Release Notes

LifeSize® Gatekeeper™

Release: v5.6

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Product Documentation

Product documentation is available in PDF format. You must have Adobe Reader v4.0 or later to view the files. The following documentation is available in this release:

Documentation	Description
LifeSize Gatekeeper Quick Start	Describes basic steps for installing and configuring LifeSize Gatekeeper. Available from the LifeSize Gatekeeper CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com.
LifeSize Gatekeeper User Guide	Describes setup and common usage for LifeSize Gatekeeper. Available from the LifeSize Gatekeeper CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com.
LifeSize EULA and Third Party Licenses	The LifeSize End User License agreement and listing of Third Party Licenses are available from the LifeSize Gatekeeper CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com.
Release Notes	This document, which describes known issues in the current release and any available workarounds. Also provides Customer Support contact information. Available from the Customer Support page of www.lifesize.com.

Interoperability and Third Party Device Support

LifeSize Gatekeeper has been tested with the following third party devices:

Supplier	Products
Polycom	VS: 7.5.4 FX: 6.0.5 VSX 7000: 8.5.2 VSX 3000: 8.5.2 VSX 5000: 8.5.2 PVX: 8.0.2 VS 4000: 6.0.5 EX: 6.0.5 iPower 680: 6.2.0
Tandberg	1000: E5.2, B10.2, B7.4, NTSC 6000: E5.2 1500 MXP: F5.2 6000 MXP: F5.2 1700 MXP: F5.2 150: L4.0 990 MXP: F5.0
Aethra	AVC 8400: 6.0.30 X3: 10.2.24 X5: 10.2.24 Silver: 6.0.30 Theseus: 6.0.49
Sony	PCS-1: 3.31 PCS-11: 3.30 G-50: 2.41 TL-50: 2.31 TL-30: 1.23 G-70: 2.41
France Telecom	eConf: 4.1
Microsoft	NetMeeting: 3.0
Cisco	CallManager: 5.0.1

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LifeSize Gatekeeper Security

To ensure that your LifeSize Gatekeeper is secure from outside infiltration, LifeSize recommends that you modify the default settings of the following options:

- LifeSize Gatekeeper user name and password
- SNMP service community parameters in the Windows **Services** panel. In Windows 2000 and 2003, access **Services** from the **Start** menu through **Settings > Control Panel**
- Web server default port value in the `webServerPort` line in the `webs.ini` file

Utilities

The **Utilities** folder available from the LifeSize Gatekeeper CD-ROM included in the product box contains the MACFinder executable file for reading the MAC address on your board.

Installation Procedures

Before installing LifeSize Gatekeeper, note the following:

- LifeSize testing has taken place on operating systems using American English only.
- Before downloading any Microsoft patches or upgrades, contact your LifeSize Customer Support representative.
- The LifeSize Gatekeeper CD-ROM opens a menu that enables you to view product documentation. When you click the **LifeSize Gatekeeper Installation** button in the menu, the *LifeSize Gatekeeper Installation Guide* opens to guide you through the installation process.

New Features

Following are the major new features in this release. Refer to your LifeSize product documentation for more information about using the product.

Feature	Description
Predefined information in Alternate Gatekeeper mode	The Master Gatekeeper updates the Slave Gatekeeper with predefined information while working in Alternate Gatekeeper mode.
Connected Servers list	The Gatekeeper shows a list of connected servers at ECS > Settings > External API.
LDAP utilities are not supported in this release.	**LDAP - H.350 Schema** and **LDAP - Gatekeeper Schema** folders containing files for utilizing the LifeSize Gatekeeper with an OpenLDAP server are no longer supported in this release.

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Resolved Issues

Following are the resolved issues in this release. Refer to your LifeSize product documentation for more information about using the product.

Feature	Description
Parsing XML	LifeSize Gatekeeper correctly parses XML messages.
Line hunting	Line hunting operates correctly when using a Gateway with no ISDN connection.
Alternate Gatekeeper mode	LifeSize Gatekeeper operates correctly in Alternate Gatekeeper mode.
WatchDog utility	The WatchDog utility operates correctly.
Endpoints tab	The LifeSize Gatekeeper Endpoints tab correctly displays endpoint status.
MGC v8.0 and RMX service prefixes	LifeSize Gatekeeper accepts MGC v8.0 and RMX service prefixes as supported services.
H.245 Routing	H.245 Routing mode correctly opens H.239 to most TANDBERG 6.0, 6.1 and 6.2 endpoints.
Gatekeeper service	The LifeSize Gatekeeper service starts normally after rebooting.
Make Predefined	The Make Predefined feature operates correctly.
IVR calls	IVR calls from LifeSize endpoint are successfully established.

