



# **Customer Concierge (CC5000-10) Software Release Notes**

## **Release 1.3**

**Enterprise Visibility and Mobility**  
Data Capture Solutions

August 14, 2015



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## Revision History

| Revision | Date        | Author                | Comments         |
|----------|-------------|-----------------------|------------------|
| 1.0      | Aug 14 2015 | Adithya Krishnamurthy | Initial Revision |

## Scope

This document covers changes to Concierge SW version 1.3.0.1 (“Rel 1.3”) vs 1.2.0.4 (“Rel 1.2”) and is applicable to the CC5000-10 model

## Product Overview

Please visit: <https://www.zebra.com/us/en/products/interactive-kiosks/cc5000.html>

## Acronyms and Definitions

|                  |   |
|------------------|---|
| MDZ              | Management Data Zip – Concierge BSP and config “payload” file for auto-updates                              |
| MPB              | Management Package Builder – Windows utility used to build an MDZ file from XML settings files              |
| Enterprise Reset | Deletes user apps, settings and data except what is stored under /enterprise partition                      |
| Factory Reset    | Deletes user apps, settings, data AND the enterprise partition. Resets the unit to factory installed image. |

## Version Information

|             |                       |
|-------------|-----------------------|
| PLATFORM SW | 01.3.0.1-4AJ11-071615 |
|-------------|-----------------------|

## Supported Hardware Configurations

- CC5000-10

## Verification of Hardware

Ensure that the hardware being used is a released unit with a serial number and other regulatory labels in place. Questions may be addressed to Zebra Technologies Tier One Support team (800-653-5350).

## Firmware Loading Procedures

Please follow the instructions here: <https://zebra.box.com/CC-install-ins>



## ***New Features***

- Disabled legacy Export services resulting in slightly less memory usage
- Feature to auto-dim display brightness to a still-visible level (20%) upon user session time-out and bring back up to normal level (40%) upon touch. Auto-dim is enabled by default and the dim level can be changed remotely.
- Changed ro.product.manufacturer from Motorola to Zebra
- Rebranded Concierge Browser and File Browser to Zebra
- Upgraded to level 1 rebranded Data Wedge version 83.1.7 (based on v3.1.6)
- New system property `persist.cc.hdmirotation` controls display orientation. The property `persist.demo.hdmirotation` is deprecated (see Deprecated Features)
- Volume Mute icon displayed when volume set to zero
- Rebranded application icons to remove references to Motorola
- Browser JPEG rendering improvements and increased color depth to 24 bit from 16 bit
- Ability to specify applications to force close on session end
- Ability to wipe select application user data on session end
- Power Saving feature to turn off display and scanner for a user specified time interval
- Show Bluetooth Icon in System bar when Bluetooth is ON
- User configurable number of Home screens. Changed default to 1.
- Added 'Dismiss' option to virtual keyboard and other minor improvements
- Added the ability to send per-device analytics to Google back-end
- Ability to change Analytics identifiers programmatically outside of MDZ
- Ability to enable ADB logging over TCP/IP for remote troubleshooting

## ***Bug Fixes***

- Can install CA server certs properly via MDZ
- Corrected behavior of mounting storage options when auto-mount was disabled
- Fix to make display show full RGB instead of limited RGB for more accurate color representation
- Fixed behavior of "Prev" option in Numeric keypad
- Fixed issue of overlaying white text color on user session dialog buttons not being clearly visible
- Fixed issue of CDZ installation during MDZ processing hanging occasionally
- Datawedge: In UPC/EAN, Security level is now in proper sequence
- Current orientation angle is shown in App config > Display settings
- Fixed issue of device not waking up always if display goes to sleep during MDZ processing
- Installing launcher shortcuts by intent takes orientation into account
- Fixed NULL pointer exceptions in various modules
- Continuing User Session while downloading a big file will not stop downloading the file
- Can launch User authentication screen after pressing HOME key
- Barcode scan while Password screen is active allows user to input password
- Data Wedge does not crash when scanner is disconnected
- Debug apps not pre-loaded in Release builds



- Device does not show duplicate items when certificates are installed from external SD card

## **Deprecated features**

- System property `persist.demo.hdmirotation` is deprecated. Use `persist.cc.hdmirotation` which takes values of 0, 90, 180 or 270. The rotation angle is clock-wise. This can be set via Quick settings menu (touch clock) > Application configuration > Display config or via MDZ by modifying the file `<MDZ base folder>\packages\com.motorola.asds.isign.systemupdater\actions\SYSTEM_PROPERTY_UPDATE\system.properties` (see MDZ Template for example template)

## **Known Issues**

- When Wifi is ON but not connected to a network over a period of a week or so the Settings App will cause ANRs and stop working correctly. A reboot is not known to fix the issue and an Enterprise reset seems to be required. This is a known issue in the Fusion Wifi module and will be fixed when Fusion version is upgraded. It is recommended to always connect the device to a network and if on Ethernet, turn Wifi OFF.
- Occasional exceptions in Data Wedge during automated stress testing by changing Decode audio tone and repeated scanning.
- When a Launcher workspace MDZ with no apps is applied the launcher crashes. Workarounds: Reapply a valid MDZ with at least one app in it or clear the data of the Launcher app under Settings > Apps
- Red LED on the back of the unit shows inconsistent behavior compared to CCHUBs when operating normally. It should stay ON when fully booted but turns off under certain scenarios.

## **Notes**

- Date and time will reset to factory values if the unit is powered off for more than 6-8 hours when the device is offline or if not using NTP (Network Time Protocol) to set time automatically. NTP is highly recommended to set time on the device.
- UDP port 123 should be open in the Firewall or a local NTP server should be setup for network time to be set correctly
- SD cards should be formatted to FAT32 format before using on Concierge

## **Other Resources**

### **MPB (Management Package Builder) Utility**

- [Version 1.3](#) – `packages` folder is now mandatory in MDZ folder structure

### **MDZ (Management Data Zip) Folder Template**

- Found in the Examples folder at <https://zebra.box.com/CC-MPB>



## Technical Support

Contact Zebra HelpDesk

Please contact Zebra Technologies at: 800-653-5350

CC5000 LaunchPad Developer Community

<https://developer.zebra.com/community/technologies/concierge>