



# Release Notes

## LifeSize Transit

### Release v3.5.5

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For the current product documentation, refer to [lifesize.com/support](http://lifesize.com/support).

## Upgrades to v3.5.5

This release supports the following upgrade paths to v3.5.5:

- **Upgrading from v3.5.x to v3.5.5:** Use the upgrade procedure in the latest version of the *LifeSize Transit Deployment Guide* with the upgrade image *transit\_LS\_\*.img.sign*.
- **Upgrading from v3.0.1 to v3.5.5:** The procedure in the following section describes upgrades from v3.0.1 of LifeSize Transit Server, LifeSize Transit Client, and LifeSize Transit Client virtual machine software. If you are upgrading LifeSize Transit Server or LifeSize Transit Client from a version before 3.0.1, you must first upgrade to v3.0.1.

**NOTE:** LifeSize Transit Client and LifeSize Transit Server must always use the identical software release.

### Upgrading from v3.0.1 to v3.5.5

**CAUTION:** Once you upgrade to v3.5.5, you cannot downgrade to an earlier version.

The following steps apply to LifeSize Transit Server, LifeSize Transit Client, and LifeSize Transit Client VM unless otherwise stated. The total upgrade process can take as long as 25 minutes. LifeSize recommends that you use an Ethernet cable connection with an uninterrupted power supply when performing the upgrade. Power failure during the upgrade can leave the device in a bad state.

1. Upgrading to v3.5.5 replaces all SSL certificates you have installed with default certificates. Save copies of the current certificates to reload after the upgrade, especially if you have customized certificates.
2. Upgrade to v3.0.2.

Use the upgrade procedure in the *LifeSize Transit Deployment Guide* for v3.0.1. Use the upgrade image appropriate to the device or virtual machine of the form *transit\_<platform>.iso.signed\_image*.

3. Upgrade to v3.5.4.

From version 3.0.2, click **Software Upgrade to 3.5** in the left pane of the web administration interface. Use the upgrade image appropriate to the device or virtual machine of the form *transit\_30to35\_<platform>.tgz.signed\_image*.

4. Upgrade to v3.5.5.

Use the upgrade procedure in the latest version of the *LifeSize Transit Deployment Guide* with the upgrade image *transit\_LS\_\*.img.sign*.

5. Clear the browser cache in your browser to access LifeSize Transit v3.5.5.

6. Reload your customized SSL certificates.

Upload the SSL certificates you saved before upgrading. Refer to the *LifeSize Transit Deployment Guide* for more information about uploading SSL certificates.

7. For LifeSize Transit Server Client VM, change the VCPU setting from 1 to 2.

After the upgrade, LifeSize Transit Server starts in maintenance mode. Exit maintenance mode as follows:

1. Log in to LifeSize Transit Server.

2. In the status bar that reads *LifeSize Transit Server is in maintenance mode*, select **Click here to modify current mode**.

3. Click **Exit current mode**.

## Troubleshooting the Upgrade

- If during the upgrade you receive error messages such as *Bad Request*, *Connection Failed*, or *This Webpage is not available*, complete the following procedure:

1. Reload the home page by entering *https://<device\_IP\_address>:8181*.
2. Reboot the device.
3. Restart the upgrade process.

- If after installation, the web administration interface is not accessible after 10 minutes, reboot the device, either physically or through console mode.

## Resolved Issues

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

- H.323 calls are successful from LifeSize Passport to Mirial Softphone (with both video systems registered to the same LifeSize Transit Server). (TRA-2013)
- You can now reset LifeSize UVC Transit Server successfully. (TRA-1277)
- Sony devices can manage bandwidth resources appropriately with LifeSize Transit. Bit rate requests in calls from LifeSize devices registered to LifeSize Transit to a SONY G70 are accepted. (TRA-192)

## Known Issues

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

- To manage a LifeSize Transit Server 3.5 (that uses NAT) in LifeSize Control, use LifeSize Transit Server's public IP address (the IP address using NAT). Managing LifeSize Transit Server in LifeSize Control using LifeSize Transit Server's internal IP address is not supported. Also ensure that all required ports are open on the IP address using NAT. Refer to the *LifeSize Transit Deployment Guide* for port information. (CTL-5265)
- After performing a factory reset on LifeSize Transit Server, you must wait approximately five minutes before you are able to access LifeSize Transit Server through your browser. (TRA-2100)

