



Release Notes

LifeSize Bridge 2200

Release v2.3

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

For dialing patterns, refer to the *Dialing Patterns for LifeSize MCUs* quick reference card at lifesize.com/support.

Upgrading

After upgrading, you must turn off the LifeSize Bridge 2200, either by unplugging the MCU or using the power switch on the back. Wait at least 15 seconds and power up the bridge again.

Caution: After you upgrade to this release, you cannot downgrade to a version earlier than 2.0.

New Features and Resolved Issues

Following are the major new features and resolved issues in this release. Numbers in parentheses are used for internal tracking.

- Presentation sharing using BFCP is now available with third party devices.
- This release allows an additional 8, 12, or 16 audio ports to be allocated to scheduled and on demand conferences. The number of ad hoc audio ports corresponds to the video ports licensed for your LifeSize Bridge.
- A new preference, **Show System Names**, allows you to specify that the system name for each onscreen participant is visible for the duration of a call.
- Annex O dialing from LifeSize Bridge is supported in this release.
- The video bandwidth balance is set to 80% for the video stream and 20% for the presentation stream by default.
- A change to the log levels is now preserved after restarting the bridge. (HE-5920, HE-5919, HE-5907)
- Simultaneous call escalation from ClearSea client calls to LifeSize Bridge no longer take up to 4 minutes to complete. (HE-6449)
- After a call escalated through LifeSize ClearSea ends, an active LifeSize Bridge Utility shows the correct call count. (HE-6876)

- The navigation menu now hides automatically in a bridge conference after you change layouts from the LifeSize Bridge Utility. (HE-7241)
- An issue with selecting a new call layout from the Call Manager has been addressed. (HE-7100)
- Corrected an issue with failing audio in SIP dial out calls. (HE-7213, HE-7058)
- In H.263 calls bandwidth is no longer low when the call speed is 1024 kb/s. (HE-6676)
- Improved the response time of the LifeSize Bridge Utility when a cascaded conference includes more than 25 participants. (HE-6631)

Known Issues

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

General

- You cannot decrease the number of ports allocated to a scheduled conference after adding participants. (HE-7494)
- When a LifeSize device attempts to join a LifeSize Bridge conference as an H.323 video call, and the conference is full, the device might connect as an audio call with frozen or blank video. (HE-7399, END-21710)
- Presentation sharing using BFCP is not available with LifeSize Passport. (END-21839)
- Deleting a recurring conference does not remove past occurrences in the calendar. (HE-6326)
- After configuring NIC bonding, you must reboot your LifeSize Bridge. (HE-6349)
- A video participant must initiate an on demand conference before audio only callers can join. A participant must join an on demand + conference before others can access it from the Virtual Operator. (HE-6134)
- A call muted in a conference is shown as unmuted after it is dragged to another conference. (HE-6008)
- Swapping the values of conference and on demand + ID bounds results in an error and the values being reset. **Workaround:** Change and save the ranges separately. (HE-5150)
- A presentation through LifeSize Virtual Link fails in an H.263 only conference. (HE-4162)
- Changing the maximum value for call data records (CDRs) may delete all existing CDRs. (HE-4083)
- LifeSize video systems attempting to join a conference at 1152 kb/s when the network limits the bandwidth to 256 kb/s disconnect after approximately 20 seconds.
- 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)

Conference ID and Dialing Pattern Issues

- Creating a conference with the same ID as the SIP username or H.323 name or extension causes the call to connect to the Virtual Operator. **Workaround:** If choosing a numeric value for the SIP username or H.323 name or extension, do not set it to be within the conference ID range. (HE-6528)
- Outbound SIP calls fail if the conference description contains the @ character. **Workaround:** Do not use the @ character in conference descriptions. (HE-6351)
- When a LifeSize Bridge with prefix dialing enabled and two video communications devices are registered to LifeSize Transit Server with LifeSize Transit Client and an external gatekeeper, a dial out call to one of the video systems using its H.323 extension fails from an on demand + conference created by dialing an unused conference ID. **Workaround:** Prepend a prefix to the dial string that has a route created for it on LifeSize Transit Server to the LifeSize Transit Client tunnel ID. (HE-5975)
- Dial out SIP calls may fail if the following characters are in the conference name: # @ ! \$ % & (). (HE-4266)

