



# Release Notes for Cisco Interactive Services Solution

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Release 1.0.3.0

**Revised: March 20, 2013, OL-26318-02**

This document describes new features, enhancements, bug fixes, and known issues for the Cisco Interactive Experience Manager (IEM) and Cisco Interactive Experience Client (IEC) 4600 Series.

Version: 1.0.3



**Tip**

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When installing the Cisco IEM, check the Cisco Interactive Services Solution support pages on [www.cisco.com](http://www.cisco.com) for the latest software version. Check the site periodically after that for new software versions.

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## New Features

### IEC

- Communication protocol change to HTTPS
- Production-ready SIP client with stability, error handling, auto-launch, and management
- Maintenance-code protection for system settings
- Improvements to the Debug panel (ctrl+alt+j) in terms of performance monitoring and debugging
- Emergency Message redesigned to be appropriate for kiosk (no OK button, time-to-live)

- Added application.data object to keep the application configuration data via the IEM
- Production-grade barcode scanner and mag reader widget
- Merged the OpenURL / Browser URL settings
- Updates to cache mechanism to account the HTTP header data and re-cache expired files
- Sending time and time zone information in ping load to enable policy scheduling time sync
- Added ability to use IEM as NTP server by default (for time synchronization enabling policy scheduling)
- Added management proxy attribute in addition to content proxy
- Added option not to restart the video player on every piece of content, which also fixes the stutter issue

## IEM

- Policy scheduling
- Batch device registration
- Power on/off event notification

# Enhancements

## IEC

- Hardware specification added to the device status
- Filter for HTTP even logging to prevent overlogging
- System information added to device status including CPU cores, memory, clock, and pci devices
- Numerous improvements to calibration and screen initialization logic
- Implemented profile expiration in support of scheduling
- Changed default for printer DPI to 300 to provide for faster printing
- Allowing cross-domain requests from Flash by default
- Combo box font size
- Network printer configuration

## IEM

- Dramatically improved logging performance
- Added policy expiration in support of schedules
- Improved table locking affecting overall performance
- Local sendmail support and configuration
- NTP server configuration option
- New server settings including UI session duration and device heartbeat timeout
- HTTPs support and related modifications

## Caveats Fixed

### IEC

- Fixed issue that was responsible for the IEC locking up after it is in offline mode for more than five minutes during an upgrade
- Fixed issue applying actions to subgroups
- Fixed issue of Cobra restarting while playing Flash content
- Fixed issue of IEC losing previously applied calibration after reboot
- Fixed issue of the calibration utility hotkey (ALT+CTL+C) not working on the IEC
- Fixed issue of the USI IEC serial number not being support with the Maintenance Code when pressing ALT+CTRL+S
- Fixed issue that caused the upgrade of the IEC from FSC Build to 4.155.393 to fail
- Fixed issue of Cobra crashing on asynchronous widget instantiations or unloads
- Fixed issue of network traffic not going through the proper proxy server

### IEM

- Fixed issue of the device event log failing to display information for the selected date on the IEM
- Fixed issue with the Copy Policy function
- Fixed issue of the IEC failing to show that it has been upgraded on the IEM after upgrading the device from the IEM
- Fixed issue of an error being produced when uploading firmware images on IEM
- Fixed issue of the IEM forcing users to log out when enabling or disabling firmware on the IEM

## Limited Support

- Remote sharing browser plugin - viewer and server
- The IEC Cobra browser renders videos from non-native video players on a best effort basis.
- Limited Chinese, Japanese, and Korean character support

## Known Caveats

- Using certain keyboard/mouse types are recognized by the system as a touch screen, rendering the main screen to secondary (grey).
- Not all platforms and browsers are supported by the IEM. Only use supported platforms and browser versions for full functionality. The supported platforms are Windows XP (32bit or 64bit), Windows 7 (32bit or 64bit), and Macintosh OS 10.6.8. The supported browser versions are Internet Explorer 8 and 9 (32bit and 64bit) and Firefox 12 and higher.
- Web Caching is subject to HTTP1.1 specification. It will always consult the server for new file information; no aggressive (off-line) web caching.

- Backup/Restore functions will not work to migrate data from previous version to current. Use Export / Import instead.