



Release Notes

LifeSize® Control™

Release: v4.0.3

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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 the Support page of www.lifesize.com.

Document	Description
<i>LifeSize Control Installation Guide</i>	Includes instructions for installing and configuring 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.
<i>LifeSize Control Training Videos</i>	These videos explain how to access and use new features in LifeSize 4.0

Upgrade Support

This release of LifeSize Control support upgrades from versions 3.0, 3.5.0, and 4.0. If you are upgrading from a version earlier than 3.0, contact LifeSize Technical Services for assistance.

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.

Feature	Description
Resolved Issues	
LifeSize Control does not always select the highest available bit rate for LifeSize Multipoint. (CTL-3495)	LifeSize Control did not always use the service prefix with the highest bandwidth for LifeSize Multipoint. This has been corrected in this release.
IP addresses mistakenly identified as LifeSize Networkers. (CTL-3511)	During discovery, IP addresses were mistakenly identified as LifeSize Networkers. This issue has been corrected in this release.
Devices registered to a Gatekeeper have numbers incorrectly listed in their Corporate Directory. (CTL-3493)	All devices registered to a Gatekeeper were listed in the Corporate Directory with the Gatekeeper IP and the E.164 extension. In this release you can choose to list them with the E.164 extension alone.
Applying a template inadvertently applies the IP address from the original device. (CTL-3502)	Applying a template created from a device to another device inadvertently applied the first device's IP address to the second device. This has been corrected in this release.
Scheduled upgrade for LifeSize Networker may display its status incorrectly; upgrade fails. (CTL-3232)	When you scheduled an upgrade for managed LifeSize Networkers, the status may have displayed incorrectly. It may have displayed In Progress before the event or continued to display it after the upgrade had completed or failed. This has been corrected in this release.
Upgrading to LifeSize Control 4.0 automatically uses HTTPS. (CTL-3484)	Upgrading an earlier version of LifeSize Control to LifeSize Control 4.0 automatically used HTTPS, even when earlier version was using HTTP. This issue has been corrected in this release.
SIP disabled for Tandberg MXP models. (CTL-3487)	SIP was disabled for Tandberg MXP models. This issue has been corrected in this release.
Upgrade or uninstall fails on custom installation locations. (CTL-3512)	Upgrading to LifeSize Control v4.0, or uninstalling previous releases, failed if the original installation was not in the default location. This has been corrected in this release.
Scheduling a conference with an MCU through Microsoft Outlook does not provide a call in number for participants not managed by LifeSize Control. (CTL-3522)	LifeSize Control displays the conference ID in the call details on the Events page. External participants can use this conference ID to call into the MCU and join the conference directly.

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
Restart option for LifeSize Control in Microsoft Windows Server service manager does not work. (CTL-3389)	You can Start and Stop the LifeSize Control service from the Microsoft Windows Server service manager, but the Restart option does not work. Use the Stop and Start options instead.

Issue/Problem	Description/Workaround
Status of Polycom devices changes to unreachable in the middle of a call. (CTL-2121)	LifeSize Control must be able to ping devices on the network. Ensure your firewall is not blocking ping requests.
Meetings scheduled in Microsoft Outlook 2007 with devices added as <i>Resources</i> are not scheduled in LifeSize Control. (CTL-3402)	<p>Do not add devices to a meeting in Microsoft Outlook 2007 as <i>Resources</i>. Instead add them as <i>Required attendees</i>.</p> <p>The Active Directory server specified during LifeSize Control installation in the LDAP Settings screen must be the same one used by Microsoft Exchange.</p>
Unable to connect to the web server. (CTL-2292) (CTL-2781)	<p>If you are unable to connect to the web server, you must reassign the server certificate to correct the problem, as follows:</p> <ol style="list-style-type: none"> 1. Select Start>>Run, enter <code>inetmgr</code>, and press <Enter>. 2. Expand the tree to expose the Default Web Site node. 3. Right click on the Default Web Site node and select Properties. 4. Select the Directory Security tab and click Server Certificate. 5. Click Next. 6. Select the Assign an existing certificate option and click Next. 7. Select the certificate displayed in the selection box and click Next. 8. Select the default SSL port and click Next. 9. Click Next and click Finish. 10. Select Start>Run, enter <code>inetmgr</code>, and press <Enter>. <p>The IIS web server restarts and you should be able to access the LifeSize Control web page using https.</p>
When a Microsoft Outlook 2007 scheduled conference is forwarded to new video devices, the conference in LifeSize Control is re-created with only the new devices. (CTL-3229)	When a meeting request is forwarded in Microsoft Outlook 2007 to new mailboxes, the update forwarded to the LifeSize Control manager account contains only the new participants and LifeSize Control treats it as a meeting update and schedules only the new devices. Do not forward a meeting request to devices. Instead, add new devices to the meeting, and send the update to all participants.
Original conference participants are deleted from conference when a new participant is added through Microsoft Outlook 2007 webmail. (CTL-3203) (CTL-3417) (CTL-3100)	When you update a one-time or recurring meeting in Microsoft Outlook (new participants added or existing participants deleted), the update must be sent to all participants when prompted. The default option is to send the updates only to affected participants, but you must explicitly opt to send the updates to all, so that LifeSize Control can process changes to the meeting participant list.
Clicking billing reports for a specific device doesn't display an error message if the country and state have not been set. (CTL-3318)	To get an accurate billing report for a device, be sure that the <i>state</i> and <i>country</i> attributes have been set. If you attempt to get a billing report without first setting these attributes, you will not get a warning in this release. Refer to the LifeSize Control Administrator online help for more information.

