



Release Notes

LifeSize® Control™

Release v5.5.3

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For the most current product documentation, refer to lifesize.com/support. If you are using other LifeSize products with this release, read the latest release notes for those products for additional information.

Upgrade Support

This release supports upgrades from LifeSize Control v5.5.0. If you are upgrading from a version earlier than 5.5.0, refer to the release notes for LifeSize Control v5.5.0.

Resolved Issues

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

- Public IP addresses of video systems in a NAT environment now display in the corporate directory of LifeSize Control. (CTL-4905)
- Changing the location of a video system in LifeSize Control is now reflected in the Alarms page. (CTL-5493)
- Creating a template with specific reserved port settings now results in those settings being applied. (CTL-5495)
- LifeSize Control does not manage calls from the Virtual Operator on LifeSize Bridge. (CTL-5500)

Known Issues

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

- You cannot register a public video system to a public gatekeeper IP address from LifeSize Control, even if that gatekeeper is managed in LifeSize Control. **Workaround:** Manually register the system to the gatekeeper. (CTL-5448)
 - Conferences scheduled in Google Calendar do not appear in LifeSize Control. **Workaround:** Include the LifeSize Control email account as a meeting invitee. (CTL-5466)
 - Calls scheduled with systems managed by LifeSize Control that are no longer registered with an H.323 gatekeeper and a SIP registrar do not use the fallback ISDN and PSTN traffic paths. (CTL-5428)
 - When LifeSize Control manages VM-hosted UVC Transit Server and UVC Transit Client and logs in over 1000 times to UVC Transit Server, logins fail. **Workaround:** Enable UVC Video Center on the VM. (CTL-5402)
 - Because you are unable to modify the system name of LifeSize UVC Video Center, when you schedule a conference in LifeSize Control, any LifeSize UVC Video Center appears in the scheduler as **Video Center (<IPAddress>)**, where **<IPAddress>** is the IP address of the UVC Video Center. (CTL-5398)
 - The following preferences for LifeSize Connections are not included in the v4.9 template in LifeSize Control: **Connections**, **User ID**, and **Registration Key**. (CTL-5363)
 - LifeSize Control cannot manage LifeSize UVC Transit Server when the default username and password is set on UVC Transit Server. LifeSize Control discovers UVC Transit Server with the status `login_failed`. (CTL-5343)
 - When a managed video system joins a conference through a managed LifeSize Bridge using the virtual operator, and you end the call from LifeSize Control, the video system status appears as responding but still in the call. You must end the call from the video system. (CTL-5297)
 - If LifeSize Control manages LifeSize Bridge and uses LifeSize Transit account provisioning, ensure that **TLS Signaling Port** is disabled in the **Network management** dialog box in LifeSize Control.
 - Follow this procedure to stop and start the LifeSize Control server on the machine on which LifeSize Control is installed:
 1. Open the Windows **Services** window.
 2. Select the **LifeSize Control Monitor** and click **Stop**.
 3. Select the **LifeSize Control Server** and click **Stop**.
 4. Wait a minimum of 30 seconds before restarting the services. This time allows the ports to release.
 5. Select **LifeSize Control Server** and click **Start**.
 6. Select **LifeSize Control Monitor** and click **Start**.
- NOTE:** Do not use the **Restart** option to restart the service.
- Installing LifeSize Control on a 64-bit machine results in a Windows Package Error, similar to the following: Operation failed with 0x8007000B. An attempt was made to load a program with an incorrect format.
Workaround: Click **OK** to continue the installation. This error appears twice during an installation.
 - To manage LifeSize Transit Server 3.5 (that uses NAT) in LifeSize Control, use LifeSize Transit Server's public IP address (the IP address using NAT). Managing LifeSize Transit Server in LifeSize Control using LifeSize Transit Server's internal IP address is not supported. Also ensure that all required ports are open on the IP address using NAT. Refer to the *LifeSize Transit Deployment Guide* for port information. (CTL-5265)
 - LifeSize Control may require approximately 12 minutes to dial in to all managed devices in a 48-way scheduled call hosted by LifeSize Bridge. (CTL-5206)
 - After upgrading to LifeSize Control v5.0 from v4.6, user accounts created in v4.6 do not function. **Workaround:** Use the administrative user (superuser) to create new user accounts with new credentials. (CTL-4681)

