

Moderro IEM Management Software

Release Note

Release 2.6

Moderro Technologies

www.moderro.com

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1.1 Introduction

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



Tip When installing the Moderro IEM, check the Moderro Interactive Experience Platform (IEP) support pages on www.cisco.com for the latest software version. Check the site periodically after that for new software versions.

This document includes these topics:

- Upgrading to Moderro IEC version 2.6
- New Features and Enhancements
- Fixed Caveats
- Open Caveats
- Limited Support and New Behavior/Design

1.2 Upgrading to Moderro IEC version 2.6

You can directly upgrade to IEC version 2.6 from either IEC version 2.3.4b, 2.4, or 2.5. For the older IEC versions, such as 2.3.1 or older, refer to the table below for the procedure to upgrade to 2.6.

Table 1 IEC Upgrade Compatibility Chart

Version	Upgrade Feasibility
From version 2.3.4b (5.354.406), 2.4, or 2.5 to version 2.6	Yes
From version 2.3.1 (5.288.320) or older to version 2.6	No
Using a two-step upgrade process: 1. From version 2.3.1 (5.288.320) or older to version 2.3.4b (5.354.406) 2. From version 2.3.4b to version 2.6	Yes



Note You can downgrade to any version of the IEC from version 2.6.



Note It is mandatory to upgrade the IEM to version 2.5 or 2.6 before upgrading the IEC firmware to version 2.6 when using the IEM. IEM version 2.6 is not necessary if upgrading the IEC to version 2.6 using the Terminal Utility in the IEC.

1.3 New Features and Enhancements

Release 2.6 includes the following new features and enhancements:

- JCF Widget: JCF is the native implementation of Cisco Jabber Client Framework. This widget offers functionality similar to the SipPhone widget, except that JCF is Cisco proprietary implementation. This plugin enables the application to perform like a feature-rich SIP endpoint and supports a wide range of audio and video codecs such as g711, g722, g722.1, g729 for audio and H.264, H.263, H.261 for video codecs respectively.
- WebRTC: WebRTC (Web Realtime Communications) enables peer to peer video, audio, and data communication in Cobra. This allows video calling, video chat, and peer to peer file sharing entirely in Cobra browser, with no plugins. Additionally, it can be used for screen sharing, presentation sharing, and so on. It can work with any WebRTC service provider such as Google AppSpot, opentokrtc.com, easyrtc.com, and so on.
- PDF print enhancement
- SAP (Secondary Audio Program) support on video player widget - The following three new APIs are added to support multiple audio tracks in the video player.
 - read-only attribute `int audioTracksCount`
 - read-only attribute `map<string, string> audioTracksMap`
 - attribute `int audioTrack`
- Optimization for IEM performance.
- 3 screens support - You can now configure 3 screens from 1 IEC 4650 to maximize the IEC outputs.
- Support for more printers - HPLIP library has been updated to include more printers.
- New Virtual Keyboard - A new virtual keyboard is now available which is more stable and has more characters (in the keyboard). However, user cannot drag and move the virtual keyboard.
- More commands in the restricted shell - The following commands have been added the the restricted shell of IEC to make troubleshooting easier.
 - `iwconfig`
 - `date`

- GUI enhancement in the 'Network' option of the 'System Settings':
 - The network names are now sorted by the name instead of the order in which they are detected.
 - Networks with identical name and security type are now listed as one entry.
 - Quality of signal for each network is added. If more than 2 access points are detected for the same network, the highest signal quality will be displayed.
- Improvement in WiFi reconnection between multiple access points - If IEC is connected to a access point, and the access point becomes unreachable, IEC will now automatically connect itself to other access point.



Note Moderro Interactive Experience Client version 2.6 software is only compatible with Moderro Interactive Experience Manager version 2.5 and 2.6. To upgrade the Moderro Interactive Experience Client and Moderro Interactive Experience Manager software, go to <http://www.cisco.com/c/en/us/products/video/interactive-experience-clients/index.html>, choose the appropriate version, and then click **Download Software**.

1.4 Fixed Caveats

- White area becomes black if scanned with multi-function printers using non-color mode.
- Every time the USB device is plugged in and unplugged, it adds a point with '0' in the performance graph of the IEM.
- Multiple notification messages are sent in a single notification mail for the same device.
- Bit-blit graphic displays errors when entering fields in the aterm.
- A virtual keyboard cannot be deleted if System Settings is opened and a second virtual keyboard appears.
- IEC cache is not removed after being upgraded from the IEM.
- The invalid characters in the device serial number are not checked on IEM GUI.
- IEC does not send event logs to IEM when IEC /var/log partition gets filled up.
- Sometimes, ps command in IEC terminal shell does not show the Cobra browser even when the browser is running.
- IEM httpd logs keep increasing and is not rotated.
- In some cases, version number is not displayed in the Predefined Action - Upgrade - Upgrade Device window.
- In IEM database, when notification is created, the 'Notification' table size increases; however, it is not applied to a user.
- Notification table increases when 500 IECs are registered and a notification is

applied to a user.

