



# Lifesize<sup>®</sup> UVC<sup>™</sup> Release Notes

Product	Version	Update
Lifesize UVC Platform	3.1	✓
Lifesize UVC ClearSea	5.0.14	✓
Lifesize UVC Multipoint	2.0.1	✓
Lifesize UVC Video Center	2.4.1	✓
Lifesize UVC Manager	1.4	

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**Important Upgrade Notice:**

You must upgrade to UVC Platform v3.0 before upgrading to this release.

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Each Lifesize UVC application includes a separate deployment guide available from [Lifesize.com/support](http://Lifesize.com/support). For information about UVC server capacity and planning your UVC deployment, refer to the datasheet or online capacity planner at [Lifesize.com](http://Lifesize.com).

# Section 1: Lifesize UVC Platform

## Version 3.1

Beginning with this version, installing UVC Platform on your Microsoft Hyper-V virtual machine does not require incremental upgrades. Instead, you can install UVC Platform directly by following the steps shown in the *UVC Platform Installation and Deployment Guide*.

### What's New

- The Lifesize Video app is now available in 15 languages. Set the **Language and Region** setting on your device to view a different language in the app.
- Help is now configured from the Video app and is available in 15 languages. (UCDC-2786)

### SNMP Support

SNMP is used in network management systems to monitor network attached devices for conditions that warrant administrative attention. UVC Platform sends SNMP v2c traps to each SNMP trap destination during application start, graceful application shutdown and abrupt application shutdown.

To set SNMP receiver addresses, or to download MIBs, navigate to **System Settings > SNMP**.

Also refer to [Lifesize UVC Manager](#) for more information about configuring SNMP trap receivers for all managed devices and UVC applications.

## Known Issues

- The single sign-on capability is unsupported in this release. (PLT-1632)
- Enabling Ethernet bonding removes automatically provisioned IPv6 addresses from your **Network Settings > IP addresses** list. (PLT-1577)
- The network adapter chosen depends on what is set as the default on the ESXi server. You must check the network configuration of the VM instance and set the network adapter accordingly. (PLT-1548)
- If the gateway is modified to an alternate interface, a message stating "Operation in Progress" displays. You must reload the page with the new IP address. (PLT-1344)
- If you configure a static NAT IP address for UVC Video Center, the single sign-on functionality in UVC might not function properly. (PLT-1129)
- Enabling Ethernet bonding on a UVC appliance with addresses configured on the secondary interface causes the system to be unreachable. Instead, enable bonding after deleting all addresses on the secondary interface. **Workaround:** From the console, use the `reset-network` command to reset the network properties to their defaults and configure the network properties again. (PLT-1128)
- A SQL error might occur when call count reports are grouped by month when the schedule report window is opened. (PLT-851)
- CPU capacity differs between Lifesize UVC 1100 and a default installation of Lifesize UVC Platform virtual machine. Adjust the number of virtual CPUs to 8 if the VM must support additional capacity. For example, if your Lifesize UVC Video Center is licensed for 20 HD recordings, set VCPU to 8. (PLT-402)
- Enabling and disabling applications can trigger minor packet loss in ongoing calls and recordings. (PLT-413)
- When you import a VM image created on another network, Microsoft Hyper-V shows a warning message, even though the import completes successfully. (PLT-954)
- Deleting a VMware virtual machine and creating a VMware virtual machine with the same name results in a conflict of UUID. Products activated in the previous virtual machine cannot be activated in the new virtual machine, even with a valid license file. Each virtual machine should have a unique name. (PLT-521)
- Extending a hard disk beyond 137 GB (127 GiB) is not supported on Microsoft Hyper-V virtual machines hosted on a Windows 2008 server. (PLT-732)
- Importing a VM image from another Microsoft Hyper-V server disables the network settings. You must reconfigure network settings manually. (PLT-666)
- You cannot import .vhd files more than once in Microsoft Hyper-V to create multiple VMs. (PLT-661)
- Lifesize UVC Platform does not respond to `traceroute` requests. (PLT-810)
- The capacity planner page does not appear correctly in Microsoft Internet Explorer v9 or earlier. Use IE v10 or later. (PLT-797)

## Browser Support

Operating System	Browser
Windows 8	Internet Explorer: 10.0 Google Chrome: 34.0
Windows 7	Internet Explorer: 10.0 Google Chrome: 43.0.2357.81 m Mozilla Firefox: 38.0.5
Mac	Google Chrome: 27.0 Mozilla Firefox: 5.0 Safari: 5.0.5

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**NOTE** When performing software upgrades, Lifesize recommends that you do not use the Safari browser.