- *Microsoft Exchange Users Only*: An infinite email chain occurs with automated answering systems. 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. (CTL-4148)
- 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. (CTL-4020).
- LifeSize Control may fail to deliver email messages that are edited in LifeSize Control Administrator. If this occurs, restart the LifeSize Control service. (CTL-4002)
- LifeSize Control fails to schedule a yearly conference scheduled through Microsoft Exchange Server if the conference date is within 180 days of the current date, and the recurrence pattern selected is to recur yearly on *<month> <date>*. **Workaround**: Specify the date using the alternate recurrence pattern. (CTL-3582)
- When you subscribe to a report, the time you specify for the report to be generated is based on the LifeSize Control server time rather than your time zone. **Workaround**: View the report in LifeSize Control. (CTL-3470)
- 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. (CTL-2553)
- 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 confirm the deletion. 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. (CTL-3860)
- On the **Mail Integration Settings** page of LifeSize Control Administrator in the **Email 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. (CTL-3913)

Product Limitations

Following are known limitations with this LifeSize software version. Numbers in parentheses are used for internal tracking.

- If LifeSize Control manages LifeSize UVC Transit Server, you must select an internal private gatekeeper when provisioning traversal accounts. (CTL-5357)
- LifeSize Control does not support managing LifeSize UVC Transit Server and UVC Transit Client with an external gatekeeper. (CTL-5414)
- LifeSize Control supports IP addresses, not DNS hostnames. (CTL-5266)
- The **Maximum port utilization** and **Maximum traversal** reports may show an invalid total for port use. This issue occurs only for the CDR collected after the MCU or LifeSize Transit Server is first managed; subsequent CDRs reflect an accurate total. (CTL-5063)
- LifeSize Control ensures that all managed instances of LifeSize Bridge use the same conference ID range. LifeSize recommends that you do not edit conference ID ranges from LifeSize Bridge. (CTL-4846)
- Northbound settings are not supported for LifeSize Video Center and do not appear on the **Device details** page for this device when managed. (CTL-4389)
- The organizer of a meeting in Microsoft Outlook is not notified of the meeting's failure to start. (CTL-4003)
- 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. (CTL-3436)
- 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. **Workaround**: Check the calendar of the device you are attempting to use as the substitute in the series and modify the event to remove the conflict. (CTL-3430)

- Reconnecting a disconnected ad hoc call is not reflected in Microsoft Outlook. (CTL-3397)
- 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. (CTL-3182)
- If you try to configure a call with more devices than an MCU's capacity, the error message states only "Unable to configure" instead of indicating that the port capacity for the MCU has been exceeded. (CTL-3069)
- Virtual multiway statistics are not supported. (CTL-2501, END-8119)
- 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. (CTL-2500)
- 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. (CTL-1961)
- The Chinese and Japanese language versions of the Help system index are not ordered in the manner customary to these languages.

Template Software Version Support

Make	Model	Software Version
LifeSize	Room, Team, and Express series	3.0, 3.5, 4.0, 4.1.1, 4.3, 4.5, 4.6, 4.7 220 series only: 4.8, 4.9, 4.10
	Passport	4.3, 4.7, 4.8, 4.9
	Desktop	2.0
Avaya	1010/1020, 1030, 1040, 1050	6.0
LG	Executive	4.7

For more information about templates, refer to the *LifeSize Control Deployment Guide*.

Interoperability

LifeSize video communications systems with this software release are supported with the following devices.

