Release Notes

LifeSize UVC Video Center

Release: v2.1.3

For the current product documentation for LifeSize UVC Video Center and LifeSize UVC Platform, refer to lifesize.com/support. Review also the LifeSize video communications systems release notes for recording and streaming issues.

Upgrades to LifeSize UVC Video Center

This release supports upgrades from earlier versions of LifeSize UVC Video Center only. Refer to the release notes for LifeSize UVC Video Center v2.0.1 to learn how to upgrade LifeSize Video Center to LifeSize UVC Video Center.

Resolved Issues

Following are the major resolved issues in this release. Numbers in parentheses are used for internal tracking.

■ Users are now able to load chat in private videos without administrator privileges. (STR-1994)

■ Page layout overflows now work correctly with Internet Explorer in compatibility mode. (STR-1989)

■ The trim operation no longer fails or is missing. (STR-1999)

Known Issues

Following are known issues and their workarounds, if available. Numbers in parentheses are for internal tracking.

General

- Audio and video sync issues may occur intermittently on UVC servers during 1080p recording. These issues may be more evident when dual NIC is enabled. (STR-1933)

- After upgrading, search might not work for legacy videos. **Workaround:** Apply the upgrade a second time. (STR-1968)

- Choosing a new bit rate stream in the video player might change the video layout as well. (STR-1884)

- Entering alphanumeric characters in the disk quota value of global recording properties causes recording errors. **Workaround:** Use only digits in this field. (STR-1029)

- Attaching a file with Unicode characters in the filename to a recording is unsupported. (STR-1039)

- In a four-way call with a presentation hosted by a LifeSize Room 220, audio is not synchronized with video in the live stream and recording. **Workaround**: From the MCU, initiate a three-way call and start a dial out recording at 768 kb/s from LifeSize UVC Video Center to the MCU. From the MCU, start the presentation and add the fourth caller. (STR-1100)

- If you reboot or shut down the server while restoring from a backup image, the restore operation does not continue after the server is restarted, even though the process is reported as *in progress*. **Workaround:** Cancel the restore operation and restart it. (STR-258)

Licensing

- Reboot the server after you apply capacity packs that yield 20 HD recordings to ensure that the correct capacity is calculated. (STR-1282)

- If you attempt to start a recording but are licensed only for streaming, the resulting error message does not reflect the error condition: "Too many recordings in progress". (STR-1155)

Federation

- If the RTMP port. 1935, is blocked, LifeSize UVC Video Center uses RTMP tunneling (RTMPT). The federation feature is not supported over RTMPT. (STR-1969)

- Federation might not work properly if you upgrade the subscriber nodes before the publisher node. **Workaround:** Perform the software upgrade on the publisher node first and then upgrade the subscriber nodes. All federated nodes must use the same software version for federation to function. (STR-1937)

- Closed captions added during a live stream do not appear in the recorded version on the subscriber node. (STR-1901)

- Chat history and video statistics are not recorded on the version copied to the subscriber node. (STR-1877)

- Federation supports subscription for on demand videos only through HTTP proxies. Users cannot view live streams if a HTTP proxy is used.. (STR-1250)

- Federation does not support multicast streams. A multicast stream on the publisher is delivered as a unicast stream to the subscriber. (STR-1223)

- An administrator cannot terminate a live stream from a federated node. (STR-1078)

Chat

- For Windows Internet Explorer 8.x, the full screen chat window does not display chat text for the author, though other users can see the text. (STR-1960)

- For Windows Internet Explorer 8.x, you can select emoticons the first time only. (STR_1958)

- Chat history records the username even when the user used a first name and last name during the live chat.(STR-1873)

- Emoticons are not preserved in chat history and instead appear as the characters that form them. (STR-1781)

- A delay occurs when users send messages in quick succession (one or two messages per second) and over 1800 users are connected. (STR-1299)

- Chat is not available if you access LifeSize UVC Video Center with an IPv6 address using Microsoft Internet Explorer v9.x. **Workaround:** Use a domain name that is resolvable to an IPv6 address. (STR-1741)

