



Cisco Remote Expert Manager 1.9.2 Compatibility Guide

Release 1.9.2

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Overview

This document provides a list of peripherals that have been tested or verified by Cisco as being compatible with Cisco Remote Expert Manager 1.9.2. Other manufacturers and models may also be compatible. Please contact the Remote Expert development team for the certification process.

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Acronyms

The following acronyms are used in this guide:

ACE - Cisco Application Control Engine (for load balancing)

AMS - Adobe Media Server

CAD - Cisco Agent Desktop

CUBE - Cisco Unified Border Element

CUCM - Cisco Unified Communications Manager (for managing calls)

CVP - Cisco Customer Voice Portal
 DC - Direct Connect
 FAS - Fusion Application Server
 FCSDK - Fusion Client Software Development kit
 IEC - Cisco Interactive Experience Client
 IEM - Cisco Interactive Experience Manager
 MA - Cisco Mobile Advisor
 MCU - Cisco Media Conferencing Unit
 MS - Cisco MediaSense
 RE - Cisco Remote Expert
 REAC - Cisco Remote Expert Admin Console
 READ - Cisco Remote Expert Agent Desktop
 REIC - Cisco Remote Expert Interactive Controller Application
 REM - Cisco Remote Expert Manager
 RESC - Cisco Remote Expert Session Controller
 TP - Cisco TelePresence endpoint
 UCCE - Cisco Unified Contact Center Enterprise
 UCCX - Cisco Unified Contact Center Express

Data Center

This section provides the details about the environments in which the peripherals were tested.

Table 1 contains the back-end software tested and deployed with REM 1.9.2 in a UCCE 10 environment:

Table 1 UCCE 10 Environment

| Application | Software Version |
|---------------|-------------------------------|
| IEM | version: 2.1.1 build:90092310 |
| IEC | 5.126.151 |
| CUCM | 10.0.0.98000-304 |
| UCCE | 10.0.1 |
| CUBE | 15.3(20130910:070704) |
| MS | 10.0.1.10000-91 |
| ACE-4710 | A5(2.1) |
| MCU | 4.4(3.57) |
| Cisco Finesse | 10.0(1) |
| CAD | 10.0 |

| Application | Software Version |
|-----------------------|-------------------------|
| FAS (for MA) | 2.1.8.1.4 |
| FCSDK (for MA) | 1.3.0.2.15 |
| Media Broker (for MA) | 1.3.0.2 |
| Live Assist (for MA) | 1.1.7 |
| AMS | 5.0.1 |
| TP (EX60/90) | TC7.1.2.a996098 |
| TP (C40) | TC7.1.2.a996098 |
| TP (SX20) | TC7.1.2.a996098 |
| TP (MX200) | TC7.1.2.a996098 |

Table 2 contains the back-end software tested and deployed with REM 1.9.2 in a UCCE 9 environment:

Table 2 UCCE 9 Environment

| Application | Software Version |
|-----------------------|-------------------------------|
| IEM | version: 2.1.1 build:90092310 |
| IEC | 5.126.151 |
| CUCM | 9.1.1.20000-5 |
| UCCE | 9.0.3 |
| CUBE | 15.3(1.10)T |
| MS | 9.1.1.10000-25 |
| ACE-4710 | A5(2.1) |
| MCU | 4.4(3.57) |
| Cisco Finesse | 9.1(1) |
| CAD | 9.0.1.54 |
| FAS (for MA) | 2.1.8.1.4 |
| FCSDK (for MA) | 1.3.0.2.15 |
| Media Broker (for MA) | 1.3.0.2 |
| Live Assist (for MA) | 1.1.7 |
| AMS | 5.0.1 |
| TP (EX60/90) | TC7.1.2.a996098 |
| TP (C40) | TC7.1.2.a996098 |
| TP (SX20) | TC7.1.2.a996098 |
| TP (MX200) | TC7.1.2.a996098 |

Table 3 contains the back-end software tested and deployed with REM 1.9.2 in a UCCX 10 environment:

Table 3 *UCCX 10 Environment*

| Application | Software Version |
|-----------------------|-------------------------------|
| IEM | version: 2.1.1 build:90092310 |
| IEC | 5.126.151 |
| CUCM | 10.0.1.10000-24 |
| UCCX | 10.0.1.10000-56 |
| ACE-4710 | A5(2.1) |
| Cisco Finesse | 10.0(1) |
| CAD | 10.0 |
| FAS (for MA) | 2.1.8.1.4 |
| FCSDK (for MA) | 1.3.0.2.15 |
| Media Broker (for MA) | 1.3.0.2 |
| Live Assist (for MA) | 1.1.7 |
| AMS | 5.0.1 |
| TP (EX60/90) | TC7.1.2.a996098 |
| TP (C40) | TC7.1.2.a996098 |
| TP (SX20) | TC7.1.2.a996098 |
| TP (MX200) | TC7.1.2.a996098 |

