



## Release Notes

LifeSize® Multipoint Extension™

Release: v7.1

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**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.

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**Note:** For the most current version of product documentation, refer to the Support page of [www.lifesize.com](http://www.lifesize.com).

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| Document  | Description   |
|---|---|
| <b>Administrator Guide</b>                                | Describes setup and common usage for LifeSize Multipoint Extension.   |
| <b>LifeSize Communications End User License Agreement</b> | Use of LifeSize equipment and software components are governed by the conditions and terms of the LifeSize Communications End User License Agreement. |
| <b>LifeSize Third Party Licenses</b>                      | Lists third party licenses applicable to this release.  |

## System Requirements

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

### Server Platforms

#### Operating Systems:

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

Web browsers (for Administration User Interface):

- Internet Explorer 6, 7, and 8 (Windows)
- Firefox 3.0, 3.5, and 3.6 (Mac and Windows)
- Safari 3.1 and 4.0 (Mac)

### Client Platforms

#### Machine Specifications for Standard Definition experience

- PC Intel Pentium 4, 3.0 GHz or faster
- PC AMD Athlon 3.0 GHz or faster
- PC Intel Centrino Mobile Processor 1.8 GHz or faster
- Mac with Intel Core Duo 1.8 GHz or faster
- Netbook Intel Atom Processor 1.6 GHz or faster
- 1 GB of RAM or more

#### Machine Specifications for High Definition experience

- PC Intel Core 2 Duo 2.4 GHz or faster
- PC AMD Phenom IIx4 91- 2.6 GHz or faster
- Mac with Intel Core 2 Duo 2.7 GHz or faster
- Intel Core i5 or i7 are recommended for an ultimate experience
- Minimum 2 GB of RAM, 3 GB of RAM or more recommended

#### Operating Systems

Lifesize recommends that you use the latest service pack of Windows operating systems listed in this section)

- Windows XP (SP2 and higher, 32 and 64 Bit)
- Windows Vista (SP2 or higher, 32 and 64 Bit)
- Windows 7
- Macintosh OS X version 10.5 (Leopard) or higher, Intel CPU only

#### Web browsers

- Internet Explorer 6, 7, and 8 (Windows)
- Firefox 3.6 and Safari 4.0 (Mac)

**Note** QuickTime 7.4.5 or later (required to watch a live webcast or a recorded meeting)

## Prerequisites

Follow recommendations in this section to install LifeSize Multipoint Extension Server correctly:

- For deployments of more than 100 users in which streaming or recording is heavily used or for deployments in which port 80 is used for streaming, LifeSize recommends that you either install the Streaming and Recording Server together on a different server or install these servers separately on different servers.
- The LifeSize Multipoint Extension Streaming Server is always installed under C:\Program Files, even if other components are installed at a different location.
- The default LifeSize Multipoint Extension Streaming Server port is 7070. If you select a different port, change the default port value in the Streaming Server configuration files accordingly.
- The default LifeSize Multipoint Extension Web Server port is 80. If other applications are using port 80, the installer prompts you to specify a different port. If you wish to use port 80 in such cases, access the Services panel on your computer and disable the IIS Administration, HTTP SSL, and World Wide Web Publishing services. You can do this before installing the LifeSize Multipoint Extension Server software or when you receive the "IP address/ port is in use" error message during installation. After disabling these services, installation completes normally, and LifeSize Multipoint Extension clients can connect to the server using port 80.
- A LifeSize Multipoint Extension license key is required for the installation and operation of the LifeSize Multipoint Extension Server. To obtain a license key, contact your LifeSize authorized reseller. You need to provide the LifeSize Multipoint serial number.
- A recording serial key is required to activate the recording and playback functionality within this product. You can choose to install recording without a license key, in which case it is installed in evaluation mode. Only one recording is allowed at a time, and the recording duration is limited to five minutes.
- For most deployments you must install the STUN Server on a separate server which has a public IP address configured directly, not a mapped IP address.

