



Release Notes

LifeSize® Control™

Release: v4.5.0

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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
<i>LifeSize Control Deployment Guide</i>	Addresses planning, installing, upgrading, configuring, using, and maintaining LifeSize Control and configuring Microsoft Exchange Server for integration with LifeSize Control. **Refer to this document to ensure you meet the necessary system requirements prior to installing LifeSize Control.**
<i>LifeSize Control Online Help</i>	A help system defining the functionality and usage of the application, available from the Help button on the navigation bar of the user interface.
<i>LifeSize Control Administrator Online Help</i>	A help system defining the functionality and usage of the administrator utility.
<i>LifeSize Third Party Licenses</i>	Lists third-party licenses applicable to this release.
<i>LifeSize Control Training Video</i>	This video demonstrates new features and enhancements in this release of LifeSize Control.

Upgrade Support



This release of LifeSize Control supports upgrades from versions 3.5 and later. If you are upgrading from a version earlier than 3.5, contact LifeSize Technical Services for assistance.

Template Software Version Support


Supported software versions for the templates feature in this release are v3.0.0, 3.5.0, and 4.0.0 for LifeSize devices; and v3.0.5 and v4.0.0 for Siemens devices. For more information about templates, refer to the *LifeSize Control Deployment Guide*.

New Features and Resolved Issues

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

Feature	Description
New Features:	
Support for setting a default service prefix in Radvision and LifeSize MCU calls (CTL-3647)	You can set a default service prefix for a managed Radvision or LifeSize MCU from the Device details page. A service prefix identifies a service created on the MCU. For more information, refer to the <i>LifeSize Control Deployment Guide</i> .
Creating a PIN for Codian, Radvision, and LifeSize MCUs (CTL-3739)	When you add a Codian, Radvision, or LifeSize MCU to a call in the Schedule call dialog box, a PIN box appears below the End date list box. You can manually enter a PIN (up to 10 characters) for the call, or click the grey ring icon that  appears in the PIN box to automatically generate a 5-digit PIN.
Taking devices offline	Excluding gatekeepers and gateways, you can take a managed device offline for a specified period of time so that LifeSize Control users (and Microsoft Outlook users if integration with Microsoft Exchange Server is enabled) cannot use the device in any scheduled events or manage the device in LifeSize Control during that time period. For more information, refer to the <i>LifeSize Control Deployment Guide</i> .
Trap forwarding through SNMP	From the new Northbound Settings page in LifeSize Control Administrator, you can disable or enable SNMP trap forwarding and specify global SNMP trap destinations to which LifeSize Control forwards all traps from all managed video and voice communications devices. You can also use the new Northbound tab on the Device details page of a managed device to specify SNMP trap destinations to which LifeSize Control forwards traps from a single device. For more information, refer to the <i>LifeSize Control Deployment Guide</i> .
Sending a message to a video communications device (CTL-2773) (CTL-2316)	You can use the new Show message on device  icon that appears in the far right column of the Devices and Device details pages for managed LifeSize, Siemens, Polycom, and Tandberg video communications systems to send a message that appears in the display connected to the system. For more information about this feature, including character and message length restrictions, refer to the <i>LifeSize Control Deployment Guide</i> .
Adobe Flash Player included with installation (CTL-3752) (CTL-3820)	This release includes Adobe Flash Player installation files. If LifeSize Control detects an incompatible version or no Adobe Flash Player installed on your system when you attempt to access the user interface, a page appears that contains links to download the installation files.