Mobile Streams

- Recordings that exceed 8 hours may not be recorded correctly in mobile formats. **Workaround:** Record sessions that may last more than 8 hours in the primary, dual stream format. (STR-750)

- The video player on iOS devices may not terminate and instead become unresponsive after a live stream has ended. **Workaround:** Change the orientation of the mobile device to reveal the **Done** button. If this does not work, restart the mobile device. (STR-502)

- You cannot resume paused playback of a live stream after unlocking a mobile device that auto-locked itself. (STR-519)

- When generating mobile streams, the primary video is generated at a bit rate higher than what you selected. Because the mobile stream is generated from the primary stream, the bit rate of the primary video must be at least as high as the highest bit rate mobile stream. LifeSize UVC Video Center forces the primary bit rate to meet this condition, regardless of user settings. (STR-758)

Live Streams

- Video stutters and drops frames on a Microsoft Hyper-V hosted LifeSize UVC Video Center with 1000 simultaneous live streams. (STR-1952)

- When a multicast stream ends, the video stops at the last frame with no notification that the live stream has ended. (STR-1219)

- The presentation stream may lag the video stream. **Workaround:** Upgrade to Flash Player 11.2. Refresh the browser. (STR-644)

- Searching for live videos yields no results. Searches are successful when the live stream has completed, assuming it was also being recorded. **Workaround:** Use the listing of **Live Videos** on the **Home** page to find live videos. (STR-289)

NAS

- You may not receive an error message if you lose Ethernet connectivity during NAS configuration with CIFS IP log in. **Workaround:** If the operation does not resume when you restore the connection, restart LifeSize UVC Video Center and try again. (STR-753)

- NAS configurations using CIFS protocol fail if you use the server hostname instead of the IP address. **Workaround:** Use the NAS server's IP address when configuring with the CIFS protocol. (STR-727)

Dial Out or Dial In Recording

- SIP dial in recording from ClearSea client using the sip:video-center-IP dial string fails when LifeSize UVC Video Center is not the first participant in the call. (STR-1959)

- A SIP dial in call from a video system registered to a gatekeeper is connected as a voice call and not recorded. **Workaround:** Place the call with the SIP: prefix. (STR-1926)

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- SIP dial out recordings to ClearSea clients on iOS and Android devices are not supported. (STR-1819)

- LifeSize UVC Video Center uses the SIP communications protocol for dial out calls, but supports video systems that can stream only H.264 video. When LifeSize UVC Video Center connects to a LifeSize system at a bandwidth lower than 512 kb/s, the system may not be able to provide H.264 video if another system that does not support H.264 video joins the call. When this occurs, LifeSize UVC Video Center terminates the call. (STR-364)

Recording

- To achieve 40 recordings at 400 kb/s, set the recording bit rate to 16000 kb/s before starting to record. Set this value in **Administer : System Settings : Bandwidth limits**. (STR-1285)

- When you click the **Owner** heading to list recordings by owner in **Administer : Content Management : Recordings**, recordings are sorted by user ID and not alphabetically by name. (STR-116)

Closed Captions

- If the caption language is different from the browser language, the caption search in that language might not work. **Workaround:** Ensure that you set the browser language to the caption language before attempting a string search. (STR-1849)

- Captions added to a live stream while the player is stopped are not supported. Only add captions to the live stream while it is playing. (STR-1817)

Product Limitations

Following are the known limitations of LifeSize UVC Video Center. Numbers in parentheses are for internal tracking.

