



# Release Notes for the Cisco Interactive Services Solution

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Release 2.0

**Revised: April 18, 2013, OL-26318-03**

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.



**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 and Enhancements

### IEC

Release 2.0 includes the following new features for the Cisco Interactive Experience Client (IEC) 4600 Series:

- Hardware reset button
- Aggressive (off-line) caching
- Debugging console (Terminal utility)
- Calibrator utility
- Remote control support

- Magnetic card reader and barcode scanner support
- Optical scanner support
- Printer support
- Numerous performance upgrades and enhancements

**Note**

The Cisco Interactive Experience Client 4600 Series version 2.0 is only compatible with Cisco Interactive Experience Manager version 2.0. To upgrade the Cisco Interactive Experience Client 4600 Series and Cisco Interactive Experience Manager to version 2.0, go to <http://www.cisco.com/en/US/products/ps12435/index.html> and click Download Software.

## IEM

Release 2.0 includes the following new features for the Cisco Interactive Manager (IEM):

- Non-Administrator User Role
- Effective Profile
- Virtual Machine support
- High Availability
- IEM Configuration Menu
- User Lockout after Failed Login Attempts
- Licenses for IEM Management
- Numerous performance upgrades and enhancements

## Caveats Fixed

- Chinese (Simplified), Japanese, and Korean characters will render on the Cobra browser.
- Aggressive (off-line) web and media caching is supported.
- If two monitors are plugged into the IEC, only one will show in the Status tab of the device in the IEM.

## Limited Support

- Remote sharing browser plugin for viewer and server
- IEC Cobra browser renders videos from non-native video players on a best effort basis
- Online video services support
- VPN support
- 3G acceleration
- webkit-backface-visibility:hidden tag not supported
- High-resolution video conferencing

## Known Caveats

- 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), Firefox 12 and higher, Safari, and Chrome.
- Some wireless keyboards are recognized by the IEC as a touch screen, rendering the main screen to secondary (grey).
- When the remote control is used, it only works when the user is standing within a few feet of the Infrared sensor on the IEC. Use an Infrared extender to extend the range up to 15 feet (4.57 meters).
- The resolution of the SIP call is determined by the resolution of the video IP phone and cannot be adjusted.
- A SIP call will not end after the IEC reboots itself.
- A SIP call ending on time-out unregisters the IEC from the CUCM.
- If frames are missing on the kiosk screen, the video from a call is displayed in those missing frames.
- Depending on the printer being used and the memory that the printer supports, printing a large file can return an error message if it encounters a problem such as running out of memory in the application.
- The network printer function does not work on HP P1606dn.
- The ticker displayed in the application pauses for 1-2 seconds during an advertisement/commercial transition.
- If VNC is running, the IEC will reboot itself when the display is turned off.
- If a policy has a schedule duration of "Until unapplied", it will not trigger on the scheduled time.
- If a device name contains a hyphen/minus/dash sign, the hyphen/minus/dash sign is removed from the device name after the device reboots.
- A license cannot be uploaded as a file using Firefox or Safari but these browsers can be used to upload a license string.
- By default, the XML gateway enabled property is set to "No" in the IEM. To run the IEP API, change the value to "Yes" in preferences.