Issue/Problem	Description/Workaround
Polycom HDX device status remains in call after the call is over. (CTL-3377)	Ensure that Polycom devices use SNMP v1, not SNMP v2c.
A conference originally scheduled in Microsoft Office is not deleted from the Events page in LifeSize Control when all of the devices are deleted from the meeting through webmail for Microsoft Exchange 2003. (CTL-3140)	This occurs only in webmail for Microsoft Office 2003. To avoid this issue, cancel the meeting instead of deleting all participating devices, if the intention is to cancel the meeting.
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.
(Firefox browser only.) When right clicking a device with a login failure and updating the password, the wrong system is updated. (CTL-2735)	From the Device page, right clicking a system and selecting Update Password , updates the system directly under the selected system. To work around this issue, first left-click the desired device before right-clicking the device to update the password.
LifeSize Control schedules recurrences of an event beyond schedule limits. (CTL-3436)	If you schedule a large number of recurrences for an event, LifeSize 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
PostgreSQL does not upgrade to v8.3.0 during upgrades of LifeSize Control v3.0 and v3.5.0.	If you are upgrading LifeSize Control from v3.0 or v3.5.0, PostgreSQL v8.2 is not upgraded to v8.3.0. If you need to reinstall LifeSize Control and restore the PostgreSQL database from a backup, install LifeSize Control v3.5.0.
Use static IP address for LifeSize Control server. (CTL-1295)	LifeSize recommends that you use a static IP address for the machine on which LifeSize Control is installed.
You cannot start or stop services related to LifeSize Control from LifeSize Control Administrator. (CTL-3380)	You cannot start or stop services related to LifeSize Control from the new web-based LifeSize Control Administrator. Refer to the LifeSize Control Administrator online help for more information.
Alert not sent to meeting organizer when meeting scheduled in Microsoft Outlook fails. (CTL-3181)	The organizer of a meeting in Microsoft Outlook is not notified of the meeting's failure to start in this release.
In an Open LDAP installation, you cannot schedule calls, templates or upgrades beyond six months. (CTL-3410)	In an Open LDAP installation the default window for event recurrence is six months. Any dates beyond this will be ignored in this release.

Feature	Support or Limitation
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 directory requires a unique number. (CTL-1961)	The IP address field in the directory requires that you enter at least one unique IP address and an ISDN number.
Status window for devices shows status for all devices and users. (CTL-2065)	The status window on the device screen displays the status for all actions executed on the server, including status related to actions from other users/sessions and not just the current user.
Searching history alarms by owner returns no results. (CTL-2676)	This release does not support searching history alarms by owner.
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
Tandberg	880: E5.3 1000: E5.3 6000: B10.3 550 MXP: F6.2 880/990 MXP: F6.1, F6.3 1000 MXP: F 5.3, F7.0 6000 MXP: F6.1, F6.3 Edge95: F6.3 Centric: F6.3 Set-Top MXP: F 6.3
Polycom	VS EX: 6.0.5 VS FX: 6.0.5 VSX 3000: 8.5.3 VSX 7000: 8.5.3 VSX 8000: 8.5.3 HDX 4000: 2.0.3.1 HDX 9002: 2.0.3.1 HDX 9004: 2.0.1-2350

Supplier	Products
Codian	MCU 4210: 2.1 (1.3), 2.4 (1) MCU 4220: 2.1 (1.7), 2.3 (1.8) MCU 4505: 2.2 (1.10), 2.4 (1.1)
Browser support	Microsoft Internet Explorer version 6 SP2 and version 7 Mozilla Firefox version 1.0, 2.0, 3.0 Flash Player v9 (You can download the Flash Player from www.adobe.com .)
Email scheduling integration	Microsoft Exchange 2003, Microsoft Outlook 2003, Microsoft Outlook 2003 Webmail client Microsoft Exchange 2007, Microsoft Outlook 2007, Microsoft Outlook 2007 Webmail client
LifeSize	Phone: 2.6.0 (5), 3.6.0 (1) Room 200: 4.0.6 (7) Team 200: 4.0.6 (7) Room: 3.0.9(1), 3.5.2(5), 4.0.6 (7) Team: 3.0.9(1), 3.5.2(5), 4.0.6 (7) Team MP: 3.0.9(1), 3.5.2(5), 4.0.6 (7) Express: 3.0.9 (1), 3.5.2(5), 4.0.6 (7) Multipoint: 5.1, 5.5, 5.7 Gateway PRI and Serial; 5.1, 5.6 Gatekeeper: 4.1.5, 5.5 Networker: 2.0.0 (12), 3.0.1 (1)
Radvision	SCOPIA 100 12/24 MCU: 5.1, 5.7 SCOPIA 100 Gateway: 5.1, 5.6
Siemens	VP100: 3.0.5 (12), 3.5.0 (17), 3.6.0 (11) VHD400: 3.0.5 (12), 3.5.0 (18), 4.0.6 (8) VHD600: 3.0.5 (12), 3.5.0 (18), 4.0.6 (8)

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

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. You may also contact LifeSize Technical Services as follows:

Method	Address
Internet	http://www.lifesize.com
E-mail	support@lifesize.com
Phone	(877) LIFESIZE or (877) 543-3749, (512) 347-9300
Fax	(512) 347-9301