Release Notes

LifeSize Transit

Release: v3.0.0

Contents

Product Documentation 1
Prerequisites 2
New Features and Resolved Issues 2
Known Issues 3
Product Limitations 5
Interoperability 6
Interoperability Limitations 6
Contacting Technical Services 7

Product Documentation

The following documentation is available in this release.

Note: For the most current version of product documentation, refer to lifesize.com/support.

Document	Description
Installation Guide	Describes how to install and complete an initial configuration of LifeSize Transit Server and LifeSize Transit Client as 1U rack-mountable devices.
Client Virtual Appliance Installation Guide	Describes how to install and complete an initial configuration of LifeSize Transit Client as a virtual appliance.
Deployment Guide	Describes the options available for deploying LifeSize Transit and how to configure the product and video communications devices to function with it.
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.
Third Party Licenses	Lists third party licenses applicable to this release.
Safety and Regulatory Notices	Describes safety guidelines and regulatory notices for the LifeSize hardware.
Release Notes	This document, which describes new features and known issues in the current release and any available workarounds.

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Prerequisites

This release supports upgrades from LifeSize Transit Server v2.1.x. If you are adding LifeSize Transit Client to an existing LifeSize Transit deployment, ensure that you upgrade LifeSize Transit Server to v3.0.x. LifeSize Transit Client with software release v3.0.x requires LifeSize Transit Server with software release v3.0.0.

Browser Support

The LifeSize Transit Server and LifeSize Transit Client web administration interfaces are supported with the following web browsers:

- Mozilla Firefox v3.0.0
- Microsoft Internet Explorer v6.0

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
New Features and Enhancements:	
Support for LifeSize Transit Client	This release supports LifeSize Transit Client, which is available as a 1U rack-mountable device or as a virtual appliance. The LifeSize Transit Client is a standalone multi-user traversal client that resides in the private LAN behind the firewall and serves as a SIP and H.323 proxy for supported third party and infrastructure devices. For a list of third party video communications systems supported with LifeSize Transit Client, refer to *Interoperability*. For a list of supported MCUs and H.323 gatekeepers with LifeSize Transit Client, refer to *Product Limitations*.
Diagnostic Files and Utilities	New diagnostic tools in this release for troubleshooting include the following: • Log files • Diagnostic file For more information about these features, refer to the *LifeSize Transit Deployment Guide*.
Call Detail Records (CDRs)	You can download CDRs from the **Additional Maintenance Tasks** page of the LifeSize Transit Server web administration interface. The CDR file is a text file that contains information from the **Closed Calls** section of the **Call Status** page in the LifeSize Transit Server web administration interface.

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Feature	Description
Resolved Issues:	
Public device could not call private device registered to LifeSize Transit Server if no SRV record was created on the DNS. (TRA-225)	When no SRV record has been created on the DNS for LifeSize Transit Server, an external device could not make a SIP call to an internal registered device by dialing *device_extension@Transit_Server_IP_Address*. This is resolved in this release with the following settings: On the private device's user interface: 1. Navigate to **Administrator Preferences : Communications : SIP**. 2. Set **Registrar Hostname** to the IP address of the LifeSize Transit Server. On the LifeSize Transit web administration user interface: 1. Navigate to the **SIP Registrar Settings** page. 2. Enter the LifeSize Transit Server IP address (primary IP address) in the **Domains** box and click **ADD**.

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
Disconnected calls may appear as active calls. (TRA-577)	Disconnected calls may appear in the **Active Calls** section of the **Call Status** page in the LifeSize Transit Server web administration user interface.
Issues in eight way calls with presentations. (TRA-468, TRA-469)	When a public LifeSize device is in a SIP call with seven LifeSize devices registered to LifeSize Transit Server through LifeSize Transit Client and then starts and stops a presentation, the following issues may arise: • The **Call Status** page in the LifeSize Transit Server web administration interface may no longer show all seven participants in the call. • Several of the private devices may have blank presentations.
Call Status does not show call between two devices registered through two different LifeSize Transit Clients. (TRA-550)	The **Active Calls** section of the **Call Status** page in the LifeSize Transit Server web administration interface does not show a call between two devices that are registered through two different LifeSize Transit Clients and gatekeepers.
Call Status may not show H.323 or SIP call between two devices registered to LifeSize Transit Server through LifeSize Transit Client. (TRA-463, TRA-529)	The **Active Calls** section of the **Call Status** page in the LifeSize Transit Server web administration interface may not show an H.323 or SIP call between two devices registered to LifeSize Transit Server through LifeSize Transit Client if the media is handled directly by LifeSize Transit Client.