Features and Limitations

Feature	Support or Limitation
Interoperability limitation with LifeSize Room and LifeSize Team.	LifeSize Gatekeeper functions with LifeSize Room and LifeSize Team version 2.5 or later.
Use the custom installation with non-default FTP server.	When installing LifeSize Gatekeeper with an FTP server other than the default instance, use the custom installation and select the Microsoft IIS FTP server.
Reboot required after certain actions.	You must reboot your computer after performing the following actions: • adding or modifying an IP address • enabling and disabling the Alternate Gatekeeper feature • binding to a specific IP address • modifying the NIC definition in the LifeSize Gatekeeper • after changing the time zone setting on your machine to ensure that the CDR reports the generation time correctly The operating system does not provide a prompt for this rebooting.
Redefine devices after changing DHCP mode setting.	When using predefined devices: • After changing the DHCP mode setting, you must redefine the devices. If you change the setting of the **DHCP environment in the zone** checkbox in the **Basics** section of the **Settings** tab after defining the devices, the devices will not register successfully. • Predefined devices will fail to register when the LifeSize Gatekeeper working environment changes from DHCP to non-DHCP mode and vice versa.

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Feature	Support or Limitation
Encryption and Third Party Call Control do not work together.	Encryption does not function with the Third Party Call Control feature.
The *BW capacity limit* SNMP Trap reports a network event.	The *BW capacity limit* SNMP Trap reports a network event, not a bandwidth capacity event.
Define only one alias per Static Information Tree entry on the Active Directory Server.	You cannot define more than one alias per Static Information Tree entry on the Active Directory Server.
Enable services when predefining a device.	When predefining a device, new services are declined by default. To allow a device to use a service, you must enable the service in the **Predefined Endpoint Properties** dialog box in the **Endpoints** tab.
Global service permissions not configurable when specified service is online.	Global service permissions are not configurable when the specified service is online.
Re-register device after enabling H.350 authentication.	For registered devices, LifeSize recommends that you re-register the device after H.350 authentication is enabled.
Unregister predefined devices before exporting configuration details.	LifeSize recommends that no devices are registered to the LifeSize Gatekeeper while exporting configuration details including predefined device information. Unregister all predefined devices before exporting configuration details. The **Bind to specific IP** parameter (**Settings>Basics**) and the **Send H.245 address in Setup message** parameter **(Settings>Calls**) are not passed during the import or export process.
Service settings not exported or imported for a predefined device belonging to a group with predefined services.	Allowed/disallowed service settings for predefined devices are not exported or imported if the device belongs to a group with its own defined services.
To bypass the **Product Family Entry Point** interface, modify the webs.ini file.	To bypass the **Product Family Entry Point** interface when accessing the LifeSize Gatekeeper, modify the `homePage` line in the `webs.ini` file from “admin/net/default.asp” to “admin/gk/default.asp”.
Transfer requires H.323 version 4.0 support on device.	To enable Transfer, devices must support H.323 version 4.0.
Sending a CDR to the network.	To send a CDR to the network: 1. Check the **Send to network** option in the **Billing** section of the **Settings** tab. 2. Configure the required IP address and port 3. Stop and restart the LifeSize Gatekeeper service, so that the LifeSize Gatekeeper will automatically connect to the server after a disconnection occurs.
Enable **Check bandwidth rules** option for groups with bandwidth limitations.	When you configure groups with bandwidth limitations, you must also enable the **Check bandwidth rules** option in the **Capacity** section of the **Settings** tab.
Allow authorization servers to connect when using the XML API.	When utilizing the XML API, LifeSize recommends that you check the **Allow Authorization servers** to connect in the **External API** section of the **Settings** tab.

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Feature	Support or Limitation
Case sensitive features	The following features in the LifeSize Gatekeeper Administrator web interface are case sensitive: • The search function in the **Endpoints** tab • E-mail forwarding/fallback rules

Known Issues and Workarounds

The following table lists known issues and their solutions or workarounds, if available.

