Release Notes

LifeSize® Control™

Release: v3.0

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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January 10, 2008

Product Documentation

The following documentation is available in this release:

Documentation	Description
LifeSize Control Installation Guide	Includes instructions for installing and configuring LifeSize Control. 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.

For the most current version of user documentation refer to the Support page of www.lifesize.com.

Third Party Device Support

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

Supplier	Products
Tandberg	880: E5.3 1000: E5.3 6000: B10.3 550 MXP: F6.2 880/990 MXP: F6.1 1000 MXP: F5.3 6000 MXP: F6.1
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
Codian	MCU 4210: 2.1 (1.3) MCU 4220: 2.1 (1.7) MCU 4505: 2.2 (1.10)
Browser support	Microsoft Internet Explorer version 6 SP2 and version 7 Mozilla Firefox version 1.0, 2.0. Flash Player v9 (You can download the Flash Player from **www.macromedia.com**.)
LifeSize	Phone 2.6.0 (5) Room 3.0.5 (21) Team 3.0.7 (2) Team MP 3.0.8 (1) Express 3.0.9 (1) Multipoint 5.1

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Supplier	Products
	Gateway 5.1 Gatekeeper 4.1.5 Networker 2.0.0 (12)
Radvision	SCOPIA 100 12/24 MCU: 5.1 SCOPIA 100 Gateway: 5.1
Siemens	VP100: 3.0.5 (12) VHD400: 3.0.5 (12) VHD600: 3.0.5 (12)

New Features and Resolved Issues

Feature	Description
Configuration templates	This release includes support for configuration templates for LifeSize devices.
Infrastructure devices	This release includes support for the infrastructure devices including LifeSize Networker, LifeSize Multipoint, and LifeSize Gatekeeper.
User Interface enhancements	This release includes enhancements to the UI for easier call initiation and call control.
Call statistics alarms	This release includes support for alarms based on call statistics.
Reporting enhancements	This release includes enhancements to the reporting feature and allows reports based on CDRs.
Upgrades	This release includes enhancements for upgrades.
Alarms and device management enhancements	This release includes enhancements to alarms and device management functionality.
Architectural enhancements	This release supports .NET 2.0/Visual Studio .NET 2005, PostgresSQL, and autosh. Refer to the *LifeSize Control Installation Guide* for more information.

Product Limitations

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

Feature	Support or Limitation
Language support.	This version of LifeSize Control is available in English only.
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.
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.
Status of Polycom devices changes to unreachable in	LifeSize Control must be able to ping devices on the network. Ensure your firewall is not blocking ping requests.

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Feature	Support or Limitation
the middle of a call. (CTL-2121)	
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.

Known Issues and Workarounds

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

Issue	Description/Workaround
Polycom VSX reboots after managing discovered device. (CTL-2161)	Polycom VSX series devices may reboot when the SNMP trap destinations are reset (for example, when you start managing a discovered device).
Alarm Detail does not display the device IP address. (CTL-2179)	The IP address of the device does not display in the Alarm Details. To work around this issue, refer to the **Parameters** field in **Alarm Details** or refer to the entry's listing in the **Active Alarms** screen to obtain the IP address.
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.
Unable to connect to the web server. (CTL-2292)	If you are unable to connect to the web server, you must reassign the server certificate to correct the problem, as follows: 1. Select **Start>Run**, enter **inetmgr**, and press **Enter**. 2. Expand the tree until you see the Default Web Site node. 3. Right click on the Default Web Site node and select **Properties**. 4. Select the **Directory Security** tab and select the **Server Certificate** button. Click Next. 5. Select the **Assign an existing certificate** option and click **Next**. 6. Select the certificate displayed in the selection box and click **Next**. 7. Select the default SSL port and click **Next**. 8. Click **Next** and select the **Finish** button. 9. Select **Start>Run**, enter **inetmgr**, and press **Enter**. The IIS web server restarts and you should be able to access the Lifesize Control web page using https.
Inconsistent behavior due to caching issues. (CTL-2252)	If you experience inconsistent behavior such as no alarms appearing or being unable to delete devices, clear your browser cache to reflect any data changes.
User interface is slow when attempting to display data from the server. (CTL-2220)	With older versions of Flash, the user interface may become slow when attempting to retrieve and display data from the server. To work around this issue, upgrade to the current version of Flash and restart your browser.
Upgrading a Polycom device at a scheduled time shows a status of complete but does not list the device details. (CTL-2187)	Upgrading Polycom devices that require a key is not supported in this release.
Status window for devices shows status for all	The status window on the device screen displays the status for all actions executed on the server, including status related to actions from other

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Issue	Description/Workaround
devices and users. (CTL-2065)	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.
Unable to apply Line In Volume and Caller ID template settings. (CTL-2640, CTL-2740)	When using templates for LifeSize devices to configure audio preferences, Line In Volume and Caller ID are not applied to the device.
Upgrades in Progress are shown for 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 workaround this issue, refresh the screen by choosing the Display option again.
Scheduled upgrades for the future are occurring immediately. (CTL-2552)	Scheduled events may sometimes begin 40 to 50 seconds earlier than the scheduled time due to rounding of the login time to the nearest integral minute.
Maximum call time and maximum redial entries show inconsistent values. (CTL-2517)	When using templates for LifeSize devices to configure preferences for Maximum Call Time and Maximum Redial Entries, some values are inconsistent with those available from the LifeSize Interface. 30 minutes is not available for Maximum Call Time and Maximum Redial Entries lists only one value from LifeSize Control.
Virtual multiway statistics unsupported. (CTL-2501)	In this release, statistics for all parties in a virtual multiway call is unsupported.
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.
Polycom devices that require a software key are unsupported in this release. (CTL-2482)	This release does not support Polycom devices requiring a software key, for example, VSX 8.7.
Inventory reports cannot be exported to CSV ro Excel format. (CTL-2663)	In this release, exporting inventory reports to CSV or Excel format is unsupported. To work around this issue, export these reports to HTML.
(CTL-2727)	
When right clicking a device with a login failure and updating the password, the wrong system is updated. (CTL-2735)	When you select any system from the device screen, right click another system and select Update Password, the system directly under the words Update Password is updated. To work around this issue, first left click the desired system before opening the right click menu to update the password.
3 way ISDN call to LifeSize Room occasionally does not connect when both participants are Tandberg devices. (CTL-2748)	Placing a 3-way call to LifeSize Room in which both participants are Tandberg devices may occasionally fail. To work around this issue, when placing ISDN calls set only one third party device to outgoing or set the direction of the call to incoming for all third party devices.

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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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