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Issue/Problem	Description/Workaround
Call Status cannot identify protocol used in a SIP call. (TRA-567)	When a public device makes a SIP call to a private device registered to LifeSize Transit Server through LifeSize Transit Client, the **Active Calls** section of the **Call Status** page in the LifeSize Transit Server web administration interface shows a *?* instead of *SIP* for the call protocol.
RAS authentication not supported. (TRA-566)	LifeSize Transit Server does not support registering video communications systems to LifeSize Transit Server through LifeSize Transit client with RAS authentication. **Workaround:** Disable RAS authentication on LifeSize Transit Server.
Blank presentation on public video communications device. (TRA-504)	When a public video communications device joins a call with a presentation in progress between a device and LifeSize Desktop that are both registered to LifeSize Transit Server through LifeSize Transit Client, the public device receives a blank presentation. **Workaround:** Restart the presentation.
LifeSize Client internal gatekeeper registration may conflict with previous H.460.18/19 traversal server registration. (TRA-513)	If you replace H.460.18/19 traversal server registration with internal gatekeeper registration on LifeSize Transit Client, calls may fail. **Workaround:** Delete the grayed out IP address of the H.460.18.19 traversal server in the LifeSize Transit Client web administration interface.
H.323 call using the H.323 name fails between two devices registered to separate LifeSize Transit Clients. (TRA-475)	H.323 calls fail between two devices registered through two different LifeSize Transit Clients and standalone gatekeepers if dialed using H.323 names. **Workaround:** Call using the H.323 extension.
SIP fixup and deep packet inspection on the firewall interferes with SIP calls to devices not using LifeSize Transit.	When you use LifeSize Transit to call parties who have public addresses and who are not using LifeSize Transit, ensure that SIP fixup and deep packet inspection are disabled on the firewall between the LifeSize Transit Server on the DMZ and the open Internet. Some firewalls with these settings enabled will cause calls to be routed outside of LifeSize Transit, resulting in call failure.
LifeSize Transit Server allows duplicate H.323 registrations. (TRA-136)	LifeSize Transit Server allows two (or more) devices with the same extension to be registered to the same LifeSize Transit Server, but only the last device registered receives the call.
Closed calls prior to an upgrade to this release do not show communications protocol in CDRs. (TRA-446)	CDRs collected after upgrading to this release do not show the communications protocol for a call that occurred prior to the upgrade.
Dialing prefixes configured on LifeSize Transit Server and LifeSize Transit Client for H.323 calls with a private gatekeeper must be unique numbers. (TRA-337)	Calls fail if the same outbound and inbound dialing prefixes are used when configuring LifeSize Transit Server and LifeSize Transit Client to use LifeSize Gatekeeper in the private LAN. **Workaround:** Ensure that both prefixes are unique, numeric numbers and that the outbound prefix is not already in use by the gatekeeper.

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Issue/Problem	Description/Workaround
LifeSize Multipoint participation in firewall traversed conference calls (LifeSize Transit Server only deployment). (TRA-220)	To use LifeSize Multipoint in a firewall traversed conference call with a LifeSize Transit server only deployment, LifeSize Multipoint must register to LifeSize Gatekeeper and LifeSize Gatekeeper must neighbor with LifeSize Transit's embedded gatekeeper. External H.460 enabled devices must register to LifeSize Transit to participate in a multipoint call. You can deploy LifeSize Multipoint and LifeSize Gatekeeper in either your DMZ or in the private address space as long as there is no NAT enabled between LifeSize Multipoint, LifeSize Gatekeeper, or LifeSize Transit Server. LifeSize recommends that you instead deploy MCUs in the private LAN with LifeSize Transit Client as described in the *LifeSize Transit Deployment Guide*.
Registered devices do not persist on LifeSize Transit Client after software upgrade. (TRA-453)	Devices registered to LifeSize Transit Server through LifeSize Transit Client do not persist on LifeSize Transit Client after upgrading LifeSize Transit Client virtual appliance. **Workaround:** Restart video communications devices to force them to reregister with LifeSize Transit Client.