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## Section 2: Lifesize UVC ClearSea

### Version 5.0.14

#### What's New

- The Lifesize Video app is now available in 15 languages. Set the **Language and Region** setting on your device to view a different language in the app.
- Clustering improvements are included in this release. (UCDC-2204)
- Icons integrated with UVC ClearSea are now able to show the 'reverse L' layout in calls with presentation. (UCDC-2813, 2691)

#### Known Issues with Lifesize Icon Integration

- When a routing rule is configured (which is required for integration) to route all calls to a bridge based on the conference ID, then dialing the bridge conference using one of the following dial strings results in calls going to the Virtual Operator instead of directly to the conference. This happens when the URL dialed from Icon includes the MCU IP address and the MCU IP address matches an existing routing rule on UVC ClearSea to direct calls to the MCU.

```
<MCU-IP>##ConferenceID
<MCU-IP>##ConferenceID**password
h323:<MCU-IP>##ConferenceID
h323:<MCU-IP>##ConferenceID**password
sip:<MCU-IP>##ConferenceID
sip:<MCU-IP>##ConferenceID**password
ConferenceID:password@<MCU-IP>
h323:ConferenceID:password@<MCU-IP>
sip:ConferenceID:password@<MCU-IP>
```

**Workaround:** Dial only the conference ID/conference ID\*\*password; do not include the MCU IP address in the dial string. (UCDC-1252)

- In the incoming call dialog, the caller information is incorrect when merging conferences. (UCDC-1251)
- When integrating Lifesize Icon with UVC ClearSea using auto provisioning, you must manually clear the LDAP configuration field on Lifesize Icon or two entries will result in the directory. To do so, click **Unregister** in **Preferences > Directory** on your Lifesize Icon. (PLT-1300)
- If UVC ClearSea calls a Lifesize Icon in a conference whose ports are already full, the Lifesize Icon displays only the **Answer** and **Ignore** buttons instead of **End + Answer** and **Ignore**. If the user chooses **Answer**, the new participant is not included in the conference and there is no notification that the participant was unable to join. (UCDC-1119)
- Integration fails when user IDs contain special characters, such as ampersand (&). (PKS-6341)
- LDAP SRV fails on Lifesize Icon when DNS is changed dynamically. (PKS-6343)

- Lifesize Icon encryption is successful in non-AES deployments if strict encryption is enabled in UVC ClearSea Server. (PKS-5857)
- When Lifesize Icon is integrated with UVC ClearSea, UVC Manager is not supported.

