



# Cisco Remote Expert Manager 1.9.2 Release Notes

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Release 1.9.2

**Revised: August 26, 2014, OL-30129-04**

This document describes new features and enhancements for Cisco Remote Expert Manager (REM) version 1.9.2.

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## New Features and Enhancements

Release 1.9.2 contains a number of new features and enhancements including:

- **mREAD:** Cisco Mobile Advisor has been integrated with REM. This enables organizations with an REM instance to conduct video sessions between their experts and customers who are using mobile devices or PCs at home. Since Cisco Mobile Advisor gives customers the freedom to conduct business with experts anywhere, anytime, and on any device, its integration with REM will allow customers to easily move from branch to mobile interactions as they wish. As a result, it will strengthen existing customer relationships with a consistent video-enabled mobile experience and create a long-lasting loyal customer base.

The following are key features of the REM integration with Mobile Advisor:

- Customers can connect with an expert using either an application on an iPad or Google Chrome on a PC.
- Customers do not install or configure an application on their mobile device or PC - they simply press a button on the organization's website to initiate the video call.
- Experts do not need to open a separate application to communicate with mobile customers. Experts log into Cisco Finesse and when a call is determined to be mobile rather than immersive (i.e. from a kiosk), the mREAD page appears.
- Experts can share documents and web links, annotate on the screen, and control the web page that the customer is viewing using mREAD.

- REM provides the API to mobile applications to share the DN/URI along with a Mobile Advisor session token.
- RESC detects a Mobile Advisor call and creates a RESC session via JTAPI.
- REAC changes to handle query changes and support to configure document and URLs.
- The document camera and Snapshot Capture applications that were released for 1.9.0 have been integrated into a single application starting with release 1.9.2. The new Document Camera application is accessed by clicking a shortcut on the agent's desktop just as with the Snapshot Capture application in release 1.9.0 rather than from a button within READ or eREAD as in release 1.9.0.
- In addition to the functionalities that were available for document camera and Snapshot Capture applications in release 1.9.0, the new Document Camera application has the following additional features:
  - Administrators can configure predefined zoom buttons for all agents to make zooming quicker for common document sizes.
  - Agents can zoom the camera using granular zoom levels 1x, 2x, 4x, 10x, and 15x.
  - Agents can see a full screen view of an image (i.e. the snapshot of the document) to ensure that the image is satisfactory.
  - Agents can tag all images created during a session with a prefix such as the customer's name or other identifying information.
  - The file name of the image includes a timestamp and the agent's directory number.
  - The file name of the image can be modified in the application.
  - Unwanted image files can be deleted in the application.
- Unicast video streaming is now the default setting in the REM Properties file.
- Video encoder properties for the Vaddio document camera can be integrated in an IEM's policy to improve video quality when using the System Dimension AVS 2610 video encoder dongle.
- A virtual keyboard automatically appears on the REIC screen for text-based survey questions allowing the customer to answer questions or enter information such as their contact information.
- A header can be displayed along the top of REIC screens rather than the small customer logo.
- The scanner resolution can be set in the REIC Properties file.
- Reports generated in REAC can be customized with start and end dates.
- JMX\_Port and JMX\_RMI\_Port properties were added to the REM Properties file so that the ports that REAC uses to make a JMX over RMI call to fetch the database cluster information on both of the REM servers can be specified if the customer's network firewall has preferences or restrictions.
- Upgrade from 1.8 / 1.8.1 / (1.8.1 with patch) to 1.9.2
- HTTPS is enabled for enhanced security
- Integration of Cisco Finesse 10.0(1) for REM installations using Cisco Unified Contact Center Enterprise (UCCE) and Cisco Unified Contact Center Express (UCCX)

# Known Caveats

The following known caveats are related to the testing of Cisco components used in Cisco REM version 1.9.2.

