Release Notes

LifeSize Video Center

Release: v1.2

For the most current product documentation, refer to lifesize.com/support. Read the LifeSize video communications systems release notes for recording and streaming issues.

New in this Release

Following are the new features and major resolved issues in this release. Numbers in parentheses following a summary are used for internal tracking.

New Features

- Support for Network Attached Storage (NAS) is included in this release. Supports NFS v3 and v4, and CIFS access protocols. (STR-569)

  NFS v4 requires that the client and server use the same user ID. LifeSize Video Center uses the www-data (uid=33 and gid=33) user as the owner of the shared folder that gets mounted on the network storage location. Complete the following steps to create the NFS v4 shared directory on the server:

  1. If the user www-data does not exist, create it on the NFS server.
  2. Assign uid=33 and gid=33 to the www-data user.
  3. Create the local share directory and change owner and group owner to www-data using the `chown` command.

- Support for low bit rate and mobile video versions is included in this release. You can configure recording keys to produce a low bit rate version of the primary dual stream video for low bandwidth PC viewers, and both a low bit rate and a high bit rate version of a composited HTTP Live Streaming compliant video for mobile and other QuickTime compliant devices, including the Apple iPhone and Apple iPad. You can also schedule conversions, or transcodes, to the new video formats from existing videos.

- Added an API for integrating LifeSize Video Center into corporate intranets, payment gateways, or content management systems. In a browser, enter the following to access information describing the API: `http://<Videoc Center IP address or hostname>/api/v1`

- This release supports attaching files to video archives. (STR-322)

- This release supports LifeSize Virtual Link presentations in recordings. (STR-286)

- In this release, you can trim the beginning and end of videos. (STR-318)

- The user interface is now available in the following languages:
  - Japanese
  - Traditional Chinese
  - Simplified Chinese
  - Korean
  - French
  - German
  - Spanish
  - Italian
  - Russian
- Users who cannot create recording keys cannot change dial out recording settings and must use predefined recording keys. (STR-472)

Resolved Issues

- A problem in Internet Explorer's auto-complete feature led to overwriting or corrupting LDAP user entries when adding LDAP users to a group. This issue is resolved in this release. (STR-567)
- LifeSize Video Center did not accept chained SSL certificates (several certificates combined into one). This issue is resolved in this release. (STR-540)
- Users viewing live streams experienced out of sync audio from a dial out recording to the following devices:
  - Polycom HDX 8000
  - Polycom HDX 9002
  - Polycom VSX 8000
  - Polycom VSX 7000
  - Tandberg C20
  - Tandberg 1000 MXP
  - Tandberg 6000 MXP

  This issue is resolved in this release. (STR-438)
- When a channel was selected, or when a recording key that specified a channel was selected in the **Dial Out and Record** page, the default permissions of the channel were not applied. This issue is resolved in this release. (STR-755)
- LifeSize Video Center did not connect securely using the LDAPS protocol with OpenLDAP servers. This issue is resolved in this release. When using LDAPS, enable **Use TLS connection** on the **LDAP Settings** page, and upload a valid server CA certificate. (STR-724)
- Users were not getting associated with groups when OpenLDAP was used. This issue is resolved in this release. (STR-659)
- LifeSize Video Center's login page was flagged as insecure (partially encrypted) by Mozilla Firefox even when the SSL certificate was valid. This issue is resolved in this release. (STR-584)
- Recordings failed when one or more packets in the first frame of video were lost due to network errors. This issue is resolved in this release. (STR-575)
- Seeking in the main video caused it to be out of sync with the presentation video. This issue is resolved in this release. (STR-481)

Known Issues

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

General

- If you reboot or shut down the server while restoring from a backup image, the restoration process 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)
- If you comment on a video while it is playing, playback reverts to the beginning of the video. (STR-98)

- Videos embedded with codes generated by LifeSize Video Center do not play on iOS devices. (STR-769)

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 appears accurately. (STR-590)

Mobile Streams

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

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

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

- Dial out recordings created in 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)

- When generating mobile streams, the primary video is generated at a bit rate higher than 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 Video Center forces the primary bit rate to meet this condition, regardless of user settings. (STR-758)

Live Streams

- The presentation stream may lag the video stream by up to 4 seconds. **Workaround:** Refresh the browser page. (STR-644)

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

NAS

- It may take up to 10 minutes for LifeSize 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)

- 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 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

- 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. Share the entire desktop and change applications in the operating system. (STR-712)

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

- LifeSize Video Center uses the SIP communications protocol for dial out calls, but supports video communications systems that can stream only H.264 video. When LifeSize 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 Video Center terminates the call. (STR-364)

Video

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

- 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 and disable hardware acceleration. (STR-736)

- 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)

Recording

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

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

Product Limitations

- 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)

Web Browser and Flash Player Support

The LifeSize Video Center interface is supported in this release with Adobe Flash Player v10.1 or later, and the following web browsers:

- Microsoft Internet Explorer for Windows v7, v8, and v9

- Apple Safari for Mac v4.0.4, v5.0

- Mozilla Firefox v3.5, v3.6

- Google Chrome v4.0 through v10.0

Interoperability

LifeSize Video Center with this software release supports the following devices.

Supplier	Products
LifeSize	**Recording from the video system:** LifeSize Express 220 with software release 4.6.0 or later LifeSize Team 220 with software release 4.6.0 or later LifeSize Room 220 with software release 4.6.0 or later LifeSize Passport with software release 4.7.0 or later **Dial out recording from LifeSize Video Center** (all systems require software release 4.7.0 or later): LifeSize Express 220 LifeSize Express 200 LifeSize Express LifeSize Team 220 LifeSize Team 200 LifeSize Team MP LifeSize Room 220 LifeSize Room 200 LifeSize Room LifeSize Passport LifeSize Desktop 2.0 (records main window only)
Dial out recording from LifeSize Video Center—two-way call recording:	
Codian	MCU 4505 4.1 (1.59)
Polycom	HDX 9002: 3.0.0 HDX 8000: 3.0.0
Tandberg	Tandberg 6000: F9.0.2 Tandberg C60: TC4.0.1.240265
Dial out recording from LifeSize Video Center—out of call recording:	
Polycom	VSX 7000: 9.0.6 (for calls at or below 768 kb/s) VSX 8000: 9.0.6 (for calls at or below 768 kb/s) HDX 9002: 3.0.0 HDX 8000: 3.0.0
Tandberg	Tandberg 6000 MXP: F9.0.2 Tandberg 1000 MXP: F9.0.2 Tandberg 880MXP: F9.0.2 Tandberg 990MXP: F9.0.2 Tandberg C20: TC4.0.1

Interoperability Limitations

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

- 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 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)

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.