## Known Issues

- ClearSea may not detect external LDAP configurations without restarting the service. (UCDC-2446)
- You must configure the default URL for guest invitations on the server before users can call as guests; otherwise, the URL link is empty. (UCDC-2762)
- Searching users or meetings with extensions is unsupported from mobile apps. (CSC-2403)
- The default resolution is 720p. 1080p resolution for calls to on-premise deployments is unsupported. (CSC-1722)
- SIP calls from ClearSea to unregistered Codian MCUs are unsupported. **Workaround:** Use H.323 to place these calls. (UCDC-1391)
- Drag and drop for devices in multiway calls is unsupported. (UCDC-1403)
- CPU reaches maximum capacity and significant packet loss may occur for Hyper-V 2012 on the UVC 3350. **Workaround:** Disable hyperthreading. (UCDC-1864)
- UVC ClearSea Server does not support a TLS connection with an LDAP server (when administrators select *Use TLS connection* in UVC Platform in **User Management > LDAP Settings**). Importing LDAP users into UVC ClearSea fails if the LDAP server supports only TLS connections. (UCDC-695)
- MCU conference registration to UVC ClearSea Server is not supported in this release. **Workaround:** To enable a video device to dial in to bridge conferences through UVC ClearSea Server, add a call routing rule in **Manage > Call Routing** that forwards the dial string to the MCU address. Refer to the *Lifesize Icon Guide* for instructions and more information. (UCDC-333)
- If an unregistered caller (with an H.323 name that matches a registered UVC ClearSea user) places a call to a Lifesize video system, the call history for the Lifesize system incorrectly stores the registered user's H.323 name. Redialing the number from the call history of the Lifesize system places a call to the registered user instead of the unregistered original caller. (UCDC-247)
- Far end camera control is unavailable in a call between a Lifesize 200 and another Lifesize system. (END-21399, END-21490)
- No video appears on Lifesize Team 220 in a SIP call initiated by Team 220 to an iPod Touch, both devices registered to UVC ClearSea Server. (END-21470)
- Presentation video may fail after an ongoing call escalates to Lifesize Bridge through UVC ClearSea Server. **Workaround:** Stop and start the presentation. (UCDC-835, END-21617)
- In a LAN/WAN configuration in which auto provisioning of Lifesize Icon occurs, the administrator should provision the domain name on UVC ClearSea Server so that it populates the domain name on Lifesize Icon to avoid any LAN/WAN conflict. (UCDC-1039)
- A Lifesize Softphone registered through SIP with UVC ClearSea cannot recover the presentation window after placing the presentation on hold. (UCDC-943)
- With unregistered Lifesize 220 systems, UVC ClearSea displays an improper redial entry in H.323 calls. The caller's *systemname/H.323 name* should display; however, the H.323 name is instead paired with one of the provisioned/registered users. (UCDC-247)

- Following a full installation of UVC Platform, external conferencing in UVC ClearSea Server may be disabled by default. In ClearSea Server, go to **System Settings** and make sure that internal LAN and external WAN settings for **Enable External H.323 Conferencing** and **Enable External SIP Conferencing** match your configuration requirements. (UCDC-2782)
- If a UVC ClearSea Server cluster node is rebooted during a restore process, the datastore will show error status and the node will remain offline following the restore. (UCDC-2368)
- A cluster join operation will fail if NTP servers are not configured, even if the joining node is synchronized. (UCDC-2214)
- When an endpoint registered to CUCM is added as a third-party participant from the video client and the call is escalated, CUCM call is disconnected. (UCDC-1525)
- A cluster node must be reachable before it can be deleted or removed from the cluster. (UCDC-2373)

## Interoperability

Supplier	Products
Asterisk	11.13.0
Avaya	6.1
Cisco	CUCM: 9.0.1.10000-37 Skinny client CP-7940: 8.1 (audio calls only) IOS GK: 12.4(17a)
OpenSIPS	1.7.2
Polycom	HDX Series: 3.0.3, 3.0.4-20259, 3.1.1.3-36019 VSX Series: 9.0.6
Radvision	P10 Gateway: 5.7.2.0.25
SIPxecs	4.6.0
Shore Tel	Shoregear: 13.1 (18.23.2412.0)
Sony	PCS-G70: 2.65 PCS-XG80: 2.31.00, 2.36.00
Tandberg	C-Series: TC4.0.1, TC4.2.1, TC5.1.2.289652, TC6.0.1.65 EDGE, Centric, and Set-top MXP: F9.1.1, F9.1.2 Codian 4220 4.3(1.68) VCS Expressway: X7.2.1, X7.2.3 SX20: TC7.1.4.908e4a9 SX10: TC7.1.4.908e4a9

## Interoperability Issues

- An H.323 call fails between a video system registered to Cisco gatekeeper and a video system registered to UVC ClearSea. (UCDC-639)
- A Sony G70 device does not receive video from a Lifesize video system registered to UVC ClearSea Server. (UCDC-656)
- When a Sony G70 or XG80 joins a call with an ongoing presentation and the call is escalated to UVC Multipoint, the presentation video stops. (END-21478, UMCU-1651, UCDC-1854)
- A Tandberg C20 is unable to control the far end camera of a Lifesize video system registered with UVC ClearSea Server. (UCDC-797)
- A Tandberg SX20 is unable to register with UVC ClearSea Server using SIP. (UCDC-2277)
- Distorted audio occurs in a call between a Tandberg MXP and a Lifesize video system when both are registered to UVC ClearSea Server. (UCDC-207)
- Polycom or Tandberg SIP participants in a conference with UVC ClearSea send presentation in the main video stream since UVC ClearSea does not support BFCP. (UCDC-1552)



## Section 3: Lifesize UVC Multipoint

### Version 2.0.1

For dialing patterns, refer to the *Dialing Patterns for Lifesize MCUs* quick reference card available at [Lifesize.com/support](https://lifesize.com/support).

