



Cisco Remote Expert Mobile Release Notes - 10.6(1)

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Preface

About this guide

This guide covers the latest notes regarding Cisco Remote Expert Mobile 10.6 release.

Successful deployment of Cisco Remote Expert Mobile also requires familiarity with the information presented in the *Cisco Collaboration Systems Solution Reference Network Designs (SRND)*. To review IP Telephony terms and concepts, see the documentation at the preceding link.

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Organization of This Guide

This guide includes the following sections:

Introduction	Introduction & brief overview of Cisco Remote Expert Mobile and its SDKs, software server components, agent integrations and key technologies.
New and Updated Features	Describes the standard Cisco Remote Expert Mobile deployment models.
Limitations and Restrictions	Describes the standard Cisco Remote Expert Mobile with Unified CCE and Unified CM model deployments.
Supported Languages	Language support for this release.

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Introduction

Cisco Remote Expert Mobile is a software solution that enables personal and actionable customer interactions within mobile & web applications. These interactions range from simple click-to call to a complete voice, video and Expert Assist customer engagement session interconnected to a full contact center environment. For example, Cisco Remote Expert Mobile can connect individual investors to the next available financial advisor within a mobile trading app (B2C – Business to Consumer) or a field employee’s mobile app routing into an internal helpdesk (B2E – Business to Employee).

Features

With Cisco Remote Expert Mobile developers can deliver voice, video and Expert Assist co-browse and application sharing in mobile or web applications. Cisco Remote Expert Mobile is designed specifically for remote collaboration services provided through Cisco Unified Communications Manager, Cisco Unified Contact Center Enterprise (Unified CCE), Cisco Unified Packaged Contact Center(PCCE), Hosted Collaboration Solution for Contact Center (HCS-CC), and Cisco Unified Contact Center Express (Unified CCX). Cisco Remote Expert Mobile offers the following features and options that are pre-sized within core components. Core component features are:

- In-app voice & video communications (Over-the-Top WebRTC communications)
 - High definition video and audio
 - Bi-directional or one-way video
 - Mute audio, video or both
 - Client side call control
- WebRTC to SIP gateway (trunking into Cisco Unified Border Element and Unified Communications Manager)
- Expert Assist
 - Web co-browse
 - Mobile app sharing
 - Remote app control
 - Expert form editing and completion
 - Annotation by expert
 - Expert document push
 - Expert URL sharing
 - Protect sensitive data with field and data masking
- Media Handling:
 - STUN server (RFC 5389) for client external IP identification
 - UDP port multiplexing
 - Media encryption / decryption
 - Bidirectional audio
 - High definition video (H.264 or VP8 in CIF (352x288), nHD (640x360), VGA (640x480), 720p (1280x720)
 - High definition and narrowband audio codec support (Opus, G.711 ulaw or G.711 alaw)
 - Opus, G.711 ulaw, G.711 alaw & G.729a audio transcoding into the enterprise network

— H.264 & VP8 video transcoding

SDKs

Cisco Remote Expert Mobile includes Software Development Kits (SDKs) to provide voice over IP, video over IP, and expert assist (app share & web co-browse, annotation and document push) features within pre-existing mobile and web applications. Whether placing or receiving calls, Cisco Remote Expert Mobile supports web application in every major browser such as: Google Chrome 33+, Mozilla Firefox 28+, Internet Explorer 11 and Apple Safari 8. With WebRTC at its core, in-app communications are enabled without the need for plugins. Where WebRTC is yet to be supported in Internet Explorer and Safari, WebRTC plugins are provided for voice and video. Cisco Remote Expert Mobile also delivers integrated communications in iOS 7+ and Android 4.1.2+ apps thru native libraries.

