Release Notes

LifeSize® Control™

Release: v4.5.1

Contents

Product Documentation

The following documentation is available in this release.

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

Document	Description
LifeSize Control Deployment Guide	Addresses planning, installing, upgrading, configuring, using, and maintaining LifeSize Control and configuring Microsoft Exchange Server for integration with 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 defining the functionality and usage of the application, available from the **Help** button on the navigation bar of the user interface.
LifeSize Control Administrator Online Help	A help system defining the functionality and usage of the administrator utility.
LifeSize Third Party Licenses	Lists third-party licenses applicable to this release.
LifeSize Control Training Video	This video demonstrates new features and enhancements in this release of LifeSize Control.

Upgrade Support

This release of LifeSize Control supports upgrades from versions 3.5 and later. If you are upgrading from a version earlier than 3.5, contact LifeSize Technical Services for assistance.

Template Software Version Support

Supported software versions for the templates feature in this release are v3.0.0, 3.5.0, and 4.0.0 for LifeSize devices; and v3.0.5 and v4.0.0 for Siemens devices. For more information about templates, refer to the *LifeSize Control Deployment Guide*.

New Features and Resolved Issues

Following are the major new features and resolved issues in this release. Numbers in parentheses following a summary are used for internal tracking purposes only.

Feature	Description
Resolved Issues:	
LifeSize Control 4.5 consumes more than one license for MCUs. (CTL-4028)	Upgrades from LifeSize Control 4.1 to LifeSize Control 4.5 consumed multiple licenses for MCUs. With this version of LifeSize Control, an MCU now uses only one license.
MCU conferences scheduled with conference PIN autogeneration disabled fail. (CTL-4029)	Calls scheduled through Microsoft Outlook involving an MCU failed to launch as scheduled if the **Autogenerate PIN for calls scheduled through Microsoft Exchange** preference was disabled in the **Microsoft Exchange Settings** page of LifeSize Control Administrator. This issue has been resolved in this release.
Right-clicking to terminate calls in certain LifeSize Control server locales does not work. (CTL-4044)	LifeSize Control servers installed in certain locales did not correctly execute right-click menu commands such as terminating calls. The auto disconnect option in the call scheduling window also did not work. These issues have been resolved in this release.
Converting a single MCU call scheduled through Microsoft Outlook to a cascading MCU call in LifeSize Control fails. (CTL-4045)	Calls that were scheduled in Microsoft Outlook with one MCU and then converted to a cascading MCU call in LifeSize Control were launched with only the original MCU. This issue has been resolved in this release.

Known Issues

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
PIN with Codian MCU as the master MCU and a LifeSize MCU as the subservient MCU in a cascaded call does not function properly (CTL-4020)	When you use a PIN in a call with a Codian MCU as the master MCU and a LifeSize MCU as the subservient MCU in a cascaded MCU call, calls placed through the LifeSize MCU request the PIN. To work around this issue, make the LifeSize MCU the master MCU.
Joining a conference with a Codian MCU using only the MCU's IP address creates a new ad hoc conference. (CTL-3922)	If you join a device to a conference in progress that has a Codian MCU by placing the call using only the MCU's IP address, LifeSize Control creates a separate ad hoc call instead of joining the device to the conference. To join the device to the conference in progress, place the call from the device using only the conference ID or the MCU's IP address followed by ##conference ID (*IPaddress##conferenceID*).

