Release Notes

LifeSize® Gatekeeper™

Release: v4.1.5

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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
LifeSize Gatekeeper Quick Start	Describes basic steps for installing and configuring LifeSize Gatekeeper. Available from the LifeSize Gatekeeper CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com.
LifeSize Gatekeeper User Guide	Describes setup and common usage for LifeSize Gatekeeper. Available from the LifeSize Gatekeeper CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com.
LifeSize EULA and Third Party Licenses	The LifeSize End User License agreement and listing of Third Party Licenses are available from the LifeSize Gatekeeper CD-ROM included in the product box as well as from 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. Available from the Customer Support page of www.lifesize.com.

Interoperability and Third Party Device Support

LifeSize Gatekeeper has been tested with the following third party devices:

Supplier	Products
Polycom	Polycom VS: 7.5.4 Polycom FX: 6.0.5 Polycom VSX 7000: 8.5 Polycom VSX 8000: 8.5 Polycom VSX 5000: 8.5 Polycom PVX: 8.0 Polycom VS 4000: 6.0.5
Tandberg	Tandberg 1000: E5.2, B10.2 Tandberg 6000: E5.2, B10.2 Tandberg 1500 MXP: F5.0 Tandberg 990 MXP: F5.0
Aethra	Aethra AVC 8400: 6.0.49 Aethra X3: 10.2.14 Aethra X5: 10.2.14 Aethra Silver: 6.0.49
Sony	Sony PCS-1 SIP: 3.30.L02 Sony PCS-1 H.323: 3.30 Sony G-50: 2.30 Sony TL-50: 2.22 Sony TL-30: 1.22 Sony G-70: 2.30
France Telecom	France Telecom eConf: 4.1.28
Microsoft	Microsoft OfficeComm: 1.0.559
Innomedia	Innomedia MTA 5531: 1.9.7SGT
Cisco	Cisco VTA: 1.0 Cisco 7905G
CounterPath	CounterPath eyeBeam: 1.5.9
Wookung TelePhoSee	Wookung TelePhoSee WVP-2100: 1.20.0.49L

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LifeSize Gatekeeper Security

To ensure that your LifeSize Gatekeeper is secure from outside infiltration, LifeSize recommends that you modify the default settings of the following options:

- LifeSize Gatekeeper user name and password
- SNMP service community parameters in the Windows **Services** panel. In Windows 2000 and 2003, access **Services** from the **Start** menu through **Settings > Control Panel**
- Web server default port value in the `webServerPort` line in the `webs.ini` file

Utilities

The **Utilities** folder available from the LifeSize Gatekeeper CD-ROM included in the product box contains the following:

- **LDAP - H.350 Schema** and **LDAP - Gatekeeper Schema** folders containing files for utilizing the LifeSize Gatekeeper with an OpenLDAP server. For more information, see the *LifeSize Gatekeeper User Guide*.
- MACFinder executable file for reading the MAC address on your board.

Installation Procedures

Before installing LifeSize Gatekeeper, note the following:

- LifeSize testing has taken place on operating systems using American English only.
- Before downloading any Microsoft patches or upgrades, contact your LifeSize Customer Support representative.
- The LifeSize Gatekeeper CD-ROM opens a menu that enables you to view product documentation. When you click the **LifeSize Gatekeeper Installation** button in the menu, the *LifeSize Gatekeeper Quick Start* opens to guide you through the installation process.

Features and Limitations

Feature	Support or Limitation
Interoperability limitation with LifeSize Room and LifeSize Team.	LifeSize Gatekeeper functions with LifeSize Room and LifeSize Team version 2.5 or later.
Supported web browser for accessing LifeSize Gatekeeper Administrator.	LifeSize Gatekeeper version 4.1.5 supports Microsoft Internet Explorer version 5.5 or later only.
Line Hunting fails when two or more Gateways are registered to the LifeSize Gatekeeper, and one returns a *destinationRejection* reason in the Release Complete message.	Line Hunting fails when two or more Gateways are registered to the LifeSize Gatekeeper, and one of the Gateways returns a *destinationRejection* reason in the Release Complete message. In such cases, the LifeSize Gatekeeper attempts to connect calls only through the Gateway which returns the Release Complete message and ignores other registered Gateways.
SNMP trap resent when Master and Slave Gatekeeper licenses are not identical.	The *gkAlterNoRedundancy* SNMP trap is cleared and resent approximately every 30 seconds if the Master and Slave Gatekeeper licenses are not identical.