- Adding an H.323 route when LifeSize Transit Server is in maintenance mode is unsuccessful. **Workaround:** Exit maintenance mode before adding an H.323 route. (TRA-2038)
- Calls between private devices registered to LifeSize Transit Server may disconnect when the server enters maintenance mode. (TRA-1278)
- No audio or video is available in a SIP call between two devices in the same LAN when ICE is disabled. Both devices are registered to LifeSize Transit Server. **Workaround:** Using STUN for traversal without ICE may result in a lack of audio and video for calls on the local network. LifeSize recommends enabling ICE on all LifeSize Transit-enabled devices. If this is not possible, and multiple devices reside on the same LAN, from LifeSize Transit Server navigate to **Configuration : Media : Enable UDP relay** and select *Non-ICE*. (TRA-1166)
- 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 in the DMZ and the open Internet. With these settings enabled, some firewalls route calls outside of LifeSize Transit, resulting in call failure.
- Resetting the system from the web administration interface does not reset network preferences. **Workaround:** Use console mode to reset network settings to factory default. (TRA-1256)
- Some browsers intermittently display a blank page or page with the text “No data received.” after you apply a license in the server and client virtual appliances. Take no action. The license was applied and the virtual appliances are rebooting. Wait a few minutes and return to the home page to verify that the license was applied. (TRA-1254)
- Calls fail from a public device (registered to an external public gatekeeper) to a device in the LAN (registered to the external gatekeeper) through LifeSize Transit Client and LifeSize Transit Server. **Workaround:** Move the gatekeeper to the LAN. (TRA-1213)
- Calls using the Annex O dial pattern (extension@domain) from a device in LAN1 registered to a LifeSize Transit Client in LAN1 and LifeSize Transit Server to a device in LAN2 registered to a LifeSize Transit Client in LAN2 and the same LifeSize Transit Server fail. **Workaround:** When provisioning users for Annex O calling, register with both the H.323 extension and extension@domain as the H.323 name. (TRA-1212)
- If you try to activate a permanent license for LifeSize Transit Client Virtual Appliance when the license server is unavailable, an error message does not appear to indicate that the operation failed. (TRA-677)
- 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. (TRA-513)
- 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 **Status : Calls** page in LifeSize Transit Server may no longer show all seven participants in the call.
  - Several of the private devices may have blank presentations. (TRA-468, TRA-469)
- 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. (TRA-136)

## Product Limitations

Following are known limitations with LifeSize Transit. Numbers in parentheses are used for internal tracking.

- Calls fail if the same outbound and inbound dialing prefixes are used when configuring LifeSize Transit Server and LifeSize Transit Client to use a 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. (TRA-337)
- Placing a call from a video system registered to LifeSize Transit Server or LifeSize Transit Client to another video system in the private network by dialing its private IP address is not supported. (TRA-377)

- The database in LifeSize Transit server is not accessible as it was in previous releases. Configuration options are available through other pages in the web administration interface. Refer to the *LifeSize Transit Deployment Guide* for more information. (TRA-1208)
- Rebooting the device enables SSH access after it was disabled through the web administration interface. **Workaround:** Disable SSH through the web administration interface. (TRA-1273)
- You cannot enable SSH access on LifeSize Transit Client once you disable it through the web administration interface. Reboot LifeSize Transit Client to reset SSH access to *enabled*. (TRA-1272)
- Disabling SIP or H.323 on LifeSize Transit Server does not automatically disable them on LifeSize Transit Client and vice versa. You must disable them manually on both devices. (TRA-743, TRA-741)

## Interoperability

LifeSize Transit v3.5.5 is supported with the following web browsers and devices:

