Release Notes

LifeSize Bridge 2200

Release v1.1.3

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For the latest product documentation, refer to lifesize.com/support.

Caution: After you upgrade to this release, you cannot downgrade to a previous version.

LifeSize recommends that Windows users upgrade their LifeSize Bridge Utility to version 1.1.0.15 for the best performance with this release.

Resolved Issues

- Interoperability with Mirial ClearSea is supported in this release. Refer to Interoperability for specific versions tested in this release. (HE-3777), (HE-3741), (HE-3734), (HE-3742), (HE-3812), (HE-3814)
- A system utilization error no longer occurs for conferences requiring a password that are dialed directly and answered by the Virtual Operator. (HE-3823)
- Green and yellow stripes no longer appear at the beginning of the call. (HE-3723)

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Known Issues

Following are known issues and their workarounds, if available. Numbers in parentheses are used for internal tracking.

- LifeSize Bridge running software version 1.0.3 must first upgrade to version 1.0.4 and create a backup before upgrading to version 1.1.1 or later. Otherwise, restoring from a backup fails.
- Pressing * to cancel entry of a password in a secure call results in disconnection and you cannot reconnect until rebooting. (HE-3875)
- Syslog Server IP field on the Diagnostics page displays the NTP Server IP address. (HE-3686)
- Enabling NIC Bonding with Active/Backup mode causes LifeSize Bridge to ping intermittently. Workaround: Reboot the system under these conditions for consistent ping status. (HE-3690)
- Upgrades from Linux systems using LifeSize Utility 1.1.0 may fail. **Workaround:** Use Windows or Mac OSX to upgrade the system. (HE-3665)
- H.323 calls using the redial list in LifeSize systems fail when calling LifeSize Bridge. **Workaround**: Manually dial the bridge with the conference ID. (END-17290)
- When creating and editing conferences from the LifeSize Utility, you can add participants to dial when the conference becomes live. If the participant is a voice only device, you must specify the **Type** as *Voice*. The default, *Auto*, causes the device to connect as video even though it is not a video device. (HE-3487)
- When logging in to the LifeSize Utility from OS/X or Linux platforms, you can select HTTPS from the login screen to enable secure communications. This is unsupported on Windows in this release.
- All video systems participating in a conference should connect to the bridge rather than another participant in the call; otherwise, you may experience unpredictable results or presentations may fail. (HE-3129)
- Video and presentation bandwidth do not adjust when a low bit rate participant leaves the conference. (END-17968, HE-3294)
- In an ISDN call with H.323 participants, changing presentation fails. **Workaround:** When a presentation fails on a device, disconnect that device and restart the presentation from another participant. (HE-3572) (HE-3449)
- Calls transferred to a conference from the Virtual Operator display the incorrect conference name in Statistics on the LifeSize video system. (HE-3135)
- Recurring conferences that cross daylight savings time (DST) boundaries will show the incorrect time after a DST event. To fix the conference start time, right-click the first instance of the conference after the DST event and choose "Edit this and future". Correct its time and and save the changes. The conference will be scheduled correctly until the next DST event. (HE-2510)
- Call Manager options sometimes disappear, become too narrow, or columns are displayed incorrectly. **Workaround:** Navigate to a different page and return to the Call Manager to display all options. (HE-2147, 2623)
- You may experience noise when LifeSize Desktop joins a conference on LifeSize Bridge using audio codec G.7221c. (HE-3502)
- You may experience issues with H.261 ISDN calls on older systems. (HE-3446, 3445, 3443)
- Audio and video may appear out of sync in a 16-way FIPS call. (HE-3482)
- Audio and video may appear out of sync in a two-way 1080p call with Polycom HDX 8000. (HE-1726)
- SIP calls through the Virtual Operator connecting to an expanded conference in which 16 callers are already active connect as audio only with software release 4.7.18 on 200 systems or earlier. (END-18065)
- SIP BFCP is unsupported in this release. SIP presentations are only supported with LifeSize systems.
- Presentations with SIP are only supported with H.263 from LifeSize systems.
- When set to *Auto*, the outbound dial bandwidth is 4 Mb/s. (HE-3645)

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Features and Limitations

- In previous releases, a gateway setting via DHCP would override a static gateway setting. In this release, the static gateway setting overrides a gateway received via DHCP. Therefore, if you have previously set a gateway and wish to use a DHCP assigned value, you must first disable the static setting using the `set gateway` command.
- When an ISDN call joins the Virtual Operator with a video codec and no common video codec is available for the target conference, the call may fail after transfer. **Workaround:** Set conferences to *Auto*. (HE-3259, HE-2950)
- In the scenario in which one port is plugged into a network switch with a DHCP server and another port is plugged into a laptop with a direct cable connection, the port connected to the switch will bind to DHCP and the port connected to the laptop will be accessible using the default 169.254.1.1 IP address so that you can use the admin shell to discover the bound address or change the configuration of the network connected port.
- As a LifeSize Bridge administrator, determine the bandwidth requirements and network resources required to support your environment. LifeSize recommends that you connect your LifeSize Bridge to a gigabit port on a network switch and configure it to connect at 1 Gb/s if the LifeSize Bride is sharing Ethernet bandwidth with other workloads. (HE-1682)
- Using the Virtual Operator. (HE-3464)

  When you connect as a video caller (callers 1-16) you are instructed to use touch tones to navigate the menu. To select a conference, use the **2** (up) and **8** (down) keys on the remote control to navigate to the desired conference and select it (by pressing **6**). Or to create a new conference, navigate to **Enter a conference ID** and press **6** to select it. Then enter the ID.