Table 4 contains the back-end software tested and deployed with REM 1.9.2 in a UCCX 9 environment:

Table 4 *UCCX 9 Environment*

| Application | Software Version |
|--------------------|--|
| IEM | version: 2.1.1 build:90092310 |
| IEC | 5.126.151 |
| CUCM | 9.1.1.20000-5 / 9.1.2.11900-12 with EM enabled |
| UCCX | 9.0.2.10000-71 |
| CUBE | 15.3(1.10)T |
| MS | 9.1.1.10000-25 |
| ACE-4710 | A5(2.1) |
| CAD | 9.0.2.137 |
| AMS | 5.0.1 |
| TP (EX60/90) | TC7.1.2.a996098 |
| TP (C40) | TC7.1.2.a996098 |

| Application | Software Version |
|-------------|------------------|
| TP (SX20) | TC7.1.2.a996098 |
| TP (MX200) | TC7.1.2.a996098 |

Branch

The certified peripherals for the branch side are the following:

1. Touch Screens:

Table 5 includes the touch screens that were tested and deployed with REM 1.9.2. All were tested with default resolution and frequency. Different resolutions and frequencies may work. Please contact the Remote Expert development team for details.

Table 5 **Compatible Touch Screens**

| Brand | Model | Part No. | Size | Aspect Ratio | Default Resolution |
|------------------------------|---------|----------------|-------|--------------|--------------------|
| ELO | ET1519L | E830343 | 15.6" | 16:9 | 1366x768 |
| ELO | ET1529L | E926109 | 15" | 4:3 | 1024x768 |
| ELO | ET1537L | E701210 | 15" | 4:3 | 1024x768 |
| ELO | ET1919L | E760102 | 18.5" | 16:9 | 1366x768 |
| ELO | ET1928L | E686772 | 19" | 5:4 | 1280x1024 |
| ELO | ET2242L | E667969 | 22" | 16:10 | 1680x1050 |
| 3M Multi-touch Display | M2256PW | 98-0003-3512-9 | 22" | 16:10 | 1680x1050 |

2. Telepresence Endpoints:

- C Series: C40
- EX Series: EX60, EX90
- MX Series: MX200
- SX Series: SX200
- SIP Devices: IEC4610 (SIP call using firmware 5.126.151)

3. Printers:

- HP LaserJet P2035
- HP LaserJet Pro P1606dn (The network feature is not supported. It can only print via a direct USB connection.)

4. Optical Scanner:
 - Canon CanoScan LiDE 110

5. USB Magnetic Card Reader:
 - MagTek 21040148

6. USB Keypad:
 - Key Ovation GTC-0077

7. USB Webcams:
 - Cisco PrecisionHD USB Firmware 1.5
 - Logitech HD Pro C920 Camera

8. Document Camera:
 - Vaddio CeilingVIEW HD-18 DocCAM with DVI/HDMI Quick-Connect

9. Video Encoder Dongle:
 - System Dimensions AVS 2610 Portable Adaptive Video Streamer for Live Events

10. USB Wireless Keyboard and Mouse Combinations:
 - Logitech USB wireless K260
 - Logitech Wireless Combo MK520

11. USB Wired Keyboard:
 - Microsoft USB Keyboard 600 1366
 - Logitech USB Keyboard K120 and K200

Call Center

The following hardware and software are certified for experts located at call centers:

1. Personal computer for the expert with the following specifications:
 - Windows 7 PC (desktop or laptop) with Intel Core Duo 2 GHZ or higher and 2GB RAM or greater

2. Software for the expert's personal computer:
 - READ component (one of the below solutions):
 - For CAD solution, Cisco Agent Desktop application downloaded from CCE/CCX server. Make sure that Internet Explorer 8 or 9 is installed.

- For Finesse solution, Firefox (version 24 or later) is installed.
 - DC version 1.8.0.48365
 - Oracle Java Software Development Kit (SDK) 1.6 Update 21 (for DC)
 - Oracle Java Runtime Environment (JRE) 1.7 (for document camera)
 - VideoLAN VLC Media Player 2.1.3 or later (for document camera)
 - Microsoft .NET Framework 4
 - Microsoft Visual Studio 2010 Runtime Library
3. Telepresence Endpoints:
- EX Series: EX60, EX90
4. Cisco IP Phones (for Connected Justice):
- Cisco IP Phone 9971 (preferred)
 - Cisco IP Phone 7975

RE Mobile Advisor

The following are certified peripherals for customers using the RE Mobile Advisor solution.

1. Tablet:
- Apple iPad 2 with iOS 7.0.4
 - Apple iPad 3 with iOS 7.0.4
 - Apple iPad mini 3 with iOS 7.0.4