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
Support for clustering not available. (TRA-421)	Support for clustering is not available in this release.
Placing calls to other private systems using the IP address. (TRA-377)	Support for placing a call from a video communications system registered to LifeSize Transit Server or using LifeSize Transit Client to another video communications system in the private network by dialing its private IP address is not supported.
TLS support not available. (TRA-369)	Support for TLS is not available in this release.
Support for H.323 gatekeeper in the private LAN with LifeSize Transit Client.	Support for using an H.323 gatekeeper in the private LAN with LifeSize Transit Client is available only with LifeSize Gatekeeper in this release. All video communications devices and LifeSize Transit Client must register to the same gatekeeper.
LifeSize Multipoint does not register correctly with SIP server in LifeSize Transit Server.	Because of a limitation in LifeSize Multipoint, it does not register correctly with the SIP Server in LifeSize Transit Server. H.323 calls are not affected.

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Interoperability

For detailed information about third-party devices that are supported with your LifeSize video communications systems software, refer to the Release Notes for your video system. The following table identifies the specific third party support with LifeSize Transit Server.

Supplier	Products
LifeSize	Multipoint: 5.7.0.0.15 Gatekeeper: 7.0.1.4 Desktop: 1.0.3.242
Mirial	Softphone 7.0.25
Polycom	VSX 7000: v9.0.5.1 VSX 8000: v9.0.5 HDX 9002: v2.6.0-4740 HDX 8000: v2.6.0-4740 PVX: 8.0.2
Tandberg	1000 MXP: F8.0 6000 MXP: F8.0 Codian MCU 4210: 3.1 (2.13) C20: TC3.1.0.215436 Border Controller: Q5.2
Sony	G70: v02.65

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
Call from private Polycom PVX soft phone to public LifeSize device fails. (TRA-465)	Calls from a Polycom PVX soft phone registered to LifeSize Transit Server through LifeSize Transit Client virtual appliance to a public LifeSize device fail due to a malformed SIP URI from the Polycom device.
Public Polycom VSX 7000 connects and then loses video. (TRA-575)	A call from a public Polycom VSX 7000 to a LifeSize Room registered to LifeSize Transit Server through LifeSize Transit Client loses video to the Polycom device after connecting. Video is sometimes regained.
No video appears on a Sony G70 in a two way call with LifeSize devices. (TRA-192)	Sony devices do not manage bandwidth resources appropriately with LifeSize Transit. Bit rate requests in calls from LifeSize devices registered to LifeSize Transit to a SONY G70 are rejected resulting in failed video channels.
Cannot directly dial a conference hosted by a Codian MCU using SIP. (TRA-509, TRA-528)	A video communications device cannot directly dial a conference hosted on a Codian MCU using SIP, when one is public and the other is in a private LAN, registered to LifeSize Transit Server through LifeSize Transit Client. **Workaround:** Dial the Codian MCU by IP address and use the Codian MCU IVR conference list screen to select the conference.

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Feature	Limitation
Call fails from a Codian MCU in a DMZ to device registered through gatekeeper and LifeSize Transit Client to LifeSize Transit Server. (TRA-459)	Calls fail from a public Codian MCU to a device registered to a gatekeeper in a private LAN and through LifeSize Transit Client to LifeSize Transit Server. The Codian MCU does not add the caller id in the setup message. **Workaround:** Place the call from the private device to the Codian MCU.

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. Refer to lifesize.com/support for additional ways to contact LifeSize Technical Services.

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