

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

Product	Version	Update
LifeSize UVC Platform	1.2.4	1
LifeSize UVC ClearSea	4.0.3	✓
LifeSize UVC Multipoint	1.6.1	✓
LifeSize UVC Video Center	2.2.3	1
LifeSize UVC Manager	1.1	
LifeSize UVC Transit	4.1.3	
LifeSize UVC Access	1.5.4	

Each LifeSize UVC application includes a separate deployment guide available from 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.

# Section 1: LifeSize UVC Platform

# Version 1.2.4

To update UVC Platform virtual machine on Microsoft Hyper-V, you must log in to UVC Platform and update the software to each available release, rebooting after each upgrade. Refer to the *UVC Platform Installation and Deployment Guide* for specific instructions.

## New Features and Resolved Issues

- Support for UVC Multipoint 1.6.1 and UVC ClearSea 4.0.3.
- Performance numbers in the capacity planner for virtual machines are calculated with E5-2650 processor with Hyper-Threading enabled.
- The capacity planner now mentions that UVC Video Engine running on LifeSize UVC 1100 supports only VGA calls. For the LifeSize UVC 3300, the planner correctly shows 1000 live streams for LifeSize UVC Video Center. (PLT-926)

## **Known Issues**

#### General

- 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 rest 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)

#### Virtual Machines

- 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)
- 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)

 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)

## Licensing

- Online license activation fails when the primary proxy server fails to resolve the IP address, uvclicense-dev.lifesizelicense.com. Even if the secondary or ternary DNS servers are able to resolve the IP address, online activation fails. Workaround: Swap the DNS server entries. (ULIC-19)
- If you delete a license when a UVC application is active, no appropriate error message appears.
   (ULIC-153)

## **Auto Provisioning**

- LifeSize UVC Transit configuration settings are not available in the auto provisioning files. (PLT-918)
- LifeSize UVC Video Engine for Microsoft Lync configuration settings are not available in the auto provisioning file. (PLT-911)

## **Product Limitations**

- 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: 28.0
Windows 7	Internet Explorer: 8.0, 9.0 Google Chrome: 12.0, 16.0 Mozilla Firefox: 5.0, 8.0, 9.0.1 Safari: 5.0.4
Windows XP	Internet Explorer: 6.0, 8.0 Google Chrome: 28.0 Mozilla Firefox: 5.0, 5.0.5, 12.0
Mac	Google Chrome: 27.0 Mozilla Firefox: 5.0 Safari: 5.0.5
Linux	Google Chrome: 6.0 Mozilla Firefox: 3.6

# Section 2: LifeSize UVC ClearSea

# Version 4.0.3

## New Features and Resolved Issues

- Provisioning support with LifeSize Icon is included in this release. Refer to the Known Issues with LifeSize Icon Integration for more information.
- Clicking a group name of an expired user no longer results in a server error and instead opens the Group Edit page. (UCDC-1366)
- Redirection failures on a public web server that resulted after upgrading no longer occur. (UCDC-1233)
- The time zone is now correctly reflected after a reboot. (UCDC-1226)
- Users deleted in batches no longer affect displaying remaining users. (UCDC-1147)
- If H.323 fails due to encryption requirements, calls now revert to SIP. (UCDC-1117, 779)
- SIP entries are no longer populated in the LDAP directory when SIP is disabled. (UCDC-1025)
- You can now delete old capture files on the logs page. (UCDC-946)

# Known Issues with LifeSize Icon Integration

- If a system calls LifeSize Icon using an IP address, the system goes to the Virtual Operator of UVC ClearSea instead of directly to the conference. Workaround: Dial <extension/ user\_id>@<ClearSea\_IP/domain> or enter the extension in the Virtual Operator of UVC ClearSea. (UCDC-1443, UCDC-1024)
- 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)