  When you connect as an audio caller (callers 17-48) you automatically reach the virtual operator which instructs you to enter the conference ID directly.
- The maximum bandwidth of a FIPS encrypted H.323 only call is 2 MB. All other calls have a maximum bandwidth of 4 MB, except expanded calls which are always 2 MB.
- If your video system and the LifeSize Bridge both have encryption enabled or both have it disabled, you will successfully connect. The Virtual Operator will answer but will not always transfer if the encryption state does not match. (HE-3492)
- ISDN calls using LifeSize Networker may experience a delay in presentations. (HE-3424)

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Interoperability

LifeSize Bridge with this software release is supported with the following devices.

Supplier	Products
Avaya	SIP Enablement Services: 5.1.x
Cisco	UCM: 7.1.3 Skinny client CP-7940: 8.1
LifeSize	Video systems: 4.8.6 Passport: 4.8.0 Phone: 4.5.3 Desktop: 2.0.1 Transit Client: 3.5 Networker: 3.1.2 Gatekeeper: 7.1 Control: 5.1 Mirial ClearSea Client iOS 5.0 with iPhone and iPad 2: 8.0.16 iOS 4.3.5 with iPad 1: 8.0.15 MAC OSX 10.6.7: 8.0.15 Windows 7: 8.0.15 Android 2.2 Samsung Galaxy S2: 8.0.15 Android 2.3 Samsung Galaxy tab: 8.0.15 Android 3.2 Motorola Xoom: 8.0.15 Mirial Soft Client Windows 7: 7.0.54 MAC OSX 10.6.7: 7.0.54
Polycom	HDX series: 3.0.0.2 VSX series: 9.0.6 Via Video PVX: 8.0.16 Path Navigator: 7.0.14 Viewstation 512: 7.5.4
Radvision	PRI P10 Gateway: 5.1.0.0.15
ShoreTel	Shoregear: 11
sipXecs	sipXecs: 4.2.1
Sony	PCS-G70: 2.65 XG-80: 2.14
Tandberg	C20 and C60: 4.0.1 EDGE, Centric, and Set-top MXP: F9.0.2 VCS Expressway (Gatekeeper functionality only): X5.1.1

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Interoperability Limitations

Following are the known limitations with third party products. Numbers in parentheses are used for internal tracking.

General

- Some third party devices are unable to join conferences that require a password. **Workaround**: Disable the password on the conference until all devices have joined, then update the conference to add the password. (HE-699)
- LifeSize Bridge does not support autobandwidth speed adjustment for SIP calls with Tandberg MXP 6000 and Polycom VSX 7000. (HE-1747)

Cisco

- Touchtone and far end camera control navigation fails in calls through the Cisco UCM registrar. (HE-3552, 3583)

Mirial

- Presentation fails on LifeSize devices in a call with LifeSize Bridge when presentation is started from the Mirial ClearSea client. (HE-3819)
- Motorola Xoom with the Mirial ClearSea client receives no video, disconnects, and receives no welcome announcement when calling the Virtual Operator in LifeSize Bridge. **Workaround:** Place the call directly. (HE-3871, HE-3870)

Polycom

- When Polycom VSX 8000 initially connects to a LifeSize Bridge, one or more brief pauses in the video may occur. (HE-1476)
- Video freezes for approximately 20 seconds in a Polycom 7000 VSX call in H.263 to LifeSize Bridge. (HE-2321)
- Voice prompts sent to Polycom HDX 9000, 9002, and 9004 systems are cut off. (HE-1808)
- To place a SIP call from Polycom HDX 4000 to a conference with a password on LifeSize Bridge, you must change the video dialing order on the HDX in **Admin Settings -> Network -> Network Dialing** so that *IP SIP* appears first. (HE-3232)
- Calls from Polycom HDX 4000 to LifeSize Bridge require 1024 kb/s call speed to achieve 720p30. (HE-3232)
- To join a conference as an audio device, you must use SIP. Change the video dialing order on the Polycom HDX in **Admin Settings -> Network -> Network Dialing** so that *IP SIP* appears first. Also, set the preferred dialing method to *Auto*, and **Call Preference** to *Phone* then *Video* and ensure the analog phone in enabled. (HE-3232)
- After connecting a SIP call to the Virtual Operator with a Polycom HDX 8000, DTMF navigation fails. **Workaround**: Use far end camera control navigation or dial the conference directly. (HE-3617)

Radvision

- Video flickers may be observed from 3/7 to 7/7 layouts in an ISDN to IP call using the Radvision P10 Gateway. (HE-2896)

