Release Notes

LifeSize® Multipoint Extension™

Release: v5.6

Use of LifeSize equipment and software components are governed by the conditions and terms of the LifeSize Communications End User License Agreement.

© 2008 LifeSize Communications. All rights reserved.

September 12, 2008

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 Multipoint Administrator Guide	Describes setup and common usage for LifeSize Multipoint Extension. Available from the LifeSize Multipoint Extension 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 Multipoint Extension CD-ROM included in the product box as well as from the Customer Support page of www.lifesize.com.
LifeSize Safety and Regulatory Notices	Describes safety guidelines and regulatory notices for the LifeSize Multipoint Extension. This document is available from the LifeSize Multipoint Extension 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.

System Requirements

This section describes system requirements for the client and server platforms.

Server Platforms:

- Windows 2003 (English)
- Windows 2008 (English)

Note Windows 2000 is no longer supported.

The following web browsers are supported for Administration User Interface:

- Internet Explorer 6.x and 7.x (Windows)
- Firefox 2.0 (Windows)
- Safari 3.1 (Mac)

Client Platforms:

- Interactive Client
- Windows XP SP2, Windows XP SP3 (recommended)
- Windows Vista, Windows Vista SP1 (recommended)
- Internet Explorer 6.x and 7.x (Windows)

Note Windows 2000 is no longer supported.

- Watch Webcast / Recording web page
- Windows XP SP2, Windows XP SP3 (recommended)
- Windows Vista, Windows Vista SP1 (recommended)
- Macintosh OS X version 10.4 (Tiger) and 10.5 (Leopard), Intel CPU Only
- Internet Explorer 6.x and 7.x (Windows)
- Firefox 2.0 (Windows)
- Safari 3.1 (Mac)
- QuickTime 7.4.5 or greater (required to watch a live webcast or a recorded meeting)

© 2008 LifeSize Communications. All rights reserved.

Installing LifeSize Multipoint Extension

1. Locate the LifeSize Multipoint Extension serial key included with the product.

Note This key is required for the installation and operation of the LifeSize Multipoint Extension. If you are upgrading and have downloaded software from the web site, contact support@lifesize.com to obtain a serial key.

2. Insert the product CD-ROM.
3. In the CD menu, choose **Install LifeSize Multipoint Extension Server** or, in the Windows folder on the product CD-ROM, double-click **setup.exe** file to launch the installer.
4. In the Choose Setup Language window, select the installation language and click **OK**.
5. In the Welcome window, click **Next**.
6. In the License Agreement window, read the agreement and choose **I accept the terms in the license agreement**, and then click **Next**.
7. In the **Customer Information** window, enter information for software registration, choose the user access option for LifeSize Multipoint Extension, and then click **Next**.
8. In the LifeSize Multipoint Extension Serial Key window, enter the LifeSize Multipoint Extension key number acquired from LifeSize support, and click **Next**.
9. In the **Custom Setup** window, define which LifeSize Multipoint Extension components to install on this server, specify the installation location, and then click **Next**.

   Note The default directory for Darwin Streaming Server installation in version 5.5. is C:\Program Files\Darwin Streaming Server. For a single server installation, install both components.
10. In the **LifeSize Multipoint Extension Network Configuration** window, configure the LifeSize Multipoint Extension Network Interface and LifeSize Multipoint Extension web server port, and click **Next**.

    Note The default LifeSize Multipoint Extension web server port is 80, but if it is used by another application, the installer detects it and prompts you to specify a different port. If you wish to use HTTPs protocol for security, you must configure the LifeSize Multipoint Extension web server port to 443 after the installation is complete.
11. In the **Configure Servers** window, configure server settings:
    a) Enter the IP address of your gatekeeper in the **Gatekeeper IP address** field. In a single MCU deployment, use the same gatekeeper as LifeSize Multipoint is configured to use.
    b) For those LifeSize customers deploying LifeSize Multipoint Extension in conjunction with the Radvision iView suite, enter the server's NIC IP address in the **IP address** field under **Use iVIEW for moderation**.In a multiple LifeSize Multipoint deployment, you must use iVIEW Suite as your meeting control server. In a single LifeSize Multipoint deployment, you can use either LifeSize Multipoint or iVIEW Suite. Alternatively, choose **Do not enable moderation** to work without a meeting control server in a multiple LifeSize Multipoint deployment. If you use iVIEW Suite as your meeting control server, enter the iVIEW Suite IP address in the **IP address of** ECS field so that LifeSize Multipoint Extension uses the iVIEW Suite internal gatekeeper.