Feature	Description
<i>LifeSize Control Deployment Guide</i>	This release includes the new <i>LifeSize Control Deployment Guide</i> . This guide addresses planning for a LifeSize Control deployment; installing, upgrading, and configuring LifeSize Control; configuring Microsoft Exchange Server for integration with LifeSize Control; managing devices and alarms; scheduling events; generating reports; and maintaining and troubleshooting a LifeSize Control installation.
<i>New features and enhancements available with Microsoft Exchange Server integration:</i>	
New features and enhancements available to a LifeSize Control installation that is integrated with Microsoft Exchange Server (CTL-3739) (CTL-3707) (CTL-3668) (CTL-3171)	<ul style="list-style-type: none"> • You can register a Microsoft Exchange Server mailbox to a managed MCU in LifeSize Control so that Microsoft Outlook users can select an MCU to include in a call. For more information, refer to the <i>LifeSize Control Deployment Guide</i>. • You can unregister the Microsoft Exchange Server mailbox address that is registered to a managed device by clicking the new Unregister button in the Register with mailbox dialog box. • Administrators can send management commands to managed devices and place an ad hoc call using email. For more information, refer to “Managing a Device Through Email” in the <i>LifeSize Control Deployment Guide</i>. • In the Microsoft Exchange Settings page of LifeSize Control Administrator, you can customize email messages that LifeSize Control automatically generates and sends to Microsoft Outlook users. You can also choose whether LifeSize Control sends any of these messages. For more information, refer to the <i>LifeSize Control Deployment Guide</i>. • You can select the new Autogenerate PIN for calls scheduled through Microsoft Exchange check box on the Microsoft Exchange Settings page in LifeSize Control Administrator to automatically generate a PIN for a conference call when the meeting organizer adds an MCU to a meeting request. LifeSize Control includes the PIN in the confirmation email that it sends to the meeting organizer. • You can edit the following settings in the Schedule call dialog in LifeSize Control for a meeting scheduled from Microsoft Outlook: <ul style="list-style-type: none"> ○ Add cascading MCUs. ○ Modify the reservation type. ○ Change the host selected for a call. • Human invitees to a video call scheduled through Microsoft Outlook can specify the IP address of an external device through which they wish to participate. LifeSize Control adds the device to the scheduled call and to the Devices page as an external device. When this feature is enabled, the meeting organizer can also choose whether a call scheduled through Microsoft Outlook is placed automatically by LifeSize Control or reserved for placing manually by participants. This feature is disabled by default. For more information, refer to “Specifying a Preferred Method of Participation” in the <i>LifeSize Control Deployment Guide</i>.

Feature	Description
Enhancements:	
Device details configuration settings (CTL-3589) (CTL-2315)	This release includes an enhanced Device details page for managed devices. From the Device details page, you can view system information and change system name and locale settings; view global and set device-specific trap destinations for managed video and voice communications devices, and for LifeSize and Siemens devices, access some of the configuration preferences available in the user and administrative interfaces for these devices and access video snapshots, including both near and far end when the device is in a call. The Device details page is also accessible from the Schedule call dialog box in this release. Each device in the scheduled call appears as a link. Clicking the link opens the Device details page for that device.
Deprecated alarms (CTL-3745)	Several alarms that were redundant or useful only for debugging purposes are deprecated in this release and their alarm IDs removed from the Alarms Configuration page in LifeSize Control Administrator. For a list of the remaining alarm IDs by category and their description and default status, refer to “Appendix B: Alarms by Category” in the <i>LifeSize Control Deployment Guide</i> .
New navigation bar icon launches LifeSize Control Administrator from LifeSize Control. (CTL-3706)	Administrators can access LifeSize Control Administrator from any page in LifeSize Control by clicking the new LifeSize Control Administrator  icon in the navigation bar.
Default logout time setting (CTL-3515)	Administrators can use the new Automated Logout setting on the Application Settings page in LifeSize Control Administrator to specify the length of time, in minutes, after which LifeSize Control automatically logs off a user due to inactivity. The default is 30 minutes.
Locale-sensitive date and time	Date and time fields in LifeSize Control in this release show this information in a format appropriate to the locale based on the user setting.
Refined search and import of Active Directory users (CTL-3714)	Importing Active Directory users in this release shows only the first 100 users instead of all users, therefore significantly reducing the time it takes to perform this task in organizations with several Active Directory users. Use the enhanced search feature to search for only those users you want to add to LifeSize Control. For more information, refer to “Adding a User Account” in the <i>LifeSize Control Deployment Guide</i> .