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Feature	Support or Limitation
LDAP database not synchronized after connection failure between LDAP server and LifeSize Gatekeeper.	After the connection between the LDAP server and the LifeSize Gatekeeper fails, the LDAP database is not synchronized upon reconnection, and not informed when the LDAP server disconnects from the LifeSize Gatekeeper.
Authentication does not work when LifeSize Gatekeeper connects to LDAP server without a password.	When the LifeSize Gatekeeper connects to the LDAP server without a password (as an anonymous user), the authentication process does not operate.
Encryption and Third Party Call Control do not work together.	Encryption does not function with the Third Party Call Control feature.
The *BW capacity limit* SNMP Trap reports a network event.	The *BW capacity limit* SNMP Trap reports a network event, not a bandwidth capacity event.
Define only one alias per Static Information Tree entry on the Active Directory Server.	You cannot define more than one alias per Static Information Tree entry on the Active Directory Server.
Call Forwarding with the Third Party Call Control feature does not work.	Call Forwarding does not function with the Third Party Call Control feature.
Forwarding not successful with encryption in H.245 Routed Mode.	Forwarding is not successful when working with devices that support encryption in H.245 Routed Mode.
Forwarding not successful with Fast Start.	Forwarding is not successful when Fast Start is used.
Forward On Busy not successful with active bandwidth management.	Forward On Busy is not successful when bandwidth management is active.
Forwarding to transport address aliases does not work.	Forwarding to transport address aliases does not work.
Calls fail if IP address of Authorization server is unresolved.	Calls fail to connect if the IP address of the Authorization server is unresolved, even if the Registry is set to allow call connection when the server does not respond.
Gatekeeper check boxes appear unchecked.	When a Neighbor Gatekeeper has two zone prefixes, Gatekeeper check boxes appear unchecked when you re-edit inter-zone rules.
Reduce bandwidth feature not supported with more than one zone.	The reduce bandwidth feature is not supported when working with more than one zone.
Call transfer not supported with H.245 Routed Mode.	Call transfer is not supported when working in H.245 Routed Mode.
With the Alternate Gatekeeper feature, all devices must register to the Public Gatekeeper IP address.	To enable the Alternate Gatekeeper feature, all devices must register to the **Public Gatekeeper IP** address. This IP address should also be known to all Parent, Neighbor and Child Gatekeepers.

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Feature	Support or Limitation
With prefix stripping disabled, devices register using a number that begins with the zone prefix.	When prefix stripping is disabled, devices can register with the LifeSize Gatekeeper using only a number that begins with the zone prefix.
Enable services when predefining a device.	When predefining a device, new services are declined by default. To allow a device to use a service, you must enable the service in the **Predefined Endpoint Properties** dialog box in the **Endpoints** tab.
Global service permissions not configurable when specified service is online.	Global service permissions are not configurable when the specified service is online.
Predefined and global services are not transferred to slave Alternate Gatekeeper.	Predefined services and global services are not transferred to the slave Alternate Gatekeeper.
Re-register device after enabling H.350 authentication.	For registered devices, LifeSize recommends that you re-register the device after H.350 authentication is enabled.
Unregister predefined devices before exporting configuration details.	LifeSize recommends that no devices are registered to the LifeSize Gatekeeper while exporting configuration details including predefined device information. Unregister all predefined devices before exporting configuration details. The **Bind to specific IP** parameter (**Settings>Basics**) and the **Send H.245 address in Setup message** parameter **(Settings>Calls**) are not passed during the import or export process.
Service settings not exported or imported for a predefined device belonging to a group with predefined services.	Allowed/disallowed service settings for predefined devices are not exported or imported if the device belongs to a group with its own defined services.
To bypass the **Product Family Entry Point** interface, modify the webs.ini file.	To bypass the **Product Family Entry Point** interface when accessing the LifeSize Gatekeeper, modify the `homePage` line in the `webs.ini` file from “admin/net/default.asp” to “admin/gk/default.asp”.
Define the RAD IP address of a static device when enabling LDAP server authentication.	When enabling LDAP server authentication of a static device by IP address, LifeSize recommends defining the RAS IP address of the device. Otherwise, authentication by the LDAP server will fail for a device sending a GRQ message before registration.
Use lowercase for static device email aliases in the LDAP server.	Define static device email aliases in the LDAP server using lowercase only, regardless of how you define the e-mail alias in the device itself. For example, define EMAIL:abc@lifesize, and not EMAIL:ABC@lifesize. You should write the alias type “EMAIL” in uppercase letters.
Transfer requires H.323 version 4.0 support on device.	To enable Transfer, devices must support H.323 version 4.0.
Sending a CDR to the network.	To send a CDR to the network: 1. Check the **Send to network** option in the **Billing** section of the **Settings** tab. 2. Configure the required IP address and port 3. Stop and restart the LifeSize Gatekeeper service, so that the LifeSize Gatekeeper will automatically connect to the server after a disconnection occurs.