**Table 1**      **Known Caveats**

<b>Description</b>	<b>Severity Level</b>
When a SIP call is made by the make call function, transferring the call via IVR does not work properly.	3 - moderate
Document camera capturing hardware failure.	3 - moderate
REIC: Scan popup is stuck with "Agent is now scanning.." message when an unsupported scanner is connected to the IEC.	3 - moderate
Live Assist session ends on the agent end (Cisco Finesse) when the browser is refreshed.	3 - moderate
Directory Number validation does not work in REAC under the Experts tab.	3 - moderate
REIC shows a blank grey screen momentarily after the card is swiped on the magstripe.	3 - moderate
Agent cannot type any text in the collaboration window when a web site is shared.	3 - moderate
Video Chat window cannot be moved in mREAD.	3 - moderate
If customer's mobile device lost network connectivity or auto locked, the agent does not receive any notification and closes the call properly in Finesse.	3 - moderate
In a conference, if both agents have different On Hold videos, the On Hold video of the agent who first puts the call on hold is played. Even if that agent disconnects the call, the same On Hold video plays for the other agent as well.	3 - moderate
Restore/Backup option should display only files with .tgz extension in the list but it displays all files (images,documents etc.) from the folder.	3 - moderate
Small logo is missing for text/image/none On hold page.	3 - moderate
Error message is prompted when image sorting was attempted in Locale, Expert Type, or Video tab of REAC.	3 - moderate
Images are not filterable in the Locale, Expert Type, or Video tab of REAC.	3 - moderate
Install QuickTime player popup does not populate for IE 8.	3 - moderate
REIC showing "error.message.Client" after running main.sh intermittently.	3 - moderate
READ displays "Communication Failure: Please contact Administrator." message after active node goes down.	3 - moderate
eREAD displays "Incoming Call, Checking for active session" message and does not load during multiple transfer via IVR in Make Call.	3 - moderate
Blank page shows when sharing uploaded document during a LiveAssist session.	3 - moderate
Agent should be able to download SSL certificate from MA server after login to Cisco Finesse.	3 - moderate
After migration, the "Session Result" for the agent does not work properly in eREAD.	3 - moderate
During executing IAS, it complains about "var/rem/bin/img_restore.sh: line 9: [: too many arguments".	3 - moderate

Description	Severity Level
When expert type images have spaces in their names, the expert type is not displayed in REIC; instead the image appears blank.	3 - moderate
Post restoration, document camera preset values/labels are not copied.	3 - moderate
Video Snapshot tool displays "Connect to 172.25.26.210:8443 [/172.25.26.210] failed: Connection refused: connect" message.	3 - moderate
Showing Estimated Wait Time (EWT) during ringing, text is not display within two rows, the video shifts down, and the Cancel button cannot be displayed properly.	3 - moderate
Renaming a document camera snapshot gives the "Unable to rename file.Reason:Invalid index" error message in certain cases.	3 - moderate
Sometimes upon login with IE8, the message "The session has been expired. please sign in to continue working." appears.	3 - moderate
Blank page shows when sharing links with HTTPS protocol during LiveAssist session.	3 - moderate
When latency is applied, the message "Scanned image is sent from kiosk" is displayed multiple times before the actual image shows up.	3 - moderate
UCCX 10/CUCM HA: Kiosk shows the message "system is not available, please try after sometime" for a few minutes during call initiation when Subscriber is down.	3 - moderate
Video window overlays Direct Connect sharing window in IEC SIP client application.	3 - moderate
IEC SIP client gets unregistered when the call is disconnected from (e)READ.	3 - moderate
IEC SIP: When a call is put on hold while there is a Direct Connect sharing session, Direct Connect will not restart properly.	3 - moderate
IEC SIP: When a call with a Direct Connect sharing session lasts for more than three minutes, the call gets frozen.	3 - moderate
User is able to delete the video that is being previewed in READ.	3 - moderate
When a SIP call is made by the make call function, conference call (via IVR) gets disconnected when the first agent drop the call.	3 - moderate
In REIC, the Expert Type icon display order changes between two kiosks.	3 - moderate
On setting the "document.enabled to false" the doc panel with collaboration panel is not displayed and hence the status of other operations are not shown.	3 - moderate
Kiosk Health Check shows non-existing SIP kiosk (or other endpoint) if a directory number is reused.	3 - moderate
When using IE8, unable to place cursor control in quick filter text boxes in any of the tabs in REAC.	3 - moderate
Print Document file with Simplified Chinese file name results in the "Printer Not Found" message and the document cannot be previewed.	3 - moderate
The report is not generated if the active node DB is shutdown.	3 - moderate
For Mobile Advisor, entering duplicate links results in "Unable to load link status: 420" error message.	3 - moderate
The message "Session Detail are not present in MS Server, Please check NTP settings" is shown in the REAC Session tab when MS recording is not present.	3 - moderate

Description	Severity Level
If no expert type is configured in REAC, REIC is stuck on "Selected Locale is not associated to any expert type. Please contact admin" page after the agent makes a call to the kiosk.	3 - moderate
Dual screen image is displayed past the end time when no other image is set to replace it immediately afterwards.	3 - moderate
Users can log in with incorrect username when they type complete username/password and then delete part of the username before clicking on login button.	3 - moderate
The 'Deleted' column in the fanwer_master table is not consistent with the data in the REAC Session Results tab.	3 - moderate
Search feature does not work properly if "http" (in Content tab only) or "_" are searched.	3 - moderate
Deleting a document from REAC does not delete the document from the server in one of the nodes.	3 - moderate
REAC should have "Select All" feature to select everything in the table.	4 - minor
RE built-in keyboard should popup when keyboard module is enabled for customer to enter ID number.	4 - minor
After finishing open text questionnaire, virtual keyboard still stays on screen if the subsequent question is a multiple choice question.	4 - minor

■ **Known Caveats**