Cisco Remote Expert Mobile Client SDK (CSDK)

- Expert Assist (co-browse, annotation and doc push) supported in IE 11 and Safari 8 without plugin for agent & consumer. Only voice and video (WebRTC) requires plugin for IE.
- Expert Assist – Support for Chrome 33+, Firefox 28+, Safari 8 and Internet Explorer 11.
- Expert Assist - Agent form filling for Web, Android & iOS
- Expert Assist - Push File Content – Similar to Push Document/Image URL but instead the Agent downloads the content and sends it directly to the Consumer
- Expert Assist - To use co browse-only mode in the Consumer Sample application, a new URL parameter has been introduced to enable this mode: `cobrowseOnly=true` and `cid=<an_id>` must be specified.
- Expert Assist - Specify both a destination and a correlation ID to the Consumer Sample application using both the following URL parameters, separated by an ampersand (&): `destination=<address>`; `cid=<an_id>Audio-only & Expert Assist support`
- Airplay support for video and Expert Assist
- Javascript sample application (in source code form)
- Agent SDK Connection Status API added
- Safari plugin support for AED
- Allow clients to set their own encoding for UUI values
- Android sample application (in source code form)
- Android Sample provides simple volume control and speaker selection
- iOS Simulator (i386) build support. iOS Simulator Support for Co-browse only Mode.
- iOS ARM 64 support (armv7, armv7s)
- iOS sample application (in source code form)
- Expert Assist - Remote use of iOS UI components by agents (UISlider, UISwitch, UIStepper).

Cisco Remote Expert Mobile Application Server (REAS)

- Expert Assist - Configurable screen-share quality
- Expert Assist – Co-browse Activity Indicator – The Consumer is given a visual indicator when an Agent is viewing the Cobrowse or mobile app share.
- Expert Assist – Multiple agent support for co-browse / app share (up to 4 parties per Expert Assist session)
- REM OVA packaging for VMware vSphere 5.1+
- Finesse Expert Assist Gadget (supported on IE10, IE 11 and Firefox version 36 or newer)
- Finesse Expert Assist Supervisor Gadget (supported on IE10, IE 11 and as above)
- Expert Assist Web Agent Console (supported on IE10, IE 11, Chrome 33+ and Firefox version 36 or newer) for Unified CM deployments
- Expert Assist Web Supervisor Console (supported on IE10, IE 11 Chrome 33+ and Firefox version 36 or newer) for Unified CM deployments
- Support multiple outbound SIP Servers
- Support for CentOS 6.5
- IE plugin logs to the file system at <user-home>\AppData\LocalLow\FusionVideo\ieplugin.log

Cisco Remote Expert Mobile Application Server (REMB)

- REM OVA packaging for VMware vSphere 5.1+
- Network Isolation Detection in Media Broker
- Support for CentOS 6.5

Limitations and Restrictions

Emergency Service Calls

Do not use Cisco Remote Expert Mobile for emergency services calls. Do not configure Cisco Remote Expert Mobile to route calls through the public switched telephone network (PSTN) to an emergency response center. If you do, calls may be misdirected or the emergency response center may make errors when determining your location.

Supported Agent Endpoints

- With Cisco Remote Expert Mobile 10.6 the agent supported endpoints are DX (650/70/80) and Jabber for Mac
- EX/MX/SX/C-series will be supported in release 11.5 of Contact Center
- Jabber for Windows will be supported in release 11.5 of Jabber for Windows

MediaSense Recording

With Cisco Remote Expert Mobile 10.6 audio recording will be supported. Video recording and playback (with Java player) will be supported in an ES for MediaSense 11.0.

Unified CM Parallel Hunt Groups and Auto-answer are not supported

In a UC-only deployment (i.e. Unified CM), Cisco Remote Expert Mobile will not support Parallel Hunt Groups and Auto-answer. If you do, calls may be misdirected or and the agent's browser will require a complete refresh or restart to recommence taking voice, vice and Expert Assist sessions.

iOS Alerts / System Dialog Boxes

Due to limitations imposed by iOS, it is not possible for Cisco Remote Expert Mobile to replicate any iOS generated dialog boxes such as Alert boxes, the iOS keyboard or menus generated by HTML (e.g. The popup menu generated by the HTML `<select>` element). Consequently, it should be considered whether it is necessary for the Expert to see those elements and possibly consider alternative implementations, such as JavaScript and CSS.

Password Fields

When entering a password into a text field on a mobile device such as iOS or Android, the device will momentarily display the letter that has been entered before masking it. As a user's device screen is being replicated and displayed to an Agent, it is possible for that Agent to see the password as it is being entered. Consequently, it is recommended that fields that can contain sensitive information be masked using the built-in masking capabilities provided by each Assist SDK, described in earlier chapters.