- Upgrades to software version 2.0 or later may result in conference ID ranges for scheduled conferences being reset. This occurs if you enable prefix dialing or change the size of an on demand conference. (HE-6551)

Clustering

- As capacity of bridges increases, the previously created on demand and on demand + calls are not optimized for the new bridges. **Workaround:** Delete and then recreate the on demand or on demand + conferences after you add new bridges to the cluster. (HE-6423)
- You cannot edit conferences that could not be transferred from a failed media server because of a lack of resources. (HE- 5912)
- After changing the standby bridge in a cluster, existing on demand conferences created before the change might be unavailable. **Workaround:** Restart the bridges, reboot the master bridge, or dial the conferences directly. (HE-5870)

Failover

- Redialing a disconnected conference may fail or the conference may not appear if resources are unavailable for the failover. **Workaround:** Wait for the master MCU to reboot before attempting to redial the conference. (HE-5934)
- After a master MCU failure, the LifeSize Bridge Utility no longer displays snapshots. **Workaround:** Close and log in to the utility again. (HE-5918)
- After a failover, call transfers may fail for ISDN calls hosted on LifeSize Networker. **Workaround:** Hang up the ISDN calls and redial the conference. (HE-5528)
- On demand conferences that are moved due to a media server failure might end up on a media server that currently has no unscheduled capacity leaving no capacity for the on demand conference, even though the administrator may subsequently add more capacity to the cluster. **Workaround:** You must re-save the on demand conference to take advantage of additional capacity. (HE-5752, HE-5814)
- After failover, SIP participants received blank or frozen presentation. **Workaround:** The SIP participant with frozen presentation must hang up, dial in, and restart presentation. Or another participant in the call must start and stop a presentation. (HE-5788, HE-6009)

User Interface/Video

- If the system name of a LifeSize 220 series video system changes and the system rejoins a SIP bridge conference, the new name does not appear in the video layout. **Workaround:** Reboot the video system. (END-21684)
- Video bandwidth balance settings on a LifeSize video system are inaccurate after a presentation starts. (HE-7267)
- You cannot change the video bandwidth balance settings on a LifeSize video system after switching presentations twice on a bridge conference. (END-21781)
- If you change **Show System Names** during an ongoing conference, the update might not appear for all participants. **Workaround:** Set **Show System Names** before the conference starts. (HE-7269)
- If you change the password of an ongoing conference, participants whose password no longer matches are disconnected. **Workaround:** Do not change the password during a live conference. (HE-6438)
- Unable to change which system is the Lecturer after a conference is created. **Workaround:** Delete the original conference and re-create it with the new lecture assignment. (HE-5933)
- Video may appear black behind the password prompt when a LifeSize video system uses a dial string without the password for an H.323 conference that requires a password. (HE-4358, HE-7291)
- Snapshots in the layout editor of the LifeSize Bridge Utility may not refresh or initially appear. **Workaround:** Exit and re-enter the layout editor. (HE-4309, HE-7173)
- Calls transferred to a conference from the Virtual Operator display the incorrect conference name in **Statistics** on the LifeSize video system. (HE-3135)

- Video and presentation bandwidth do not adjust when a low bit rate participant leaves the conference. (END-17968, HE-3294)
- Calls set to a low layout number boundary result in a missing layout. **Workaround:** Enable self-view.

Call Manager

- The Call Manager may display Virtual Operator calls by the default Virtual Operator instead of the user customized name. (HE-4088)
- LifeSize Bridge Call Manager can dial SIP and H.323 calls even after the protocol has been disabled in LifeSize Bridge. (HE-4001)

Upgrades/Licensing

- Incoming calls may be allowed during an upgrade and the upgrade will then fail. **Workaround:** Wait for the upgrade to complete before placing calls. (HE-4443)
- Upgrades from Linux systems using LifeSize Utility 1.1.0 may fail. **Workaround:** Use Windows or Mac OSX to upgrade the system. (HE-3665)