- Adding, modifying, or deleting a UVC ClearSea user or group settings after integrating with LifeSize Icon results in the new user not appearing in the Icon directory. Workaround: Manually re-register the LifeSize Icon to the integrated UVC ClearSea. (UCDC-1250, UCDC-1162)
- 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)
- When searching the LifeSize Icon directory only the first 100 matching results are returned. (UCDC-1044)
- If two LifeSize Icon systems are integrated with UVC ClearSea Server and one system calls the other
  using its IP address, the call fails. Calls from ClearSea Client will always go to UVC ClearSea Server,
  even if integrated with LifeSize Icon. (UCDC-1209)
- A call placed from the directory of the web interface may result in a Call Manager delay when the call is escalated. (PKS-6480)
- Video from LifeSize Icon may overlay the presentation if the layout is changed from UVC Multipoint. (PKS-6396)
- 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)
- Changing DNS settings (in Preferences > Network > DNS) on LifeSize Icon, LDAP SRV fails
  resulting in LifeSize Icon being unable to register. (PKS-6343)
- LifeSize Icon encryption is successful in non-AES deployments if strict encryption is enabled in UVC ClearSea Server. (PKS-5857)
- Presentation video fails from a LifeSize Icon that is not integrated with UVC ClearSea when the far end integrated Icon adds another integrated Icon to the call. (PKS-6481)
- When LifeSize Icon is integrated with UVC ClearSea, UVC Manager is not supported.

## **Known Issues**

- 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)
- An ISDN to IP call fails from a LifeSize Room 220 (through LifeSize Networker) to a ClearSea Client registered to UVC ClearSea. The gateway is registered to LifeSize Access that is neighboring UVC ClearSea. Workaround: Register LifeSize Gateway to Access using the mode in which the gateway registers all of its terminal aliases, not its prefixes. (UCDC-795)

- A LifeSize video system behind a firewall cannot receive incoming calls from UVC ClearSea Server even if the video system is registered to the server. (UCDC-586)
- In an audio-only call that is escalated to an external MCU, local video appears on a mobile ClearSea Client. (UCDC-483)
- No feedback for a call disconnect is available to a client attempting to call a UVC ClearSea Server after the licensed port limit is reached. (UCDC-319)
- 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)
- In a call between two ClearSea Clients, distorted video appears when the call is escalated to LifeSize Bridge. **Workaround**: Configure UVC ClearSea Server to allow calls at 720p. (HE-6921)
- 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)
- This release does not support SIP presentations in encrypted calls through UVC ClearSea Server. (PKS-4688)
- 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)
- Presentation video over SIP fails from LifeSize Room (or Team MP or Express) to ClearSea Client. (END-21506)
- UVC ClearSea Server does not support Unicode characters. If you attempt to save an entry with Unicode characters, a server error message appears instead of an appropriate error message. (UCDC-998)
- When LDAPS is configured on UVC Platform, UVC ClearSea Server enables SSL but uses the
  incorrect port number (389) resulting in authentication failures. Workaround: Configure the UVC
  Platform URL as ldaps://server-url>:636 for SSL based authentication to work properly.

## **Product Limitations**

- 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)
- You are unable to export the contact list in Manage > Users using a Mac Air. (UCDC-628)
- 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)

# Interoperability

Supplier	Products
Cisco	CUCM: 9.0.1.10000-37 Skinny client CP-7940: 8.1 (audio calls only) IOS GK: 12.4(17a)
Polycom	HDX Series: 3.0.3, 3.0.4-20259 VSX Series: 9.0.6
Radvision	P10 Gateway: 5.7.2.0.25
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 EDGE, Centric, and Set-top MXP: F9.1.1, F9.1.2 Codian 4220 4.3(1.68) VCS Expressway: X7.2.1

# Interoperability Issues

- Calls fail from a ClearSea Client registered with UVC ClearSea to a video device registered with CUCM v9.0.1. (UCDC-887)
- An H.323 call fails between a video system registered to Cisco gatekeepr and a video system registered to UVC ClearSea. (UCDC-639)
- A Sony G70 video device does not receive video from a LifeSize video system registered to UVC ClearSea Server. (UCDC-656)
- When a Sony G70 joins a two-way call with an ongoing presentation and the call is escalated to UVC Multipoint, the presentation video stops. (END-21478, UMCU-1651)
- A Tandberg C20 is unable to control the far end camera of a LifeSize video system registered with UVC ClearSea Server. (UCDC-797)
- In a SIP call between a LifeSize video system and a ClearSea Client, both registered to UVC ClearSea Server, video from a Polycom VSX fails to appear at the far end when the Polycom device joins and the call is escalated to LifeSize Bridge. (UCDC-554)
- Distorted audio occurs in a call between a Tandberg MXP and a LifeSize video system, both 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 1.6.1

For dialing patterns, refer to the *Dialing Patterns for LifeSize MCUs* quick reference card available at lifesize.com/support.

