



Release Notes for the Cisco Interactive Services Solution

Release 2.1.1

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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

When installing the Cisco IEM, check the Cisco Interactive Services Solution support pages on 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

Release 2.1.1 includes the following new features and enhancements:

- Embedded Peripheral Component Interconnect Express (PCIE)-based video encoder card for high-definition SIP video conferencing between two IECs
- Encoder driver update that enables video snapshots and 1080p streaming for the dongle and integrated encoder
- Send DTMF tones for SIP
- Global.window API to control browser windows
- Launch or stop VNC server with the remoteview.enabled property in the IEM instead of by commands in the IEC's shell
- Audio mode falls back to 'Analog' when the audio output is configured as 'USB headset' or 'USB speaker' but a USB headset or speaker is not connected to the IEC

- Default value of the mouse.cursor.visible property has changed to 'Hide mouse cursor' from "Show mouse cursor" to provide a more kiosk-like experience
- Encoder availability to Status tab on the IEM
- Graphical resource reporting to the debug panel
- Video player was overhauled to provide more efficient integration with the browser
- File upload control disabled
- Browser.content.javascript.api.enabled property to aid troubleshooting
- global.system.usbDevices() to list connected devices
- Demos button removed from the Info screen and replaced with a Settings button. The Demo button was moved to the settings panel.

**Note**

In addition to the new features and enhancements listed above, several of the widgets (e.g. videoPlayer, webClip, and sipPhone) and global objects (e.g. keyboard and videoEncoder) have been enhanced for release 2.1.1. See the *Cisco Interactive Services Solution Developer Guide v2.1.1* for the latest widgets and global objects.

**Note**

The Cisco Interactive Experience Client 4600 Series version 2.1.1 is only compatible with Cisco Interactive Experience Manager version 2.1.1. To upgrade the Cisco Interactive Experience Client 4600 Series and Cisco Interactive Experience Manager to version 2.1.1, go to <http://www.cisco.com/en/US/products/ps12435/index.html> and click **Download Software**.

Fixed Caveats

- Fixed issue of video freezing when using the video encoder card (VEC).
- Fixed issue of IP address not being assigned on reboot after an upgrade.
- Fixed issue of the IEC not recognizing a single touch or mistakenly recognizing a single touch as multiple touches and thus triggering two events when kinetic scrolling is turned on and an optical touch screen is used.
- Fixed issue of the speakers not unmuting when the Unmute action is sent to an IEC if analog speakers are connected to it and the audio source output property is set to **Analog audio output**.
- Fixed issue of USB headset or speakers not muting with the Mute action is sent to an IEC after the audio source output property was switched from **Analog audio output** to **USB headset audio output** or **USB speakers audio output**.
- Fixed issue of the HDMI audio device will not mute if the audio source output property was switched from **Analog audio output** to **HDMI audio output** after sending the Mute action to an IEC.
- Fixed issue of Root administrator getting locked out after five times if the XML gateway is enabled.
- Fixed issue of newer WebKit browser not being compatible with customer applications built for earlier WebKit browsers.
- Fixed issue of IEC going into a zombie state during calls with the EX60 or 90.
- Fixed Prefer Network mode
- Fixed customer applications and various site compatibility issues

Known Caveats and Limited Support

- Video artifacts may be seen when making the first call if using the Cisco PrecisionHD camera. This only occurs during the first call between IECs using PCIe-based encoders or SIP calls between an IEC and a TelePresence unit or video IP Phone. Once the first call has ended and further calls are made, the video quality is fine.
- Some wireless keyboards (Logitech k520 and k400r) cannot be used to enter options during an IEC USB upgrade. Although the keyboard works to boot the device from the USB drive, nothing can be entered when prompted. Once the IEC is booted, wireless keyboards can be used without issue.
- Ctrl+Alt+S will not launch the System Settings in the About (Info) page if it is in Managed Mode.
- Account import fails if exported XML contains the Elo Touchscreen 2216 (1537L). If the touchscreen is connected to an IEC within an account that is being exported, garbage characters are produced in the name of the touchscreen field. There are a number of workarounds: 1) Disconnect the monitor before exporting the account. 2) Delete the monitor block from exported XML and then import the file. 3) Delete the entire device block from exported XML and then import the file.
- First call with SIP using Precision HD MOVI camera has artifacts for a few seconds. Then if there is no movement, the video quality no longer has issues. This issue is seen when there is a bottleneck with the network's bandwidth.
- Analog microphone testing utility has choppy recording.
- HTML5 application cache does not work.
- jQuery mobile is not supported.
- If you try to edit a username so that it matches an existing username, an alert message is not shown that indicates that your action is not possible and the changes will not be saved. An alert message does show if you create a new username that matches an existing username.
- If there are changes to the status of an interface, the Network Interface information within the Status tab will not be updated until the IEC is rebooted.
- Although the device description field in the IEM accepts spaces between words (e.g. "located in lobby of San Jose branch"), the 'setc' command within the IEC's terminal shell does not accept spaces for part of its value and returns the error: "ERROR: Invalid command or parameters. Type 'help' to print usage information".

```
setc <name> <value>
```

To prevent this error, do not enter spaces between words within the device description field in the IEM or for the setc value; instead use underscores between words (e.g. "located_in_lobby_of_San_Jose_branch").

```
setc SJ located_in_lobby_of_San_Jose_branch
```

- Javascript window.close() will not close the window opened by window.open().
- If analog audio output does not work after an upgrade, try switching the mode to HDMI and then switch back to analog again.
- PIP not supported in SIP video conferencing
- Tandberg cameras are known to have artifact issues
- Using a build-in camera microphone is not recommended
- Some videos (with high bitrate?) play with artifacts due to a hardware acceleration bug
- Navigating between setup widgets may not work with arrow keys, requiring the touch screen instead

