

Release Notes

LifeSize® Control™

Release: v5.1

Contents

Product Documentation	. 1
Upgrade Support	. 1
Upgrade Support Template Software Version Support	. 1
New Features and Resolved Issues	. 2
Known Issues	. 2
Product Limitations	. 4
nteroperability	. 5
nteroperability Limitations	. 6
Interoperability	. 7

Product Documentation

For the most current version of product documentation, refer to <u>lifesize.com/support</u>.

Upgrade Support

This release of LifeSize Control supports upgrades from versions 4.0 and later. If you are upgrading from a version earlier than 4.0, contact LifeSize Technical Services for assistance.

Caution: This release requires that you install Microsoft ADAM (on Microsoft Windows 2003 Server) or the AD LDS role (on Microsoft Windows Server 2008 R2) before installing or upgrading LifeSize Control. The installation program quits if it does not find ADAM or AD LDS on the server. Refer to the *LifeSize Control Deployment Guide* for more information.

Template Software Version Support

Following are the supported software versions for the templates feature in this release.

Make	Model	Software Version
LifeSize	Room, Team, and Express series	3.0.0, 3.5.0, 4.0.0, 4.1.1, 4.3.0, 4.5.0, 4.6.0, 4.7.0
	Passport	4.3.0, 4.7.0
	Desktop	2.0
Avaya	1010/1020, 1030, 1040, 1050	4.7.3
LG	Executive	4.7.0

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
Support for Microsoft Exchange 2010.	This release includes support for Microsoft Exchange 2010 in addition to Microsoft Exchange 2003. Installation and administration of both packages is the same.
Support for LifeSize Bridge 2200.	This release includes support for managing LifeSize Bridge 2200.
Support for Avaya devices.	Support for Avaya video communications systems is now available in this release.
Distribution reports. (CTL-4628)	In distribution reports, recording calls is now labeled Recording/Streaming.
View the calendar of recordings. (CTL-4382)	In this release, users can view the calendar of a recorder to track recordings scheduled.
Recording when a call is not in progress. (CTL-4468)	In this release, you can start recording from LifeSize Control when you are not in a call on a LifeSize 220 or LifeSize Passport system.
Tandberg directory support. (CTL-4715)	Support for Tandberg directory is included in this release.
Tandberg Edge 85, 95 support. (CTL-4684)	In this release, you can add Tandberg Edge 85 or 95 to a conference in LifeSize Control.
Populating the directory. (AGS-62)	A new option when you right-click and View Details in the Directory is to not populate the directory. This prevents the directory from populating automatically so an administrator can configure it manually. SIP dial strings in the directory are now populated in the event a device is registered to a SIP registrar.
Dial-out recording for LifeSize Video Center. (CTL-4569)	LifeSize Control is now able to start dial-out recording from LifeSize Video Center 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
IP to ISDN call from LifeSize Control through managed gateway may fail. (CTL-4676)	An IP to ISDN call placed from LifeSize Control between two devices through a managed LifeSize or Radvision gateway may fail. Workaround: In the gateway user interface, delete and add back all service prefixes and then refresh the gateway on the Devices page in LifeSize Control.
LifeSize Control sends continuous messages indicating that a conference scheduled through Microsoft Exchange Server 2007 cannot be scheduled. (CTL-4471)	Scheduling a conference through Microsoft Exchange Server 2007 may result in continuous messages from LifeSize Control indicating that the conference cannot be scheduled. To resolve this issue, ensure that Service Pack 1 or later for Microsoft Exchange Server 2007 is applied to the Exchange Server installation.

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. Workaround: make the LifeSize MCU the master MCU.
Microsoft Exchange Users Only: Infinite email chain occurs with automated answering systems. (CTL-4148)	With an automated answering system, LifeSize Control integrated with Microsoft Exchange results in an infinite email chain. In this release, by default, LifeSize Control does not send email about permission problems to any user. Contact Technical Services for assistance if you experience this problem.
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)</date></month>	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>. Workaround: Specify the date using the alternate recurrence pattern.</date></month>
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. Workaround: View the Report in LifeSize Control.
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. Workaround: Refresh the screen by choosing the Display option again.
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 single occurrence within a series.

Issue/Problem	Description/Workaround
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. Workaround: 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.
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
Northbound settings are not supported for LifeSize Video Center. (CTL-4389)	Northbound settings are not supported for LifeSize Video Center and do not appear on the Device details page for this device when managed.
Alert not sent to meeting organizer when meeting scheduled in Microsoft Outlook fails. (CTL-4003)	The organizer of a meeting in Microsoft Outlook is not notified of the meeting's failure to start.
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.

Feature	Support or Limitation
Changes made in LifeSize Control scheduler to a conference originally scheduled in Microsoft Outlook are overwritten 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.
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 with Service Pack 1 Microsoft Outlook 2007 Microsoft Outlook 2007 Webmail client Google Apps Gmail and Google Calendar (Premier Edition)
Avaya	4.7.3
LG	Executive v4.7.0
LifeSize	Desktop: 2.0.0.187 Phone: 4.5.2 Room: 4.1.1 Room 200: 4.1.1 Room 220: 4.7.0 Team: 4.1.1 Team MP: 4.1.1 Team 200: 4.1.1 Team 200: 4.7.0 Express: 4.1.1 Express 200: 4.7.0 Passport: 4.3.0 Multipoint: 5.7.0.015 Gatekeeper: 7.0.1.4 Gateway PRI and Serial: 5.6.0.04 Networker: 3.1.1 Video Center 2200: v1.0.2, v1.1.0

Supplier	Products
Radvision	SCOPIA 100 12/24 MCU: 5.7 SCOPIA 100 Gateway: 5.6
Sony	PCS-XG80: 2.11.00
Polycom	VS FX: 6.0.5 VSX 3000: 9.0.5 VSX 7000: 9.0.5 VSX 8000: 9.0.5 HDX 4000: 2.5.0.2-3395 HDX 8000: 2.6.0-4740 HDX 9002: 2.6.0-4740 HDX 9004: 2.6.0-4740
Tandberg	880: E5.3 1000: E5.3 6000: B10.3 550 MXP: F6.2 880/990 MXP: F8.0 1000 MXP: F8.0 1700 MXP: F8.1 6000 MXP: F8.0 Edge95: F6.3 Codian IP VCR 2220 v 2.1(1.7) Codian MCU 4210: 3.1 (2.13) Codian MCU 4220: 2.4 (1.20) Codian MCU 4505: 3.1 (2.13)

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:	General Third Party Issues:		
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.		
Polycom Issues:			
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 you begin managing it. (CTL-2161)	Polycom VSX series devices may reboot when the SNMP trap destinations are reset (for example, when you start managing a discovered device).		
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
Polycom HDX device status remains in call after the call is over. (CTL-3377)	Ensure that Polycom devices use SNMP v1, not SNMP v2c.
Sony Issues:	
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 two-way 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 6000 kbps. 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.
Tandberg Issues:	
Joining a conference with a Tandberg 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 Tandberg 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).

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. Refer to lifesize.com/support for additional ways to contact LifeSize Technical Services.