Feature	Description
Reports (CTL-2953) (CTL-3537) (CTL-3289)	<ul style="list-style-type: none"> • The new Complete CDR data report lists the first 100 call data records for video communications devices. If you choose to export this data, the exported data includes all CDRs. • In this release, the CSV format is available for selection as a data export format on the Export As list for report data that appears in a table. • When viewed as a table, the call statistics report includes a Duration column for reporting call duration in hours, minutes, and seconds. • The serial number audit report previously displayed the value “NULL” in the State column for a LifeSize device and “NOT SET” for all other device makes if the state was not set. In this release a dash (-) appears in this column for all makes if the state is not set.
Devices page heading shows additional information (CTL-2799)	In this release, the number of devices in the category that you select from the Display list (x) and the total number of devices that are managed; discovered; discovered, but login failed; and external devices (y) appear on the Devices page heading as Devices (x/y) .
Support for clearing MCU affinity set for a device (CTL-3670)	In this release, you can remove the MCU affinity set for a device by clicking the new Clear the MCU Affinity button in the Set the MCU Affinity dialog box.
Support for unregistering a device from a gatekeeper (CTL-3669) (CTL-3162)	In this release, you can unregister a device that is registered to a gatekeeper by clicking the new Unregister button in the Register with gatekeeper dialog box.
Support for additional third-party devices	This release includes limited support for the Sony PCS-XG80 video communications system. Refer to Interoperability Limitations on page 10 for a description of support limitations.
Help revisions	Clicking the Help icon in the navigation bar in LifeSize Control or the Help link in LifeSize Control Administrator in this release opens the Help system to the main topic associated with the tasks that you can perform on the page that you are currently viewing. The topics are also streamlined to include only those topics that address tasks you can perform in the user interface. All other tasks now appear in the LifeSize Control Deployment Guide.
Resolved Issues:	
Clicking billing reports for a specific device doesn't display an error message if the country and state have not been set. (CTL-3318)	In previous releases, LifeSize Control did not generate an error message if you attempted to generate a billing report and the state and country attributes were not properly set. In this release, LifeSize Control generates an error message instructing you to check your settings in LifeSize Control Administrator. To get an accurate billing report for a device, be sure that the <i>state</i> and <i>country</i> attributes have been set on the device and on the Billing Information page in LifeSize Control Administrator. For more information, refer to the <i>LifeSize Control Deployment Guide</i> .

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
PIN with Codian MCU as the master MCU and a LifeSize MCU as the subservient MCU in a cascaded call does not function properly (CTL-4020)	When you use a PIN in a call with a Codian MCU as the master MCU and a LifeSize MCU as the subservient MCU in a cascaded MCU call, calls placed through the LifeSize MCU request the PIN. To work around this issue, make the LifeSize MCU the master MCU.
Joining a conference with a Codian MCU using only the MCU's IP address creates a new ad hoc conference. (CTL-3922)	If you join a device to a conference in progress that has a Codian MCU by placing the call using only the MCU's IP address, LifeSize Control creates a separate ad hoc call instead of joining the device to the conference. To join the device to the conference in progress, place the call from the device using only the conference ID or the MCU's IP address followed by ##conference ID (<i>IPaddress##conferenceID</i>).
LifeSize Control fails to schedule yearly recurring meeting scheduled through Microsoft Exchange Server within 180 days of the current date when the recurrence pattern is Every <month> <date> . (CTL-3582)	LifeSize Control fails to schedule a yearly conference scheduled through Microsoft Exchange Server if the conference date is within 180 days from the current date, and the recurrence pattern selected is Every <month> <date> . To work around this issue, specify the date using the alternate recurrence pattern.
LifeSize Control may fail to deliver email messages that are edited in LifeSize Control Administrator. (CTL-4002)	After editing the text of the email messages that are selected for delivery on the Microsoft Exchange Settings page in LifeSize Control Administrator, LifeSize Control may fail to deliver the messages. If this occurs, restart the LifeSize Control service.
Subscription reports are generated based on server time instead of client time zone. (CTL-3470)	When you subscribe to a report, the time you specify for the report to be generated is interpreted by LifeSize Control as the LifeSize Control server time rather than the time in your time zone. To work around this issue, view the Report in LifeSize Control.
Meaning of series deleted and occurrence deleted emails on Microsoft Exchange Settings page (CTL-3913)	On the Microsoft Exchange Settings page in the emails customization section, the emails identified as Exchange - Schedule series deleted and Exchange - occurrence deleted are generated and sent to the meeting organizer when LifeSize Control deletes a series or a single occurrence of a meeting due to a discrepancy in a meeting update that LifeSize Control receives. These messages are not generated when a user deletes a series or a single occurrence within a series.