**Warning:** Do not install the LifeSize Multipoint Extension Desktop Client on the LifeSize Multipoint Extension Desktop Server.

### Before You Begin

Obtain these license keys:

- LifeSize Multipoint Extension license key
- (Optional) recording serial key

Select a deployment that matches your specific network topology.

## 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](mailto: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. Click **Run** in the **Security Warning** window.
5. In the **Choose Setup Language** window, select the installation language and click **OK**.
6. In the **Welcome** window, click **Next**.
7. In the **License Agreement** window, read the agreement and choose **I accept the terms in the license agreement**, and then click **Next**.
8. In the **LifeSize Multipoint Extension License Key** window, enter the LifeSize Multipoint Extension key number and the Recording key, 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:** For a single server installation, install all 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 **LifeSize Multipoint Extension Hostname Configuration** window, specify the hostname of the server that clients should use to connect to LifeSize Multipoint Extension, and then click **Next**.  
**Note:** Make sure that you specify a hostname that clients can resolve.
12. In the **LifeSize Multipoint Extension Recording Configuration** window, if you have chosen the Recording Server component in the **Custom Setup** window specify the storage location and the maximum amount of disk space allocated for recorded meetings.  
**Note:** Make sure to allocate enough space. A typical recording for a one-hour meeting at 384Kbps takes up to 200MB.
13. In the **Ready to Install the Program** window, click **Install**.
14. Click **Finish**.
15. Log in to the LifeSize Multipoint Extension Administration pages.  
**Note:** When you first access the LifeSize Multipoint Extension Administrator interface after installation, a configuration wizard is activated.

## Upgrading LifeSize Multipoint Extension Server

To upgrade LifeSize Multipoint Extension Server from version 7.0 or 7.0.100 to version 7.1, follow these steps:

1. Upgrade the LifeSize Multipoint firmware to version 7.1.
2. Run the installer file.
3. Choose a language in the **Choose Setup Language** screen.
4. Select **OK**.
5. The **Welcome** screen opens showing this message: "Setup has detected a previous version of LifeSize Multipoint Extension installed on this machine".
6. Select **Next**.
7. Follow the installation instructions as prompted by the wizard.
8. If there are recordings created using LifeSize Multipoint Extension version 5.x, upgrade them by performing these steps:  
**Note:** You can upgrade recordings at any time.
  - a) Install the QuickTime version 7.6.2 or higher. You can download QuickTime at <http://www.apple.com/quicktime/download/>.
  - b) On the LifeSize Multipoint Extension Server, navigate to the <INSTALLDIR>\config location.
  - c) Double-click the *recording\_converter.exe* file.
  - d) Follow the on-screen instructions. Depending of the size and amount of recordings, conversion may take time. The recordings are converted and the log files are created at this location.
  - e) Verify that the recordings are converted correctly.
  - f) Delete backed up recordings.

## Upgrading Multipoint Extension Client

LifeSize Multipoint Extension version 7.1 includes an upgraded version of the LifeSize Multipoint Extension Client. In order to be able to participate in a version-7.1 meeting, users must upgrade their LifeSize Multipoint Extension Clients. Users are prompted to install the new version when they visit the LifeSize Multipoint Extension version 7.1 portal.