General

- Video uploads continue and are successful even when LifeSize UVC Video Center is in maintenance mode. (STR-963)

- A live stream's viewing bit rate at **Administer : System Status** shows the possible bandwidth usage. Thus, the value includes bandwidth for a presentation, even if no presentation is included. (STR-351)

Transcoding

- Transcoding jobs are not necessarily completed in the submitted order. Instead, transcodes from videos with the oldest creation date take priority. (STR-612)

- If you schedule the creation of multiple new versions of an existing video and then delete one of those versions while transcoding is in progress, the remaining transcodes are canceled and rescheduled to start later. (STR-599)

- When using NAS, the disk usage of a video in the process of being transcoded may be incorrect even though the progress indicator is correct. When the transcoding ends, the disk usage is accurate. (STR-590)

Mobile Streams

- Dial out recordings created in LifeSize Video Center v1.1 may contain green patches when viewed on mobile devices. **Workaround:** Create mobile versions of these videos. (STR-523)

- Some presentations in mobile streams appear to be side-by-side with the main video instead of the picture-in-picture as selected for the mobile stream. When the aspect ratio of the presentation has margins on the side of the video, such as 4 x 3, the margin is used to display the main video without obscuring the presentation, making the video appear to be side-by-side. (STR-703)

NAS

■ It may take up to 10 minutes for LifeSize UVC Video Center to indicate that it has lost connection to NAS or that the connection has been restored. Stored videos are not available during this time. New videos will be stored locally and the server will attempt to move them to NAS when the connection is restored. (STR-674)

Dial Out and Dial In Recording

■ The resolution supported during dial in and dial out recordings is based on the profile-id value for the H.264 codec in the SDP body received by LifeSize UVC Video Center. (STR-1969)

■ Presentations freeze in live streams during a dial out call to LifeSize Desktop when the LifeSize Desktop user attempts to switch applications in the data sharing window. **Workaround:** Do not use the window selection feature in LifeSize Desktop. Share the entire desktop and change applications in the operating system. (STR-712)

Video

■ Video may fail for several seconds if packet loss leads to a bandwidth adjustment at the recording video system. (STR-633)

■ The recording date and time of a video reflects the date and time the recording ended, not the date and time the recording began. (STR-271)

■ If you comment on a video while it is playing, playback reverts to the beginning of the video. (STR-98)

Federation

■ Federation does not support chat between federated nodes. (STR-998)

Chapters

■ Clicking chapter markers does not necessarily take you to the exact second in the video where you placed the marker, but instead goes to the iframe in the video nearest the marker insertion point. (STR-1802)

Interoperability

This release of LifeSize UVC Video Center supports the following products.

Recording Support	

LifeSize	**Recording from the video system:**
	LifeSize Express 220: 4.11.8
	LifeSize Team 220: 4.11.8
	LifeSize Room 220: 4.11.8
	LifeSize Passport: 4.11.8
	LifeSize Passport Connect: 4.11.8
	
	Dial out and dial in recording with LifeSize UVC Video Center:
	LifeSize Express 220: 4.11.8
	LifeSize Express 200: 4.7.21
	LifeSize Express: 4.7.21
	LifeSize Team 220: 4.11.8
	LifeSize Team 200: 4.7.21
	LifeSize Team MP: 4.7.21
	LifeSize Room 220: 4.11.8
	LifeSize Room 200: 4.7.21
	LifeSize Room: with 4.7.21
	LifeSize Passport: 4.11.8
	LifeSize Passport Connect: 4.11.8
	LifeSize Desktop: 2.0 (records main window only)
	LifeSize Bridge 2200: 2.0.3
	LifeSize Softphone
	  Windows 7: 8.1.12
	  Mac: 8.1.12
	LifeSize ClearSea client
	  Windows 7: 8.2.0
	  Mac: 8.2.0

Dial out and dial in recording with LifeSize UVC Video Center—two-way call recording:	
Polycom	HDX 9002: 3.0.5-22695 HDX 8000: 3.0.5-22695
Tandberg	Tandberg C40, C60: TC5.1.4.295090 Codian MCU 4505, 4220: 4.3 (2.18)
Dial out and dial in recording with LifeSize UVC Video Center—out of call recording:	
Polycom	VSX 7000: 9.0.6.2 (for calls at or below 768 kb/s) VSX 8000: 9.0.6.2 (for calls at or below 768 kb/s) HDX 9002: 3.0.5-22695 HDX 8000: 3.0.5-22596
Tandberg	Tandberg 6000 MXP: F9.0.2 Tandberg 1000 MXP: F9.1.2 NTSC Tandberg 880 MXP: F9.0.2 Tandberg 990 MXP: F9.0.2 Tandberg C20: TC5.1.2.289652
SIP Dial in proxy and PBX	
LifeSize Avaya Cisco OpenSer	UVC Transit Server and UVC Transit Client: 4.1.0 System manager: 6.1.0.0.7345-6.1.5.7 UCM: 7.1.3.10000-11 1.9

