



Release Notes

LifeSize UVC Video Center

Release v2.2.2

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For the current product documentation for LifeSize UVC Video Center and LifeSize UVC Platform, refer to lifesize.com/support. Review also the LifeSize video 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.

- Audio/video synchronization issues using Cisco Jabber Client have been addressed in this release. (STR-2369)
- During federation configuration unpublished videos (not shared) will not be copied even if **Download existing videos** is selected. Whenever a video is published and shared with at least one user on the publisher Video Center, then the video is copied to the subscriber. (STR-2332)
- New recordings created after a restoration from backup are now reliably copied to federated subscribers. (STR-2331)
- Encoding bit rate in bandwidth limit settings is no longer limited to 3840 kbps on Video Center instances running on virtual machines. (STR-2376)
- Editing a published video no longer copies the video to the subscriber if **Download existing on-demand videos** is not selected. (STR-2330)
- Restoring a backup now uses the appropriate database image when multiple attempts occur in a short time. (STR-2326, 2325)
- When accessing Video Center through a NAT that does port translations, recordings no longer fail. (STR-2315)
- Reserved URLs no longer change if the last recording using the pin for that URL is deleted. (STR-2306)

- Usernames are sorted by author selection in the forms used to create or edit recording keys and recordings. (STR-195)

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)
- 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)
- 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)
- 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)
- Incorrect playback counts may be recorded when media players make multiple reconnection attempts. (STR-2340)
- UVC Video Center uses the primary address as the originating IP address when it connects to network storage. The primary address is also used to connect to FTP servers for backup and restoration. (STR-2380)
- Some 1080p30 recordings may experience AV synch problems. (STR-2189)

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)
- 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

- In 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)
- 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

- The video player on iOS devices may not terminate and instead becomes 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

- When UVC Video Center and UVC ClearSea Server are running on the same UVC Platform, a presentation started in an ongoing live stream might not be available to all viewers. (STR-2238)
- 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)
- 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

- Dial out recording from UVC Video Center fails when you assign an IPv6 address to a NIC bonded system. (PLT-1121)
- 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)
- 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)

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

- IPv6 users must not set video devices to use UDP only signaling when placing SIP calls to UVC Video Center. (STR-2004)
- 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)
- Emoticons are not preserved in chat history and instead appear as the characters that form them. (STR-1781)
- 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)

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

- When UVC Video Center is behind a static NAT, and the public IP address for UVC Video Center is provisioned in UVC Platform, then all traffic for SIP calls (signaling as well as media) uses the public IP address only. This limitation is not present in RTSP calls in which the video system initiates and performs the recording. (STR-2300)
- 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)
- SIP dial out recordings to ClearSea clients on iOS and Android devices are not supported. (STR-1819)
- 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)

Federation

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

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*	<p>Recording from the video system: Icon Express 220 Team 220 Room 220 Passport Passport Connect</p> <p>SIP dial out and dial in recording with LifeSize UVC Video Center: Icon Express 220 Express 200 Express Team 220 Team 200 Team MP Room 220 Room 200 Room Passport Passport Connect Desktop (records main window only) Bridge 2200 UVC Multipoint Softphone ClearSea Client</p> <p>* Latest versions, unless otherwise specified.</p>
SIP dial out and dial in recording with LifeSize Video Center—Third party devices:	
Polycom	RMX: EMA-V7.8.0.303 HDX 9004: 3.1.1.3-36019 HDX 8000: 3.1.1.3-36019 HDX 7000: 3.1.1.3-36019 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) m100: 1.0.5 Group 500: 4.0.2 - 40451
Radvision	XT 5000: 03.00.0115 V3_0_115B
Tandberg	C20, C40, C60: TC6.0.1.65adebe 6000 MXP: F9.1 1000 MXP: F9.1.2 880 MXP: F9.0.2 990 MXP: F9.0.2 Codian MCU 4505, 4220: 4.4(3.42)
SIP dial in proxy and PBX	
LifeSize Cisco OpenSer	UVC Transit Server and UVC Transit Client: 4.1.2 UCM: 9.0.1.10000-37 1.9
SIP Registrars	
LifeSize Cisco Shore Tel SipXecs Tandberg	UVC ClearSea: 4.0.1 UCM: 9.0.1.10000-37 13.1 18.23.2412.0 4.6.0 VCS: X7.2.1