Issue/Problem	Description/Workaround
LifeSize Control fails to schedule yearly recurring meeting scheduled through Microsoft Exchange Server within 180 days of the current date when the recurrence pattern is **Every** <*month*> <*date*>. (CTL-3582)	LifeSize Control fails to schedule a yearly conference scheduled through Microsoft Exchange Server if the conference date is within 180 days from the current date, and the recurrence pattern selected is **Every** <*month*> <*date*>. To work around this issue, specify the date using the alternate recurrence pattern.
LifeSize Control may fail to deliver email messages that are edited in LifeSize Control Administrator. (CTL-4002)	After editing the text of the email messages that are selected for delivery on the Microsoft Exchange Settings page in LifeSize Control Administrator, LifeSize Control may fail to deliver the messages. If this occurs, restart the LifeSize Control service.
Subscription reports are generated based on server time instead of client time zone. (CTL-3470)	When you subscribe to a report, the time you specify for the report to be generated is interpreted by LifeSize Control as the LifeSize Control server time rather than the time in your time zone. To work around this issue, view the Report in LifeSize Control.
Meaning of series deleted and occurrence deleted emails on Microsoft Exchange Settings page (CTL-3913)	On the Microsoft Exchange Settings page in the emails customization section, the emails identified as **Exchange - Schedule series deleted** and **Exchange - occurrence deleted** are generated and sent to the meeting organizer when LifeSize Control deletes a series or a single occurrence of a meeting due to a discrepancy in a meeting update that LifeSize Control receives. These messages are not generated when a user deletes a series or a singe occurrence within a series.
Updating a single occurrence in a series removes the occurrence from the series and may cause updates to the series to fail. (CTL-3430)	In LifeSize Control, updating a single occurrence in a recurring call scheduled through Microsoft Exchange Server removes the occurrence from the series. The occurrence becomes an independent, non-recurring scheduled call. If you then update the remaining series, a resource conflict may occur and the update may fail. For example if you change the MCU in a single occurrence and then make the same change to the MCU in the remaining series, the update fails indicating that a resource conflict exists. To workaround this issue, check the calendar of the device you are attempting to use as the substitute in the series to identify the conflicting event and modify the event to remove the conflict.
Message on **Events** page for resolving conflicts with other scheduled events when taking a device offline is incomplete. (CTL-3860)	If you schedule a device to be offline during a time in which the device is a participant in other scheduled events, LifeSize Control presents a list of the conflicting events and prompts you to "…click confirm to delete schedules and create the device offline schedule or click cancel." Clicking confirm either deletes the scheduled event if the event depends on the device, or modifies the scheduled event by deleting the device from the event.
Chinese and Japanese language versions of the Help index are incorrectly ordered	Due to a limitation in the software tool used to create the Help system, the Chinese and Japanese language versions of the Help system index are not ordered in the manner customary to these languages in this release.

Issue/Problem	Description/Workaround
Missing alarm ID descriptions and deprecated alarms (CTL-3745)	The description for a few alarms on the **Alarms Configuration** page in LifeSize Control Administrator appears as "Description not available" when you click the alarm in the **Alarms** list and some alarms appear that are deprecated in this release, but not removed from the user interface. For a description of alarms, including identification of alarms that appear in the user interface but are deprecated, refer to "Appendix B: Alarms by Category" in the *LifeSize Control Deployment Guide*.
Polycom HDX device status remains in call after the call is over. (CTL-3377)	Ensure that Polycom devices use SNMP v1, not SNMP v2c.
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.
(Firefox browser only.) When right clicking a device with a login failure and updating the password, the wrong system is updated. (CTL-2735)	From the **Device** page, right clicking a system and selecting **Update Password**, updates the system directly under the selected system. To work around this issue, first left-click the desired device before right-clicking the device to update the password.
LifeSize Control schedules recurrences of an event beyond schedule limits. (CTL-3436)	If you schedule a large number of recurrences (approximately 250 or more) for an event, LifeSize Control may not be able to alert you that some recurrences are beyond the limit set for scheduling an event. Avoid setting a large number of recurrences for an event.

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
PostgreSQL does not upgrade to v8.3.0 during upgrades of LifeSize Control v3.5.0.	If you are upgrading from LifeSize Control 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.
Character entry restrictions (CTL-3637)	Text entry fields in the Device details page, dialog boxes for creating and editing templates, and the System Name field on the Devices page accept only the following characters: A-Z a-z 0-9 ~ ! @ # $ % ^ & * ( ) _ - + = { } | \ < , > . ? / ; : \
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.
Alert not sent to meeting organizer when meeting scheduled in Microsoft Outlook fails. (CTL-3181) (CTL-4003)	The organizer of a meeting in Microsoft Outlook is not notified of the meeting's failure to start in this release.

