



Release Notes for Cisco Interactive Services Solution

Release 1.0.3.0

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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.

Version: 1.0.3

IEM Build: 5921.35-5799

IEC Build: 4.155.393



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

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.
- 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.