Issue/Problem	Description/Workaround
Updating a single occurrence in a series removes the occurrence from the series and may cause updates to the series to fail. (CTL-3430)	In LifeSize Control, updating a single occurrence in a recurring call scheduled through Microsoft Exchange Server removes the occurrence from the series. The occurrence becomes an independent, non-recurring scheduled call. If you then update the remaining series, a resource conflict may occur and the update may fail. For example if you change the MCU in a single occurrence and then make the same change to the MCU in the remaining series, the update fails indicating that a resource conflict exists. To workaround this issue, check the calendar of the device you are attempting to use as the substitute in the series to identify the conflicting event and modify the event to remove the conflict.
Message on Events page for resolving conflicts with other scheduled events when taking a device offline is incomplete. (CTL-3860)	If you schedule a device to be offline during a time in which the device is a participant in other scheduled events, LifeSize Control presents a list of the conflicting events and prompts you to "...click confirm to delete schedules and create the device offline schedule or click cancel." Clicking confirm either deletes the scheduled event if the event depends on the device, or modifies the scheduled event by deleting the device from the event.
Chinese and Japanese language versions of the Help index are incorrectly ordered	Due to a limitation in the software tool used to create the Help system, the Chinese and Japanese language versions of the Help system index are not ordered in the manner customary to these languages in this release.
Missing alarm ID descriptions and deprecated alarms (CTL-3745)	The description for a few alarms on the Alarms Configuration page in LifeSize Control Administrator appears as "Description not available" when you click the alarm in the Alarms list and some alarms appear that are deprecated in this release, but not removed from the user interface. For a description of alarms, including identification of alarms that appear in the user interface but are deprecated, refer to "Appendix B: Alarms by Category" in the <i>LifeSize Control Deployment Guide</i> .
Polycom HDX device status remains in call after the call is over. (CTL-3377)	Ensure that Polycom devices use SNMP v1, not SNMP v2c.
Upgrades in Progress includes events scheduled for the future. (CTL-2553)	The Upgrades in Progress screen shows upgrades scheduled for the future as soon as the event is created. To work around this issue, refresh the screen by choosing the Display option again.
(Firefox browser only.) When right clicking a device with a login failure and updating the password, the wrong system is updated. (CTL-2735)	From the Device page, right clicking a system and selecting Update Password , updates the system directly under the selected system. To work around this issue, first left-click the desired device before right-clicking the device to update the password.
LifeSize Control schedules recurrences of an event beyond schedule limits. (CTL-3436)	If you schedule a large number of recurrences (approximately 250 or more) for an event, LifeSize Control may not be able to alert you that some recurrences are beyond the limit set for scheduling an event. Avoid setting a large number of recurrences for an event.

Product Limitations

The following table lists known limitations with this LifeSize product. Numbers in parentheses following an issue are used for internal tracking purposes only.