## New Features and Resolved Issues

- This release supports all UVC hardware appliances and virtual machines (VMware and Hyper-V).
- The interface is now available in 10 languages.
- Users can configure 360p conferences to increase the capacity allowing additional callers. Note that
  resolution will be affected when enabling this feature. Increase Capacity is available when you add or
  edit a conference with 360p selected.
- If UVC Multipoint and the Microsoft Lync server are in separate networks, direct calls from a Lync client to a UVC Multipoint conference through the Edge Server no longer fail. (UMCU-2528, UMCU-1424)

## 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**

## General

- 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)
- When UVC Multipoint and video devices in the LAN are registered to UVC Transit Server through Transit Client, video systems that join a conference through the Virtual Operator cannot share presentations. (UMCU-590)

- 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)
- Calls between UVC Multipoint and clients registered to UVC ClearSea Server fail if the DNS includes only an H.323 SRV record for the UVC Multipoint domain but no A record for the same domain. (UCDC-142)
- 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)
- A firewall between UVC Multipoint and a Lync server where the firewall is configured only to allow UVC Multipoint's IP to connect to Lync, video may fail. Workaround: Ensure that UVC Multipoint is using the primary IP address assigned to UVC, or open the firewall to allow the primary IP addresses on UVC. (UMCU-

#### User Interface/Video

- A LifeSize Icon that joins a shared encoder conference as the first participant is able to change the layout. Because the conference uses a shared encoder, the layouts for all participants are also changed. (UMCU-2556)
- 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 alpahbet are supported in conference names. (UMCU-2722)

## **Product Limitations**

- 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: 2.1.0.28930
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	SX20 TC6.0.1.65adebe C-Series: TC6.0.1.65adebe Codian 4220 4.4(3.42) VCS Expressway (gatekeeper and SIP functionality only): X7.2.1

# Interoperability Issues

 Presentations fail from a LifeSize 220 series video system when registered to Transit Server, 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 presentation from LifeSize ClearSea Client in a 1080p conference might take up to 19 seconds to appear on a Cisco C20. (UMCU-1388)
- Cisco Jabber Client fails to receive a presentation when the client joins an ongoing call with a presentation. (UMCU-2228)
- 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 2.2.3

Review also the LifeSize video systems release notes available at 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.

## Resolved Issues

• Support for Platform 1.2 4 is included in this release.

## **Known Issues**

#### General

- Audio and video sync issues may occur intermittently on UVC servers during 1080p recording. These
  issues may be more evident when dual NIC is enabled. (STR-1933)
- 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)
- Some 1080p30 recordings may experience AV synch problems. (STR-2189)

## Licensing

- 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)

#### **Federation**

- 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)

#### Chat

- In Windows Internet Explorer 8.x, you can select emoticons the first time only. (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)

#### Mobile Streams

- 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)

## Live Streams

- 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)

#### NAS

- 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 or Dial In Recording**

- Dial out recording from UVC Video Center fails when you assign an IPv6 address to a NIC bonded system. (PLT-1121)
- SIP dial in recording from ClearSea client using the sip:video-center-IP dial string fails when LifeSize UVC Video Center is not the first participant in the call. (STR-1959)
- 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)

### **Closed Captions**

- 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)

# **Product Limitations**

#### General

- 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**

- 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)

#### Mobile Streams

- 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)

#### NAS

 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)

## Dial Out and Dial In Recording

- 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)
- SIP dial out recordings to ClearSea clients on iOS and Android devices are not supported. (STR-1819)
- 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**