Issue/Problem	Description/Workaround
Changing default installation port causes part of interface to not function properly.	Changing the default LifeSize Gatekeeper installation port (port 80) causes the **Product Family Entry Point** web interface to not operate properly.
IP address of NIC used for generating license key must be enabled.	When working with two NIC cards in your server, do not disable the IP address belonging to the NIC that was used for generating the license key.
Line Hunting fails when two or more Gateways are registered to the LifeSize Gatekeeper, and one returns a *destinationRejection* reason in the Release Complete message.	Line Hunting fails when two or more Gateways are registered to the LifeSize Gatekeeper, and one of the Gateways returns a *destinationRejection* reason in the Release Complete message. In such cases, the LifeSize Gatekeeper attempts to connect calls only through the Gateway which returns the Release Complete message and ignores other registered Gateways.
SNMP trap resent when Master and Slave Gatekeeper licenses are not identical.	The *gkAlterNoRedundancy* SNMP trap is cleared and resent approximately every 30 seconds if the Master and Slave Gatekeeper licenses are not identical.
Authentication does not work when LifeSize Gatekeeper connects to LDAP server without a password.	When the LifeSize Gatekeeper connects to the LDAP server without a password (as an anonymous user), the authentication process does not operate.
Gatekeeper check boxes appear unchecked.	When a Neighbor Gatekeeper has two zone prefixes, Gatekeeper check boxes appear unchecked when you re-edit inter-zone rules.
Reduce bandwidth feature not supported with more than one zone.	The reduce bandwidth feature is not supported when working with more than one zone.
With prefix stripping disabled, devices register using a number that begins with the zone prefix.	When prefix stripping is disabled, devices can register with the LifeSize Gatekeeper using only a number that begins with the zone prefix.
Inconsistent bandwidth reporting.	Bandwidth reporting through the LifeSize Gatekeeper is inconsistent. In the **Call Control** tab and the CDR, the bandwidth displayed is full duplex. In the **Bandwidth Policy** section and in the **Inter-zone Bandwidth Rules** dialog box (both accessed through the **BW Policy** tab), the bandwidth displayed is half duplex.
Viewing log files through the FTP server with Windows 2003.	You cannot view log files through the FTP server when working with Windows 2003. To solve this problem, enable an anonymous user in the IIS settings.

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Issue/Problem	Description/Workaround
CDR does not report the MCU service correctly when inviting devices to MCU conference using the ** dialing feature.	When inviting devices to an MCU conference using the ** dialing feature, the LifeSize Gatekeeper CDR does not report the MCU service correctly.
LifeSize Gatekeeper configuration with CDR.	When using the CDR, you must configure the LifeSize Gatekeeper to operate in Q.931 or Q.931+H.245 Routed mode.
Forwarding rules removed during upgrades earlier than v4.0.	When upgrading from versions earlier than version 4.0, the file containing Forwarding rules is removed.
Forwarding not successful with encryption in H.245 Routed Mode.	Forwarding is not successful when working with devices that support encryption in H.245 Routed Mode.
Forwarding not successful with Fast Start.	Forwarding is not successful when Fast Start is used.
Forward On Busy not successful with active bandwidth management.	Forward On Busy is not successful when bandwidth management is active.
Interoperability Issues:	
Child gatekeepers of the same parent.	Calls from a Child LifeSize Gatekeeper to a Child Polycom PathNavigator are not successful when both gatekeepers are children of the same parent.
Calls involving devices registered to Child VCON Multimedia Xchange Manager in two-level hierarchy Gatekeeper setup.	Calls from a device registered to a Child VCON Multimedia Xchange Manager in a two-level hierarchy Gatekeeper setup will fail to connect to a device registered to a Child LifeSize Gatekeeper.
Proshare and Sony Contact 1600 endpoints	When the Standby Gatekeeper becomes the Master, Proshare and Sony Contact 1600 endpoints do not operate correctly.
Sony Contact 1500	Sony Contact 1500 cannot register with ECS.
Definity PBX	ISDN bypass with the Definity PBX does not work.
Redialing from Tandberg endpoints.	When using Windows 2003, redialing from Tandberg endpoints may fail. Solve this problem by configuring the dynamic port allocation on the Tandberg endpoint.

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 Customer Support 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

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