Release Notes

LifeSize® Control™

Release: v4.0.0

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 through 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 Control Administrator Help	A help system accessible from the user interface. Includes information about functionality and usage of the utility 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 available workarounds. Also provides Technical Services contact information.
LifeSize Control Training Videos	These videos show and explain how to access and use new features in LifeSize Control 4.0. These videos are available from www.lifesize.com/support.

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

Upgrade Support

This release of LifeSize Control supports upgrades from versions 3.0, and 3.5.0. If you are upgrading from a version earlier than 3.0, contact LifeSize Technical Services for assistance.

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, F6.3 1000 MXP: F 5.3, F7.0 6000 MXP: F6.1, F6.3 Edge95 F6.3 Centric F6.3 Set-Top MXP F 6.3
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 HDX 4000 2.0.3.1 HDX 9002 2.0.3.1 HDX 9004 2.0.1-2350

Supplier	Products
Codian	MCU 4210: 2.1 (1.3), 2.4 (1) MCU 4220: 2.1 (1.7), 2.3 (1.8) MCU 4505: 2.2 (1.10), 2.4 (1.1)
Browser support	Microsoft Internet Explorer version 6 SP2 and version 7 Mozilla Firefox version 1.0, 2.0, 3.0 Flash Player v9 (You can download the Flash Player from **www.adobe.com**.)
Email scheduling integration	Microsoft Exchange 2003, Microsoft Outlook 2003, Microsoft Outlook 2003 Webmail client Microsoft Exchange 2007, Microsoft Outlook 2007, Microsoft Outlook 2007 Webmail client
LifeSize	Phone 2.6.0 (5), 3.6.0 (1) Room 200 4.0.6 (7) Team 200 4.0.6 (7) Room 3.0.9(1), 3.5.2(5), 4.0.6 (7) Team 3.0.9(1), 3.5.2(5), 4.0.6 (7) Team MP 3.0.9(1), 3.5.2(5), 4.0.6 (7) Express 3.0.9 (1), 3.5.2(5), 4.0.6 (7) Multipoint 5.1, 5.5, 5.7 Gateway PRI and Serial 5.1, 5.6 Gatekeeper 4.1.5, 5.5 Networker 2.0.0 (12), 3.0.1 (1)
Radvision	SCOPIA 100 12/24 MCU: 5.1, 5.7 SCOPIA 100 Gateway: 5.1, 5.6
Siemens	VP100: 3.0.5 (12), 3.5.0 (17), 3.6.0 (11) VHD400: 3.0.5 (12), 3.5.0 (18), 4.0.6 (8) VHD600: 3.0.5 (12), 3.5.0 (18), 4.0.6 (8)

New Features and Resolved Issues

Feature	Description
New Features:	
Expanded language support.	This version of LifeSize Control is available in Japanese, Traditional Chinese, Simplified Chinese, and Korean in addition to English.
Microsoft Exchange/Outlook integration.	During installation, you can choose to integrate Microsoft Exchange/Outlook with LifeSize Control so that you can schedule devices managed by LifeSize Control by inviting the devices to meetings in Microsoft Outlook. This feature supports Microsoft Exchange 2003 and Microsoft Exchange 2007, and requires no patches or plug-ins for Microsoft Exchange or Microsoft Outlook. Refer to the *LifeSize Control Installation Guide* to learn how to enable Microsoft Exchange/Outlook integration. Next, refer to the LifeSize Control online help to learn how to complete the integration process and use the feature.

Feature	Description
New LifeSize Control training videos.	LifeSize offers training videos on new features in LifeSize Control 4.0, including: • Call Scheduling Integration with Microsoft Exchange • Device Management Enhancements • Call Scheduling Enhancements • Cascading MCUs • LifeSize Control Administrator • Reports • Templates Enhancements These videos are available from www.lifesize.com/support.
LifeSize Control Administrator now a web application with its own online help.	LifeSize Control Administrator is now a web-based utility installed along with LifeSize Control, and available at `http://<LifeSize_Control_server_ip_address>/webcontroladmin`. In addition to the utility's previous ability to: • View the status of LifeSize Control-related services and ports • View and modify LifeSize Control application settings • View and modify LifeSize Control alarm configuration • View and modify your LDAP settings You can now • View and modify LifeSize Control email settings • View and modify LifeSize Control conference settings • Upload license keys to LifeSize Control-managed devices • View and modify call use billing information • View and modify Microsoft Exchange integration settings Refer to the LifeSize Control Administrator online help for more information.