- 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*	Recording from the video system:
	Express 220 Team 220
	Room 220 Passport
	Passport Connect
	SIP dial out and dial in recording with LifeSize UVC Video Center:
	Icon Express 220 Express 200
	Express Team 220
	Team 200
	Team MP Room 220
	Room 200 Room
	Passport Passport Connect
	Desktop (records main window only)
	Bridge 2200 UVC Multipoint\
	Softphone ClearSea Client
	* Latest versions, unless otherwise specified.
SIP dial out and dial in r	ecording with LifeSize Video Center—Third party devices:
Polycom	RMX: EMA-V7.8.0.303 HDX 9004: 3.1.1.3-36019
	HDX 8000: 3.1.1.3-36019
	HDX 7000: 3.1.1.3-36019 VSX 7000: 9.0.6.2 (for calls at or below 768 kb/s)
	VSX 8000: 9.0.6.2 (for calls at or below 768 kb/s) m100: 1.0.5
	Group 500: 4.0.2 - 40451
Radvision	XT 5000: 03.00.0115 V3_0_115B
Tandberg	C20, C40, C60: TC6.0.1.65adebe 6000 MXP: F9.1
	1000 MXP: F9.1.2
	80 MXP: F9.0.2 990 MXP: F9.0.2
	Codian MCU 4505, 4220: 4.4(3.42)
SIP dial in proxy and PB	
LifeSize Cisco	UVC Transit Server and UVC Transit Client: 4.1.2 UCM: 9.0.1.10000-37
OpenSer	1.9

SIP Registrars	
LifeSize Cisco Shore Tel SipXecs Tandberg	UVC ClearSea: 4.0.1 UCM: 9.0.1.10000-37 13.1 18.23.2412.0 4.6.0 VCS: X7.2.1
Playback Support	
Adobe	Flash Player: 11.7 or later
Web Browsers	Microsoft Internet Explorer for Windows: 8, 9, 10 Apple Safari for Mac: 5.1.8 Mozilla Firefox: 21.0 Google Chrome: 27.0
Apple	iPhone 5, 4, and 4s: 6.0.2, 5.1.1 iPod: 5.1.1 iPad 2, iPad 3: 6.1.3

# 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 1.1

## **New Features**

- Integration with Microsoft Exchange Server v2007 (v08.01.0240.006) with service packs 1 and 3 and v2010 (v14.00.0639.021).
- Enhancements to the Scheduler page
- Migration from LifeSize Control to UVC Manager; refer to the *LifeSize UVC Manager Deployment Guide* for details about using this tool.
- Support for video plus an additional audio participant from a LifeSize Icon.

## Resolved Issues

- Calls scheduled from UVC Manager that use UVC Multipoint no longer enable self-view by default. (UMGR-3043)
- Ad-hoc calls no longer remain on the Live Events page after they are disconnected. (UMGR-3546)
- On demand conferences are now populated in the corporate directory when the corporate directory is disabled (edit a network, select the **Corporate Directory** tab). (UMGR-3532)
- When scheduling calls with the Record option enabled, recording names now use the name identified in the recording pin. (UMGR-3095)
- Scheduled recurring calls deleted from UVC Manager no longer appear on the MCU. (UMGR-3075)
- Participants list in the Scheduler is now alphabetized. (UMGR-3042)
- External systems now appear in both the dashboard and device inventory page. (UMGR-2682)
- SSH timeouts due to inactivity resulting in LDAP failures have been addressed in this release.
   (UMGR-2495)
- You can mask the password for on demand conferences by setting the preference on the **Corporate Directory** tab when editing a network. (UMGR-3361)
- When the **Disconnect Type** is set to *Extend until resource is available* in the Scheduler, calls no longer disconnect immediately after the end time. Calls must be at least 10 minutes in duration to use this feature. (UMGR-3249)
- On demand conferences for UVC Multipoint that are created from UVC Manager are now removed from the On Demand Conferences screen when the call is terminated. (UMGR-2429)
- Creating a scheduled conference for UVC Multipoint from the UVC Manager Scheduler is now supported. (UMGR-2422)
- On demand conferences in UVC Multipoint that contain Chinese characters now display correctly. (UMGR-2609)

