Release Notes

LifeSize Passport

Release: v4.3

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Product Documentation

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

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/Problem	Description/Workaround
LifeSize Passport sends at 1232x688 instead of 1280x720p30 with auto bandwidth enabled after receiving presentation. (END-13458)	LifeSize Passport transmit resolution is downgraded to 1232x688, after starting (and stopping) presentation from a remote party.
Restoring system configurations across models or software versions produces unexpected results.	Configuration preferences and options vary across LifeSize system software releases. Restoring a system configuration using a file saved from a different model or software release may produce unexpected results. LifeSize recommends that you restore a configuration that was saved from the same system or the same system model and software release.
Voice dialing with IP address is successful even if voice dialing is set to ISDN. (END-9307)	For audio only calls, dialing an IP address is successful despite voice dialing being set to ISDN.
Help text for the **Presentations** preference is inaccurate.	The help text for the **Presentations** preference states that enabling this preference allows the system to send and receive presentations. LifeSize Passport only supports receiving them.
LifeSize Camera Only: Auto exposure is not behaving correctly. (END-9329)	The auto exposure on LifeSize Camera may not behave consistently. The image can become dark and bright any time the camera is moved or an object in front of the camera moves.

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Issue/Problem	Description/Workaround
Primary Audio Output Test preference is not sending test tones from the web administration interface. (END-11029)	The **Primary Audio Output Test** preference in the web administration interface does not send test tones to the LifeSize system. **Workaround:** To work around this issue, enable the preference from the user interface for the system.
Missing or invalid hostname causes H.460 calls to fail. (END-9642)	An H.460 call fails if the LifeSize system does not have a valid hostname. Ensure that a valid hostname is configured for the **Hostname** preference in **Administrator Preferences : Network : General**.
The **Register** button is available to re-register a system with the SIP server only after changing a SIP preference. (END-9001)	The **Register** button in **Administrator Preferences : Communications : SIP** is available to re-register the system in the event SIP registration fails only after you make a change to a SIP preference. To re-register the system, do the following: 1) Choose *Disabled* for the **SIP Registrar** preference. 2) Navigate to the **Register** button and press **OK** on the remote control. 3) Return to the **SIP Registrar** preference and choose *Enabled*. 4) Return to the **Register** button and press **OK** on the remote control.
Certificate message always displays. (END-4515)	Internet Explorer 7 displays a certificate error message at the top of the LifeSize web administration interface at all times. You can safely disregard this message.
VLAN network connection reported as 10Mb/s, half-duplex, even though it actually auto-negotiated at 100Mb/s, full-duplex. (END-13467)	If you enable a VLAN, the system will reboot and the network connection will be reported as 10 Mb/s, half-duplex through the user interface, the automation command line interface, and the web administration interface, even though it actually auto-negotiated at 100 Mb/s full-duplex.
H.460 calls between LifeSize Passport systems experience video corruption. (END-13207)	Calls between LifeSize Passport systems using the H.460 protocol can experience intermittent video corruption.
The hang up button in the web administration interface call manager does not terminate calls. (END-13377)	No matter how they are originated, calls are not terminated when you click the **hang up all** button in the web administration interface call manager. Use the remote control or the automated command line interface to terminate the call, or click the **hang up** button to terminate the call.
Using telnet does not work after the option is enabled. (END-13501)	After you enable telnet through the user interface, the web administration interface, or the automated command line interface, it does not work. Reboot the LifeSize system after enabling the telnet preference for it to work.
LifeSize Passport fails to finish initializing when IPv6 is enabled and set to auto configuration on a network that does not support IPv6 (END-13225)	If your network does not support IPv6 auto configuration and you set the **IPv6** preference to *enabled* and the **IPv6 Configuration** preference to *Auto* in **Administrator Preferences : Network : General**, upon reboot, LifeSize Passport will hang during initialization. Use the reset button on the back of the codec to restore factory defaults. Refer to the *LifeSize Passport User Guide* for more information.

