



Release Notes

LifeSize[®] Multipoint Extension[™]

Release: v5.5

Use of LifeSize equipment and software components are governed by the conditions and terms of the LifeSize Communications End User License Agreement.

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:

Documentation	Description
<i>LifeSize Multipoint Administrator Guide</i>	Describes setup and common usage for LifeSize Multipoint Extension. Available from the LifeSize Multipoint Extension CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com .
<i>LifeSize EULA and Third Party Licenses</i>	The LifeSize End User License agreement and listing of Third Party Licenses are available from the LifeSize Multipoint Extension CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com .
<i>LifeSize Safety and Regulatory Notices</i>	Describes safety guidelines and regulatory notices for the LifeSize Multipoint Extension. This document is available from the LifeSize Multipoint Extension CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com .
<i>Release Notes</i>	This document, which describes known issues in the current release and any available workarounds. Also provides Customer Support contact information. Available from the Customer Support page of www.lifesize.com .

Installing LifeSize Multipoint Extension

1. Locate the LifeSize Multipoint Extension serial key included with the product.

Note This key is required for the installation and operation of the LifeSize Multipoint Extension. If you are upgrading and have downloaded software from the web site, contact support@lifesize.com to obtain a serial key.

2. Insert the product CD-ROM.
3. In the CD menu, choose **Install LifeSize Multipoint Extension Server** or, in the Windows folder on the product CD-ROM, double-click **setup.exe** file to launch the installer.
4. In the Choose Setup Language window, select the installation language and click **OK**.
5. In the Welcome window, click **Next**.
6. In the License Agreement window, read the agreement and choose **I accept the terms in the license agreement**, and then click **Next**.
7. In the **Customer Information** window, enter information for software registration, choose the user access option for LifeSize Multipoint Extension, and then click **Next**.
8. In the LifeSize Multipoint Extension Serial Key window, enter the LifeSize Multipoint Extension key number acquired from LifeSize support, and click **Next**.
9. In the **Custom Setup** window, define which LifeSize Multipoint Extension components to install on this server, specify the installation location, and then click **Next**.

Note The default directory for Darwin Streaming Server installation in version 5.5. is C:\Program Files\Darwin Streaming Server. For a single server installation, install both components.

10. In the **LifeSize Multipoint Extension Network Configuration** window, configure the LifeSize Multipoint Extension Network Interface and LifeSize Multipoint Extension web server port, and click **Next**.

Note The default LifeSize Multipoint Extension web server port is 80, but if it is used by another application, the installer detects it and prompts you to specify a different port. If you wish to use HTTPs protocol for security, you must configure the LifeSize Multipoint Extension web server port to 443 after the installation is complete.

11. In the **Configure Servers** window, configure server settings:
 - a) Enter the IP address of your gatekeeper in the **Gatekeeper IP address** field. In a single MCU deployment, use the same gatekeeper as LifeSize Multipoint is configured to use.
 - b) For those LifeSize customers deploying LifeSize Multipoint Extension in conjunction with the Radvision iView suite, enter the server's NIC IP address in the **IP address** field under **Use iVIEW for moderation**. In a multiple LifeSize Multipoint deployment, you must use iVIEW Suite as your meeting control server. In a single LifeSize Multipoint deployment, you can use either LifeSize Multipoint or iVIEW Suite. Alternatively, choose **Do not enable moderation** to work without a meeting control server in a multiple LifeSize Multipoint deployment. If you use iVIEW Suite as your meeting control server, enter the iVIEW Suite IP address in the **IP address of ECS** field so that LifeSize Multipoint Extension uses the iVIEW Suite internal gatekeeper.

Note You must use the specific IP addresses, not loopback addresses.
12. In the **Configure Streaming** window, choose a server to manage streaming:
 - a) When your deployment includes multiple LifeSize Multipoint Extension servers, you must define which one of your LifeSize Multipoint Extension servers is enabled for streaming. Select **This LifeSize Multipoint Extension will be used to manage streaming services** to define the LifeSize Multipoint Extension server that you are currently configuring as the LifeSize Multipoint Extension server that is enabled for streaming.

Note LifeSize recommends that you select only one LifeSize Multipoint Extension server to be a streaming server. If you install the Darwin Streaming Server on a separate server, type the IP address of that server in the **Darwin Streaming Server IP address** field.
 - b) When your deployment includes multiple LifeSize Multipoint Extension servers, and you do *not* want to define the LifeSize Multipoint Extension server that you are currently configuring as the LifeSize Multipoint Extension server that is enabled for streaming, select **Use an alternative LifeSize Multipoint Extension to manage streaming services**. Type the Fully Qualified Domain Name (FQDN) of the LifeSize Multipoint Extension server that *is* enabled for streaming in the **Server URL** field.
 - c) Select **Disable streaming for this LifeSize Multipoint Extension** to disable streaming for the LifeSize Multipoint Extension server that you are currently configuring.
13. In the **LifeSize Multipoint Extension Hostname Configuration** window, specify the hostname of the server that clients should use to connect to the LifeSize Multipoint Extension.