Playback Support	
Adobe	Flash Player: 11.7 or later
Web Browsers	Microsoft Internet Explorer for Windows: 8, 9, 10 Apple Safari for Mac: 5.1.8 Mozilla Firefox: 21.0 Google Chrome: 27.0
Apple	iPhone 5, 4, and 4s: 6.0.2, 5.1.1 iPod: 5.1.1 iPad 2, iPad 3: 6.1.3

Interoperability Limitations

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

- Using BFCP for recording the presentation stream fails if the LifeSize video system and UVC Video Center are both registered to CUCM and the video system uses an extension to call UVC Video Center. (STR-2127)
- In a conference hosted by Polycom RMX 2000, UVC Video Center does not record presentation video from the far end if UVC Video Center dials in to the conference after the presentation starts. **Workaround:** Start the presentation after UVC Video Center dials in to the conference. (STR-2133)
- When UVC Video Center is registered with the ShoreTel SIP registrar, dial out and dial in (with a recording key prefix) recordings fail. (STR-2100)
- In a dial in recording from Tandberg 1000 MXP, presentation video is blank. After approximately 3 minutes, the presentation layout disappears; the recording continues to work. (STR-2297)
- 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)
- 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)
- 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)
- 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)

Dial In Recording through UVC ClearSea Server

When UVC Video Center is registered with UVC ClearSea, a UVC Video Center contact appears in the contact list of all registered ClearSea Clients. The contact takes the form: `sip: VideoCenterUsername@ClearSeaAddress`. Calling this contact allows you to initiate an out-of-call dial in recording.

1. *UVC ClearSea Server*: Create user accounts for UVC Video Center and every ClearSea Client in **Manage > Users > Add**.
2. *UVC Video Center*: Register with UVC ClearSea Server in **Administer > System Settings > SIP Settings > SIP registrar**. Enter the IP address of the UVC ClearSea Server and user ID and password of the UVC Video Center account you created on UVC ClearSea Server.
3. *ClearSea Client*: To initiate an out-of-call dial in recording, click **call** for the UVC Video Center contact. A prompt appears for you to enter the recording key.

If UVC ClearSea Server is configured for multiway calling with UVC Multipoint, the client can initiate a dial in recording while in a call with another ClearSea Client. In addition to the preceding configuration steps 1 and 2, complete the following steps:

1. *UVC ClearSea Server*: Add UVC Multipoint in **Manage > MCUs > Add**. Select **Enable MCU Integration**.
2. *UVC ClearSea Server*: Add a call routing rule in **Manage > Call Routing** that forwards the dial string to the UVC Video Center address.
 - a. **Condition**: Set **Field** to *Dial String*; **Operation** to *Contains*; and **Value** to a recording key prefix.
 - b. **Action**: Set **Type** to *Forward* and **Destinations** to `<dialstring>@UVCVideoCenterIPAddress`.
 - c. **Called Transformation**: Set **Display String** to `<dialstring>@UVCVideoCenterIPAddress`.
3. *UVC Video Center*: Configure a recording key prefix in **Administer > System Settings > SIP Settings > Recording key prefix**. Use the same value you defined in the call routing rule in UVC ClearSea Server. A prefix-based route instructs the MCU to pass the recording key to UVC Video Center (through UVC ClearSea).
4. *ClearSea Client*: Create a local contact for UVC Video Center that includes the prefix and recording key: `sip: PrefixRecordingKey@ClearSeaAddress`. For example, `sip: 999123@clearsea.com` includes the prefix 999 and recording key 123.
5. To initiate a dial in recording from the client, click **add** for the local UVC Video Center contact. If the client is in a call, UVC ClearSea Server escalates the call to UVC Multipoint.

NOTE: You can use the local UVC Video Center contact for both out-of-call and in-call recording.

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.