    Note You must use the specific IP addresses, not loopback addresses.
12. In the **Configure Streaming** window, choose a server to manage streaming:
    a) When your deployment includes multiple LifeSize Multipoint Extension servers, you must define which one of your LifeSize Multipoint Extension servers is enabled for streaming. Select **This LifeSize Multipoint Extension will be used to manage streaming services** to define the LifeSize Multipoint Extension server that you are currently configuring as the LifeSize Multipoint Extension server that is enabled for streaming.

       Note LifeSize recommends that you select only one LifeSize Multipoint Extension server to be a streaming server. If you install the Darwin Streaming Server on a separate server, type the IP address of that server in the **Darwin Streaming Server IP address** field.
    b) When your deployment includes multiple LifeSize Multipoint Extension servers, and you do *not* want to define the LifeSize Multipoint Extension server that you are currently configuring as the LifeSize Multipoint Extension server that is enabled for streaming, select **Use an alternative LifeSize Multipoint Extension to manage streaming services**. Type the Fully Qualified Domain Name (FQDN) of the LifeSize Multipoint Extension server that *is* enabled for streaming in the **Server URL** field.
    c) Select **Disable streaming for this LifeSize Multipoint Extension** to disable streaming for the LifeSize Multipoint Extension server that you are currently configuring.

© 2008 LifeSize Communications. All rights reserved.

13. In the **LifeSize Multipoint Extension Hostname Configuration** window, specify the hostname of the server that clients should use to connect to the LifeSize Multipoint Extension.
    Note Make sure that you specify the hostname that clients can resolve.
14. In the **Ready to Install the Program** window, click **Install**.
15. Click **Finish**.
16. After installation is completed, verify that the LifeSize Multipoint Extension server is operational:
    a) Access the **LifeSize Multipoint Extension Administration** interface by connecting to the following URL: http://<SERVERFQDN:PORT>/multipointextension/admin
    b) Log in using the default user name (admin) and password (admin).
    c) Open the **Status** tab of the **LifeSize Multipoint Extension Desktop Administration** interface, and verify that all four types of servers are connected.

    Note The light next to each link indicates whether or not the connection to the target server or registration with the Gatekeeper is successful. When the light is red, a tooltip containing error details is available. Click the red light to view further error information.
17. Remove the product CD-ROM.

Upgrading LifeSize Multipoint Extension Server

To upgrade LifeSize Multipoint Extension Server from version 5.5 to version 5.6, follow these steps:

1. Upgrade the LifeSize Multipoint firmware to version 5.6.
2. Run the installer file.
3. Choose the **Transfer existing LifeSize Multipoint Extension configuration data** option in the dialog box.
4. Follow the installation instructions as prompted by the wizard.

Upgrading Multipoint Extension Client

LifeSize Multipoint Extension version 5.6 includes an upgraded version of the LifeSize Multipoint Extension client. In order to be able to participate in a version-5.6 meeting, users must upgrade their clients.

1. To upgrade an earlier version of the LifeSize Multipoint Extension client, close the Microsoft Outlook application.

Note Microsoft Outlook does not need to be closed if you are installing the client for the first time.

2. Run the client installer.

Using LifeSize Multipoint Extension Service

LifeSize Multipoint is preconfigured with a service specific for LifeSize Multipoint Extension. The description of this default service is Desktop Video and its prefix is 85.

Accessing LifeSize Multipoint Extension

The default port when you install LifeSize Multipoint Extension is 80, in which case it is not required as part of the URL. However, you can install LifeSize Multipoint Extension on a different port if port 80 is in use by another application.

© 2008 LifeSize Communications. All rights reserved.

