



# Cisco Remote Expert Manager Release Notes

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Release 1.9.4

**Revised: March 7, 2015**

This document describes new features and enhancements for Cisco Remote Expert Manager (REM) version 1.9.4.

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## New Features and Enhancements

Release 1.9.4 includes the following new features and enhancements:

- VNC Co-browsing to allow agents to assist customers with the client application on the kiosk. Co-browsing allows the agent to view the customer's screen so they can assist customers by navigating the application, completing transactions, or filling out forms. Co-browsing is achieved by enabling the VNC viewer of the IEC.
- Remote Expert Agent Desktop (READ) software development kit (SDK) to integrate READ into customer applications.
- Remote Expert Interactive Controller (REIC) SDK to integrate REIC into customer applications.
- Remote Expert Session Controller (RESC) API for Mobile Advisor (MA) support.
- eREAD is now available in Simplified Chinese.

# Known Caveats

The following known caveats are related to the testing of Cisco components used in Cisco REM version 1.9.4.

**Table 1**      **Known Caveats**

Description	Severity Level
[TUI] Diagnostics archive is stored on Tomcat Root directory.	3 - moderate
[DirectConnect] The message "Another Session already in progress" is shown if an agent starts a DC session when the call is on hold.	3 - moderate
[DirectConnect] If agent1 invites agent2 to view DC sharing using the "Invite..." button on DC, DC should terminate the session completely once agent1 clicks the Disconnect button on DC.	3 - moderate
[READ - REM HA] READ displays the message "Communication Failure: Please contact Administrator." after an active node goes down.	3 - moderate
[MA] An agent should be able to download a SSL certificate from the MA server after login to Finesse.	3 - moderate
[Document Camera] Renaming a document camera snapshot in some cases results in an "Unable to rename file.Reason:Invalid index" error message.	3 - moderate
[REAC] The message "The session has been expired. please sign in to continue working." appears sometimes upon login with IE8.	3 - moderate
[READ SDK] A customized logo should removed/replaced in readsdk/Vnc.html and/or be able to be customized during installation.	3 - moderate
[READ] VNC Co-browsing should be either smaller or resizable in READ.	3 - moderate
[Finesse 10.5 - Chinese] A notification message appears showing "?????????" when streaming a deleted video.	3 - moderate
[Document Camera - Chinese] If an agent enters Chinese text for the Image Prefix and restarts the Document Camera application, the Chinese text shows "?????" in the Image Prefix text field.	3 - moderate
[Document Camera - Chinese] The messages "A collaboration request is still in progress." and "An REM session is not available to perform this operation." are shown in English when using the Document Camera application in Chinese.	3 - moderate
[Finesse 10.5 - Chinese] The message "The field is required" in eREAD is shown in English.	3 - moderate
[Co-browsing] If agent1 starts co-browsing before conferencing to agent2, agent2's co-browsing button is disabled after the conference.	3 - moderate
[Finesse 10.5 - Chinese] The message "Print Error" is displayed in English when a printer is not connected to the IEC and the agent tries to print a local file using eREAD.	3 - moderate
[Latency] Scan fails and displays the message "Scanner not found" or "Scanner not supported" when latency is applied.	3 - moderate
[REIC] Expert Type icon sequences are different between two kiosks.	3 - moderate

Description	Severity Level
[REAC] Kiosk Health Check shows a non-existing SIP kiosk (or other endpoint) if a DN is re-used.	3 - moderate
[REAC] When using IE8, a user is unable to place the cursor control in the quick filter text boxes in any of the tabs.	3 - moderate
[MAClient] Images (jpg, jpeg,png,gif) shared by agent in a LA session are visible to the customer but not on the agent's panel.	3 - moderate
[Finesse 10.5 - Chinese] Titles of Signature and Scan Images are shown in English for the Chinese locale.	3 - moderate
[Finesse 10.5 - Chinese] The messages "Scanner not found", "Device busy", and "Invalid argument" are showing in English rather than in Chinese.	3 - moderate
[READ] Customer name accepts all special characters.	3 - moderate
[REAC] A report in the Report Tool must be run again if the user navigates to another REAC tab during the same login session and then comes back to the Report Tool tab to click "Download Reports".	3 - moderate
[Co-browsing] A "Connection error"pop up window continually displays and cannot be closed with one click.	3 - moderate
[REAC] Selecting "Run report" in the Report Tool tab after selecting a number of days freezes the screen for five minutes before generating the report. No pop up message is displayed to download the report.	3 - moderate
[REM ISO] After installation, the "*" file is showing in the docstore folder.	3 - moderate
[Migration from 1.8 REGS to 1.9.4] After migration, some information in non-default locales ismissing.	3 - moderate
[MA] The Close button overlaps the sharing screen in the MA application.	3 - moderate
[RE-on-iServices] Home button does not work properly in the RE-on-iServices template.	3 - moderate
[RE-on-iServices] After rebooting REIC, the application will not play the specified video.	3 - moderate
[RE-on-iServices] Make Call does not work properly on customer template application.	3 - moderate
[TUI] The TUI is not accepting inputs for restoring the backup as expected.	3 - moderate
[TUI] Restore/Backup option in the TUI should display only files with .tgz extension in the list. Instead it displays all files (e.g. img,doc) from the folder.	3 - moderate
[REM ISO] During executing IAS, it complains about "var/rem/bin/img_restore.sh: line 9: [: too many arguments".	3 - moderate
[Upgrade from 1.9.2 to 1.9.4] After logging into the TAC account, the Build Version is still showing the old version after the upgrade.	3 - moderate
[TUI] When creating a TAC user account in the TUI, the message "waitpid: No child processes" is showing after user entered the verification string.	3 - moderate
[Document Camera] Document camera captures hardware failure.	3 - moderate
[READ] Video streaming status is "Stopped" when a scan request is invoked during streaming although a scanner is not attached.	3 - moderate
[REIC] REIC shows a blank gray screen momentarily after a card is swiped on the Magstripe.	3 - moderate