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Product Limitations

The following table lists known limitations with this LifeSize product. Numbers in parentheses following an issue are used for internal tracking purposes only.

Feature	Support or Limitation
Virtual Multiway not supported on LifeSize Passport. (END-12786)	Virtual Multiway is not supported on LifeSize Passport in this release.
Skype calls on LifeSize Passport are audio only.	LifeSize Passport supports only Skype audio calls in this release.
LifeSize Networker is unsupported. (END-12815)	LifeSize Networker is not supported with LifeSize Passport in this release.
Dominant talker icon not displayed in multiway call. (END-12108)	LifeSize Passport cannot display the dominant talker icon in a call with an MCU hosting several participants.
The Call Manager in the LifeSize Passport web administration interface cannot display an image from a LifeSize Passport camera. (END-12350)	Because LifeSize Passport does not support JPEG snapshots, the Call Manager in the LifeSize Passport web administration interface cannot display an image from a LifeSize Passport camera, whether it is the system's own camera while idle, or the camera of a far end LifeSize Passport in a call.
Far end camera control from a public to private device is unsupported. (END-12129)	When placing a call from a system behind a firewall (or without a static NAT configuration in the firewall) the call may complete, and camera control from the system behind the firewall (the private system) to the system on the public internet (the public system) will work, but FECC from the public system to the private system will not work, or may work intermittently. LifeSize recommends deploying LifeSize Transit servers for this configuration.
Digital zoom is unsupported. (END-9474)	Digital zoom is not supported on LifeSize Passport in this release.
Calls placed from the web administration interface Call Manager always appear in the Redial list with auto as the bandwidth and protocol. (END-6497)	Calls placed from the **Call Manager** in the web administration interface always appear on the **Redial** list with *auto* as the bandwidth and protocol, regardless of the actual bandwidth and protocol specified when the call was first placed.
Call statistics show incorrect value for packet loss of transmitted video in IPv6 calls. (END-6127)	In calls with systems using IPv6 addresses, call statistics incorrectly show zero as the value of the packet loss for transmitted video.

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Interoperability

LifeSize video communications systems with this software release are supported with the following third party devices.

Supplier	Products
Avaya	SIP Enablement Services: v5.1.x Communication Manager: v5.1.x
Cisco	Unified Communications Manager: 7.0.2.20000-5.
Codian	MCU 4220: 3.1 MCU 4505: 3.1
LifeSize	Multipoint: 5.7 Multipoint 230: 7.0.0.0.38 Multipoint Extension: 5.7 Gatekeeper: 5.6 Gateway (PRI and Serial): 5.6 Phone: 3.7.2 Transit: 2.1 Control: 4.5 Desktop 1.0 Video Communications Systems: 4.1.1, 4.2.5
Skype	Voice calls: 4.1.0.141 Skyhost: 1.10.293
Polycom	HDX 9002: 2.5.0.2 HDX 9004: 2.5.0.2 HDX 4000: 2.5.0.2
Tandberg	Edge 95: F8.0

Interoperability Limitations

The following table lists known limitations with third party products. Numbers in parentheses following an issue are used for internal tracking purposes only.

Feature	Limitation
General Third Party Issues:	
Presentation from far end participant appears as black video when sent to LifeSize system as MCU and one far end participant accepts H.261 video only. (END-11372)	A presentation sent by a far end participant in a multiway video call with a LifeSize system as the MCU appears as black video if one of the devices in the call is configured to accept H.261 video only. To avoid this problem, LifeSize recommends using default configuration settings for video codecs for all devices in the call.
Video issues in calls when static NAT enabled on LifeSize systems and calls placed through routers with application-level gateways. (END-6920)	Enabling static NAT on a LifeSize system and then placing a call through a router with an application-level gateway or protocol fixup that modifies call control traffic may result in no video and/or audio at either the near end or far end of the call. Depending on the router, disabling static NAT on the LifeSize system may resolve this issue. LifeSize recommends disabling fixup on the router.

