered maximum capabilities of 480p symmetric instead of Rx/480p and Tx/720p in SIP calls, causing the MCU to fail to treat the call as HD and to incorrectly decode data from the endpoint side. Version 3.6.0 resolves this issue. Alternatively, set the service maximum picture size to 480p. When a Polycom HD endpoint dials in to a conference using an Empty Invite, SCOPIA MCU offers capabilities of 480p Rx 720p Tx. The endpoint responds with 480p symmetric, causing SCOPIA MCU to fail to treat the call as HD and to incorrectly decode data from the endpoint side. Resolve this issue by setting the service maximum picture size to 480p. Network issues or endpoint limitations may cause an endpoint to request that SCOPIA MCU decrease the bit rate to below 4 MB. Polycom HDX version 2.0 or higher is required for HD conferencing. Sony PCS-HG90—HD Continuous Presence is not supported with this endpoint; HD switching is supported. LifeSize: The best HD experience is achieved when the device is configured to Sharpness mode. To use a LifeSize device in SIP, do not select the “Use ‘Empty Invite’ when sending Invite messages to endpoints” check box, located in **MCU** > **Protocols > SIP > Advanced SIP Settings**.
Switched High Definition Interoperability	To use TANDBERG and Aethra HD endpoints with an HD Switched Video service, select the Auto option in the Frame rate field of the service’s Advanced Video Settings. To use a Sony HD endpoint with an HD Switched Video service, we recommend that you select the 30 f/s option in the Frame rate field of the service’s Advanced Video Settings. To use an Aethra HD endpoint with an HD Switched Video service, select up to 1.5 Mbps for the Max call rate. LifeSize recommends that you do not mix devices from different vendors when working with HD switching services. Using devices from a single vendor in HD switching conferences produces the best video quality.

Encryption	Encryption does not function with Tandberg devices that support both AES and DES and that are configured to only enable DES. To resolve this, enable AES in the device. When using H.235 encryption, MCU port capacity remains unaffected for calls of up to 768 Kb/s. For calls at higher rates, the port capacity drops to half.
MCU cannot transmit video with 480p resolution at 384K call speed. (MPT-48)	To place calls with 480P for bandwidths from 256K and up, navigate to **Settings - Advanced – Commands** on the MCU Admin page and set the **HD Minimal Rate** command to 256K or 348K.
Configuration	Connect the MCU module and all registered MVP modules to the same IP switch. Upgrading to MCU 5.6 may change the H.239 resolution from XGA to VGA. Resolve this issue by reconfiguring the service. Enabling or disabling the H.323 protocol using the NMS may the reset the MCU. When the MCU service is configured to 64K Rate, the video will not open even if the audio protocol does not occupy all the available Bandwidth. There may be a problem when the MVP RTP Port Base is configured to or including Port 49152. The number of prefixed services should not exceed 30. Defining a higher number of SCOPIA MCU prefixed services may prevent you from properly saving SCOPIA MCU configuration to file. The MCU may not accept Service Configuration changes when AAC-LC is configured for a 64K VDO Service. After reboot SCOPIA MCU may return to the default configuration losing all changes. Do not enable AAC-LC protocol for SCOPIA MCU 64K Service.
T.120	**Note** T.120 Data Collaboration is supported only with an external DCS T.120 Server. In order to configure an MCU service to allow T.120 the DCS T.120 Server has to be active and registered with the MCU. T.120 does not function across cascaded conferences. Set the *configT120OutCallRecvOnly* advanced command to 1 to modify T.120 default behavior on outgoing calls from **sendonly** to **recvonly**. Return the value to 0 to revert the default behavior to **sendonly**. There might be a problem employing T120-enabled conference mainly when the web user interface is open. LifeSize recommends that you do not open the web user interface in that case. If it is necessary to use T.120, contact LifeSize Technical Services for assistance.
No video on Tandberg devices in HD-VAS conference. (MPT-72)	Tandberg cannot decode 720p video. To work around this issue, set the frame rate for the prefix to *Auto* instead of setting it to 30.
Security Vulnerability and DoS Attacks	DoS attacks can cause the MCU to reboot when you open a Telnet session. The MCU may be vulnerable to some DoS attacks and Port Scanning: - During MCU Nesus port scanning SCOPIA MCU may crash. - During security Qualys scan SCOPIA MCU may exhibit some vulnerability. - Although SCOPIA MCU resilience to DoS attacks has been improved, there is some vulnerability that was discovered at the last moment.