- When UVC Multipoint is managed in UVC Manager, the encoder sharing, 1080p option, 6x6 layouts now appear in the advanced options of the scheduler screen. (UMGR-2421, UMGR-2420)
- Sorting by date does now sorts in descending order. (UMGR-2114)
- The search functionality on the **Alarms** page is now supported. (UMGR-1749)
- System names can now contain an ampersand (&). (UMGR-1775)
- When a management proxy is enabled on UVC Platform with an IP address other than the UVC Platform IP address, outbound connections from the UVC Manager Proxy no longer use the UVC Platform IP address as the source IP address rather than its own assigned IP address. (UMGR-2387)
- When integrated with LifeSize Icon, scheduling a call from UVC Manager within 5 minutes of the start time for the call, the call no longer fails. (UMGR-2382)
- Scheduled calls connects as H.323 even when the call protocol is set to SIP and the launch type is Manual or Launch on first connect. (UMGR-3456)
- Meeting cancellation notices are sent to email participants, the meeting organizer, and now also to mail IDs associated with devices. (UMGR-3719)
- When an unmanaged, external device ends a video call with a managed MCU and other managed LifeSize devices, UVC Manager no longer shows the call as ongoing. (UMGR-3707)

## **Known Issues**

- 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. (UMGR3109)
- Periodic provisioning checks periodically for systems that have lost registration and automatically reprovision those devices. Workaround: If extension clashes occur, the duplicate must manually be removed from the database. (UMGR-2602)
- UVC Manager might display the error "Unable to detect device type over HTTP and SNMP" when UVC Access or UVC Multipoint are slow to respond to commands. Workaround: Re-scan the network to discover the UVC Access or UVC Multipoint systems. (UMGR-2490)
- Scheduling fails with early versions of UVC Multipoint. **Workaround**: Upgrade to Multipoint 1.5 or later to ensure proper scheduling. (UMGR-3756)
- 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)
- The **Terminate** button for a device that is down is still available even though it is unable to end the call. (UMGR-3466)
- Duplicate entries may occur when manipulating recurring conferences in Web Outlook Client on Internet Explorer v9. (UMGR-3732)
- 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)
- The **Device** page may take up to a minute to load when many devices are managed. (UMGR-2797)
- 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)
- Recorded calls might not indicate that they are being recorded when the recorder is dialing out to the MCU. (UMGR-1536)
- Device status or meetings on the Live Events page may not dynamically update at times.
   Workaround: Refresh the page to reflect the current status. (UMGR-3562, 3660, 3606)
- If UVC Manager is managing two bridges (UVC Multipoint and Bridge 2200) and the conference IDs on both MCUs are the same, the **Live Events** page shows the conference incorrectly with both bridges in the same call. (UMGR-3565)
- 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)
- The On Demand Conferences page shows unregistered conferences in addition to registered ones. (UMGR-1780)
- 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)

• The snapshot option is not available from the Live Events page for a call scheduled through UVC Manager for LifeSize Icon systems or when recording is enabled on the device. (UMGR-2983)

# **Supported Browsers**

Operating System	Browser
Windows 7	Google Chrome v29.0 Firefox v23.0.1 Safari v5.1.7
Windows 8	Internet Explorer v10.0 Google Chrome v29.0 Firefox v23.0
Mac	Google Chrome v29.0 Firefox v23.0 Safari v5.1.7
Linux	Google Chrome v30.0.15599.114 Firefox v20.0

# Section 6: LifeSize UVC Transit

# Version 4.1.3

# **Resolved Issues**

Connection failures between UVC Transit Client and Server have been resolved in this release. (TRA-2635)

