Release Notes

LifeSize® Control™

Release: v1.2

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	Includes instructions for installing and configuring LifeSize Control. A PDF version is also available from www.lifesize.com/support/lifesize_control. **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 www.lifesize.com/support/lifesize_control.
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: E5.2 880: E5.2 1000: E5.2 6000: B10.2
Polycom	VS MP/512: 7.5.4 VS FX: 6.0.4 V500: 7.0.1 VSX 3000: 8.0.3 VSX 7000: 8.5.1
Codian	MCU 4220: 1.5 (1.20)

New Features

Feature	Description
Management of additional third party devices.	This version of LifeSize Control supports additional third-party devices, including Codian and Radvision MCUs. Refer to Third Party Device Support on page 2 for details.
LDAP Directory Service.	This version of LifeSize Control includes an LDAP-based directory service that runs locally on the same server as LifeSize Control.
Language support.	This version of LifeSize Control is available in English only.

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Product Limitations

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

Feature	Support or Limitation
Default username and password for LifeSize devices. (CTL-1824)	To manage LifeSize systems both SNMPv3 and Other Protocols are used. The SMNPv3 username and password are automatically entered. The Other Protocols username is *cli* and the default password is *lifesize*.
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 versions 2.1.x or earlier in LifeSize Control, you must reboot the managed device for the corporate directory to be populated. Deletions or updates of LifeSize Control managed devices will only be reflected in a managed device after a reset to default settings. The device must be able to ping the LifeSize Control Server IP successfully. Also, if there is a firewall on the LifeSize Control Server it must allow incoming traffic on port 389, or whichever port has been configured for LDAP on the LifeSize Control Server.
Call times rounded to nearest 15-minute increment. (CTL-739)	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 for a device that does not support this call type. (CTL-1519)	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.
Restarting the 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.
Calls fail 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.
Device names changed in the directory to include an underscore 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/. After 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 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.
Location of Polycom VSX7000 device cannot be updated. (CTL-629)	You are unable to update the location of a Polycom VSX7000 device. As well, the VSX7000 device is not modifiable from the directory listing.

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Known Issues and Workarounds

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Issue	Description/Workaround
Calendar in Scheduler may not function correctly after adding 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 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.
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.
No indication of devices with the same name. (CTL-1906)	You cannot manage two devices with the same name; however, LifeSize Control does not notify you when a device with the same name already exists.
Authentication may fail after rebooting if the IP address changes. (CTL-1881)	After installing LifeSize Control with Open LDAP and rebooting the server, authentication may fail if the IP address changes. To work around this issue, reconfigure the LifeSize Control Server using the Open LDAP configuration utility included with LifeSize Control.
Windows firewall and any other firewalls running on the machine hosting Open LDAP need to be configured such that the TCP port 389 is open. (CTL-1860)	Any firewalls that are installed on the LifeSize Control server should be configured to allow incoming traffic on port 389 (default) or a different port if the installer detects a conflict on port 389.

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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