Feature	Support or Limitation
PostgreSQL does not upgrade to v8.3.0 during upgrades of LifeSize Control v3.5.0.	If you are upgrading from LifeSize Control v3.5.0, PostgreSQL v8.2 is not upgraded to v8.3.0. If you need to reinstall LifeSize Control and restore the PostgreSQL database from a backup, install LifeSize Control v3.5.0.
Character entry restrictions (CTL-3637)	Text entry fields in the Device details page, dialog boxes for creating and editing templates, and the System Name field on the Devices page accept only the following characters: A-Z a-z 0-9 ~ ! @ # \$ % ^ & * () _ - + = { } \ < , > . ? / ; : \
Use static IP address for LifeSize Control server. (CTL-1295)	LifeSize recommends that you use a static IP address for the machine on which LifeSize Control is installed.
Alert not sent to meeting organizer when meeting scheduled in Microsoft Outlook fails. (CTL-3181) (CTL-4003)	The organizer of a meeting in Microsoft Outlook is not notified of the meeting's failure to start in this release.
Vague error message when too many devices added for an MCU. (CTL-3069)	If you try to configure a call with more devices than an MCU's capacity, the error message simply states " <i>Unable to configure</i> " instead of " <i>port capacity for MCU has been exceeded</i> " in this release.
Reconnecting a disconnected ad hoc call is not reflected in Microsoft Outlook. (CTL-3397)	Consecutive ad hoc conferences within two minutes of one another cannot be reflected in the Microsoft Exchange/Outlook calendar in this release.
Changes made in LifeSize Control scheduler to a conference originally scheduled in Microsoft Outlook are over written if an update is sent through Microsoft Outlook. (CTL-3182)	Changes made in LifeSize Control to a meeting scheduled in Microsoft Outlook (such as change of MCU, bandwidth, type of call) are overwritten if the meeting update is sent from Microsoft Outlook.
IP address field in the directory for an external device requires a unique number. (CTL-1961)	The IP address field in the Add an external device dialog box requires that you enter at least one unique IP address for an external device that is ISDN only.
Status window for devices shows status for all devices and users. (CTL-2065)	The status window on the device screen displays the status for all actions executed on the server, including status related to actions from other users/sessions and not just the current user.
Searching history alarms by owner returns no results. (CTL-2676)	This release does not support searching history alarms by owner.
Virtual multiway statistics not supported. (CTL-2501, END-8119)	In this release, statistics for all parties in a virtual multiway call is not supported.
ISDN calls through the gatekeeper are unsupported when the MCU is beyond the gatekeeper. (CTL-2500)	ISDN calls from or to a device that is registered to a gatekeeper are unsupported when an ISDN capable device is selected as the host.

Interoperability

LifeSize Control supports the following LifeSize and third party devices and software.