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
Recording and content management—Allows users to record, archive and retrieve their meetings.	Meeting Recording—A user can record meetings using the user interface. Playback—A user can watch recordings from the portal using a QuickTime plug-in. Recording Management—A user can access and manage recordings using the portal. Recording Security—Access to specific recordings can be protected by the owner using an access PIN. The user starting a recording - the recording owner - can specify an access PIN to protect the recording. In this case only the recording owner or the administrator can modify a recording, delete it or change recording settings such as a name or duration.
Improved Quality of High Definition (HD) video reception	The LifeSize Multipoint Extension client can receive HD video at 480p and 720p originated by the LifeSize Multipoint MCU.
Collaboration enhancements	LifeSize Multipoint Extension provides annotation support while maintaining a standard based H.239 connection. This functionality allows the presenter to annotate over any personal computer application and display the annotations on any desktop or H.239 compliant endpoint connected to the meeting.
Ease of use and faster installation	LifeSize Multipoint Extension access became much easier, with faster client download that does not require administrator rights. The client installs successfully even if the user is not logged-in as an administrator. **Note:** The presentation driver still requires administration rights. A user cannot become a presenter, until they add the missing components.
Custom Panel	An administrator can add a custom panel to the client by defining a link to any standard web page in the administration interface. A user can access the web page from the Live Meeting Console of the client. Developers can use this feature for extending the capabilities of LifeSize Multipoint Extension.
Enhanced support for large scale deployments	The LifeSize Multipoint Extension version 5.6 enhances large deployments. The server capacity is doubled and the auto attendant is implemented to support environments with multiple LifeSize MCUs.
IBM Lotus Notes scheduling	The LifeSize Multipoint Extension version 5.6 allows IBM Lotus Notes scheduling in addition to the Microsoft Outlook scheduling.
Unified Communications client integration	The LifeSize Multipoint Extension version 5.6 integrates the LifeSize MCU into Microsoft OCS 2007 and IBM SameTime platforms. This allows any organization that uses either of these UC solutions to visually connect desktop users.

Resolved Issues

The following table lists issues that have been corrected in this release.

Issue/Problem	Description/Workaround
Cannot watch PIN-protected meetings with IE7 unless SD is a trusted site	Internet Explorer 7, by default, has security settings which may prevent pop ups, including the LifeSize Multipoint Extension pop up that prompts for a PIN when trying to watch a PIN-protected meeting. To watch PIN-protected meetings, add the LifeSize Multipoint Extension site to the list of trusted sites.
Data Presentation Roster Icon	Data icons in the roster represent the client's capability to send presentation. For some H.323 endpoints, the data icon does not appear.

© 2008 LifeSize Communications. All rights reserved.

Issue/Problem	Description/Workaround
Streaming Client Memory Allocation	The memory usage of a client watching the meeting may increase over time. If connected for several hours, the computer may crash when too much memory has been allocated.
The Firefox web browser is not supported for this version on Macintosh.	A client using a Macintosh to watch a meeting webcast must use the Safari web browser; the Firefox browser is not supported for this version.
After modifying LifeSize Multipoint Extension sever installation, services must be restarted.	To modify some installation settings such as a license key, re-run the LifeSize Multipoint Extension server installer, and then select **Modify**. After the installation is modified, restart services manually, as they are not restarted automatically.
Video is not available for a High Definition switched video service.	For a High Definition switched video service, LifeSize Multipoint Extension sever is able only to send or receive audio and presentation. Video is not available for this type of service. If the clients want to use a High Definition conference, they need to use the 81 HD/SD Continuous Presence service.
Bandwidth chosen for streaming applies for both Audio/Video and H.239	The bandwidth value you select for streaming in the LifeSize Multipoint Extension sever administration pages (**Streaming>Rate** (KB/s)) does not define the total bandwidth for a streaming connection. Rather, it defines the rate for audio/video, as well as the rate for H.239 presentation data. For example, if you set the value to 256, LifeSize Multipoint Extension sever could stream up to 256Kbps for audio/video, and 256Kbps for H.239, sending a total of 512Kbps of media.