ShoreTel

- Calls to LifeSize Bridge through the ShoreTel PBX fail if presentations are enabled on the participant device. (HE-3598)

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Sipxecs

- Openser/sipxecs SIP registrar rejects password values greater than 32767. **Workaround**: Use a lower value for the password. (HE-3391)

Sony

- SIP calls from a Sony XG80 failed if SIP Server Mode is on. **Workaround**: From the SonyXG80 web interface, set **Setup : SIP : SIP Server Mode** to *off*. (HE-1485)
- Presentations with Sony XG80 and G70 are unsupported with LifeSize Bridge. (HE-1615, 3217, 3164, 3183 END-17837)
- If a conference is configured for H.263 on LifeSize Bridge and the Sony XG80 is using H.264, the Sony XG80 fails to check which codec is negotiated and change to the lower priority codec, thus, video fails. (HE-3335)
- Voice prompts sent to the Sony XG80 are cut off. (HE-1808)
- The Sony XG80 requires 3MB bandwidth for 720p60 resolution. (HE-3218)

Tandberg

- Due to an issue with the Tandberg 6000 MXP not calculating the overall session bandwidth, the incorrect bandwidth and audio codecs appear for a SIP voice call. (HE-2570)
- Far end camera control navigation fails in SIP calls. (HE-2729)
- Changing layouts using far end camera control navigation fails from Tandberg C20 for encrypted conferences. (HE-2729)
- Changing layouts using far end camera control navigation fails for Tandberg 1000 MXP unsecured calls. (HE-3190)
- Video artifacts observed in a four-way SIP TLS call with Tandberg 1000 MXP and LifeSize Bridge. (HE-3509)

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Dialing Patterns

Conference dialing varies with third party devices. Use the following table as a guide for the dialing pattern for your device. In these examples, <ip> is the IP address of the bridge to which you are calling, <id> is the conference ID, and <pw> is the password assigned to the conference.

Aethra X3

Protocol	*Without password*	*With password*	*Example*
H.323	<ip> in the dial field <id> in the extension field	password unsupported; defaults to virtual operator	

LifeSize

Protocol	*Without password*	*With password*	*Example*
LifeSize			
H.323	<ip>##<id>	<ip>##<id>**<pw>	10.95.11.235##1000**1234
SIP	<id>@<ip>	<id>:<pw>@<ip>	1000:1234@10.95.11.235
LifeSize Desktop			
SIP	<id>@<ip> v4.8 software and later: sip:<id>@<ip>	sip:<id>:<pw>@<ip>	1008@10.95.11.235 1008:1234@10.95.11.23
LifeSize Gatekeeper			
	<id> <gk ip>##<id> <ip>##<id>	<id>:<pw>@<ip> <gk ip>##<id>**<pw> <ip>##<id>**<pw>	
LifeSize Networker (ISDN calls)			
	<ISDN gateway number>##<id>		

Polycom

Protocol	*Without password*	*With password*	*Example*
Polycom VSX/HDX			
H.323	<ip>##<id>	<ip>##<id>**<pw>	10.95.11.235##1000**123
SIP	<id>@<ip>	<id>:<pw>@<ip>	1000:1234@10.95.11.235
Polycom VSFX			
H.323	<ip> in the dial field <id> in the extension filed	password unsupported; defaults to virtual operator	
Polycom PVX Softclient			
H.323	<ip>##<id>	<ip>##<id>**<pw>	10.95.11.235##1000
SIP	<id>@<ip> Transport protocol: UDP	password unsupported; defaults to virtual operator	1000@10.95.14.131 --> UDP

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Sony XG80/G70

Protocol	*Without password*	*With password*	*Example*
H.323	<ip>#<id>	<ip>#<id>**<pw>	10.95.11.235#1001
SIP	defaults to virtual operator	web ui only: <id>:<pw>@<ip> main screen:| F1 for alphanumeric F2 for symbols	1000:1234@10.95.11.235

Tandberg

Protocol	*Without password*	*With password*	*Example*
Tandberg MXP			
H.323	<id>@<ip>	<id>**<pw>@<ip>	1000**1234@10.95.11.235
SIP	<id>@<ip>	<id>:<pw>@<ip>	1000:1234@10.95.11.235
Tandberg C20 and C60			
H.323	Requires GK registration	Requires GK registration	
SIP	sip<id>@<ip>	<id>:<pw>@<ip>	1000:1234@10.95.11.235
Tandberg Edge, Centric, and Settop MXP			
SIP	sip<id>@<ip>	<id>:<pw>@<ip>	1000:1234@10.95.11.235

Refer to the *Using LifeSize Transit with LifeSize Bridge* technical note or your LifeSize Transit documentation for dialing patterns using LifeSize Transit in various deployment scenarios.

Contacting Technical Services

LifeSize Communications welcomes comments about our products and services. Send feedback about this or other LifeSize products to feedback@lifesize.com. Refer to lifesize.com/support for additional ways to contact LifeSize Technical Services.

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