



Cisco Remote Expert Manager Release Notes

Software Release 1.9.6
September 23, 2015

Introduction

This document describes the new features and known caveats for Cisco Remote Expert Manager (REM) version 1.9.6.

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New Features and Enhancements

REM Release 1.9.6 includes the following new feature:

- Support for Cisco Finesse with Internet Explorer (IE) 11 browser for eREAD

Known Caveats

The following known caveats are related to the testing of Cisco components used in Cisco REM version 1.9.6.

Table 1 *Known Caveats*

Description	Severity Level
[eREAD] The message "Scanner Not Supported" is shown in eREAD and the scanner popup disappears on REIC when an agent clicks on the Scan, Take Control, and Scan buttons before the scanner popup shows on REIC.	3-Moderate
[eREAD] Customer name field accepts any special character(s) when a space is entered after the special character(s).	3-Moderate

Description	Severity Level
[eREAD] eREAD is showing “Checking for an active session...” message in IE9.	3-Moderate
[eREAD] If agent VM does not have Adobe PDF Reader installed, eREAD cannot preview a PDF with IE11.	3-Moderate
[eREAD] Popup in eREAD cannot be dragged and dropped to another area of the screen.	3-Moderate
[eREAD] REM HA: eREAD displays “Communication Failure: Please contact Administrator.” message after an active node goes down.	3-Moderate
[eREAD] Rotating a scanned image clockwise or anticlockwise does not work.	3-Moderate
[eREAD] While the call is in an active session, documents shared during that session cannot be deleted from REAC as indicated by the message “Document being used in Active Session Message shown”. Unshared docs can be deleted, but a 404 Error is seen in the thumbnail.	3-Moderate
[ISO] During executing IAS, it complains about “var/rem/bin/img_restore.sh: line 9: [: too many arguments”.	3-Moderate
[ISO] In TUI, diagnostics archive is stored on Tomcat Root directory.	3-Moderate
[REAC] Browser not supported message is shown on login page for IE browser version 11.	3-Moderate
[REAC] Clear button shows after selecting a locale; and after clicking on that button, a locale can be added with the Image and Message Bundle only.	3-Moderate
[REAC] Filtering based on blank values in the Expert field is not allowed. Filtering for Help calls and Timed Out calls is also not allowed.	3-Moderate
[REAC] If a user updates a message bundle and cancels adding a locale, REAC does not check if a message bundle has been created the next time the same locale is added.	3-Moderate
[REAC] Incorrect error message shown on REIC after a kiosk is deleted in REAC.	3-Moderate
[REAC] Link URL restricts all special characters except underline and dash (‘_’ and ‘-’), but the message shows only a subset of restricted characters.	3-Moderate
[REAC] On saving a video protocol with an uppercase character, an error message is displayed.	3-Moderate
[REAC] Partial search in the image filter under Expert type, Locale, and Video tabs does not function correctly.	3-Moderate
[REAC] Quick filter does not work properly when a user attempts to filter the special character ‘*’.	3-Moderate
[REAC] REAC login page fails to load when a user logs out and then clicks the browser’s back button.	3-Moderate
[REAC] Search feature does not work properly if a user searches ‘_’.	3-Moderate
[REAC] Selecting “Run report” after selecting days, freezes the screen for five minutes before generating the report. No popup message is displayed to download report.	3-Moderate
[REAC] The content of the haz.log file downloaded from REAC is garbled.	3-Moderate
[REAC] The Reports Tool needs to be run again if a user navigates to another REAC tab in the same login session and comes back to the Report Tool Tab to download reports.	3-Moderate

Description	Severity Level
[REAC] Two cancel text icons (“X”) are shown in the quick filter text box when a user enters text to search in IE 11.	3-Moderate
[REAC] Under Session tab, active sessions are not displayed on top when a user is sorting Endtime in ascending order.	3-Moderate
[REAC] When a user attempts to add a file larger than 50 megabytes, the wrong error message is displayed.	3-Moderate
[REAC] When a user modifies an existing license with an empty text file, REAC does not display an error message and the existing file does not get modified.	3-Moderate
[REAC] Clicking on the browser’s back button while in any of the tabs results in a blank page.	3-Moderate
[REIC] Customer text feedback entry does not allow the insertion of spaces.	3-Moderate
[REIC] During kiosk scanning, if the customer presses the Start Scan, Stop Scan and Start Scan buttons immediately after one another, Scan is canceled and the “Scanner not supported” error message is shown in eREAD.	3-Moderate
[REIC] Expert Type icon sequences are different between two kiosks.	3-Moderate
[REIC] Feedback and Thank you pages are missing the small logos.	3-Moderate
[REIC] Kiosk is showing the “Select Locale has not associated to any expert type.” message instead of the “Kiosk is not registered” message when a kiosk is not added in Kiosk tab of REAC. If run main.sh, the kiosk shows the "SYSTEM ERROR: RESC is not running." message.	3-Moderate
[REIC] Small logo is showing during scan if an agent starts a scan and then streams a video.	3-Moderate
[REIC] When scan is canceled and initiated in quick succession, the scan popup is not displayed in REIC.	3-Moderate
[REIC] If no Expert Type is configured for the locale, REIC gets stuck on the “Selected Locale is not associated to any expert type. Please contact admin” page after an agent makes a call to a kiosk.	3-Moderate
[TUI] REM TUI is not accepting inputs for restoring the backup as expected.	3-Moderate
[TUI] When creating a TAC user account in TUI, the “waitpid: No child processes” message is showing after entering the verification string.	3-Moderate
[TUI] Restore Backup option should display only files with .tgz extension in the list. It displays all files (e.g. img, doc, etc.) from the folder.	3-Moderate
[Database] In the Document table, the parameter ‘is_deleted’ is shown as false (“F”) for scanned/signature/local upload images even after three days.	3-Moderate
[Direct Connect] The message “Another Session already in progress” is shown if an agent starts a DC session when the call is on hold.	3-Moderate
[ISO] The password for any configuration in ISO is in clear text format and not masked.	4-Minor
[ISO] The log file should be moved to the Troubleshooting section in the TUI for consistency.	4-Minor
[IE] Show Private Notes heading displays only arrows (< >) in IE. The heading is correct when using the FF browser.	4-Minor

Acronyms

The following acronyms are used in this guide:

- CAD – Cisco Agent Desktop
- CUCM – Cisco Unified Communications Manager
- DC – Direct Connect
- DN – Directory Number
- eREAD – eRemote Expert Agent Desktop (uses Cisco Finesse)
- FF – Firefox
- HA – High Availability
- IAS - Installation Automation Script
- IE – Internet Explorer
- IEC – Interactive Experience Client
- IEM – Interactive Experience Manager
- IVR – Interactive Voice Response
- LA – LiveAssist
- MA – Mobile Advisor
- MS – MediaSense
- mREAD – Mobile Remote Expert Agent Desktop (uses Cisco Finesse)
- RE – Remote Expert
- REAC – Remote Expert Administration Console
- READ – Remote Expert Agent Desktop (uses Cisco Agent Desktop)
- REGS – Remote Expert Government Services
- REIC – Remote Expert Interactive Applications Control
- REM – Remote Expert Manager
- RESC – Remote Expert Session Controller
- TUI – Text-based User Interface
- UCCE – Cisco Unified Contact Center Enterprise
- UCCX – Cisco Unified Contact Center Express
- VNC – Virtual Network Computing
- VM – Virtual Machine