Improved event scheduling.	LifeSize Control has a redesigned event scheduler with which you can schedule conferences, device software upgrades, and device settings template comparisons and applications. You can also open a calendar view of all scheduled events. LifeSize Control includes the following new features:
	• You can schedule events to recur at a regular time at a regular interval.
	• You can schedule template comparisons and applications. You can compare device settings to a template or regularly apply a template to a device to ensure uniformity of device settings.
	• Calls launched outside of LifeSize Control on managed devices are now represented on the **Events** page.
	• Calls scheduled in Microsoft Office appear in the **Events** page.
	• A new call scheduling interface in which you can do the following:
	  ▪ Drag and drop participants while configuring a call.
	  ▪ Use cascading MCUs
	  ▪ Restart a completed call
	  ▪ View a call in progress, including snapshots of the cameras of each participant.

Improved device management.	LifeSize Control includes the following device management enhancements: • Support for LifeSize Networker as a gateway. • Discovery of devices registered to a managed gatekeeper. • Ability to launch the web UI of a LifeSize device without authentication. • Ability to set a device's affinity to an MCU. • Ability to assign a Microsoft Outlook mailbox to a device.
Cascading MCUs now supported.	You can set up cascading MCUs in conferences involving large groups communicating across regions.

Feature	Description
License key management for LifeSize devices.	You can update license keys for managed LifeSize devices through LifeSize Control Administrator. Refer to the LifeSize Control Administrator online help for more information.
New reports and email delivery.	The **Reports** page has been redesigned, and reports can now be recurrent and sent to a user's email. The following reports have been added: • License audit • Location audit • ROI • Codec • Conference audit • User • Billing
Support added for Tandberg Edge 95 and Polycom HDX.	Refer to *Third Party Device Support* for specific information.
Resolved Issues	
Corporate directory is populated with the list of devices in LDAP. (CTL-2762)	LifeSize Control sets certain attributes on the device that populate the corporate directory with the list of devices in LDAP. Deleting a device, changing its status to unmanaged, or rebooting a device in LifeSize Control did not automatically clear it from the corporate directory. In this release, the LDAP parameters are configured correctly when LifeSize Control manages a device, allowing the device to query the LDAP directory to populate its corporate directory.
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 had to reboot the managed device for the corporate directory to be populated. Deletions or updates of LifeSize Control managed devices were only reflected in a managed device after a reset to default settings. This has been corrected in this release.
Calls fail if the LifeSize Control server time is ahead of the client machine's time. (CTL-1487)	When you scheduled a call, the LifeSize Control server validated the time to determine whether or not it has already passed based on the time at the client machine. If the server time was 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), the call did not launch and remained in a pending state indefinitely. This has been corrected in this release.
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 were not applied to the device. This has been corrected in this release.
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 were inconsistent with those available from the LifeSize Interface. *30 minutes* was not available for **Maximum Call Time** and **Maximum Redial Entries** listed only one value from LifeSize Control. This has been corrected in this release.

Product Limitations

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

Feature	Support or Limitation
PostgreSQL does not upgrade to v8.3.0 during upgrades of LifeSize Control v3.0 and v3.5.0.	If you are upgrading LifeSize Control from v3.0 or v3.5.0, PostgreSQL v8.2 is not upgraded to v8.3.0. If you need to reinstall LifeSize Control and restore the PostgreSQL database from a backup, install LifeSize Control v3.5.0.
Use static IP address for LifeSize Control server. (CTL-1295)	LifeSize recommends that you use a static IP address for the machine on which LifeSize Control is installed.
You cannot start or stop services related to LifeSize Control from LifeSize Control Administrator. (CTL-3380)	You cannot start or stop services related to LifeSize Control from the new web-based LifeSize Control Administrator. Refer to the LifeSize Control Administrator online help for more information.
Restart option for LifeSize Control in Windows Server service manager does not work. (CTL-3389)	You can **Start** and **Stop** the LifeSize Control service from the Windows Server service manager, but the **Restart** option does not work. Use the **Stop** and **Start** options instead.
Alert not sent to meeting organizer when meeting scheduled in Microsoft Outlook fails. (CTL-3181)	The organizer of a meeting in Microsoft Outlook is not notified of the meeting's failure to start in this release.
In an Open LDAP installation, you cannot schedule calls, templates or upgrades beyond six months. (CTL-3410)	In an Open LDAP installation the default window for event recurrence is six months. Any dates beyond this will be ignored in this release.
Vague error message when too many devices added for an MCU. (CTL-3069)	If you try to configure a call with more devices than an MCU's capacity, the error message simply states "Unable to configure" instead of "port capacity for MCU has been exceeded" in this release.
Status of Polycom devices changes to unreachable in the middle of a call. (CTL-2121)	LifeSize Control must be able to ping devices on the network. Ensure your firewall is not blocking ping requests.
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.
Upgrading a Polycom device at a scheduled time shows a status of complete but does not list the device details. (CTL-2482)	Upgrading Polycom devices that require a software key is not supported in this release.
Third-party devices do not appear as being in ad-hoc calls. (CTL 3028)	If you view an ad-hoc call while in progress, third-party devices involved in the call will not appear as being in the call in this release.

