Release Notes

LifeSize® Gatekeeper™
Release: v7.0.1

Attention: LifeSize Gatekeeper and LifeSize Multipoint Extension do not support virtual machines or 64-bit Windows based servers.

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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
Installation Guide	Describes basic steps for installing and configuring LifeSize Gatekeeper.
User Guide	Describes common usage and troubleshooting.
LifeSize Communications End User License Agreement	Use of LifeSize equipment and software components are governed by the conditions and terms of the LifeSize Communications End User License Agreement.
LifeSize Third Party Licenses	Lists third party licenses applicable to this release.

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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.

Regular maintenance can prevent many problems you may experience when using your computer. We recommend that you utilize this upgrade to perform maintenance procedures that will help protect you against the most common causes of system crashes, slow performance, and damaged data:

- Check your file system for errors using chkdsk
- Defragment your hard disk using Disk Defragmenter
- Ensure that your anti-virus software is up to date

Installing an Initial Copy

Before installing the LifeSize Gatekeeper:

- Ensure that you install the LifeSize Gatekeeper *only* on the local drive and not on the network.
- Ensure that your computer has the required disk space. If not, installation is aborted.
- Ensure that you install the SNMP *before* installing the LifeSize Gatekeeper. If not, installation is aborted.
- For more information about installing the Microsoft SNMP service on Windows 2000, see Appendix A of the *LifeSize Gatekeeper User Guide*.
- LifeSize Gatekeeper installation is on Port 80 by default. Port 80 is unavailable to any HTTP server.

Note: You can change the default ECS installation port by modifying the *webs.ini* file located after installation by default at C:\Program Files\LifeSize\Shared Applications\Web Server.

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1. Copy the *LifeSize.GK.7.0.1.4.exe* file from the CD-ROM to your local machine, and then run the file.
The **Welcome** screen displays.
2. Click **Next**.
The **License Agreement** dialog box displays.
3. Select the **I accept the terms of the license agreement** option, and click **Next** to continue.
The **Setup Type** dialog box displays.
4. To perform the standard installation procedure, select the **Typical** option, and click **Next**.
The **License Key** dialog box displays.
5. If you have not already received a license key from LifeSize Technical Services, go to step 6.
If you have already received a version 5.x license key, select the **I have a license key** option and copy your version 5.x license key into the **Please enter your license key** text box. Then click **Next** and go to step 8.
6. If you have not already received a license key, select the **I want to evaluate LifeSize Gatekeeper** option, and select the type of evaluation license required from the drop-down list. Then click **Next**.
7. The evaluation license is valid for 30 days only. At the end of the 30-day period, you must update to a permanent license.
Warning Do not install a license for a version of the LifeSize Gatekeeper which supports fewer calls and registrations than your current LifeSize Gatekeeper.
8. The **Summary** screen displays. Click **Next** to continue.
Installation begins and the installation status screen displays.
9. When the installation process finishes, the **Installation Complete** screen displays. Click **Finish** to exit the installation wizard.

To obtain a license key, send the MAC address and serial number of your LifeSize Gatekeeper to LifeSize Technical Services at support@lifesize.com

Upgrading from version 5.x to version 7.0.1

The following section describes how to upgrade from LifeSize Gatekeeper version 5.x to version 7.0.1:

Before you begin the upgrade procedure, use the **Export** button in the LifeSize Gatekeeper Administrator toolbar to save your current configuration.

Note: LifeSize recommends that no endpoints are registered to the ECS while exporting configuration details including predefined endpoint information.

Note: Install LifeSize Gatekeeper upgrades on the same local drive as the existing installation.

1. (Standalone software version) Copy the LIFESIZE_GATEKEEPER_Setup.exe file from the CD-ROM to your local machine, and then run the file.
The **Welcome** screen displays.
3. Click **Next**.
The **License Key** dialog box appears showing your existing license key.
Installation begins and the installation status screen displays.
4. When the installation process finishes, the **Installation Complete** screen displays. Click **Finish** to exit the installation wizard.

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Importing Your Saved Configuration

After the installation process is complete and you have exited the installation wizard, import your saved configuration settings.

1. Click the **Import** button in the LifeSize Gatekeeper Administrator toolbar to restore your saved configuration settings.
2. In the **Import a Configuration File** window, browse to your saved configuration file.
3. Click **Import** to upload your configuration file settings.

New Features and Resolved Issues

Following are the major new features and resolved issues in this release. Refer to your LifeSize product documentation for more information about using the product. Numbers in parentheses following a summary are used for internal tracking purposes only.

Feature	Description
Enhanced disconnect error codes	Enhanced disconnect error codes which significantly improve entire version 7.0 solution usability and the end user experience.
Dual NIC support	Support for servers with two NICs and separation of management network traffic from the real-time signaling network traffic.
Support for Windows 2008 Server	ECS version 7.0 can be installed and deployed on top of Windows 2008 server.
Extensions to the third-party XML API	ECS can now authorize and provision endpoint registrations via the ECS XML API.
Improved video quality	Improved video quality when working with LifeSize endpoints.
Resolved resource leaks	Removed internal database resource leak. Removed H.323 stack resource leak.

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
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.

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Issue/Problem	Description/Workaround
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.
CDR doe 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 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.
Blue screen with RVNDIS driver	When working with the Firewall Proxy Solution using the RVNDIS driver, a blue screen may occur when no ports are available for new incoming calls. To avoid a blue screen, configure the upper port range limit in the **Firewall** section of the **Settings** tab to be larger than 24 * (maximum number of calls defined in the license) + the number of the port at the lower limit of the defined port range. For example, if you have a license for up to 500 calls and the lowest defined port number is 20000, the upper port range limit should be at least 24 * 500 + 20000 = 32000.
Enabling RVNDIS	Change the value of the *UseNDISDriver* Registry key to enable LifeSize Gatekeeper to work with RVNDIS.

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Issue/Problem	Description/Workaround
Predefined endpoints do not display.	When upgrading from versions 5.6.0.x and earlier, predefined endpoints with no H.323 ID are not displayed in the list of registered endpoints in the Endpoints tab. To solve this issue, predefine the endpoint alias.

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
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. • Enabling or disabling the ECS Firewall Proxy Solution functionality. • Uninstalling the RVNDIS driver. 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.
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.

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Feature	Support or Limitation
Global service permissions not configurable when specified service is online.	Global service permissions are not configurable when the specified service is online.
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”.
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 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.
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

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Interoperability

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

Supplier	Products
Aethra	AVC 8400: 6.0.30 X3: 10.2.24 X5: 10.2.24 Silver: 6.0.30 Theseus: 6.0.49
Cisco	CallManager: 5.0.1
France Telecom	eConf: 4.1
Microsoft	NetMeeting: 3.0
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
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
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

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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
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.
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.
Two-level hierarchy	Calls from an endpoint registered to a Child MXM in a two-level hierarchy Gatekeeper setup will fail to connect to an endpoint registered to a Child ECS.

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
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