Known Issues and Workarounds

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

Issue/Problem	Description/Workaround
Third party application support.	All references to third party applications, such as the Radvision iView Suite, highlight interoperability and value added functionality. LifeSize does not sell or support these applications; contact the third party vendor for more information about these products.
Presentation resizes application windows (e.g. IE windows) even when they are minimized	When a LifeSize Multipoint Extension client starts presentation, all running applications are resized to fit the presentation area. This ensures that no data is cropped when presentation is started.
If using Internet Explorer 7, you must allow the LifeSize Multipoint Extension client to be installed when prompted.	Internet Explorer 7 prompts you to allow the control that installs the client. If a client does not allow this control, LifeSize Multipoint cannot determine if the client is properly installed, and the user cannot connect to a meeting. If you do not install this add-on, you must allow it in Internet Explorer options.
No video recorded for a meeting with a waiting room.	If a virtual room is configured to be in a waiting room state and the LifeSize Multipoint Extension administrator starts recording that meeting before the waiting room is lifted, video is not recorded for that meeting. To avoid the problem, verify that the meeting is not currently in the waiting room before starting recording.
Performance recommendation	If more than 100 streaming clients are watching a meeting simultaneously, LifeSize recommends that you install the Darwin Streaming Server on its own machine when deploying LifeSize Multipoint Extension.
Clients watching a meeting are not notified when a meeting ends.	LifeSize Multipoint Extension does not notify clients watching a meeting that the meeting has ended.

© 2008 LifeSize Communications. All rights reserved.

Issue/Problem	Description/Workaround
A scrollbar might appear in the “move” menu.	The problem occurs if the Internet Explorer security setting "Allow script-initiated windows without size or position constraints" is disabled. Enable this setting to remove the scrollbar.
When sharing an application, some areas not belonging to the application might be shared.	Sometimes when sharing specific applications (not the entire desktop), some portions of other applications that are not being shared might be shared briefly.
Windows Vista users: installing collaboration driver might require a reboot.	If the “aero theme” is enabled for Windows Vista, the user needs to reboot the computer after installing the collaboration driver. In LifeSize Multipoint Extension version 5.6, the collaboration driver is installed on demand from within the conference room; we recommend that the user should install this driver ahead of time.
If password delimiters are changed in a LifeSize MCU, they must be changed in LifeSize Multipoint Extension.	The password delimiters are a string of “*” or “#” of some length, used to delimit the dial string from the password, when calling into the MCU. These delimiters are configurable in the MCU UI, and default to “***”. If the delimiters are changed in the MCU UI, they must be changed in LifeSize Multipoint Extension as well.
Status of servers/gatekeepers in Administration Pages may take up to 30 seconds.	Changes to the IP addresses of servers and gatekeepers may take up to 30 seconds to display correctly in the LifeSize Multipoint Extension Administration pages.
Local microphone Off status is not displayed between LifeSize Multipoint Extension servers.	If multiple LifeSize Multipoint Extension servers are configured to access one meeting, clients connected to one LifeSize Multipoint Extension server do not receive any notification if clients connected to another LifeSize Multipoint Extension server mute. The muted clients are not marked as such in the Participants list of clients connected to another LifeSize Multipoint Extension server.
An error occurs while switching between the Continuous Presence and Voice Activated layouts.	If a LifeSize Multipoint Extension client is connected to a cascaded meeting, and the LifeSize Multipoint Extension client connects to act as a slave, a participant cannot change a layout from Continuous Presence to Voice Activated using the **Layout** button. A participant receives an error message.
Clients who do not have enough bandwidth for a high definition meeting should force their settings lower.	For the best user experience when connecting to a high definition meeting using a low bandwidth connection, set the client network setting to match your network conditions by changing the value in the Conference Client Control Panel: **Settings > Network > Bandwidth**.
Bandwidth chosen for streaming limits H.239 rate	The bandwidth value you select for streaming in the LifeSize Multipoint Extension administration pages (Streaming>Rate (KB/s)) also defines the maximum bandwidth for H.239 data in an interactive meeting.
LifeSize Multipoint Extension client does not install when UAC is disabled.	On computers with the Windows Vista OS (which does not have Service Pack 1 installed), the LifeSize Multipoint Extension client does not install properly, if User Account Control (UAC) is disabled. The user is asked to download and run the client, but the installation does not complete. This issue is resolved in Windows Vista SP1. If the user encounters this issue, we recommend that the user should either enable UAC or upgrade Windows Vista to SP1.

© 2008 LifeSize Communications. All rights reserved.

Issue/Problem	Description/Workaround
If the LifeSize Multipoint Extension client is installed with UAC enabled, the client does not function properly when UAC is disabled.	If the problem occurs, we recommend that the user enable UAC.
Client installation using the SMS.	Performing the LifeSize Multipoint Extension client installation using the Systems Management Server (SMS) Push is currently not supported.

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

© 2008 LifeSize Communications. All rights reserved.