H.239	Enabling H.243 in the **Settings>Conference Control** section may cause H.239 interoperability issues with Aethra devices. For a Sony PCS-TL30 device to receive a H.239 presentation, in the service's **Presentation View Settings**, select the **XGA** option for **Image Size** and the 1fps option for **Presentation frame rate**. In the event that a Tandberg device joins a conference while a H.239 presentation is in progress, you may need to restart the presentation so that it can be seen by the Tandberg device. If you are using Tandberg HD devices and H.239, LifeSize recommends you use the advanced command *mc:h323terminaltypecode* with a parameter of *200*. To do this, navigate to **Settings>Advanced>Commands>Advanced Commands**.
Cascading	LifeSize recommends you use the web conference control of the Master MCU rather than of the Slave MCU in order to manage a cascaded conference. You cannot disable the No-Self-see option from the In-conference Control web user interface for the 3G layout. SIP cascading of the MCU does not operate when using Empty Invite. Use Full Invite instead. In a cascaded conference, the encryption status of individual participants may display incorrectly. Participants on the same slave conference cannot control each other via the master conference. Control is available via local layouts. The maximum number of participants in a cascaded conference is limited to 120.
LifeSize Multipoint Extension	In a LifeSize Multipoint Extension conference, you cannot change the **Self See** option from the Conference Control interface. Use the **Enable 'No Self See'** parameter in the service definition screens to change this option. A LifeSize Multipoint Extension client with a password configured will fail to connect to a non-password protected conference. A LifeSize Multipoint Extension client with a password longer than 7 characters will fail to connect to a conference.
DVD presentation from LifeSize devices with LifeSize Multipoint are not transmitted to the far side for some resolutions.	By default, the MCU does not allow a picture size mixture of CPS and CIF resolutions for presentation in order to avoid unexpected behavior. If the resolution value is XGA on the MCU and the advanced command is set to *on* neither DVD nor VGA presentation is transmitted to the device. (MPT-47)
SIP	When using a Sony PCS-1 device in SIP, select the **Use 'Empty Invite' when sending Invite messages to endpoints** checkbox, located in **MCU>Protocols> SIP>Advanced SIP Settings**. Configure the MCU to use either the AS or TIAS attribute, but not both, when working with TANDBERG devices. Polycom VSX 7000 devices do not support H.264 at bit rates above 768 Kb/s. Remove H.264 from the service definition to enable call establishment. Use TANDBERG MXP1700 versions later than 7F Beta only. Disable cascading to enable operation with Eyebeam devices. LifeSize devices offer HD capabilities only when identifying the MCU according to the user agent field. If the device does not offer HD capabilities, change the MCU identifier to "LifeSize Multipoint" and reset the device.