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Feature	Limitation
Cisco:	
SIP dual video not available in SIP calls through Cisco Unified Communications Manager. (END-10870)	SIP dual video is not available in SIP calls between LifeSize video communications systems connected through Cisco Unified Communications Manager.
H.239 may not work through your CISCO PIX or ASA (Adaptive Security Appliance) firewall/ASA device. (END-1611)	The Cisco fixup protocol does not recognize H.239 and terminates a call if it attempts to open an H.239 stream. If you have a PIX firewall/ASA device and are using it to manage the H.323 protocol, you may experience any of the following conditions. • If you are using the H.323 fixup protocol and your version of the PIX firewall/ASA (Adaptive Security Appliance) only supports H.323 version 2 endpoints, (PIX Firewall or ASA version 5.3 through version 6.2) the calls always negotiate to H.263 CIF resolution instead of H.263 HD resolution, and the calls always negotiate to an audio algorithm other than AAC. To work around this issue, upgrade your PIX Firewall/ASA to a version that supports H.323 version 3 or greater. • If you are using any known version of the Cisco PIX/ASA H.323 fixup protocol, presentations (H.239) fail and will likely cause the call to terminate. To work around this issue, disable presentations. Alternatively, to work around all of these issues, configure NAT/firewall settings based on information in the *LifeSize Video Communications Systems Administrator Guide*, and then turn off the fixup protocol.
Codian:	
Video and text is cropped on bottom or sides in multiway call with Codian MCU 4505. (END-9248)	In a multiway call with a Codian MCU, video and text that appear in the display may appear cropped on the bottom or sides of the image. To work around this issue, add the LifeSize system to the directory on the Codian MCU and adjust the border size to 2 or 3 depending on your display. You can adjust the border size from the LifeSize system during a call using far end camera control. With the far end camera of the Codian MCU selected, press the zoom out key on the remote control, ensure that **Border width** is selected and then press the right arrow key to change the border width.
When more than two LifeSize systems join a call with a Codian MCU, all participants past the first two are reduced to 256k. (END-12277)	When creating a dial-out conference on the Codian MCU, the first two systems connect without issues, but any participant after that is reduced to 256k.
Polycom:	
Video freezes when presentation is stopped on Polycom HDX 9004 (END-13447)	When the presentation from a Polycom HDX 9004 stops, LifeSize Passport shows the last frame of the presentation instead of reverting to video.
Tandberg:	
Video and audio are out of sync in a call from a Tandberg Edge. (END-13401)	In a call from Tandberg Edge 95 to LifeSize Passport, the audio and video remain out of sync.

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Documentation Errata

The following table lists known issues in the technical documentation available in this release and software release v4.0.

Erratum Summary	Description
LifeSize Passport User Guide:	
No audio volume meters in calls.	The section *Managing Audio* includes the following statement: *When the user interface is visible during a call, a volume meter for the active microphone appears in the near video image next to the dominant speaker icon.* In this release, no volume meter is displayed in a call.
No support for Microsoft Office Communications Server 2007 Standard Edition.	The section *Configure SIP Settings* in the *LifeSize Passport User Guide* includes the following statement: *If you are planning on placing and receiving calls on LifeSize Passport with Microsoft Office Communications Server, LifeSize recommends that administrators choose Microsoft OCS for* ***SIP Server Type*** *in* ***Administrator Preferences : Communications : SIP.*** This release does not support Microsoft OCS 2007.
Rebooting your system when it is not responsive to the remote control.	The section *Power and Connectivity Issues* in the *LifeSize Passport User Guide* includes the following: *You may need to reboot a system that is not responding to commands from the remote control. To reboot the system, access* ***User Preferences : Diagnostics : System Reboot****.* If your system is not responding to your remote control, use the reset button on the back of the codec to reboot.
802.1X Authentication preference.	Before you enable the **802.1x Authentication** preference in **Administrator Preferences : Network :General**, you must configure 802.1X through the automation command line interface. Refer to the *LifeSize Passport Command Line Interface* guide for more information.

Technical Services

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 Technical Services as follows:

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