



Release Notes for the Cisco Interactive Services Solution

Release 2.1

Revised: September 27, 2013, OL-26318-04

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



Activation

IEC

Release 2.1 includes the following new features for the Cisco Interactive Experience Client (IEC) 4600 Series:

- Vaddio HD document camera integration
- System Dimensions video encoder dongle integration
- Echo cancellation for SIP calls
- Support for ELO Optical touchscreens
- Printer widget enhancements
- Scanner widget enhancement

- Serial Port object API improvement
- Serial Ports support
- Splash screen information hidden
- 4632 performance tuning

**Note**

The Cisco Interactive Experience Client 4600 Series version 2.1 is only compatible with Cisco Interactive Experience Manager version 2.1. To upgrade the Cisco Interactive Experience Client 4600 Series and Cisco Interactive Experience Manager to version 2.1, go to <http://www.cisco.com/en/US/products/ps12435/index.html> and click **Download Software**.

IEM

Release 2.1 includes the following new features for the Cisco Interactive Manager (IEM):

- Audit trail
- Grid view of devices
- Ability to select multiples to delete, export, or apply Custom and Predefined actions
- Limiting the logging of network activity to HTTP errors
- IEC is not rebooting when runtime policies are scheduled
- Determining which runtime properties are also custom actions

In addition, the following changes were made to the IEM:

- The option “All audio outputs” has been removed from the `audio.source.output` property. The default audio output is Analog. Available options are "Analog audio output", "HDMI audio output", USB headset audio output", and "USB speaker audio output".

**Note**

Set the `audio.source.output` property to the correct option based on your setup to ensure that audio will be heard at the kiosk.

- The properties `audio.source.output` and `audio.source.input` are now persistent runtime properties. Their values can be set on-the-fly.

Limited Support

- Printing a PDF with a different orientation than that it was created. For example, if it is desired to print a PDF in the Landscape orientation but the PDF was created using a Portrait orientation.
- The native ticker widget is limited to 1024 characters.

Known Caveats

- Some Japanese characters are rendered differently from other characters on the Cobra browser. Two workaround exist including the use of CSS `@font-face` for closed environments or specify the Japanese font-family that exists in the IEC.

- Device's event log cannot be saved when using IE8. The workaround is to open the log in the browser first and then save it or use a different browser.
- A file that contains the number sign (#) or the plus sign (+) in its filename cannot be printed. This is a Web server side limitation. Different platforms and web servers have different limitations in file names.
- When the card reader is swiped, the text input focus is lost. To use the keyboard, the card reader utility must be closed by clicking the Close button. When creating the application for the card reader, it is recommended that the application developer use the close() method.
- HTML 5 video (ogg,webm,mp4) does not get cached when web cache is enabled. 2.0 did cache OGG and MP4.
- HTML5 Application cache works but storage is limited to 10MB. Can be used to cache HTML5 videos. Behavior becomes strange when cache exceeds 10MB by opening other page with manifest file. Deleting of old cached files sometimes does not happen correctly.
- If a network printer is used, the print function will not return an accurate job status when it returns the PrintJob object for each individual print job. Instead it immediately returns "Completed" as the job status.
- The video encoder will not start if input video resolution is set to higher than the actual input resolution (e.g. actual input resolution is 720p, but set to 1080p). If actual input is 1080p and set to receive 720p, only the top left portion (1280x720) of video will be received and encoded.
- The new echo cancellation feature when implemented can only be used with external microphones and not built-in microphones such as for video cameras (e.g. Tandberg Precision HD camera). Even though the built-in microphone camera is plugged in, it will not support echo cancellation unless another microphone is plugged into the IEC.
- If analog speakers are connected to an IEC and the audio source output property is set to **Analog audio output**, sending the Unmute action to an IEC will not result in the speakers to unmute.
- If a USB headset or USB speakers are connected to an IEC and the audio source output property was switched from **Analog audio output** to **USB headset audio output** or **USB speakers audio output** after sending the Mute action to an IEC, the headset or speakers will not mute.
- If an HDMI audio device is connected to an IEC and the audio source output property was switched from **Analog audio output** to **HDMI audio output** after sending the Mute action to an IEC, the HDMI audio device will not mute.
- If an HDMI audio device is connected to an IEC, sending a volume action where volume=0 or volume=75 fails even if the volume master property is set to 0 or 75.
- HP 3015 and Canon MF3010 printers sometimes do not get detected by the printer widget. Reconnecting the printer and restarting the application may solve the issue.
- Root administrator gets locked out after five times the **Failed attempts to user login** value set in Maintenance > Server Settings if the XML gateway is enabled. To reduce the impact of this issue, create another user under the root account, decrease the user lock out time, and/or increase the number of failed attempts.
- When printing a file, it is recommended to keep the file size to less than 10MB.