Web Browsers	
Microsoft Windows 7	Internet Explorer: 8, 9 Mozilla Firefox: 5.0 Google Chrome: 12.0.742 Safari: 5.0.4
Windows XP	Internet Explorer: 6 Firefox: 5.0
Mac	Firefox: 5.0 Safari: 5.0.5 Chrome: 12.0.742
Linux	Firefox: 3.6.10 Chrome: 6.0.472
Devices	
Cisco	IOS:12.4 (17a)
LifeSize	220 systems: 4.10 200 systems and earlier: 4.7.20 Passport: 4.9 Bridge 2200: 1.5 LifeSize Multipoint: 5.7.2.0.7 LifeSize Gatekeeper: 7.0.1.4 Desktop: 1.0.3, 2.0 Mirial Softphone: 7.0.56
GNU	GNU gatekeeper: 2.3.4
Polycom	VSX 7000: v9.0.5.1 VSX 8000: v9.0.5.1 HDX 9002: v3.0.0.1-14006 HDX 8000: v3.0.1-10628 PVX softclient: 8.0.2
Sony	G70: v02.65
Tandberg	1000 MXP: F9.0 6000 MXP: F9.0 Codian MCU 4210: 4.1 (1.59) C20: TC4.0.1.240265 VCS Expressway: X5.1.1

# Interoperability Limitations

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

## General

- SIP calls fail from a private Mirial Softphone or Polycom PVX soft client registered to LifeSize Transit Server through LifeSize Transit Client to an unregistered public device. **Workaround:** Register the public device to LifeSize Transit Server. The dial pattern is sip:username@<public\_device\_IP\_address>. (TRA-1099)

## Polycom

- A SIP 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 system after connecting. Video is sometimes regained. (TRA-575)
- In an environment with LifeSize Transit Client, LifeSize Transit Server, and a gatekeeper, an H.323 call fails from a private, gatekeeper-registered Polycom VSX 7000 system to a public, unregistered LifeSize Bridge 2200. (TRA-689)

## Cisco

- H.323 calls fail from a device in the LAN registered to a Cisco IOS gatekeeper in the LAN with LifeSize Transit Client and LifeSize Transit Server to an unregistered public video system. **Workaround:** Use the Cisco IOS gatekeeper specific dial pattern <Outbound\_prefix><Public\_IP>@<LifeSize\_Transit\_Client\_IP>. (TRA-1041)

## Tandberg

- H.323 calls may fail from public devices to a private Tandberg 1000 MXP using H.323 extension dialing through LifeSize Transit. (TRA-1346)
- A Tandberg VCS gatekeeper disconnects calls after approximately 5 minutes in configurations where it is the gatekeeper in the private LAN with LifeSize Transit Client and LifeSize Transit Server. **Workaround:** Increase **VCS Configuration : H.323 : Call time to live** to a very high number, such as, 10000 (3 hours). (TRA-1265)
- Calls fail from a device in the LAN registered to an external Tandberg VCS gatekeeper through LifeSize Transit Server to an unregistered public device. **Workaround:** Change **VCS Configuration : Search rules : Configuration : Calls to an unknown IP addresses** from *Indirect* to *Direct*. Then add a search rule with the following parameters: **Source : Any, Mode : AnyIPAddress, On match : Stop**. (TRA-1115)
- A Tandberg C20 reboots continuously after SIP registration with LifeSize Transit Server through LifeSize Transit Client. **Workaround:** Set the Tandberg C20 **Outbound** preference to *On*. (TRA-1252)
- In an H.323 conference hosted by a public Codian MCU not registered to LifeSize Transit Server, video freezes on a LifeSize system registered to LifeSize Transit Client and LifeSize Transit Server for 25 seconds and then recovers when another similarly registered private LifeSize system leaves the conference. (TRA-579)
- A video system 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. (TRA-528)

## GNU

- H.323 calls fail from a public device registered to LifeSize Transit Server to a device in the LAN registered to the GNU gatekeeper in the LAN with LifeSize Transit Client and LifeSize Transit Server. **Workaround:** Edit the .ini file for the GNU gatekeeper to set LifeSize Transit Client as a neighboring gatekeeper. (TRA-926)

- H.323 calls fail from a device in the LAN registered to the GNU gatekeeper in the LAN with LifeSize Transit Client and LifeSize Transit Server to an unregistered public device. The GNU gatekeeper does not support outbound calls with an H.323 ID. (TRA-925, TRA-899)

## Contacting Technical Services

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