### What's New

- Support of Azerbaijan characters is available in this release. (UMCU-3439)

### VM Installations

- Ensure that the virtual machine meets the vCPU, memory, disk space, and network interface requirements listed for UVC Multipoint. You must also reserve vCPU and memory for the virtual machine that hosts UVC Multipoint. Refer to the *Lifesize UVC Platform Installation and Deployment Guide* for details.

### Known Issues

- When resource rationing occurs in UVC Multipoint, av synch issues may occur for 720p60 participants. (UMCU-3374)
- If UVC Multipoint is registered to Microsoft Lync, you must use lowercase letters for the username and Lync authorization name. Otherwise, Virtual Operator calls fail. (UMCU-3084)
- Reserving audio ports is unsupported; disregard the audio ports option in the API "Scheduler\_getAvailablePortsFlexible". (UMCU-3096)
- Hyper-V on 3350 supports 120 audio calls only. (UMCU-3330)
- When a Lifesize device attempts to join a UVC Multipoint conference as a video call, and the conference is full, the device might connect as an audio call without video (H.323) or frozen video (SIP). (UMCU-1772, END-21710)
- Audio is not synchronized with video when Lifesize Softphone joins a SIP call at low bandwidth through the Virtual Operator. (UMCU-1965)
- When you move a dialed-out participant from a lower resolution conference to a higher resolution conference, the participant remains at the lower resolution and bit rate. (UMCU-1066)
- When UVC Multipoint dials out to add a new SIP participant, video fails for existing participants until the new participant accepts the call. (UMCU-1060)
- In a 720p30 conference with the audio codec set to G722.1.32 or G722.1.24, Lifesize video devices use the G.711u audio codec when they join. (UMCU-375)
- SIP registrations fail when the DNS on UVC Platform is configured after you enable UVC Multipoint. **Workaround:** Restart UVC Multipoint. (UMCU-175)

- Audio fails when a Lifesize Softphone client joins an H.323 call through the Virtual Operator. (MD-208)
- After upgrading UVC Multipoint from v1.5 to 1.6, you must refresh your browser. (UMCU-2411)
- Escalating from a UVC ClearSea two-way video call to a 1080p shared encoder conference on UVC Multipoint can result in poor video quality. **Workaround:** For 1080p, use Dedicated Encoder mode on UVC ClearSea. If you must use Shared Encoder mode, use 720p. (UMCU-1523)
- Creating on demand conferences with a limited number of ports may result in video and audio calls failing to join. (UMCU-2732)
- If the system name of a Lifesize 220 series video system changes and the system rejoins a SIP UVC Multipoint conference, the new name does not appear in the video layout. **Workaround:** Reboot the video system. (END-21684)
- Changing user experience settings during an ongoing conference applies only to existing participants, not participants joining after the update. **Workaround:** Update user experience settings after all participants have joined. (UMCU-2390)
- The VP8 video codec available in **Advanced settings** when you create a conference is reserved for future use. (UMCU-1817)
- Only characters from the Roman alphabet are supported in conference names. (UMCU-2722)
- Part of the welcome message might not play in SIP calls using the Virtual Operator. (UMCU-1429)
- Changing a participant's user experience settings applies the changes also at the conference level. (UMCU-2523)
- When a Lifesize Icon joins a conference through the Virtual Operator, onscreen icons and text do not appear. (UMCU-2082, UMCU-2088)
- Changing the **Announcements** setting for a conference applies only to existing participants, not new participants. **Workaround:** Disconnect all participants and edit Announcements. (UMCU-2395)
- UVC Multipoint uses the first 8 characters in a password for a conference created through the Virtual Operator even if the password is longer than 8 characters. (UMCU-1797)
- Because UVC Multipoint does not restrict the number of incorrect password entry attempts and release the port, the Virtual Operator might continue to consume a port. (UMCU-1813)

