



Release Notes for the Cisco Enterprise Mobility Services Platform Release 3.1.8

Release Month: April, 2017

Contents

This document describes the system requirements, new features, enhancements, and known issues for the Cisco Enterprise Mobility Services Platform. Use this document in conjunction with the documents listed in the [“Support” section on page 7](#).

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Introduction to the Enterprise Mobility Services Platform

Cisco Enterprise Mobility Services Platform is a mobile-application platform that enables you quickly create and deploy context-aware experiences that engage people on their mobile devices. The cloud-based Enterprise Mobility Services Platform more securely integrates with your existing Cisco mobile network infrastructure. It uses context-aware data, like location and user profile information, to deliver personalized experiences that engage people on their mobile devices.

With this software platform, you can create captive portals or splash pages for guest Internet access and authentication. You can also develop native and web-based mobile apps, or add context-awareness to your existing mobile apps. Organizations can push personalized content to visitors and customers on their mobile devices to create new opportunities for engagement and revenue.

Enterprise Mobility Services Platform helps you:



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- Quickly build context-aware mobile experiences using drag-and-drop design tools.
- Simplify Internet access and authentication with custom or social Wi-Fi access.
- Send personalized notifications to visitors based on their real-time location.
- Easily integrate mobile experiences with your existing native apps using SDKs.

The platform includes adapters to interface with Cisco Meraki Cloud controllers, the Cisco Connected Mobile Experience, and Cisco wireless LAN controllers. In this way, it more securely integrates with your existing mobile network infrastructure.

System Requirements

This section lists the hardware requirements, operating systems, software requirements, and browsers for the Enterprise Mobility Services Platform.

Table 1 ***System Requirements for the Enterprise Mobility Services Platform (WiFi Engage, Studio, SDK, and API)***

Item	Supported Requirements
Hardware	<ul style="list-style-type: none"> • 1 GHz processor • 1 GB RAM • 16 GB hard disk
API Network (For WiFi Engage)	<ul style="list-style-type: none"> • MSE 7.1 or later
Operating System	<ul style="list-style-type: none"> • Microsoft® Windows® XP or later • Mac OS X 10.6 or later
Browser	<p>Windows OS</p> <ul style="list-style-type: none"> • Internet Explorer version 9 or later • Firefox version 30 or later • Chrome version 34 or later • Safari version 5.1.7 or later <p>Mac OS</p> <ul style="list-style-type: none"> • Firefox version 30 or later • Chrome version 34 or later • Safari version 5.1.7 or later
Runtime Environment	Adobe Air version 3.0 or later
Java	Version 6.0
Mobile SDK	iPhone OS 6.0 or later, Android 2.3 or later

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New Features

WiFi Engage Dashboard

- [Aerohive Support, page 3](#)
- [Location Manager User Role, page 3](#)
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EMSP Architecture and Back End

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EMSP Runtime

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WiFi Engage Dashboard

The following new features are introduced in the WiFi Engage dashboard:

Aerohive Support

The WiFi Engage dashboard now support the wireless provider, Aerohive. You can now connect to the Aerohive network from the WiFi Engage dashboard, and import the locations configured in the Aerohive to the WiFi Engage dashboard, and use all the features in the WiFi Engage dashboard along with the Aerohive network.

Location Manager User Role

A new role "Location Manager" is introduced to ease the management of your locations. You can now create location managers with access rights to specific locations, and assign them to manage those locations. The location managers can manage the location metadata and portals for the locations to which they have access. The location managers can also view the reports specific to the location, which details the customer behavior in the locations, and can analyze them to take right business decisions.

In the Invite User window, in the Access drop-down list, a new role "Location Manager" is now available for selection.

For a location manager, the following options will be available in the WiFi Engage Dashboard.

Metadata - The Location Managers can add or edit the metadata for the existing locations in which they have access rights. The location manager can add or edit the values for the following three metadata variables: Brand Name, Store Address, Phone Number. A Tools option will be available in the WiFi Engage dashboard to manage the location metadata.

Portal - The Location Manager can edit the portals available for the locations. This helps to manage the location-specific content locally. The location manager can edit the following four modules of a portal, and provide location-specific content for these modules:

- Welcome Message
- Notice
- Promos & Offers

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- Get Internet

Reports - The location manager can view the location-specific reports for the locations for which the access is provided. The location manager can review these reports to analyze the performance of the location. The location-specific report contains the following details:

- User Activity
- User Profile
- Dwell Time
- Number of Visits - Unique Users
- Captive Portal Engagement

What's New link to View the EMSP Updates

You can now view the EMSP product updates from the WiFi Engage home page. A quarterly product update report is available. A link, What's New, is available in the WiFi Engage home page. You can access this link to view the consolidated report of the current quarter. You can view the detailed report by clicking the Read More link. You have to login to view the detailed report. You can also view the reports for previous quarters.