Description	Severity Level
[RE-on-iServices] Video window overlays the DC sharing window in the IEC SIP client.	3 - moderate
[RE-on-iServices] IEC SIP client gets unregistered when the call is disconnected from eREAD.	3 - moderate
[RE-on-iServices] When a call is put on hold while there is a DC sharing session, DC will not restart properly.	3 - moderate
[RE-on-iServices] When a call with a DC sharing session lasts for more than three minutes, the call freezes.	3 - moderate
[REIC] The Feedback and Thank You pages are missing the small customer logo.	3 - moderate
[REAC] An incorrect error message is shown on REIC after a kiosk is deleted in REAC.	3 - moderate
[REIC] IEC sometimes shows the error message "printer not found" even if there is a supported printer connected to the IEC.	3 - moderate
[REIC] The small customer logo is displayed during scanning if an agent starts the Scan feature and then streams a video.	3 - moderate
[REIC] The message "Server is down" is shown momentarily on REIC after a call is initiated from the Kiosk and then cancelled.	3 - moderate
[REIC] When Scan is cancelled and initiated in quick succession, the Scan popup is not displayed in REIC.	3 - moderate
[REIC] During scanning, if the customer presses the Start Scan, Stop Scan, and Start Scan buttons immediately after one another, Scan is cancelled and a "Scanner not supported" error message is shown in eREAD.	3 - moderate
[REIC] Kiosk is showing the message "Select Locale has not associated to any expert type." instead of the message "Kiosk is not registered" when a kiosk is not added in the Kiosk tab of REAC. If the administrator runs main.sh, the kiosk shows the message "SYSTEM ERROR: RESC is not running.".	3 - moderate
[REIC] If no expert type is configured in REAC for the locale, the REIC is stuck on the "Selected Locale is not associated to any expert type. Please contact admin" page after the agent makes a call to a kiosk.	3 - moderate
[Migration 1.8.1 NW to 1.9.2] After migration, the Session Result for the agent does not work properly in eREAD.	3 - moderate
[READ] When a call is on hold and an agent clicks to expand the Customer pane, the on-hold mask will dislocate and will be unable to disable the job status and video status.	3 - moderate
[REIC SDK] When an agent force cancels a scan and then tries scanning again, the previously canceled image pops up in REIC.	3 - moderate
[REIC SDK] If a printer is disconnected from an IEC and the agent clicks on the Print initialize button, the IEC returns the message "Init successful".	3 - moderate
[READ] While the call is in an Active Session, documents shared during that session cannot be deleted from REAC. The "Document being used in Active Session" message is shown. Un-shared documents can be deleted, but a 404 Error is seen in the thumbnail.	3 - moderate
[Document Camera] Preset position (PQRS value) is not showing in the IEM Events log when REIC SDK is loaded at the kiosk.	3 - moderate

Description	Severity Level
[Upgrade 1.8 REGS to 1.9.4] MS displays the message "Switching Transport" when playing live or completed record in IE9.	3 - moderate
[REAC] Filtering based on blank values in the Expert field is not allowed and neither is filtering for Help calls. Timed out calls are not allowed.	3 - moderate
[READ] If a call is in a conference and 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 first agent disconnects the call, the same On Hold video plays for the second agent as well.	3 - moderate
[REAC] Search feature does not work properly if user searches for an underscore (_).	3 - moderate
[READ - UCCX 9] When VNC viewer is closed, CAD may crash.	3 - moderate
[eREAD] When the VNC viewer is maximized, it cannot be minimized again. The viewer must be closed and restarted.	3 - moderate
[REAC] Partial searches in the image filters for the Expert Type, Locale, and Video tabs do not function correctly.	3 - moderate
[REAC] In the Session tab, active sessions are not displayed at the top of the list when a user sorts endtime in ascending order.	3 - moderate
[REAC] When QuickTime is not available, a pop up shows "-1" after clicking on "Install plugin" for FF21.	3 - moderate
[REAC] Quick filter does not work properly when a user attempts to filter special characters such as , " * "	3 - moderate
[REAC] Document name shows up as 'null' in REAC when it is selected for modification while it is in queue for printing.	3 - moderate
[REAC] When a user attempts to add a file larger than 50000000 bytes, an incorrect error message is prompted.	3 - moderate
[REAC] When a user modifies an existing license with an empty text file, REAC does not prompt any error message and the existing file does not get modified.	3 - moderate
[REAC] User is logged out or cannot connect to web server when browsing REAC using IE9.	3 - moderate
[Enhancement] Minor version should appear on READ/eREAD and REAC > About.	4 - minor
[Enhancement] REAC should have a "Select All" feature to select everything in the table.	4 - minor
[Enhancement] A built-in keyboard should pop up when the keyboard module is enabled for the customers to enter their IDs.	4 - minor
[ISO] The log file should be moved to the "Troubleshooting" section of the TUI for consistency.	4 - minor
[Document Camera] When the Preset and Execute buttons within the Custom Zoom section of the Document Camera application are clicked for the second time, the RS232 command will not show up in the IEM's Event log.	4 - minor
[Enhancement] VNC start/stop toggle button instead of open popup in READ.	4 - minor
[Enhancement] Kiosk > Health page should also show IEC's IP address and maintenance code.	4 - minor
[ISO] The password for any configuration in ISO is in clear text format and not masked.	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)
- 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