September 29, 2009

Feature	Support or Limitation
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.
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 Microsoft Outlook.
IP address field in the directory for an external device requires a unique number. (CTL-1961)	The IP address field in the **Add an external device** dialog box requires that you enter at least one unique IP address for an external device that is ISDN only.
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.
Virtual multiway statistics not supported. (CTL-2501, END-8119)	In this release, statistics for all parties in a virtual multiway call is not supported.
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.

Interoperability

LifeSize Control supports the following LifeSize and third party devices and software.

Supplier	Products
Browser support	Microsoft Internet Explorer version 6 SP2, 7, 8 Mozilla Firefox version 3.5 Flash Player v9, v10
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
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)

Supplier	Products
LifeSize	Phone: 2.6.0 (5), 3.6.0 (1) Room 200: 4.0.6 (7), 4.1.1 (17) Team 200: 4.0.6 (7), 4.1.1 (17) Room: 3.5.2(5), 4.0.6 (7), 4.1.1 (17) Team: 3.5.2(5), 4.0.6 (7), 4.1.1 (17) Team MP: 3.5.2(5), 4.0.6 (7), 4.1.1 (17) Express: 3.5.2(5), 4.0.6 (7), 4.1.1 (17) Express 200: 4.1.1 (17) 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), 3.1.1 (3)
Polycom	VS EX: 6.0.5 VS FX: 6.0.5 VSX 3000: 8.5.3, 9.0.5 VSX 7000: 8.5.3, 9.0.5 VSX 8000: 8.5.3, 9.0.5 HDX 4000: 2.0.3.1 HDX 9002: 2.0.3.1 HDX 9004: 2.0.1-2350
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)
Sony	PCS-XG80: 2.0.3
Tandberg	880: E5.3 1000: E5.3 6000: B10.3 550 MXP: F6.2 880/990 MXP: F6.1, F6.3, F8.0 1000 MXP: F 5.3, F7.0, F8.0 6000 MXP: F6.1, F6.3, F8.0 Edge95: F6.3

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
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.

Feature	Limitation
Support limitations for Sony PCS-XG80 video communications system	Support for the Sony PCS-XG80 video communications system in this release includes the following limitations: • LifeSize Control retrieves generic properties, network properties, H323 properties and SIP properties for this device. Support for ISDN is not available in this release. • Only point-to-point calls are supported. • SNMP trap destinations are not set and monitoring the device is through ping only. • You can place H.323 and SIP calls from and to the device from LifeSize Control with the following exception: an incoming SIP call to the device from a LifeSize device is not supported. The maximum supported bandwidth is 6000kbps. • Device upgrades, changing the password, and rebooting the device are not supported. • The country cannot be set on the device. The Country setting saved in LifeSize Control is only saved in the LifeSize Control database.
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.
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.
Polycom VSX reboots after discovery. (CTL-2161)	Polycom VSX series devices may reboot when the SNMP trap destinations are reset (for example, when you start managing a discovered device).

Documentation Errata

The following table lists known issues in the technical documentation available in this release.

Erratum Summary	Description
Viewing and Editing Device Details topic in Help CTL-4012	The Help topic *Viewing and Editing Device Details* incorrectly states that you can launch call statistics from the **Device details** page if the device is in a call. The correct statement is: You can view call statistics when the device is in a call from the **Devices** page, by right-clicking the device and clicking **Show call statistics**, from the **Events** page by right-clicking a call in progress and clicking **Show call statistics**, and from the **Schedule Call** dialog box by clicking the **Show call statistics** icon for a device in the call.
Take Device Offline topic in Help CTL-4012	The Help topic *Take Device Offline* incorrectly states that you can take a managed device (excluding gatekeepers) offline. The correct statement is: You can take a take a managed device (excluding gatekeepers and gateways) offline.

September 29, 2009

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:

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