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Feature	Support or Limitation
Enable **Check bandwidth rules** option for groups with bandwidth limitations.	When you configure groups with bandwidth limitations, you must also enable the **Check bandwidth rules** option in the **Capacity** section of the **Settings** tab.
Allow authorization servers to connect when using the XML API.	When utilizing the XML API, LifeSize recommends that you check the **Allow Authorization servers** to connect in the **External API** section of the **Settings** tab.
Make Call feature may fail with version 2 of H.323 stack.	The **Make Call** feature may fail when devices are using version 2 of the H.323 stack.

Known Issues and Workarounds

The following table lists known issues and their solutions or workarounds, if available.

Issue/Problem	Description/Workaround
Use the custom installation with non-default FTP server.	When installing LifeSize Gatekeeper with an FTP server other than the default instance, use the custom installation and select the Microsoft IIS FTP server.
Reboot required after certain actions.	You must reboot your computer after performing the following actions: • adding or modifying an IP address • enabling and disabling the Alternate Gatekeeper feature • binding to a specific IP address • modifying the NIC definition in the LifeSize Gatekeeper The operating system does not provide a prompt for this rebooting.
Redefine devices after changing DHCP mode setting.	When using predefined devices: • After changing the DHCP mode setting, you must redefine the devices. If you change the setting of the **DHCP environment in the zone** checkbox in the **Basics** section of the **Settings** tab after defining the devices, the devices will not register successfully. • Predefined devices will fail to register when the LifeSize Gatekeeper working environment changes from DHCP to non-DHCP mode and vice versa.
Unregister devices before changing the registration mode in H.350 setup.	You must unregister all devices before changing the registration mode in H.350 setup through the **Register endpoints with** option in the LDAP section of the **Settings** tab.
Changing default installation port causes part of interface to not function properly.	Changing the default LifeSize Gatekeeper installation port (port 80) causes the **Product Family Entry Point** web interface to not operate properly.
IP address of NIC used for generating license key must be enabled.	When working with two NIC cards in your server, do not disable the IP address belonging to the NIC that was used for generating the license key.
Inconsistent bandwidth reporting.	Bandwidth reporting through the LifeSize Gatekeeper is inconsistent. In the **Call Control** tab and the CDR, the bandwidth displayed is full duplex. In the **Bandwidth Policy** section and in the **Inter-zone Bandwidth Rules** dialog box (both accessed through the **BW Policy** tab), the bandwidth displayed is half duplex.
Viewing log files through the FTP server with Windows 2003.	You cannot view log files through the FTP server when working with Windows 2003. To solve this problem, enable an anonymous user in the IIS settings.

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Endpoints tab may display incorrect call status.	The **Endpoints** tab may display incorrect call status information. Solve this problem by unregistering and then re-registering the device.
Service tab may display duplicate services.	The **Services** tab may display duplicate services. To solve this problem, refresh your web browser.
Redialing from Tandberg devices may fail with Windows 2003.	When using Windows 2003, redialing from Tandberg devices may fail. To solve this problem, configure the dynamic port allocation on the Tandberg device.
CDR doe not report the MCU service correctly when inviting devices to MCU conference using the ** dialing feature.	When inviting devices to an MCU conference using the ** dialing feature, the LifeSize Gatekeeper CDR does not report the MCU service correctly.
LifeSize Gatekeeper configuration with CDR.	When using the CDR, you must configure the LifeSize Gatekeeper to operate in Q.931 or Q.931+H.245 Routed mode.
Reboot after changing time zone setting.	Reboot the LifeSize Gatekeeper after changing the time zone setting on your machine to ensure that the CDR reports the generation time correctly.
Interoperability Issues:	
Inter-subzone rules to the Cisco IOS Gatekeeper and through Cisco Proxy not followed.	Inter-subzone rules to the Cisco IOS Gatekeeper and through the Cisco Proxy are not adhered to because the Cisco IOS Gatekeeper works only in Direct mode.
Features not available with Cisco CallManager.	The **Go To URL** option in the **Endpoints** tab is not available with Cisco CallManager.
IP address dialing control support.	IP address dialing control does not support the following devices: • PictureTel 680 • Leadtek Video phone • VSB • NetMeeting • VCON
Child gatekeepers of the same parent.	Calls from a Child LifeSize Gatekeeper to a Child Polycom PathNavigator are not successful when both gatekeepers are children of the same parent.
Calls on a Polycom SoundStation to an IP phone	For calls on a Polycom SoundStation to an IP phone to be successful, auto-answer must be enabled in the IP phone.
Calls involving devices registered to Child VCON Multimedia Xchange Manager in two-level hierarchy Gatekeeper setup.	Calls from a device registered to a Child VCON Multimedia Xchange Manager in a two-level hierarchy Gatekeeper setup will fail to connect to a device registered to a Child LifeSize Gatekeeper.
Interoperability issues with H.245 in Routed mode and presentations.	In H.245 Routed mode, interoperability issues with presentations (H.239) may occur.

