



Release Notes

LifeSize® Multipoint Extension™
Release: v7.0.1

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.

Note: For the most current version of product documentation, refer to the Support page of www.lifesize.com.

Document	Description
Administrator Guide	Describes setup and common usage for LifeSize Multipoint Extension.
LifeSize Communications 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.
LifeSize Third Party Licenses	Lists third party licenses applicable to this release.

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, 7, and 8 (Windows)
- Firefox 2.0 (Windows)
- Safari 3.1 (Mac)

Client Platforms:

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

- Interactive Client
 - Windows XP (SP2 and higher, 32 and 64 bit)
 - Windows Vista (SP2 or higher, 32 and 64 bit) --recommended
 - Internet Explorer 6, 7, and 8 (Windows)

Note Windows 2000 is no longer supported.
- Watch Webcast / Recording web page
 - Windows XP (SP2 and higher)
 - Windows Vista
 - Macintosh OS X version 10.5 (Leopard), Intel CPU Only
 - Internet Explorer 6, 7, and 8 (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)

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 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 to version 7.0.100, follow these steps:

1. Upgrade the LifeSize Multipoint firmware to version 7.0.
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 is 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 7.0 includes an upgraded version of the LifeSize Multipoint Extension Client. In order to be able to participate in a version-7.0.100 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 7.0.100 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
H.264 Scalable Video	<ul style="list-style-type: none"> ▪ H.264 SVC with error resiliency ▪ HD 720p send and receive from/to the desktop
Easier Invitations	<ul style="list-style-type: none"> ▪ From Favorites ▪ From Global Directory ▪ By Number ▪ Dial String Replacement (E.164 and SIP)
Deployment enhancements	<ul style="list-style-type: none"> ▪ Deployment without ECS ▪ Service Preservation ▪ Authentication and Policies <ul style="list-style-type: none"> - Allow guests to access meetings - Allow guests to access webcasts - Allow guests to watch recordings - Only authenticated users and moderators can invite ▪ Single Sign On ▪ Distributed Global Directory
Better Recording	<ul style="list-style-type: none"> ▪ HD recording ▪ HTTP download ▪ Offline playback
the Internet Explorer warning (19398)	When you download recording on Windows Internet Explorer 8, you have to accept the Internet Explorer warning asking you to download the file on your computer, and then download the file again. This issue no long occurs in this release.

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.
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.

Issue/Problem	Description/Workaround
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.
Windows – Russian users only. (17962)	Installing H.239 components for streaming or recording playback does not work on Russian versions of Windows.
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.
Configuring the STUN server (19225)	When configuring the STUN server in the Administration web user interface, use an IP address, not a DNS name.
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.
Contact List while using a wireless network (19831)	If a user is signed into the Contact List while using a wireless network connection, the Contact List functionality may be affected after the user switches to a wired network connection. To solve this issue, the user must log out, and then log back into the Contact List.

Issue/Problem	Description/Workaround
widescreen video	To be able to perform a widescreen video, select Start > Programs > Conference Client > Settings , and then click the Advanced tab. Select the Allow Wide Screen Capture check box in the Video section.
Sending 720p	To send 720P, Start > Programs > Conference Client > Settings , and then click the Advanced tab. Select the 720p 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.

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. You may also contact LifeSize Technical Services 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