Expanded Conferences/Cascading

- If an MCU's cascading host conference is connected to another MCU's cascading participant conference, black video appears for the first caller until another caller is added to either the host or participant conference. (HE-7283)
- In an expanded conference, setting **Show System Names** at the individual participant level might not yield the expected result for callers 17 and later. **Workaround:** Use conference level controls in an expanded conference. (HE-7440)
- In an expanded conference, black video may appear as you cycle through the layouts. **Workaround:** From the LifeSize Bridge Utility, enable speaker order in the layout editor for the conference. (HE-7438)
- Password protected SIP calls fail to connect to cascaded conference. (HE-4550)
- Virtual Operator calls may fail when rejoining an expanded conference as the 48th participant. (HE-4175)
- The host MCU in a cascaded conference can be specified only by IP address when setting up the conference on the participant MCU. (HE-4117, 4115)

H.261

- H.261 SIP calls to LifeSize Bridge may show blank video. **Workaround:** Dial in using H.323. (HE-5895, HE-4846)

Product Limitations

Following are known limitations with LifeSize Bridge 2200. Numbers in parentheses are used for internal tracking.

- A presentation from a LifeSize 200 series video system fails for participants joining a SIP TLS call. (HE-7410)
- When a LifeSize 200 series video system starts a presentation in a SIP call, the presentation bit rate is 230 kb/s even though the video bandwidth balance is set to 90% / 10%. (HE-7221)
- Conferences created with an earlier version do not display the time zone; viewed in this release, these conferences will default to the time zone in which the LifeSize Bridge Utility is running. Choose a different time zone with the same offset to adjust the default value. (HE-5880)
- When using the LifeSize ClearSea Client on mobile devices, you might experience video corruption when last talker changes on HTC Sensation. (HE-3965)
- LifeSize Bridge receives video artifacts from LifeSize Softphone in 1080p30 mode. (HE-3953)
- From LifeSize Softphone on Microsoft Windows 7, the Virtual Operator intermittently fails to play the audio announcement or to provide connection options. (HE-4030)

- LifeSize Softphone stops presenting when another caller joins the conference. **Workaround:** Retry sharing the application from Softphone. (HE-7240)
- When the master MCU fails in a cluster, no information is sent to users to redial the call in the following cases:
 - When the conference is hosted on the master MCU.
 - When devices automatically disconnect from the call before the server disconnects the call.
 - When there are multiple media servers but no standby MCU. (HE-4703)
- IPv6 is not supported in a clustering environment. For an IPV6 environment, deploy LifeSize Bridge standalone. (HE-5854)
- Pressing * to cancel entry of a password in a secure call results in the call disconnecting. (HE-3875)
- Enabling NIC bonding with Active Backup mode causes intermittent ping failures on LifeSize Bridge. **Workaround:** Ensure you are using static IP addresses only in Active Backup mode. Reboot the system under these conditions for consistent ping status. (HE-3690)
- Secure communication with HTTPS is not supported with the LifeSize Bridge Utility on Windows clients. If you require secure communication with HTTPS when using the LifeSize Bridge Utility, you must use it from a Mac OS/X or Linux client.
- All video systems participating in a conference must connect to LifeSize Bridge rather than another participant in the call; otherwise, you may experience unpredictable results, or presentations may fail. (HE-3129)
- If you use LifeSize Control to schedule conferences on LifeSize Bridge, do not also schedule them using the LifeSize Bridge Utility, as this approach can result in accidentally deleting conferences.
- In previous releases, a gateway setting via DHCP overrode 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 want to use a DHCP assigned value, 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)
- If 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 binds to DHCP, and the port connected to the laptop is accessible using the default 169.254.1.1 IP address. Use the admin shell from a laptop on the default address to discover the bound address or to 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 Bridge is sharing Ethernet bandwidth with other workloads. Use auto speed and duplex settings. (HE-1682)
- 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 do not both have encryption enabled or disabled, you cannot connect successfully. The Virtual Operator answers but does 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)
- LifeSize Bridge sends 352x288 resolution video to participants in an H.263 conference. (HE-4121)
- TLS registration to LifeSize UVC Transit is unsupported. Therefore, LifeSize Bridge fails to register to a SIP registrar on TLS with LifeSize UVC Transit Server and Client deployed. (HE-3655)