## 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.

## 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  |
|----------------------------|--|
| <b>New Features:</b>       |  |
| Video layout enhancements  | <ul style="list-style-type: none"> <li>▪ Meeting participants can select their personal video layout</li> <li>▪ Meeting participants can modify their personal video layout by dragging another participant's video into a new position within the video layout</li> </ul> |
| Deployment enhancements    | <ul style="list-style-type: none"> <li>▪ You can centrally deploy LifeSize Multipoint Extension Clients using Microsoft Systems Management Server (SMS)</li> </ul>   |
| Security enhancements      | <ul style="list-style-type: none"> <li>▪ Users can set a one-time PIN to protect their virtual rooms</li> <li>▪ The HTTPS configuration tool is available for easy setup of secure servers</li> </ul>  |
| Video                      | LifeSize Multipoint Extension supports bidirectional SVC/FEC to LifeSize Multipoint 230  |
| General                    | <ul style="list-style-type: none"> <li>▪ Faster connection due to enhanced cache mechanism</li> <li>▪ Enhanced user interface for current meeting window</li> <li>▪ Supports Enhanced Port support on Multipoint 230 up to 352P</li> </ul>                                 |
| Platform                   | <ul style="list-style-type: none"> <li>▪ LifeSize Multipoint Extension is optimized for Intel® Atom™ Processor</li> <li>▪ LifeSize Multipoint Extension is available on Mac computers</li> </ul>   |
| Contact list               | <ul style="list-style-type: none"> <li>▪ Offline users appear at the bottom of the Contact List</li> <li>▪ Users can rename contacts in the Contact List</li> </ul>  |
| Streaming                  | Users can watch webcasts in high definition  |
| <b>Resolved Issues:</b>    |  |
| -                          | It is now possible to negotiate 352p when doing standard definition video over 384K  |
| -                          | The logic to determine if a PC is HD capable has been modified. This will allow a much better performance on lower end Core 2 Duo PCs  |
| 20040                      | Mac client installer could get stuck on the "Select a Destination" screen  |
| 20216                      | Mac client is now fully localized  |
| 20299                      | Mac client could hang on connect   |
| 20313                      | Mac client does not receive video when connecting to a switched conference   |
| 19841                      | Playing back a recording now works on Mac OSX 10.6.  |
| 20153                      | Cannot play back recordings when using HTTPS and a test certificate  |
| 20258                      | Cannot get the presentation when accessing a multicast webcast from a Mac  |
| 20310                      | Fixed a case where the H.323 participants were not showing up in the LifeSize Multipoint Extension roster when connected to LifeSize Multipoint 230.   |
| 20309                      | Fixed a case where clients were only sending standard definition when connecting to a MCU switched high definition video meeting   |
| 20326                      | Fixed issues when doing HTTPS with Lotus Sametime 8.5 with a non-trusted certificate used by LifeSize Multipoint Extension.  |
| 19842, 20100, 20101, 20321 | Fixed many audio quality issues – clicking noises, breakups, etc... Please note that as a result, the audio dynamic gain has been disabled as this was one of the problems.  |
| 20315                      | Fixed a bandwidth management issue that could cause sending rate to go down and never go back up   |

| Feature      | Description  |
|--------------|--|
| 20122        | Fixed a rate negotiation issue which could cause point to point calls to not obey bandwidth limitations  |
| 20141        | When enabling HTTPS in the configuration tool, the start menu shortcuts are now properly updated.  |
| 20287        | Fixed some issues in the upgrade path that could cause some services not being restarted properly or some XMPP server files to be deleted.   |
| 20260/20290  | When no content is being presented, watching a webcast would sometimes not display the video.  |
| 20323        | Fixed a timing hole where recording could be in a bad state if 2 users were trying to start and stop recordings.   |
| 19952        | Fixed a timing issue that caused a webcast not to present content in some cases.   |
| 16384-6387   | Fixed issue where branding changes made using the included branding application were not seen on the Windows Client.   |
| 20369        | Improved the video quality on some cameras.  |
| 20334        | The packet loss indicator in the current call dialog is now more accurate.   |
| 20338, 20342 | Fixed many stability issues with the Microsoft VX-6000 LifeCam camera.   |
| 20343        | If the video preview dialog remained open while making a call it will not produce an error anymore.  |
| 20381        | The bandwidth manager now remains active even after declining an incoming call request.  |
| 20340        | Mac client can now negotiate audio-only call.  |
| 20360        | Several video freezes bugs were fixed in the Mac client.   |
| 20351        | LifeSize Multipoint Extension clients can now see the presentation of Polycom HDX without excessive delay.   |
| 20370, 20374 | Fixed an issue where long recordings could get corrupted and don't play back properly, or could show white video in the recording.   |
| 17962        | Fixed issue when the QuickTime streaming component does not work properly when installed on a Russian operating system.  |
| 19665        | Fixed error when annotating where sometimes, depending on timing of starting / stopping / restarting annotation, lines will not be drawn correctly.  |
| -            | Many improvements and stability fixes on the server when a lot of clients are connecting over TCP.   |
| 20395        | Fixed an issue where bandwidth reduces down to 64K either at the very beginning of the call or due to network issues, and never comes back up. It could happen in cases where the first media is delayed by several seconds. |
| 20366        | Fixed issue when creating a recording and there is loss, over time the audio and video would get out of sync.  |
| 20392        | Fixed issue causing poor video quality if connecting when the video preview window was open.   |
| 20407        | Fixed issues that could lead to delayed presentation – seen more with data-only client.  |
| 20372        | If the TCP port was changed during the initial installation of the server, it was not maintained on upgrade.   |
| 20368        | Fixed issue when enabling or disabling HTTPS using the configuration tool could break the script to enable or disable Sametime Web integration.  |
| 20396        | Improved flow control for presentation, so that clients receiving presentation on a limited pipe will not be delayed (in the case of full A/V/C client) or experience bad quality (in the case of data-only client).         |