# **Known Issues**

- After a SIP call from a public LifeSize video system to a LifeSize video system registered to LifeSize
   UVC Transit Server successfully completes, the call erroneously remains active at LifeSize UVC
   Transit Server, consuming resources until LifeSize UVC Transit Server is placed in maintenance
   mode. Workaround: Upgrade the LifeSize video systems to v4.11.8 or greater to resolve the issue.
   (TRA-2563)
- The LifeSize UVC Transit Client verification test reports the public address of a LifeSize UVC Transit
  Server behind a static NAT as 0.0.0.0 when all SIP ports are blocked in the internal firewall. The client
  detects the public IP of the server by sending STUN packets to port 3478 on the server. If this port is
  blocked there is no way to detect the server's public IP address. (TRA-2444)
- Redial string is not usable on the public video system when you dial from a private video system through LifeSize UVC Transit Server. (TRA-267)
- LifeSize UVC Transit configuration settings are not available in the auto-configuration files. (PLT-918)
- Deployment verification fails in Google Chrome v23 on 64-bit Microsoft Windows. Workaround: Use another supported browser. (TRA-2305)
- SIP calls over IPv6 from private video systems are not supported on public LifeSize Softphones. (TRA-2315)
- LifeSize UVC Transit Server might fail during a SIP call from a private system to a public system if LifeSize Transit server is configured with an unavailable DNS server. Workaround: Ensure that the DNS server is reachable. (TRA-2434)
- LifeSize UVC Transit IPv6 support has the following limitations: (TRA-2288)
  - H.323 calls/registrations over IPv6 are not supported.
  - Network filtering does not support IPv6 addresses.
  - IPv6 only networks are not supported.
  - IPv6 enabled LifeSize UVC Transit is backward compatible to LifeSize Transit 3.5.6 and later. (TRA-2318)
  - All IPv6 calls through LifeSize UVC Transit consume a license. (TRA-2311)

- H.235 calls from public video systems registered to a neighboring LifeSize Transit Server with an
  external gatekeeper to video systems registered to the gatekeeper in the LAN fail. Workaround: Add
  an account on the gatekeeper in the LAN for the neighboring LifeSize Transit Server. (TRA-2506)
- In an environment with LifeSize UVC Transit Client, LifeSize UVC Transit Server, SIP calls from an IPv4 registered video system to an IPv6 registered video system fail at LifeSize Transit Server.
   Workaround: When registering an IPv6 enabled video systems to the SIP Registrar IPv6 address, enter the IPv6 address in full form without "::". (TRA-2511)
- Dialing an H.323 call to LifeSize Bridge registered to a gatekeeper through LifeSize Transit, to an
  unregistered public device fails. Workaround: Dial H.323 calls from unregistered public devices to
  registered public LifeSize Bridge conferences using the dial pattern < transit server ip
  address>##<conference ID>\*\*<password>.
- Direct SIP registrations to LifeSize Transit Server may persist for more than an hour after they are unregistered. (TRA-2094)
- If the SIP signaling mode on LifeSize UVC Transit Client is not set to Tunneled, a SIP/TLS call between two systems in the same LAN registered to LifeSize UVC Transit Server via the same LifeSize UVC Transit Client consumes a license seat. (TRA-1975)
- H.323 calls between two systems in the same LAN registered to UVC Access via UVC Transit Client and UVC Transit Server consume a license seat in UVC Access and UVC Transit Server instead of consuming a license in UVC Transit Client. (TRA-1992)
- A backup of the settings on UVC Transit Server does not capture the public IP address for the signaling and media servers. Workaround: Reset these IP addresses through Configuration > Server. (TRA-1980)
- Backups from UVC Transit Server do not capture media and STUN settings. (TRA-1790)
- You cannot delete SIP domain routes named "\*" with a tunnel ID on UVC Transit Server. (TRA-1977)
- The deployment verification feature may probe the wrong ports if you change the port range for TURN in Advanced Media Settings. (TRA-1181)
- To manage a LifeSize UVC Transit Server (that uses NAT) in LifeSize Control or LifeSize UVC
  Manager, use LifeSize UVC Transit Server's public IP address (the IP address using NAT). Managing
  LifeSize UVC Transit Server in LifeSize Control or LifeSize UVC Manager using LifeSize UVC 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 UVC Transit Deployment Guide for port information.
  (CTL-5265)
- 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 UVC 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 UVC Transit-enabled devices. If this is not possible, and multiple devices reside on the same LAN, from LifeSize UVC Transit Server navigate to Configuration > Media > Enable UDP relay and select Non-ICE. (TRA-1166)

- When a public LifeSize device is in a SIP call with seven LifeSize devices registered to LifeSize UVC
  Transit Server through LifeSize UVC Transit Client and then starts and stops a presentation, the
  following issues may arise:
  - The **Status > Calls** page in LifeSize UVC Transit Server may not show all seven participants in the call.
  - Several of the private devices may have blank presentations. (TRA-468, TRA-469)
- When you use LifeSize UVC Transit to call parties who have public addresses and who are not using LifeSize UVC Transit, ensure that SIP fix up and deep packet inspection are disabled on the firewall between LifeSize UVC Transit Server in the DMZ and the open Internet. Some firewalls with these settings enabled will cause calls to be routed outside of LifeSize UVC Transit, resulting in call failure.