Interoperability

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

| Supplier | Products |
|-----------|---|
| Cisco | UCM: 9.0.1.10000-37 Unified Presence Server: 9.0.1.10000-21 Skinny client CP-7940: 8.1 (audio calls only) Jabber for Windows: 9.1.0(12296) |
| Polycom | Group Series: 4.0.2-40451 HDX Series: 3.1.1.3-36019 Via Video PVX: 8.0.16 RMX 2000: 7.8.0 RealPresence Desktop: 2.1.0.28930 |
| Radvision | Scopia XT5000: 03.00.0115 V3_0_115B P10 Gateway: 5.7.2.0.25 |
| ShoreTel | ShoreTel Communicator (Client): 13.1 build 18.23.2412 ShoreTel Server: 18.23.2412.0 |
| SipX | sipXecs: 4.6.0 |
| Tandberg | SX20 TC6.0.1.65adebe C Series: TC6.0.1.65adebe VCS Expressway (gatekeeper and SIP functionality only): X7.2.1 |

Interoperability Limitations

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

General

- Presentations in cascaded conferences with third party MCUs may not appear for participants of some of the MCUs. **Workaround:** Ensure that all devices are using the same video codec. (HE-4078, HE-3795)

Cisco

- Touchtone and far end camera control navigation fails in calls through the Cisco UCM registrar. (HE-3552, HE-3583)
- Cisco Jabber Client fails to receive a presentation when the client joins an ongoing call with a presentation. (HE-7444)
- A bridge-hosted conference registered with CUCM fails when it connects with LifeSize Icon. **Workaround:** When registering an Icon with CUCM, disable **Allow Presentation Sharing using BFCP** on the **Phone Configuration** page. (HE-7280, PKS-5575)
- In an expanded Virtual Operator conference registered with CUCUM, video fails for the 17th caller. (HE-7403)
- Presentations fail for participants using the shared encoder (callers 17 – 48) in a Virtual Operator conference registered with CUCM. (HE-7424)

Polycom

- 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, 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 place an audio call, 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 is enabled. (HE-3232)
- DTMF navigation fails on a Polycom HDX 8000 in a SIP call to the Virtual Operator. **Workaround:** Use far end camera control navigation or dial the conference directly. (HE-3617)
- Audio and video may appear unsynchronized in a 2-way 1080p call with Polycom HDX 8000. (HE-1726)
- Because of an issue with Polycom Via Video PVX, video in H.263 calls to LifeSize Bridge appear black or frozen for several seconds after connecting. (HE-4276)
- Audio is choppy for approximately 10 seconds upon connecting through RMX 2000. (HE-4215)
- Video flickers may be observed on a Polycom RealPresence device in low bandwidth calls (512 kb/s or lower). **Workaround:** Use 768 kb/s or higher when dialing a LifeSize Bridge from a Polycom RealPresence desktop client. (HE-7360)
- If you drag and drop a Polycom RealPresence participant who is presenting, the Polycom RP desktop shows black video. **Workaround:** Do not drag and drop Polycom RealPresence participants who are sharing data. (HE-7448)
- When a Polycom HDX 7000 attempts to join a LifeSize Bridge conference as a SIP video call, and the conference is full, the Polycom device fails to connect as an audio call. (HE-7387)
- DTMF navigation fails on a Polycom HDX 7000 in a SIP TLS call. (HE-7224)

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)
- LifeSize video systems indicate an H.263+ ISDN video call through Radvision P10 Gateway is audio only. (HE-4219)
- When you start a presentation on a LifeSize video system on ISDN registered to Radvision P10 Gateway and Radvision gatekeeper, the video on the LifeSize video system may appear corrupted for several seconds. (HE-4206)

ShoreTel

- Calls to LifeSize Bridge through the ShoreTel PBX fail if presentations are enabled on the participant device. (HE-3598)
- Video from a ShoreTel client fails after moving the client from a scheduled to an expanded conference. (HE-7401)

SipX

- The Virtual Operator takes approximately 15 seconds to appear in a call between a LifeSize video system and LifeSize Bridge 2200 when both are registered to sipXecs. (HE-4363)
- Video freezes and the call disconnects when a Tandberg C20 participant is routed through sipXecs. (HE-7230)

Tandberg

- 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)
- H.263 calls to Tandberg devices through LifeSize Networker may connect as voice only. **Workaround:** Use H.264 for these calls. (HE-4244)
- Tandberg C60 does not become the active speaker in an expanded conference. (HE-4270)

- Calls with a Tandberg C40 registered to a gatekeeper may result in repeated IP addresses displaying in the layout editor of the LifeSize Bridge Utility. (HE-6661)

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.