| Feature | Description   |
|---------|---|
| 20417   | Fixed issue of inconsistent display of presentation icons in the participant list of LifeSize Multipoint Extension client. This would occur in the case of a conference including multiple LifeSize Multipoint Extension Servers or multiple MCUs.  |
| 20404   | <p>There were numerous changes in the “trimming” recording feature. This feature is turned off for this release because if you play the recording on Mac Snow Leopard, or if you download the recording for later playback on Mac or Windows, the recording would not be trimmed – the entire recording will play. With the feature turned off, the trim controls will not be available and any recordings that have already been trimmed will not appear to be so (even though the meta-data will not be lost).</p> <p>If the trimming feature is required, follow these directions to enable it. When enabled, if a recording is watched when using Windows, a new message, “Seeking...”, appears in the toolbar of the recording interface instead of toolbar controls until the amount of recording that was trimmed has been downloaded, at which point the recording will start playing.</p> <p>Since downloading the recording for later playback will download the entire recording (and not just the “trimmed”) portion, the ability to prevent the recording from being downloaded is included. If the INI file is changed to re-enable recording “trimming”, the download can be disabled.</p> <p>Change the INI settings by following these procedures:</p> <ol style="list-style-type: none"> <li>1. Navigate to the directory <b>C:\Program Files\LifeSize\Multipoint Extension\data</b></li> <li>2. Edit the file <b>ctmx.ini</b></li> <li>3. Locate the following entries: [recording] enabletrimmingfeature=false<br/>enablerecordingdownload=true</li> <li>4. For <b>enabletrimmingfeature</b>: <ol style="list-style-type: none"> <li>a. When set to <b>false</b>, the trim controls will not be available and any recordings that have already been trimmed will not appear to be so (even though the meta-data will not be lost)</li> <li>b. When set to <b>true</b>, trim controls will be available</li> </ol> </li> <li>5. For <b>enablerecordingdownload</b>: <ol style="list-style-type: none"> <li>a. When set to <b>false</b>, this will turn off the ability to download the recording</li> <li>b. When set to <b>true</b>, recording download will be available</li> </ol> </li> <li>6. Save the <b>ctmx.ini</b> file</li> <li>7. Restart the service <b>LifeSize Multipoint Extension – Apache Tomcat</b></li> </ol> |