DTMF	In the MCU default configuration the DTMF detection is always active. When the DTMF detection is set to **active only during IVR** and the MCU reboots, it might lose its ability to restart correctly. Ensure that if the DTMF detection needs to be disabled for any reason, the SIP protocol is also disabled. Contact LifeSize Technical Services for further assistance.
General	Very rarely upon a loss of resources a message about a “memory leak” instead of a “lack of resources” is erroneously printed into the MVP log. SCOPIA MCU with MVP need to be restarted in this case. Contact LifeSize Technical Services for further assistance. Very rarely the MCU may stop sending audio to the conference parties. Rebooting the the MCU resolves the issue. Contact LifeSize Technical Services for further assistance. A PIN-protected MCU service does not invoke an error message with a device tries to establish an ad hoc conferencing without entering the PIN.
Tips	When the Windows Start Navigation sound is enabled, a continuous clicking sound is heard when the Conference Control interface automatically refreshes. Disable this sound in the **Sounds and Multimedia** configuration of the Control Panel. The **Conference Control** and **Login** screens are best viewed in full screen mode (1024 x 768 fps). You can open multiple **Conference Control** browser screens at the same time; however, close screens in which you are not currently working to avoid performing operations on the wrong conference.AAC-LC is supported in calls with LifeSize devices. To allow a conference call of 96 participants with 4 registered MVP modules, set the *Enable in-band DTMF detection* Advanced Command to **disable**, and then disable the SIP protocol to avoid a failure during the MCU reboot. Contact LifeSize Technical Services for assistance. Set the *Enable in-band DTMF detection* advanced command to **disable** to allow a conference call of 96 participants with 4 registered MVP modules. LifeSize recommends that you set the Ethernet port speed and duplex parameters of both the MCU and the switch to **Auto**. Set these parameters to 100 Mb/s full duplex only if you experience port speed negotiation problems. Ensure that the Ethernet port speed and duplex parameter values on the MCU and the switch are identical. During Auto Attendant sessions, Aethra endpoints may display on-screen information that hides part of the menu presented by the MCU. Click a "C" (del) button to hide the information the endpoint displays. During Auto Attendant sessions, LifeSize endpoints may display on-screen information that hides part of the menu presented by the MCU. Click the far-end camera control button to hide the information the endpoint displays. After using the TV Mode option to reduce your picture size for viewing on a TV screen, you may still find that the picture is cut off. We recommend that you adjust your screen configuration parameters to restore the full picture. Press the pause button (||) after the IVR phase when working with eConf endpoints if the video does not start automatically. You can define a maximum number of 30 services and 1 hidden service for IP dialing. Do not use the MCU with more than 48 Conferences in parallel. A conference is designed to have at least two participants, even if the Reserved Parties Number is only 1.

Tips	The high-quality AAC-LC audio protocol is supported with LifeSize devices. AAC-LC requires a higher bandwidth (96 Kbps) than other standard quality audio protocols, so it is suitable mainly for video calls with a high call rate. To ensure successful IP dialing when the MCU is not registered with a gatekeeper, configure the MCU as follows: - Deselect the Register conference ID option under **MCU > Settings > Advanced**. - Select the Enable H.323 protocol option under **MCU > Protocols > H.323**. - Enter an IP address in the Gatekeeper Address field that is not 0.0.0.0 and that does not end in 0 (for example, 100.20.31.0). The MCU Factory Default Option has been removed from the Serial Interface Menu. To apply default settings, upload the default MCU configuration as follows: Run the MCU version 5.7.0.0.21 installer. In the Customize window, clear all options except the **MCU Factory Default Config File** and **MCU Config File**. Click **Upload**. LifeSize recommends the following procedure when working with video calls at a call rate below 256 Kb/s: 1. In the Administrator interface, on the sidebar, click **MCU**. 2. Click **Services**. 3. Select the service you wish to configure and click **Add**. 4. Click **Advanced Audio Settings** to modify audio settings. 5. Add AAC-LC to the Available list. If you select the AAC codec for use with a video service, the **Use AAC codec for call rates equal or above** option is enabled. 6. Select an appropriate lower limit for the call rate from the drop-down list so that AACLC is used only for calls with a call rate above this limit. To ensure successful IP dialing when the MCU is not registered with a gatekeeper, configure the MCU as follows: ▪ Deselect the Register conference ID option under MCU > Settings > Advanced. ▪ Select the Enable H.323 protocol option under MCU > Protocols > H.323. ▪ Enter an IP address in the Gatekeeper Address field that is not 0.0.0.0 and that does not end in 0 (for example, 100.20.31.0).

Contacting 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 www.lifesize.com/support for additional ways to contact LifeSize Technical Services.