Release Notes

LifeSize Control™

Release: v1.1.1

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

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Product Documentation

The following documentation is available in this release:

Documentation	Description
LifeSize Control Installation Guide	A printed guide included in the CD case with your LifeSize Control software that includes instructions for installing and configuring LifeSize Control. A PDF version is also available from the LifeSize Communications web site: www.lifesize.com. **Refer to this document to ensure you meet the necessary system requirements prior to installing LifeSize Control.**
LifeSize Control Online Help	A help system accessible via the Help button on the navigation bar of the user interface. Includes information about functionality and usage of the application and navigating the user interface.
LifeSize EULA	The LifeSize End User License agreement is available from the software CD as well as the Customer Support page of www.lifesize.com.
Release Notes	This document, which describes known issues in the current release and any available workarounds. Also provides Customer Support contact information.

Third-Party Device Support

LifeSize Control supports the following third-party devices in this release:

Supplier	Products
Tandberg	550: E4.0 880: E5.2 1000: E5.2 2500: E4.0 6000: B10.2
Polycom	ViaVideo: 5.x VS MP/H323/512: 7.5.2 VS FX/EX: 6.0.5 VS 4000: 6.0.4 V500: 7.5.2 VSX 3000: 8.0.3 VSX 7000: 8.5

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New Features and Resolved Issues in this Release

Feature	Description
Management of LifeSize devices.	LifeSize Control v1.1.1 supports the management of LifeSize Room, LifeSize Team, and LifeSize Phone version 2.0 or later.
Template support removed. (CTL-1803)	Templates are not supported in this release. The **Configuration** button in the navigation bar and other interface elements associated with templates are removed from the LifeSize Control user interface.

Features and Limitations

Numbers in parentheses following an issue are used for internal tracking purposes only.

Feature	Support or Limitation
Documentation errata. (CTL-1819)	Documentation errata in this release include: • The LifeSize Control Online Help is not current and contains references to templates. Support for templates is removed in this release. • The list of vendor-specific devices supported in LifeSize Control and identified in the “Video Communications Devices” section in the *LifeSize Control Installation Guide* is incorrect. For a list of third-party devices supported in this release, see “Third-Party Device Support” in this document. • The “Installing LifeSize Control” section in the *LifeSize Control Installation Guide* is missing a step. After you click **Next** in the **Welcome** screen in step 2, the **License Agreement Language** dialog box appears. Select a language in which to view the license agreement, and then click **Next**.
Dual NICs on Control server not supported. (CTL-1088)	Dual NIC cards are not supported on the Control server.
Corporate directory in LifeSize Room and LifeSize Team not populated after device is managed in LifeSize Control. (END-3568)	After managing LifeSize Room or LifeSize Team in LifeSize Control, you must reboot the managed device for the corporate directory to be populated. If you add an entry to the directory in LifeSize Control, you must reboot LifeSize Room and LifeSize Team for the new entry to appear in the corporate directory. LifeSize Room and LifeSize Team must be at version 2.1.3 or later for the directory to be populated after the reboot. Deletions or updates of LifeSize Control managed devices will only be reflected in a managed device after a reset to default settings.
Support for single or parent/child domains only.	LifeSize Control does not support multiple domain forests. Only single or parent/child domain configurations are supported in this release.
Call times rounded to nearest 15-minute increment.	You can specify a call for any length of time in the Free Slots and Call Now duration fields; however, LifeSize Control rounds the time to the nearest 15-minute increment.
Calls fail to launch if you select ISDN (v.35) for a device that does not support this call type.	Although you are able to select call type ISDN (v.35) for devices that do not support this call type, the call will fail to launch.

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Feature	Support or Limitation
Restart of LifeSize Control service through Windows Service window may require two attempts. (CTL-778)	If you stop and then restart the LifeSize Control service using the Windows Services window, you may need to stop and restart the service again before a successful server connection is made.
Scheduled calls fail to launch if the LifeSize Control server time is ahead of the client machine's time. (CTL-1487)	When you schedule a call, the LifeSize Control server validates the time to determine whether or not it has already passed based on the time at the client machine. If the server time is ahead of the client (after adding or subtracting the offset from the server time and bringing it equivalent to the time in the client's time zone), then the call does not launch and remains in a pending state indefinitely.
Software upgrades to managed devices may not appear in Managed list after a refresh. (CTL-1791)	Software upgrades to devices may not appear in the Managed list after you refresh the list. The update appears after LifeSize Control periodically refreshes the inventory, even if the software upgrade was performed manually.
Device names changed in the directory to include an underscore in the name appear without the underscore in the directory. (CTL-1784)	If you change the name of a device in the directory and include an underscore in the name, the underscore appears in the name in the Managed list, but not in the directory.
Uploading an upgrade package can take a long time. (CTL-1757)	If you are using Internet Explorer to upload multi-megabyte upgrade files through the Upload Package dialog box, the upload may take a long time. For more information and a workaround, see the Microsoft Knowledge Base article 329781 at: http://support.microsoft.com/kb/329781/. Note that after apply you apply the workaround, downloading may continue for up to a minute, even after the progress bar indicates that the download is complete.
Scheduled calls manually terminated at a device appear in the Conference List as in progress. (CTL-1727)	When a call scheduled in LifeSize Control is manually terminated at a device, the Conference List indicates the call is still in progress. The status updates when the scheduled time for the call elapses.
Scheduled calls for an external or unmanaged device not shown in device's schedule. (CTL-623)	Scheduled calls for an external or unmanaged device do not show up in the device's schedule.
Debug error appears when applying large software packages. (CTL-1545)	When large software packages are applied, a debug error displays.
Domain levels in email account domain names limited to two preceding top level domain. (CTL-1652)	When adding an email account to a new user, you cannot enter a domain name with more than two levels preceding the top level domain name. For example, user@lifesize.com and user@group.lifesize.com are supported; however, user@test.group.lifesize.com is not supported.

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Feature	Support or Limitation
Diagnostic report lists only calls that failed after launching, not failed attempts prior to launching.	The Diagnostic report only represents calls that failed after launching. It does not include attempted calls that fail prior to launching.
Location of Polycom VSX7000 device cannot be updated.	You are unable to update the location of a Polycom VSX7000 device. As well, the VSX7000 device is not modifiable from the directory listing.

Known Issues and Workarounds

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	Description/Workaround
Time selection fields may not update when using the start and end lines in the calendar.	When using the start and end lines in the calendar to establish a conference time, the times may not update in the time selection fields. To work around this issue, ensure the time selection fields are the same as the time represented on the graphical calendar prior to scheduling the call.
Flash limitation may cause the calendar in Scheduler not to function correctly after you add multiple schedules. (CTL-618)	The calendar in Scheduler may not function correctly after you add multiple schedules due to a limitation with Flash. To work around this issue, log out and log back in.
License keys for Polycom VSX software upgrades later than v7.0 require manual entry on device.	License keys for Polycom VSX software upgrades later than v7.0 require the key to be entered manually on the device.
Prompt may appear asking you to abort script.	On the Scheduler screen, you may receive a dialog indicating a script is causing the Macromedia Flash Player to run slowly. Click **No** when prompted to abort the script. The screen will complete drawing and you may proceed.
External participant lost when modifying call type from Auto to IP. (CTL-1700)	An external participant is lost when you attempt to modify the call type from Auto to IP. To work around this issue, set the Call Type to IP before adding an external participant.

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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

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