| Feature | Description   |
|---------|---|
| -       | <p>Fixed an issue when you use certain Unicode strings as your LifeSize Multipoint Extension name (for example, certain Korean or Hebrew characters), the application will fail the call. The problem happens when trying to include the name in the admission request (ARQ), in order to log the user's name in the call log. An INI setting was added to control whether to include the name in the ARQ or not. The default will be false (do not include the name in the ARQ) in order to allow the call to connect. However, if it is required to include the name in the call log and ASCII characters are used, the INI setting can be changed by following these procedures:</p> <ol style="list-style-type: none"> <li>1. Navigate to the directory <b>C:\Program Files\LifeSize\Multipoint Extension\data</b></li> <li>2. Edit the file <b>ctmx.ini</b></li> <li>3. Locate the following entry: [cscontrol] sendclientname=false</li> <li>4. Use the value <b>false</b> to allow Unicode characters to connect, or <b>true</b> to include the display name in the call log</li> <li>5. Save the <b>ctmx.ini</b> file</li> <li>6. Restart the service <b>LifeSize Multipoint Extension – Apache Tomcat</b></li> </ol> |
| 20421   | <p>Limited the size of a recording to 2GB. When the recording is larger than 2GB, the QuickTime control used to embed the recording on the web page does not behave properly.<br/>The recording will also be limited to a maximum duration of 4 hours.</p>  |
| 20427   | <p>Fixed issue when doing recording while using 5 minute evaluation license – a portion of the recording was getting corrupted when recording High Definition.</p>  |
| 20452   | <p>Fixed issue when you lose some volume boost in recordings after you change the volume slider.</p>  |
| 20448   | <p>Fix volume issue with recordings - at startup the volume slider position was remembered but the volume itself was not set correctly.</p>   |

## 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   |
|---|--|
| 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.   |
| When sharing an application, some areas not belonging to the application might be shared. (16967)   | Sometimes when sharing specific applications (not the entire desktop), some portions of other applications that are not being shared might be shared briefly.  |
| Local microphone Off status is not displayed between LifeSize Multipoint Extension servers. (17708) | 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. |



| Issue/Problem  | Description/Workaround  |
|--|---|
| An error occurs while switching between the Continuous Presence and Voice Activated layouts. (17772) | 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.   |
| You must restart Outlook after uninstalling or upgrading the Outlook Add-in. (18550)                 | If you uninstall or upgrade the Outlook Add-in, the old Add-in still appears in the Outlook interface and opens a blank window when clicked. Restart Outlook to see the change in the Outlook Add-in.   |
| Streaming playback might not work through the proxy. (b00003)  | You must configure manual settings for QuickTime to correct this issue.   |
| Webcast streaming is not resilient to packet loss. (18931)   | If the quality of the stream is poor due to a packet loss, set the streaming rate to a lower value using the LifeSize Multipoint Extension Server administration pages.   |
| User names cannot contain spaces or apostrophes. (b00001)  | User names cannot contain spaces or apostrophes. If the user name contains such character, the user cannot log in the contact list.   |
| Remote Desktop in console mode (b00004)  | If you use Remote Desktop in console mode to connect to the XMPP server, the XMPP service is stopped when you log out of the Remote Desktop. We do not recommend that you use the Remote Desktop in console mode.   |
| Branding modifications (19113)   | To make modifications such as branding and recording key, Windows 2008 requires the same administrator credentials that were used during the LifeSize Multipoint Extension Server installation.   |
| QuickTime component required (19141)   | You need a QuickTime component to watch a recording, but you are only prompted to install it if you watch the recording via the web. If you want to download the recording to watch later, you need to make sure you install the component.   |
| Integrated Windows Authentication (19238)  | When Integrated Windows Authentication is enabled, Windows Internet Explorer displays the login dialog box where a user must enter credentials: DOMAIN\username or username@domain.com. A user must enter the domain name in upper case in the DOMAIN\username form.  |
| Configuring certificates (19634)   | If you configure LifeSize Multipoint Extension for HTTPS, use the certificate utility to configure LifeSize Multipoint Extension with a real certificate from a well known Certificate Authority such as Verisign, otherwise some functionality will be impaired. For example, you may not be able to use the Contact List.   |
| 404 -Invalid Ticket (19656)  | If a user receives the "404 -Invalid Ticket" error while saving a recording for viewing later, LifeSize recommends that the Recording Server address in the LifeSize Multipoint Extension Administration web user interface is specified with a fully qualified domain name. The issue occurs when the Recording Server address specified in the Administration web user interface belongs to a different security zone than the URL entered by the user and if the Protected Mode setting on the user's computer is different for each zone. |
| widescreen video   | To be able to perform a widescreen video, select <b>Start &gt; Programs &gt; Conference Client &gt; Settings</b> , and then click the <b>Advanced</b> tab. Select the <b>Allow Wide Screen Capture</b> check box in the Video section.  |