Supplier	Products
Avaya	1000 Series: 6.0
Browsers	Microsoft Internet Explorer v8, v9 Mozilla Firefox version v10.0.2, v12.0 Opera v11.61 Chrome v16.0, v18.0 Flash Player v9, v10, v11
Codian	MCU 4210: 4.1(1.59) MCU 4220: 4.1(1.51) MCU 4505: 4.1(1.59)
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 Microsoft Exchange 2010 Microsoft Outlook 2010 Microsoft Outlook 2010 Webmail client Google Apps Gmail and Google Calendar (Premier Edition)

Supplier	Products
LifeSize	Desktop: 2.0.2 Passport: 4.8, 4.9 Phone: 4.5.3 Room, Room 200, Team MP, Team 200, Express, Express 200: 4.7.20 Room 220, Team 220, Express 220: 4.11.3 Room 220i: 4.10.1 Unity 50: 4.11.3 Team: 4.1.1 Bridge: 2.0 Gatekeeper: 7.1.2 Gateway PRI and Serial: 5.6 Multipoint: 5.7.2 Networker: 3.1.2 Transit Client: 3.5.2 Transit Server: 3.5.4 Video Center 2200: 1.2.3 UVC Access: 1.0.1 UVC Transit Server/Transit Client: 4.0.1 UVC Video Center: 2.0.1
Polycom	VSX3000: 9.0.5.1 VSX7000: 9.0.5.1 VSX8000: 8.5.3, 9.0.6.1 VS FX: 6.0.5 HDX 4000: 2.6.0.2 - 4852 HDX 9002: 2.6.0.2 - 4852 HDX 9004: 2.6.0.2 - 4852 HDX 8000: 3.0.0.2 - 13047 RMX: 7.6.0.172
Radvision	SCOPIA 100 12/24 MCU: 5.7 SCOPIA 100 Gateway: 5.6.0.4
Sony	XG - 80 - 2.14.00
Tandberg	550 MXP: F6.2 880/990 MXP: F9.0 1000 MXP: F9.0 6000 MXP: F9.0.2 NTSC 880: E5.3 1000: E5.3 6000: B10.3 EDGE95: F9.0.2 NTSC 1700 MXP : F8.1

Interoperability Limitations

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

General

- When you include a Codian or Radvision MCU in a conference scheduled with LifeSize Control, the **Conference ID** field appears on the **Events** page. Because LifeSize Control does not manage schedule conflicts through conference IDs for these MCUs, editing the conference ID has no effect. (CTL-4791)
- If you view an ad hoc call while it is in progress, third party devices involved in the call will not appear as being in the call. (CTL-3028)

Codian

- Outgoing calls from LifeSize video systems to Codian MCUs fail. (CTL-5517)

Polycom

- In a SIP-only environment, Polycom RMX must be registered with the SIP registrar.
- For LifeSize Control to successfully complete a scheduled call from Polycom RMX to a LifeSize video system, when both the video system and Polycom RMX are registered with a gatekeeper, configure the gatekeeper to always use an IP address to dial calls. (CTL-4943)
- Call duration is not passed from Polycom VSX and HDX devices to LifeSize Control and therefore cannot be displayed. (CTL-3133)
- Polycom VSX series devices may reboot when the SNMP trap destinations are reset (for example, when you start managing a discovered device). (CTL-2161)
- License keys for Polycom VSX software upgrades later than v7.0 require the key to be entered manually on the device. (CTL-703)
- Upgrading Polycom devices that require a software key is not supported. (CTL-2482)
- LifeSize Control supports Polycom devices with SNMP v1 enabled, not SNMP v2c. (CTL-3377)

Sony

- Support for the Sony PCS-XG80 video system includes the following limitations:
 - LifeSize Control retrieves generic properties, network properties, H.323 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 kb/s.
 - 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

- Joining a conference with a Tandberg Codian MCU using only the MCU's IP address creates a new ad hoc conference. **Workaround:** 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). (CTL-3922)

Contacting Technical Services

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