## Interoperability

Supplier	Products
Cisco	UCM: 9.0.1.10000-37 Skinny client CP-7940: 8.1 (audio calls only) Unified Presence Server: 9.0.1.10000-21 Jabber for Windows: 9.1.0(12296)
Microsoft	Lync Server 2010: 4.0.7577.0  Lync 2010 clients: Windows client (7, 8): 4.0.7577.4356 Mac OS X client (10.6, 10.7, 10.8): 14.0.1(111018)  Lync Server 2013: 5.0.8308.0  Lync 2013 clients: Windows client (7, 8): \ Lync@2013 Preview (15 0.4128.1014) Lync@2013 (15 0.4451.1005) Mac OS X client (10.6, 10.7, 10.8): 14.0.1(111018)
Polycom	Group Series: 4.0.2-40451 HDX Series: 3.1.1.3-36019 VSX Series: 9.0.6.2 Via Video PVX: 8.0.16 RMX: 7.8.0 ViewStation FX V.35 MP: 6.0.5 FX RealPresence Desktop: 3.3.0.50871
Radvision	Scopia XT5000: 03.00.0115 V3_0_115B P10 Gateway: 5.7.2.0.25
ShoreTel	ShoreTel Communicator (Client):13.1 build 18.23.2412 ShoreTel Server:18.23.2412.0
SipX	sipXecs: 4.6.0
Tandberg	1000 Series: F9.1.2.NTSC C-Series: TC6.0.1.65adebe Codian 4220 4.4(3.42) VCS Expressway (gatekeeper and SIP functionality only): X7.2.3

## Interoperability Issues

- Presentations fail from a Lifesize 220 series video system when registered to CUCM or VCS in a SIP call. **Workaround:** Upgrade the video system to v4.12. (UMCU-2246)

### Cisco

- A Cisco C20 might not be able to start a presentation when participating in a conference escalated from a UVC ClearSea call. (UMCU-890)
- Cisco C20 calls fail when SIP TLS is enabled on UVC Multipoint due to a Cisco issue. (UMCU-1135)
- A UVC Multipoint-hosted conference registered with CUCM fails when it connects with Lifesize Icon. **Workaround:** When registering an Icon with CUCM, disable **Allow Presentation Sharing using BFCP** on the **Phone Configuration** page. (UMCU-1908, PKS-5575)
- Cisco Jabber Client receives blank video in a SIP call through Presence Server integrated with CUCM. **Workaround:** Select **Start** from the client to receive the video. (UMCU-1939)

### Polycom

- Calls from Polycom HDX 8000 connect through the Virtual Operator at 64 kb/s. **Workaround:** Dial using the conference ID. (UMCU-249)
- DTMF navigation fails on a Polycom HDX 8000 in a SIP TLS call. (UMCU-1801)
- Polycom systems do not support 720p video at 768 kb/s bandwidth. **Workaround:** To enable a Polycom system to join a 720p conference at 720p resolution, set **Bit rate** to 1152 kb/s when you add the call from UVC Multipoint. (UMCU-913)
- In a dial-out call from UVC Multipoint to a Polycom PVX client at a bit rate higher than 512 kb/s, the client fails to receive presentation video with an H.264 presentation codec. (UMCU-1987)

### Avaya Radvision

- Video might be corrupted in H.263 conferences with devices on the Radvision P10 Gateway registered to Lifesize Gatekeeper. (UMCU-196)
- Dial-out calls to Radvision 5000 fail. (UMCU-2199)