| Issue/Problem  | Description/Workaround  |
|--|---|
| Sending 720p   | To send 720P, <b>Start &gt; Programs &gt; Conference Client &gt; Settings</b> , and then click the Advanced tab. Select the <b>720p</b> option under Preferred Video Size in the Video section.   |
| Camera settings  | Camera settings such as brightness or auto lighting features can effect the frame rate which the camera captures.   |
| CPU-related issues (b00005)  | CPU-related issues may occur on Mac client when a high bandwidth is used. If this is the case, select <b>Preferences &gt; Video</b> , and then select <b>Standard Definition</b> from the Video Size list.  |
| Low bandwidth results in no video. (b00006)                              | If a Mac client is connected using a low bandwidth remote connection, video may not be displayed. To solve the issue select <b>Preferences &gt; Bandwidth</b> , and then set the Send and Receive rates to values optimal for your network connection. LifeSize recommends that you use these values:<br><br>For high definition: Send 768 / Receive 1024<br>For enhanced definition: Send 512 / Receive 512<br>For standard definition: Send 284 / Receive 284               |
| Default camera (b00008)  | If you have multiple cameras attached to your Mac, LifeSize Multipoint Extension always uses the default camera.  |
| Unicode symbols unsupported for login. (b00009)                          | Users who login using Unicode symbols for their credentials cannot connect LifeSize Multipoint Extension meetings.  |
| Adding multiple callers forces login. (b00010)                           | Escalation from a point-to-point call to a group meeting may force participants to login again.   |
| Inaccurate bandwidth values results in poor video quality. (b00011)      | Setting inaccurate bandwidth values in the Client Settings dialog box might lead to video quality issues. Make sure you do not exceed the capacity of your connection. The issue may occur in both Mac and Windows Client.  |
| Increase the default heap size for large calls (20133)                   | If you intend to host a large number of participants (100+) in a single conference, you need to increase the default heap size allocated for LifeSize Multipoint Extension. To do this, change the registry:<br>HKLM\Software\Click to Meet\Conference server\7.11.000\ Add a new DWORD key, VirtualHeapSize and set the value to the amount of pre-allocated memory desired. LifeSize recommends 65000000.   |
| Mac client not compatible with customization from branding. (16384-6387) | The LifeSize Multipoint Extension Mac Client is not compatible with customization changes made from the branding application.   |
| Mac Snow Leopard does not play back HTTPS. (20453)                       | Mac Snow Leopard does not play back HTTPS recording when using certificate which is not from a well known Certificate Authority such as Verisign. If you have LifeSize Multipoint Extension configured for HTTPS, you must use a certificate which has a well known root Certificate Authority. If you do not, then users on Snow Leopard must download the recording in order to watch it.   |
| QuickTime Player v7.6.6 may result in loss of video. (20460)             | If you download a recording to your disk and use QuickTime Player v7.6.6 to watch it (on Windows or Mac Leopard), you might experience loss of video. This is a QuickTime issue, and we are working with Apple to correct the problem. Until then, use the LifeSize Multipoint Extension web interface to watch a recording. Note: This issue is not seen on Mac Snow leopard with QuickTime v10.0.113, and it is not seen on Mac or Windows with QuickTime v7.6.5 or earlier |

## **Contacting 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](mailto:feedback@lifesize.com). Refer to [www.lifesize.com/support](http://www.lifesize.com/support) for additional ways to contact LifeSize Technical Services.