Supplier	Products
Codian	MCU 4210: 2.1 (1.3), 2.4 (1) MCU 4220: 2.1 (1.7), 2.3 (1.8) MCU 4505: 2.2 (1.10), 2.4 (1.1)
LifeSize	Phone: 2.6.0 (5), 3.6.0 (1) Room 200: 4.0.6 (7), 4.1.1 (17) Team 200: 4.0.6 (7), 4.1.1 (17) Room: 3.5.2(5), 4.0.6 (7), 4.1.1 (17) Team: 3.5.2(5), 4.0.6 (7), 4.1.1 (17) Team MP: 3.5.2(5), 4.0.6 (7), 4.1.1 (17) Express: 3.5.2(5), 4.0.6 (7), 4.1.1 (17) Express 200: 4.1.1 (17) Multipoint: 5.1, 5.5, 5.7 Gateway PRI and Serial; 5.1, 5.6 Gatekeeper: 4.1.5, 5.5 Networker: 2.0.0 (12), 3.0.1 (1), 3.1.1 (3)
Polycom	VS EX: 6.0.5 VS FX: 6.0.5 VSX 3000: 8.5.3, 9.0.5 VSX 7000: 8.5.3, 9.0.5 VSX 8000: 8.5.3, 9.0.5 HDX 4000: 2.0.3.1 HDX 9002: 2.0.3.1 HDX 9004: 2.0.1-2350
Radvision	SCOPIA 100 12/24 MCU: 5.1, 5.7 SCOPIA 100 Gateway: 5.1, 5.6
Siemens	VP100: 3.0.5 (12), 3.5.0 (17), 3.6.0 (11) VHD400: 3.0.5 (12), 3.5.0 (18), 4.0.6 (8) VHD600: 3.0.5 (12), 3.5.0 (18), 4.0.6 (8)
Sony	PCS-XG80: 2.0.3
Tandberg	880: E5.3 1000: E5.3 6000: B10.3 550 MXP: F6.2 880/990 MXP: F6.1, F6.3, F8.0 1000 MXP: F 5.3, F7.0, F8.0 6000 MXP: F6.1, F6.3, F8.0 Edge95: F6.3
Browser support	Microsoft Internet Explorer version 6 SP2, 7, 8 Mozilla Firefox version 3.5 Flash Player v9, v10
Email scheduling integration	Microsoft Exchange 2003, Microsoft Outlook 2003, Microsoft Outlook 2003 Webmail client Microsoft Exchange 2007, Microsoft Outlook 2007, Microsoft Outlook 2007 Webmail client

Interoperability Limitations

The following table lists known limitations with third-party products. Numbers in parentheses following an issue are used for internal tracking purposes only.

Feature	Limitation
Support limitations for Sony PCS-XG80 video communications system	Support for the Sony PCS-XG80 video communications system in this release includes the following limitations: <ul style="list-style-type: none"> • LifeSize Control retrieves generic properties, network properties, H323 properties and SIP properties for this device. Support for ISDN is not available in this release. • Only point-to-point calls are supported. • SNMP trap destinations are not set and monitoring the device is through ping only. • You can place H.323 and SIP calls from and to the device from LifeSize Control with the following exception: an incoming SIP call to the device from a LifeSize device is not supported. The maximum supported bandwidth is 6000kbps. • Device upgrades, changing the password, and rebooting the device are not supported. • The country cannot be set on the device. The Country setting saved in LifeSize Control is only saved in the LifeSize Control database.
License keys for Polycom VSX software upgrades require manual entry. (CTL-703)	License keys for Polycom VSX software upgrades later than v7.0 require the key to be entered manually on the device.
Upgrading a Polycom device at a scheduled time shows a status of complete but does not list the device details. (CTL-2482)	Upgrading Polycom devices that require a software key is not supported in this release.
Third-party devices do not appear as being in ad-hoc calls. (CTL 3028)	If you view an ad hoc call while in progress, third-party devices involved in the call will not appear as being in the call in this release.
Call duration not displayed in LifeSize Control for Polycom VSX 7000. (CTL-3133)	Call duration information is not passed from the Polycom device to LifeSize Control and therefore, cannot be displayed.
Polycom VSX reboots after discovery. (CTL-2161)	Polycom VSX series devices may reboot when the SNMP trap destinations are reset (for example, when you start managing a discovered device).

Documentation Errata

The following table lists known issues in the technical documentation available in this release.

Erratum Summary	Description
<i>Viewing and Editing Device Details</i> topic in Help CTL-4012	The Help topic <i>Viewing and Editing Device Details</i> incorrectly states that you can launch call statistics from the Device details page if the device is in a call. The correct statement is: You can view call statistics when the device is in a call from the Devices page, by right-clicking the device and clicking Show call statistics , from the Events page by right-clicking a call in progress and clicking Show call statistics , and from the Schedule Call dialog box by clicking the Show call statistics icon for a device in the call.
<i>Take Device Offline</i> topic in Help CTL-4012	The Help topic <i>Take Device Offline</i> incorrectly states that you can take a managed device (excluding gatekeepers) offline. The correct statement is: You can take a take a managed device (excluding gatekeepers and gateways) offline.

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