Playback Support	
Adobe	Flash Player: 11.5 or later
Web Browsers	Microsoft Internet Explorer for Windows: 8, 9, 10 Apple Safari for Mac: 5.0, 6.0.1 Mozilla Firefox: 16.02 Google Chrome: 23.0
Apple	iPhone 4 and 4s: 4.3.5, 5.1.1 iPod touch: 4.3.5, 5.1.1 iPad 1, iPad 2, iPad 3: 4.3.5, 6.0.1 iPhone 3GS and earlier: 4.2.1

Interoperability Limitations

Following are the known limitations with third party products. Numbers in parentheses are for internal tracking.

■ Instructors using Blackboard with the LifeSize Video Center plug-in, and whose username is not recognized by LifeSize Video Center receive erroneous information when they click the *Videos owned by you* link. Instead of receiving the *No Videos owned by you* message, they see all public videos. (STR-1962)

■ When a video system is registered with CUCM and as a proxy, you can initiate a dial in recording with the dial string <sip:record@ *VideoCenter_IP*>. Enter a recording key when prompted. (STR-1969)

■ Live streams on the iPod with software v4.3.5 are choppy. **Workaround**: Upgrade the iPod to v5.0.1. (STR-1227)

■ A known issue with the Quick Time `wmode` transparency setting results in the **Embed and Share Video** window appearing behind the Quick Time player. (STR-1117)

■ A known issue with Flash 11.1 causes a delay between the main audio and the presentation in recorded videos and live streams. **Workaround**: Upgrade to Flash player 11.2. (STR-1146)

■ Adobe Flash Player fails or video does not play on Mac OS X. **Workaround:** Upgrade to the latest version of Adobe Flash Player. If problems persist, right-click on the player and in the settings menu, disable hardware acceleration. (STR-850, STR-736)

■ While viewing the live stream or playback of a dial out recording to a Codian MCU hosting a three-way call with a presentation from a third party system, users cannot change the layout. Third party systems sometimes send presentations in the main video stream if LifeSize UVC Video Center does not support their presentation streams. (STR-720)

■ When a third device is added to a dial in or dial out recording to a Polycom HDX 8000 or a Polycom HDX 9004, the recording indicator does not appear on any of the devices. (STR-1939)

■ Presentation video replaces the main video of a dial out recording to a Polycom HDX 8000. The main video resumes when the presentation ends. Third party systems sometimes send presentations in the main video stream if LifeSize UVC Video Center does not support their presentation streams. (STR-642)

■ A dial out call at 768 kb/s to Polycom VSX 8000 does not produce the expected resolution. **Workaround:** Use 896 kb/s with this system for better resolution. (STR-667)

■ You cannot live stream or seek the recorded stream for a two-way call between a LifeSize Room 220 and a Polycom VSX 8000. (END-16762)

■ High bit rate video streamed over high latency networks may appear distorted in playback. Microsoft Windows XP and earlier Microsoft operating systems do not optimally use the bandwidth available on Internet connections. **Workaround:** LifeSize recommends setting the TCP window size to 256960 (about 256 KB) to play 768 kb/s HD videos over networks with latencies up to 300 ms. Add or edit the following registry key:

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters\TCPWindowSize]

The value of the key must be a DWORD with a decimal value of 256960 (hexadecimal value 0x0003ebc0). (STR-284)

Contacting Technical Services

LifeSize Communications welcomes comments about our products and services. Send feedback about this or other LifeSize products to feedback@lifesize.com. Refer to lifesize.com/support for additional ways to contact LifeSize Technical Services.