## Microsoft

- When using UVC Multipoint virtual machine on Microsoft Hyper-V, limit 1080p video conferences to 5 participants total. For more participants, use 720p or 480p conferences. (UMCU-1463)
- Microsoft Lync users on Mac clients may experience poor video in Lync conferences in UVC Multipoint. (UMCU-1359)
- Microsoft Lync participants may be dropped when moved from one Lync conference to another. **Workaround:** Dial directly into the conference. (UMCU-1337)
- Microsoft Lync participants may be added to a conference as an audio-only call when they join through the Virtual Operator. **Workaround:** Start video after joining the conference. (UMCU-1212)
- DTMF is not supported in AVMCU calls. (UMCU-1952, UMCU-2295)
- A call fails if conference registration to Microsoft Lync fails and clients attempt to join through the Virtual Operator. (UMCU-1840)
- In an AVMCU cascaded conference, Lync 2013 participants might not receive video from UVC Multipoint when Lync 2010 participants are also present. **Workaround:** Ensure that all participants use the same major version of Lync. (UMCU-2227)

## ShoreTel

- A ShoreTel client added to a scheduled UVC Multipoint conference fails to connect when the conference starts. (UMCU-2159)
- A ShoreTel client joins as an audio participant in an H.263 call. (UMCU-2149)

## Section 4: Lifesize UVC Video Center

### Version 2.4.1

Review also the Lifesize video systems release notes available at [Lifesize.com](https://www.lifesize.com) 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.

### What's New

- Support for Platform v3.1 is available in this release.

### Known Issues

- Calls from Lifesize Bridge to Video Center disconnect after about 5 seconds.  
**Workaround:** Place the call from Video Center to the bridge.
- 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)
- 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)
- 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)
- In Windows Internet Explorer 8.x, users cannot change emoticons after a live stream is enabled. (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)
- 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)
- 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)

- 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 recording from UVC Video Center fails when you assign an IPv6 address to a NIC bonded system. (PLT-1121)
- 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)
- 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)
- To remove constraints for recording length, disk quota, and maximum recording bit rate for content administrators and server administrators, add all administrators to a group and assign higher values for this group. (STR-2243)
- 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)
- 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)
- Video may fail for several seconds if packet loss leads to a bandwidth adjustment at the recording video system. (STR-633)
- 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)
- 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)
- 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)
- 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)
- 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)
- 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)

# Interoperability

Recording Support	
Lifesize*	<p><b>Recording from the video system:</b></p> <ul style="list-style-type: none"> <li>Icon</li> <li>Express 220</li> <li>Team 220</li> <li>Room 220</li> <li>Passport</li> <li>Passport Connect</li> </ul> <p><b>SIP dial-out and dial-in recording with Lifesize UVC Video Center:</b></p> <ul style="list-style-type: none"> <li>Icon</li> <li>Express 220, Express 200, Express</li> <li>Team 220, Team 200, Team MP</li> <li>Room 220, Room 200, Room</li> <li>Passport, Passport Connect</li> <li>Desktop (records main window only)</li> <li>Bridge 2200</li> <li>UVC Multipoint\</li> <li>Softphone</li> <li>Lifesize Video Client</li> </ul> <p>* Latest versions, unless otherwise specified.</p>
<b>SIP dial-out and dial-in recording with Lifesize Video Center—Third-party devices:</b>	
Polycm	<ul style="list-style-type: none"> <li>HDX 9004: 3.1.1.3-36019</li> <li>HDX 8000: 3.1.1.3-36019</li> <li>HDX 7000: 3.1.1.3-36019</li> <li>VSX 7000: 9.0.6.2 (for calls at or below 768 kb/s)</li> <li>VSX 8000: 9.0.6.2 (for calls at or below 768 kb/s)</li> <li>m100: 1.0.6.</li> <li>Group 500: 4.0.2 - 40451</li> </ul>
Radvision	XT 5000: 03.00.0115 V3_0_115B
Tandberg	<ul style="list-style-type: none"> <li>C20, C40, C60: TC6.0.1.65adebe</li> <li>6000 MXP: F9.1</li> <li>1000 MXP: F9.1.2</li> <li>80 MXP: F9.0.2</li> <li>990 MXP: F9.0.2</li> <li>Codian MCU 4505, 4220: 4.4(3.42)</li> </ul>
<b>SIP dial-in proxy and PBX</b>	
Lifesize Cisco OpenSer	UCM: 9.0.1.10000-37 1.9
<b>SIP Registrars</b>	
Lifesize Cisco Shore Tel SipXecs Tandberg	<ul style="list-style-type: none"> <li>UVC ClearSea: 4.0.6</li> <li>UCM: 9.0.1.10000-37</li> <li>13.1 18.23.2412.0</li> <li>4.6.0</li> <li>VCS: X7.2.1</li> </ul>