## **Product Limitations**

 Placing a call from a video system registered to LifeSize UVC Transit Server or LifeSize UVC Transit Client to another video system in the private network by dialing its private IP address is not supported. (TRA-377)

# Interoperability

Supplier	Products
Avaya	Aura Session Manager: v6.1.1.0.611023
GNU	GNU Gatekeeper: 2.3.4
Polycom	VSX 7000: v9.0.6.2 VSX 8000: v9.0.6.2 HDX 9002: v3.0.5-22695 HDX 8000: v3.0.5-22695 HDX 7000: 3.1.1.3-36019 PVX softclient: v8.0.16
Radvision	SCOPIA XT5000: 03.00.0115. v3_0_115B
Sony	G70: v02.65
Cisco	IOS:12.4 (17a) CUCM: 7.1.3.10000-11 SX20: TC5.1.4.295090
Tandberg	1000 MXP: F9.0 NTSC 6000 MXP: F9.0 NTSC Codian MCU 4210: 4.3 (2.18) C20: TC6.0.1.65adebe VCS Expressway: X7.2.1

# Interoperability Limitations

#### General

- No video is received on either end of a call between a public LifeSize video system registered to a
  LifeSize UVC Transit Server behind a Static NAT and a private third party video system registered to
  CUCM. The public video system is configured with a local domain on the server.
   Workaround: Set Configuration > Media > Media mode to All. (TRA-2435)
- Cannot start presentation in a SIP call from a public LifeSize video system to a private third party video system registered to LifeSize UVC Transit Server through LifeSize UVC Client and a gatekeeper in the LAN. Workaround: Set Enable UDP relay to All Nat in LifeSize Transit Server under Configuration > Media to work with non LifeSize systems. (TRA-2447)
- In an environment with LifeSize UVC Transit Server in the DMZ with a static NAT, presentations might fail in SIP calls from a private LifeSize video system to a public, third party video system.
   Workaround: From LifeSize UVC Transit Server, navigate to Configuration > Media and set Enable UDP relay to All NAT. (TRA-2429)
- SIP calls through UVC Transit Server may fail from third party devices with low session expiration timer settings. (TRA-1845, TRA-1777)
- SIP calls fail from a private LifeSize Softphone or Polycom PVX soft client registered to LifeSize UVC
  Transit Server through LifeSize UVC Transit Client to an unregistered public device. Workaround:
  Register the public device to LifeSize UVC Transit Server. The dial pattern is
  sip:username@<public\_device\_IP\_address>. (TRA-1099)
- Third party SIP registrars do not support registration of public devices through LifeSize UVC Transit Client and LifeSize UVC Transit Server. (TRA-1333, TRA-1477)

### Polycom

- Private Polycom HDX 8000 video systems registered to LifeSize UVC Transit Server through LifeSize UVC Transit Client cannot use direct IP address dialing to unregistered LifeSize video systems.
   Workaround: Use a SIP URI in the form sip@<IP\_Address> for the dial string. (TRA-2476)
- Presentation might fail in a SIP TLS call from public video system to a private Polycom HDX9000 that is registered to LifeSize UVC Transit Server through LifeSize UVC Transit Client. (TRA-2491)
- A SIP call from a public Polycom VSX 7000 to a LifeSize Room registered to LifeSize UVC Transit
  Server through LifeSize UVC Transit Client loses video to the Polycom device after connecting. Video
  is sometimes regained. (TRA-575)
- In an environment with LifeSize UVC Transit Client, LifeSize UVC 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)
- An HDX 9000 or HDX 8000 registered to LifeSize UVC Transit Server reboots when placing or receiving an H.460 call from a public LifeSize device. (TRA-1720)

#### Radvision

SIP calls from Radvision SCOPIA XT5000 registered to LifeSize UVC Transit Server through LifeSize
UVC Transit Client to registered or unregistered public video system fail. Workaround: Ensure the
registrar and proxy settings on SCOPIA are set to the LifeSize UVS Transit Client IP address. Use the
dial pattern <username>@<publicvideosystemIPaddress>.