Feature	Support or Limitation
Call duration not displayed in LifeSize Control for Polycom VSX 7000. (CTL-3133)	Call duration information is not passed from the Polycom device to LifeSize Control and therefore, cannot be displayed.
Reconnecting a disconnected ad hoc call is not reflected in Microsoft Outlook. (CTL-3397)	Consecutive ad hoc conferences within two minutes of one another cannot be reflected in the Microsoft Exchange/Outlook calendar in this release.
Changes made in LifeSize Control scheduler to a conference originally scheduled in Microsoft Outlook are over written if an update is sent through Microsoft Outlook. (CTL-3182)	Changes made in LifeSize Control to a meeting scheduled in Microsoft Outlook (such as change of MCU, bandwidth, type of call) are overwritten if the meeting update is sent from Outlook.

Known Issues and Workarounds

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

Issue	Description/Workaround
Meetings scheduled in Microsoft Outlook 2007 with devices added as Resources are not scheduled in LifeSize Control. (CTL-3402)	Do not add devices to a meeting in Microsoft Outlook 2007 as Resources. Instead add them as Required attendees. The Active Directory server specified during LifeSize Control installation in the **LDAP Settings** screen must be the same one used by Microsoft Exchange.
When a Microsoft Outlook 2007 scheduled conference is forwarded to new video devices, the conference in LifeSize Control is re-created with only the new devices. (CTL-3229)	When a meeting request is forwarded in Microsoft Outlook 2007 to new mailboxes, the update forwarded to the LifeSize Control manager account contains only the new participants and LifeSize Control treats it as a meeting update and schedules only the new devices. Do not forward a meeting request to devices. Instead, add new devices to the meeting, and send the update to all participants.
Original conference participants are deleted from conference when a new participant is added through Microsoft Outlook 2007 webmail. (CTL-3203) (CTL-3417) (CTL-3100)	When you update a one-time or recurring meeting in Microsoft Outlook (new participants added or existing participants deleted), the update must be sent to all participants when prompted. The default option is to send the updates only to affected participants, but you must explicitly opt to send the updates to all, so that LifeSize Control can process changes to the meeting participant list.
Clicking billing reports for a specific device doesn't display an error message if the country and state have not been set. (CTL-3318)	To get an accurate billing report for a device, be sure that the state and country attributes have been set. If you attempt to get a billing report without setting these attributes, you will not get a warning in this release. Refer to the LifeSize Control Administrator online help for more information.

Issue	Description/Workaround
Polycom HDX device status remains *in call* after the call is over. (CTL-3377)	Ensure that Polycom devices use SNMP v1, not SNMP v2c.
A conference originally scheduled in Microsoft Office is not deleted from the **Events** page in LifeSize Control when all of the devices are deleted from the meeting through webmail for Microsoft Exchange 2003. (CTL-3140)	This occurs only in webmail for Microsoft Office 2003. To avoid this issue, cancel the meeting instead of deleting all participating devices, if the intention is to cancel the meeting.
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).
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) (CTL-2781)	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 to expose the **Default Web Site** node. 3. Right click on the **Default Web Site** node and select **Properties**. 4. Select the **Directory Security** tab and click **Server Certificate**. 5. Click **Next**. 6. Select the **Assign an existing certificate** option and click **Next**. 7. Select the certificate displayed in the selection box and click **Next**. 8. Select the default SSL port and click **Next**. 9. Click **Next** and click **Finish**. 10. 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.
Status window for devices shows status for all devices and users. (CTL-2065)	The status window on the device screen displays the status for all actions executed on the server, including status related to actions from other 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.
Upgrades in Progress includes 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 work around this issue, refresh the screen by choosing the **Display** option again.
Virtual multiway statistics not supported. (CTL-2501, END-8119)	In this release, statistics for all parties in a virtual multiway call is not supported.

Issue	Description/Workaround
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.
(Firefox browser only.) 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 device before right-clicking the device to update the password.
Scheduled upgrade for LifeSize Networker may display its status incorrectly; upgrade fails. (CTL-3232)	When you schedule an upgrade for managed LifeSize Networkers, the status may display incorrectly. It may display *In Progress* before the event or continue to display it after the upgrade has completed or failed. Should the upgrade fail, contact LifeSize Technical Services for assistance in completing the upgrade.
Upgrading an earlier version of LifeSize Control to LifeSize Control 4.0 automatically uses HTTPS, even when earlier version was using HTTP. (CTL-3484)	To work around this issue, change the SSL setting from the IIS manager. 1. On the server running LifeSize Control, navigate to **Start>>Run**. 2. Enter `inetmgr` and press `Enter`. 3. In the IIS Manager, right-click on *lifesizecontrol* within the **Default Website** and select **Properties**. 4. Select the **Directory Security** tab, 5. Click **Edit** in the **Secure Communications** section. 6. Clear the **Require Secure Channel (SSL)** check box. 7. Click **OK** to close each of the dialogs. Alternately, you can use `https` in the URL instead of `http`.

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 Technical Services 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