Note Make sure that you specify the hostname that clients can resolve.
14. In the **Ready to Install the Program** window, click **Install**.
15. Click **Finish**.
16. After installation is completed, verify that the LifeSize Multipoint Extension server is operational:
 - a) Access the **LifeSize Multipoint Extension Administration** interface by connecting to the following URL: `http://<SERVERFQDN:PORT>/multipointextension/admin`
 - b) Log in using the default user name (admin) and password (admin).
 - c) Open the **Status** tab of the **LifeSize Multipoint Extension Desktop Administration** interface, and verify that all four types of servers are connected.

Note The light next to each link indicates whether or not the connection to the target server or registration with the Gatekeeper is successful. When the light is red, a tooltip containing error details is available. Click the red light to view further error information.
17. Remove the product CD-ROM.

Using LifeSize Multipoint Extension Service

LifeSize Multipoint is preconfigured with a service specific for LifeSize Multipoint Extension. The description of this default service is Desktop Video and its prefix is 85.

Accessing LifeSize Multipoint Extension

The default port when you install LifeSize Multipoint Extension is 80, in which case it is not required as part of the URL. However, you can install LifeSize Multipoint Extension on a different port if port 80 is in use by another application.

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.
Presentation resizes application windows (e.g. IE windows) even when they are minimized	When a LifeSize Multipoint Extension client starts presentation, all running applications are resized to fit the presentation area. This ensures that no data is cropped when presentation is started.
Data Presentation Roster Icon	Data icons in the roster represent the client's capability to send presentation. For some H.323 devices, this icon does not always appear. If the H.323 device starts a presentation, the data icon is correctly displayed.
If using Internet Explorer 7, you must allow the LifeSize Multipoint Extension client to be installed when prompted.	Internet Explorer 7 prompts you to allow the control that installs the client. If a client does not allow this control, LifeSize Multipoint cannot determine if the client is properly installed, and the user cannot connect to a meeting. If you do not install this add-on, you must allow it in Internet Explorer options.
Performance recommendation	If more than 100 streaming clients are watching a meeting simultaneously, LifeSize recommends that you install the Darwin Streaming Server on its own machine when deploying LifeSize Multipoint Extension.
Cannot watch PIN-protected meetings with IE7 unless LME is a trusted site.	Internet Explorer default security settings may prevent pop-ups, including the LifeSize Multipoint Extension pop-up that prompts the user for a PIN when trying to watch a PIN-protected meeting. To watch PIN-protected meetings, add the LifeSize Multipoint Extension site to the list of trusted sites.
Streaming client memory allocation error.	The memory usage of a client watching the meeting may increase over time. If connected for several hours, the computer may crash when too much memory has been allocated.
Clients watching a meeting are not notified when a meeting ends.	LifeSize Multipoint Extension does not notify clients watching a meeting that the meeting has ended.
The Firefox web browser is not supported for this version on Macintosh.	A client using a Macintosh to watch a meeting webcast must use the Safari web browser; the Firefox browser is not supported for this version.
Status of servers/gatekeepers in Administration Pages may take up to 30 seconds.	Changes to the IP addresses of servers and gatekeepers may take up to 30 seconds to display correctly in the LifeSize Multipoint Extension Administration pages.
Local microphone Off status is not displayed between LifeSize Multipoint Extension servers.	If multiple LifeSize Multipoint Extension servers are configured to access one meeting, clients connected to one LifeSize Multipoint Extension server do not receive any notification if clients connected to another LifeSize Multipoint Extension server mute. The muted clients are not marked as such in the Participants list of clients connected to another LifeSize Multipoint Extension server.
After modifying LifeSize Multipoint Extension installation, restart services.	To modify some installation settings such as a license key, re-run the LifeSize Multipoint Extension installer, and then select Modify . After the installation is modified, restart services manually, as they are not restarted automatically.

Issue/Problem	Description/Workaround
An error occurs while switching between the Continuous Presence and Voice Activated layouts.	If a LifeSize Multipoint Extension client is connected to a cascaded meeting, and the LifeSize Multipoint Extension client connects to act as a slave, a participant cannot change a layout from Continuous Presence to Voice Activated using the Layout button. A participant receives an error message.
Video is not available for a high definition switched video service.	For a high definition switched video service, LifeSize Multipoint Extension is able only to send or receive audio and presentation. Video is not available for this type of service. If the clients want to use a high definition conference, they need to use the 81 HD/SD Continuous Presence service.
Bandwidth chosen for streaming applies for both audio/video and H.239.	The bandwidth value you select for streaming in the LifeSize Multipoint Extension Administration pages (Streaming>Rate (KB/s)) does not define the total bandwidth for a streaming connection. Rather, it defines the rate for audio/video, as well as the rate for H.239 presentation data. For example, if you set the value to 256, LifeSize Multipoint Extension could stream up to 256Kb/s for audio/video, and 256Kb/s for H.239, sending a total of 512Kb/s of media.
Bandwidth chosen for streaming limits H.239 rate	The bandwidth value you select for streaming in the LifeSize Multipoint Extension administration pages (Streaming>Rate (KB/s)) also defines the maximum bandwidth for H.239 data in an interactive meeting.

Customer Support

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 Customer Support 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