- IEM: The database gets locked and the system becomes unresponsive.
- Serial number should not allow special characters in 'Create a New Device'.
- IEM: Sort by IP, Firmware, Utilization, Uptime, and Last Ping are not working in 'Device Table' view.
- IEM API: Returns incorrect message when service=device.create fails with special character.
- IEM: Account information is not populated in Audit >Firmware.
- Audit logs only display the latest login information of users.
- IEM audit does not show the removed notifications when multiple notifications are deleted at once.
- IEM firmware audit shows that firmware was enabled for both uploading a specification file and enabling the firmware.
- vncviewer widget crashes the Cobra browser when it is disconnected during video playback in the vncserver shared screen.
- IEM: Shows "Disallowed Key Characters." error when accessed by FQDN.

1.5 Open Caveats

Table 2 Open Caveats in IEP

Caveat ID	Description
	IEC "Device Location" value cannot be removed from the IEC system settings.
CSCux48755	NTP server setting is not preserved after upgrading to IEM 2.3.1.
CSCux48731	IEM 2.3.1 is not capable of upgrading 250+ IECs at once.
CSCuy95216	Network print does not work with HP Officejet Pro 6830.
	JCF calls fail with combination of C920 and Cisco 894x cameras.
	The available list of printers displays only the old printers instead of the current printers.
	The printer is displayed as 'Available' even after disconnecting it from IEC.
	Video artefacts are seen on JCF side when an interop call is made between SIP and JCF
	When the scanner is set to 'setCurrentScanner' and is not able to scan, sometimes, a message appears stating "HP Device Manager - Plug-in Installer. Driver Plug-in Installation is required".
	The ssh does not always start, at least in a debug image.
	In IEM, multiple messages are shown in the event log when USB device is removed/added.
	Jitter is observed during SIP-JCF call on the JCF side.

	IEM audit does not show object when action property is sent to the device group.
	On 4632, if the audio out is set to analog, it will sometimes send audio output to HDMI.
	IEC does not display the updated time when the time is changed manually and device is rebooted
	IEM: No input checking for device name when the batch registration is used.
	IEM: Latest spec file is not being used if older spec file exists in some cases.
	PulseAudio restarts after 3 SIP snapshots on a SIP call.
CSCuy95378	Video artefacts (i.e. blockiness) is observed in CP-9951 and CP-9971 during SIP calls.

1.6 Limited Support and New Behavior/Design

- 1080P SIP call has numerous artefacts, such as blockiness, choppiness, etc. This is due to the H.264 level that is set with baresip and libx264, which is set as level 31 (up to 720p). To make a 1080p call, the H.264 level must be bumped up to 4.0 or higher. Yet that has negative impact in the sense that backward compatibility would break with the Cisco end points. Version 2.6 will resolve this issue when Native Cisco Stack will be introduced and the sipphone client will work solely with other IECs that have been bumped up to the H.264 level.
- Video artefacts can be observed with a SIP call in low lighting. This happens for resolutions 640x480 and greater. These artefacts cannot be fixed with the current codec (libx264 preset).
- To improve reliability during SIP calls, it is recommended that IECs are connected to the network using Ethernet (i.e. wired) connections rather than wireless connections.
- It is recommended that the user should not switch between Audio and Video modes in quick succession (i.e. less than 10 seconds) during a SIP call.
- Some wireless keyboards (e.g. 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.
- 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().
- PIP is not supported in SIP video conferencing.
- Value returned from javascript keyCode on onkeydown event is incorrect for certain key combinations (e.g. Quote ('), Shift + 1, shift + 9, shift + 0, shift and Alt pressed together in that order, ctrl and shift pressed in any order). This defect will not affect regular keyboard input on a text field.
- HTML5 video and audio are not supported because neither play well in this build.
- Java Runtime Environment is not supported.
- Print job gets stuck if printer is disconnected or reconnected while the IEC is running.
- An xml file from the IEM cannot always be saved when using Chrome. Instead a message is displayed that the action was canceled.
- A swf file can be embedded. Include type="application/x-shockwave-flash" in the <embed> tag to display the embedded swf.
- Network printer requires Make/Model configured in the printer configuration.
- SSL Certificate upload on IEC is not supported.
- Video player drops frames when closed captioning is enabled during a UDP live stream.
- Group runtime policy with schedule has higher priority than device runtime policy with schedule.
- Wired 802.1x authentication is not supported in IEC.
- Only one IEC can be connected to the IEM if the IECs are behind a router. For a workaround to support devices behind NAT, contact Cisco TAC.
- Network interface names have changed in IEC 2.6.
 - For IEC 4650, Ethernet eth0 is now enp2S0 and Wireless wlan0 is now wlp1s0.
 - For 4632/4610, Ethernet 0 is now enp0s25 and Wireless wlan0 is now wlp2s0.
- IEC does not support secure WebSocket connection if self-signed certificate is used.
- Redesigned IEC System Settings ->System standalone/managed modes.
- Behavior of closed caption in 'Timed Text' format in MP4 has changed in IEC 2.6.
 - In IEC 2.5, if it is played from network, CC gets detected but could not decode it. In 2.6, it can be decoded, but the specified font size is not applied.
 - In IEC 2.5, if it is played from cache, CC gets detected and decoded, and font size is applied correctly. In 2.6, it can be decoded, but the specified font size is not applied.
- SIP default resolution changed to 352x288. In IEC 2.5, it was 640x480.
- Firefox cannot upload license file to IEM. The workaround would be to copy and paste the license string.

This product includes cryptographic software written by Eric Young
(eay@cryptsoft.com).

This product includes software written by Tim Hudson
(tjh@cryptsoft.com).

This product includes software developed by the OpenSSL Project for use in
the OpenSSL Toolkit. (<http://www.openssl.org/>).

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