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Documentation Addenda

The following sections are documentation addenda to the *LifeSize Gatekeeper User Guide*.

Case-sensitive Features

The following features in the LifeSize Gatekeeper Administrator web interface are case sensitive:

- The search function in the **Endpoints** tab
- E-mail forwarding/fallback rules

LifeSize Gatekeeper RADIUS Module

The following is an addendum to the “Radius” section in Chapter 6, “Settings Tab” of the *LifeSize Gatekeeper User Guide*.

The LifeSize Gatekeeper RADIUS module enables you to authenticate LifeSize Gatekeeper-registered devices against a RADIUS server and ensures that where a device has multiple aliases, all authenticated aliases are associated with that device in the RADIUS server database. The LifeSize Gatekeeper encapsulates all device aliases in the same RADIUS request packet. You must configure authentication policy preferences through the Windows registry.

Specifying Your Authentication Policy

You specify authentication policy options using the **RADIUSAuthenticationPolicy** registry string under the registry key:

`HKLM\SOFTWARE\LifeSize\LifeSize\Gatekeeper\Parameters\RADIUS`

Stop the LifeSize Gatekeeper before specifying the authentication policy option you require. The **`RADIUSAuthenticationPolicy`** value determines the authentication policy as follows (the value is of type **REG_DWORD**):

Value (Decimal)	Description
1	“Any alias”—At least one device alias should be authenticated.
2	“At least 2"—At least two device aliases should be authenticated.
3	“At least 3"—At least three device aliases should be authenticated.
4	“At least 4"—At least four device aliases should be authenticated.
5	“All aliases”—All device aliases should be authenticated.
6	“H.323”—At least one name alias should be authenticated.
7	“URL”—At least one URL alias should be authenticated.
8	“E-Mail”—At least one e-mail alias should be authenticated.
9	“E.164”—At least one phone alias should be authenticated.
10	“Transport”—At least one transport address should be authenticated.
11 (default)	“All aliases (one packet)”—All device aliases should be authenticated, and all device aliases are encapsulated in the same RADIUS request packet.

Note: The total length of all the aliases must not exceed 256 characters.

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Customizing Alias Formats

The LifeSize Gatekeeper encapsulates all the aliases for a given device in the *Username* attribute of the RADIUS request packet. The *Username* attribute has the format < TYPE>:< LENGTH>:<STRING> for each alias, where

<TYPE> represents the alias type—one of:

N = name
P = phone
E = e-mail
U = URL
T = transport

<LENGTH> represents the alias string length

<STRING> represents the ASCII representation of the alias

You customize alias formats using the **RADIUSOnePacket** set of registry strings under the registry key:

`HKLM\SOFTWARE\LifeSize\LifeSize\Gatekeeper\Parameters\RADIUS`

Stop the LifeSize Gatekeeper before specifying the alias format you require.

The **`RADIUSOnePacket`** value determines the alias format as follows (all values are of type **REG_SZ**):

RADIUSOnePacketFormat—One alias format string. The default value is **%t:%l:%s:**,

%t is substituted by the alias type tag

%l is substituted by the alias string length in characters

%s is substituted by the alias string itself

RADIUSOnePacketName—Name alias tag. The default value is N.

RADIUSOnePacketPhone—Phone (E.164) alias tag. The default value is P.

RADIUSOnePacketEmail—E-mail alias tag. The default value is E.

RADIUSOnePacketURL—URL alias tag. The default value is U.

RADIUSOnePacketTransport—Transport alias tag. The default value is T.

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:

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