Playback Support	
Adobe	Flash Player: 14 or later
Web Browsers	Microsoft Internet Explorer for Windows: 8, 9, 10, 11 Apple Safari for Mac: 7.0.4 Mozilla Firefox: 31 Google Chrome: 36
Apple	iPhone 5: 7.1.1 iPhone 4: 7.1.1 iPod: 5.1.1 iPad 2, 3, 4: 7.1.1

## Interoperability Limitations

- 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)

# Section 5: Lifesize UVC Manager

## Version 1.4

### What's New

- Support for Platform v3.0.
- Support for Icon 400.
- A new configurable option for **HTTP timeout** is available in **Administer > General > HTTP timeout**. The default value for UVC apps is 5 seconds and the default value for Icon systems is 15 seconds. (UMGR-4585)
- A new option to specify the resolution for calls as 720p60 is available when scheduling a call in UVC Manager.

### SNMP Support

SNMP is used in network management systems to monitor network attached devices for conditions that warrant administrative attention.


You must set the external SNMP Trap receiver IP address in UVC Manager. You must configure all UVC applications to send traps to UVC Manager. To specify external SNMP trap destinations to which UVC Manager forwards traps from managed devices or UVC applications, navigate to **Administer > SNMP**. In the **SNMP Trap Receiver IP** field, enter a comma separated list of addresses.

By default, UVC Manager generates a ping failure trap whenever a ping to a device or UVC application fails.

### Known Issues

- UVC Manager fails when NIC bonding is enabled. (UMGR-4621)
- The call minutes versus days report may show inconsistent colors for SIP and H.323. (UMGR-4146)
- If you have more than one instance of UVC, you must upgrade all other applications prior to upgrading the instance running UVC Manager, or refresh all devices in UVC Manager. (UMGR-4403)
- If you re-schedule a recurring meeting after the first occurrence has started, then the first occurrence of the meeting is duplicated. (UMGR-4159)
- Support for extending reservation calls is unavailable. (UMGR-4173)
- After upgrading any UVC application, race conditions may occur in which the UVC application shows "Login failed." **Workaround:** Update the password again. If the error "Unable to fetch properties" displays, refresh the device. (UMGR-4366)
- If provisioning fails for MCUs, de-provision the network and then re-provision. (UMGR-4370)

- Meeting rooms fail to appear in the Meetings tab when Icon is managed by UVC Manager. **Workaround:** Refresh the devices. (UMGR-4177)
- Scheduled upgrades fail if AMS has expired. **Workaround:** Ensure your warranty is valid and apply the upgrade manually to the device. (UMGR-4065, 4136)
- Password failures may occur if devices are not managed. (UMGR-3993)
- If you have multiple tabs of the same **Devices** page open in your browser, dynamic updates may not appear on all the tabs. The network status indicator may also be inaccurate until a manual refresh. Dynamic updates on several pages may not occur (device status, upgrades packages, live events, etc.). **Workaround:** Manually refresh the page to reflect the current status. (UMGR-3606, 3562, 3660)
- Editing from the **Scheduler** is unsupported with Internet Explorer 9 when it is opened from a link in email. **Workaround:** Open the schedule directly from UVC Manager or use another browser. (UMGR-4037)
- When deploying several UVC applications on a single UVC instance, the first application may yield poor performance if it shares an IP with UVC Platform. **Workaround:** Add another IP and move the first deployed application to that IP. (UMGR-3684)
- The language selector is unavailable from the **end user Scheduler** and from UVC Manager Proxy. **Workaround:** Log out to change language from UVC Platform. (UMGR-4033, 3968)
- An ISDN ad-hoc call shows as audio instead of video in the **Live Events** page. This does not affect reporting since the CDRs collected from the managed device still reflect them appropriately. (UMGR-3109)
- Search is unsupported on the Monitor page for **Generated by** and **Category** fields. (UMGR-4046)
- UVC Manager might display the error "Unable to detect device type over HTTP and SNMP" when UVC Multipoint is slow to respond to commands. **Workaround:** Re-scan the network to discover the UVC Multipoint system. (UMGR-2490)
- The **Terminate** button for a device that is down is still available even though it is unable to end the call. (UMGR-3466)
- The **Live Events** page does not show recorder information when a device is set with an unmanaged recorder and auto-record is on. (UMGR-3674)
- In the Scheduler, when several participants are added quickly an error may result but no message appears. **Workaround:** Disregard the error; dismiss it and add each of the participants slowly. (UMGR-3218)
- The provisioning profile for registered external devices is not applied if the network has only external devices resulting in incorrect dial strings. **Workaround:** Manage a device in that network to correct the issue. (UMGR-1663)
- Devices with a public IP through NAT will not work with UVC Manager and the private IP is always used. (UMGR-3530)
- You must clear the cache if you use Firefox to upgrade the UVC software. Otherwise, the devices may not appear correctly. (UMGR-3469)