### Cisco and Tandberg

- In an environment with LifeSize UVC Transit Client, LifeSize UVC Transit Server, and a gatekeeper, H.460 calls from a private Tandberg C20 to a public unregistered LifeSize video communications system fail. (TRA-2523)
- H.323 calls fail from a device in the LAN registered to a Cisco IOS gatekeeper in the LAN with LifeSize UVC Transit Client and LifeSize UVC 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, TRA-1275)
- CUCM does not support SIP calls from a private LifeSize device registered to CUCM to a public LifeSize device when using the public device's IP address as the dial string. (TRA-1479)
- CUCM does not support presentation and far end camera control. (TRA-1323)
- A Tandberg VCS gatekeeper disconnects calls after approximately 20 minutes in configurations where
  it is the gatekeeper in the private LAN with LifeSize UVC Transit Client and LifeSize UVC Transit
  Server. Workaround: Increase VCS Configuration > H.323 > Call time to live to a very high
  number, such as 10000 (3 hours). (TRA-1265)
- A Tandberg C20 reboots continuously after SIP registration with LifeSize UVC Transit Server through LifeSize UVC 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 UVC Transit
- Server, video freezes on a LifeSize system registered to LifeSize UVC Transit Client and LifeSize UVC 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 UVC Transit Server through UVC 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 UVC Transit Server to a device in the LAN registered to the GNU gatekeeper in the LAN with LifeSize UVC Transit Client and LifeSize UVC Transit Server. Workaround: Edit the .ini file for the GNU gatekeeper to set LifeSize UVC 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 UVC Transit Client and LifeSize UVC Transit Server to an unregistered public device. The GNU gatekeeper does not support outbound calls with H.323 ID. Workaround: Use the following dial plan: <outboundprefix><public\_device\_IP\_address>@<UVC\_Tranist\_Client\_IP\_address>(TRA-925, TRA-899)

# Section 7: LifeSize UVC Access

# Version 1.5.4

# **Resolved Issues**

- Zone settings are now applied to unregistered video systems similar to how they are applied to registered video systems. Refer to the *LifeSize UVC Access Deployment Guide* for information about zone management. (LSGK-494)
- A security vulnerability has been addressed. (LSGK-537)

# **Known Issues**

- After activating a license for UVC Access, you must then enable it. To enable it, you must first ensure port 8180 is open to UVC Platform.
- H.323 routes are removed (although they may still appear in the user interface) when you change parameters in H.323 > Configuration, H.323 > Advanced, or H.323 > Local Domains.
   Workaround: Add H.323 routes after setting all other H.323 parameters. (LSGK-362)
- A UVC Access instance enabled after its trial license expires may still display the basic mode icon, even though it has standard mode functionality. Workaround: Restart UVC Access. (LSGK-478)
- SNMP trap receiver settings are deleted when you restart UVC Access or UVC Platform. You must reenter the trap receiver settings manually. (LSGK-227)
- The SNMP trap from UVC Access incorrectly identifies the source of the trap as the UVC Platform IP address. (LSGK-226)
- You can specify only one SNMP trap receiver for UVC Access. (LSGK-67)
- For calls placed from a registered LifeSize system to ISDN devices using UVC Access and LifeSize Networker, UVC Access zone bandwidth rules are applied only on LifeSize devices transmitting bandwidth. (LSGK-541, 540)

# Interoperability

Supplier	Products
Cisco	IOS:12.4 (17a)
GNU	GNU Gatekeeper: 2.3.4
Polycom	VSX 7000: v9.0.5 VSX 8000: v9.0.6.2-103 HDX 9004: v3.0.4-20259 HDX 8000: v3.0.3.1-19040 PVX softclient: 8.0.16.0003 PathNavigator: 7.00.14 RMX 2000: 7.6.0.172
Sony	G70: v02.65
Tandberg	1000 MXP: F9.0.2 NTSC 6000 MXP: F9.1 NTSC Codian MCU 4210: 4.1 (1.59) Codian Gateway: 2.0(1.40)N C20: TC5.1.2.289652 VCS Expressway: X7.2.1 Gateway: G3.2