In the WiFi Engage dashboard, the What's New option will also be available in the User Account option in the left pane of the dashboard so that you can view the report directly when you are already logged in. When you are accessing the What's new link from the WiFi Engage dashboard, you can directly view the detailed report for the current quarter.

EMSP Architecture and Back End

The following new features are introduced in the EMSP Architecture and Back End:

Aruba Support

The Proximity Engine now supports the wireless provider, Aruba. If your wireless provider is Aruba, you can now use the Engagement Rule feature in the WiFi Engage to send notifications to customers and business users. This support also allows you to view the user activity details in the WiFi Engage reports.

Aerohive Support

The Proximity Engine now supports the wireless provider, Aerohive. If your wireless provider is Aerohive, you can now use the Engagement Rule feature in the WiFi Engage to send notifications to customers and business users. This support also allows you to view the user activity details in the WiFi Engage reports.

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EMSP Runtime

The following new features are introduced in the EMSP Runtime:

Aerohive Support

The EMSP runtime now supports the wireless provider, Aerohive. The runtime communicates with the Aerohive to complete the authentication process for the internet provisioning.

Enhancements

WiFi Engage Dashboard

- [Character Limit for SMS, page 5](#)

EMSP Runtime

- [Location-Specific QR Preview, page 6](#)
- [Location Manager Support, page 6](#)
- [Rendering Portals Even When the Cookies are Disabled, page 6](#)
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WiFi Engage Dashboard

The following enhancements are made to the WiFi Engage Dashboard:

Character Limit for SMS

The WiFi Engage is enhanced to define the maximum number of characters than you are supposed to include in the SMS send for notifications. The notifications are sent even if the character count cross the limit specified. However, in such cases, the number of SMS used to send the entire content depends on the SMS Gateway used.

A new field, **Max. number of character length**, is available in the SMS Gateway tab in the Tools menu. This field appears when you add an SMS Gateway. The character limit defined is applicable for all the SMS Gateways defined.

In the Engagement Rule, when you edit the SMS content for a rule, the total number of characters for the content is displayed below the SMS content text box. If you are adding more characters than the specified limit, the total number of additional characters is shown.

EMSP Runtime

The following enhancements are made to the EMSP Runtime:

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Location-Specific QR Preview

The portals option for the location managers will have the QR Code sharing option. If you preview a portal using this QR code, the changes made by the location manager in that portal is reflected in the preview. This changes are not reflected when viewing the same portal from other WiFi Engage logins.

Location Manager Support

The EMSP runtime now supports to include the changes made by a location manager in the portal when accessing the portal from that location. The new role, location manager, enables you to customize a portal location-wise. The same portal may appear different when accessing from different locations. This is because the location manager of each location can add location-specific welcome messages, notices, and promotions. The Get Internet link in the portal also can be configured differently by the location manager.

Rendering Portals Even When the Cookies are Disabled

The EMSP now supports completing the authentication process and rendering the portal menus even when the cookies are disabled in the browser. However, the portal rendering through social-authentication is not supported.

For certain networks such as Meraki and Aerohive this support is not available.

Removed Google+ Authentication

The EMSP no longer supports the social authentication through Google +.

Known Issues

Table 2 *Known Issues in the Enterprise Mobility Services Platform*

Description
<p>WiFi Engage Dashboard</p> <p>If any Client ID/Client Secret key is changed in the Aerohive app, the API calls of already configured Aerohive locations in the WiFi Engage dashboard fails without showing any message.</p> <p>Work Around: You must manually update the WiFi Engage dashboard property file with the latest Client ID/Client Secret key to resolve this issue.</p>
<p>In the Promos and Offers module for the portal, when uploading an image to a saved promotion (the Save button will not be visible), the image is not uploaded, and the Save option is not displayed.</p>
<p>If a location metadata variable is in use in any proximity rule, the value changes made thereafter for that metadata is not reflected in that proximity rule.</p>

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Table 2 ***Known Issues in the Enterprise Mobility Services Platform***

Description

If logging to the WiFi Engage dashboard using the IE 11.0 browser, the WiFi Engage dashboard is not displayed properly, and cannot work on it further.

In Mac OS X EI Capitan Safari browser, the WiFi Engage dashboard is not rendered properly.

Location Manager- When accessing the portal using the preview URL, the changes made by the location manager to the portal are not displayed.

Location manager - In the Notice module, the calendar in the **Hide after** field is allowing to select a date prior to the current date.

Location Manager- In the Promos and Offers module for the portal, the image uploaded for the promotion is not reflected in the preview even after saving the module. To view the changes, you must refresh the portal.

Location Manager- When viewing the Reports, if you are changing the location ID in the report URL, the report is shown even if specifying a location ID for which the location manager does not have access.

EMSP Runtime

For the Wireless Provider, Aerohive, the Seamlessly Internet Provisioning option in the Captive Portal Rule is not supported.

For the Wireless Provider, Aerohive, for Radius L3 authentication, you have to manually configure the radio mac addresses.

Support

The support documentation is available at <https://emsp.cisco.com>