- If you delete an MCU, UVC Manager attempts to modify the schedule using available participants, removing the MCU or identifying another MCU that is available for this call. If it is not possible to schedule the call, UVC Manager cancels the schedule for this call. When the MCU becomes available again, UVC Manager retrieves all the schedules from the MCU and attempts to create a schedule from them with the new managed MCU using the same title and time. It appears that there are two identical schedules; however, UVC Manager only launches the modified conference. (UMGR-3636)
- If a participant is already part of a conference, you cannot add that participant to another conference by dropping them from the **Live Events** page. You must end the first call in order to add the participant to another call. (UMGR-1809)
- Recorded calls might not indicate that they are being recorded when the recorder is dialing out to the MCU. (UMGR-1536)
- Clicking  to refresh device information does not retrieve a device's ISDN number. (UMGR-1743)
- Statistics, device information, and layout options become unavailable on the **Live Events** page when a participant exits a call and joins another conference. (UMGR-1730)
- No validation message appears when you schedule a call between two devices that are registered to different, unmanaged gatekeepers. (UMGR-1692)
- Fields in the **Customize Network** wizard sometimes disappear if you click **Previous** to move backward. (UMGR-1836)
- UVC Manager does not follow network zoning rules when scheduling calls. (UMGR-1976)
- Provisioning may fail for the network if started from Manager before a call is placed to or from the web interface of Lifesize Icon. (UMGR-2291)
- When clicking the snapshot option from the **Live Events** page for a call scheduled through UVC Manager for Lifesize Icon systems or when recording is enabled on the device, no image is shown. (UMGR-2983)
- Duplicate entries may occur when manipulating recurring conferences in web Outlook Client on Internet Explorer v9. (UMGR-3732)
- SIP calls from registered MCUs may fail when provisioned with unmanaged gatekeepers and registrars since the SIP username does not exist. **Workaround:** Administrators must create the username and password on the registrar since the registrar is unmanaged. (UMGR-1719)
- CDRs in UVC Manager will be overwritten by CDRs from Lifesize Control for a device during migration. If there is a time gap between when the Lifesize Control CDR backup was taken and when it is migrated to UVC Manager, CDRs for that time gap are lost. **Workaround:** Ensure the Lifesize Control server is running and capturing CDRs until migration is complete. (UMGR-2649)
- Scheduling fails with early versions of UVC Multipoint. **Workaround:** Upgrade to Multipoint 1.5 or later to ensure proper scheduling. (UMGR-3756)
- Daylight savings time is not reflected in schedules or reports created prior to upgrading to version 1.2. **Workaround:** Open the meeting invitation and save it to reflect the correct time. (UMGR-3858, UMGR-1475)

## Supported Browsers

Operating System	Browser
Windows 7	Google Chrome v43.0 Firefox v38 Safari v5.1.7 Internet Explorer v9.0, 10, 11
Windows 8	Google Chrome v32.0 Firefox v26.0 Internet Explorer v11
Mac	Google Chrome v32.0 Firefox v26.0 Safari v5.1.7
Linux	Google Chrome v30 Firefox v20.0