Perceived low volume on some Android devices

In some cases, low volume may be perceived in an associated Cisco Remote Expert Mobile Android application. Developers should refer to useful Android API documentation to rectify this issue and handle audio appropriately for the correct audio output speaker (earphone or speakerphone):

- <http://developer.android.com/training/managing-audio/index.html>
- <http://developer.android.com/training/managing-audio/audio-output.html>

For developers using the sample applications provided with Cisco Remote Expert Mobile, please – see the `InCallActivity: setSpeakerphoneOn` method. When using an Android phone form factor, developers will need to make some explicit calls to the Android `AudioManager` to get the audio routed to the speakerphone.

With a tablet the audio should automatically go to the speaker (as long as a headset isn't plugged in). If audio is still low, then check all volume sliders in Settings. Some Android devices have bugs with speaker volume (e.g. HTC on Android 4.4).

Volume slider automatically adjusts on some Windows 7 devices

Cisco Remote Expert Mobile customer-side applications on a Windows 7 PC may experience the call volume being reduced substantially when the call is established. By default, Windows 7 automatically reduces the system volume when it detects that the PC is trying to make or receive phone calls. The default behavior of Windows 7 is to reduce the volume by 80% and should be changed.

This may be addressed in the Control Panel, open "Sound" applet or access it directly using "mmsys.cpl" command in RUN or by right-clicking on the Volume control option in the taskbar and selecting Sounds.

Then go to "Communications" tab and check the option "**Do nothing**" and then "**Apply**" it.

x86 Android

The Android SDK only comes with native libraries for the ARM architecture. Cisco Remote Expert Mobile applications will run slowly on devices running on x86 architectures.

Co-browse only mode

Co-browse only mode is not supported with the Cisco Remote Expert Mobile Finesse Agent Widget or the Expert Assist Web Agent Console (used in conjunction with Unified CM v10.5+). Note: Co-browse only mode is supported by developers that properly implement this feature in conjunction with the Cisco Remote Expert Mobile Developer's Guide.

Finesse Version 11 Required port configuration

Pursuant to the Cisco Remote Expert Mobile Installation and Configuration Guide (page 67), when configuring the Finesse server in the Cisco Remote Expert Mobile Administration web console (https://<reas-address>:8443/web_plugin_framework/webcontroller) on the "Agent Consoles" tab, the port must be explicitly changed to 8445 for Finesse Server version 11.

https://<finesse_server_fqdn>:8445 (e.g. https://finesse_server1.cisco.com:8445)

Javascript

- PDF documents with embedded fonts may not render correctly.
- Elements styled with CSS3 Animations may not appear in the Agent Co-browse.
- CSS3 Button Styles will not appear in the Agent Co-browse.
- `<canvas>` elements will not appear on the Agent Co-browse.
- Some HTML5 Input Types may not appear in the Agent Co-browse.
- Content within an `iFrame` that is inside a Live Assist enabled page will not appear in the Agent Co-browse.
- Page content loaded from another domain to the origin may not appear in the Agent Co-browse.
- Embedded PDF documents will not appear in the Agent Co-browse.

iOS

- iOS Sample Application no longer builds against the iOS 6 SDK. Workaround: Conditionally define your own AVAudioSessionModeVideoChat variable to satisfy the linker.
- Not all moveable elements can be moved by a Live Assist Agent via the co-browse.
- iOS SDK unable to process incoming calls that are answered immediately

Android

- Native fields cannot be edited using the Agent Form Editor or via the co-browse area.
- The Agent Form Editor will not appear for native Android UI Views (Radio Buttons, checkboxes, etc.)
- The Agent Form Editor will not appear for Web Views that have been loaded as a UI Fragment.
- Android phone.setCamera has no effect during a call. Calling setCamera during a call will have no effect. However, calling setCamera before making a call will set the camera correctly for the subsequent call.

Browser Plugins

- Only support VP8 video.
- Microsoft has released a cumulative security update for Internet Explorer (KB3058515), which appears to require higher privileges in order to install Cisco Remote Expert Mobile IE Plugin. The user is prompted to download and install the plugin but the installation never completes. If you launch the browser developer console you will see the message "Waiting for BHO" being displayed repeatedly.
- Workaround: Ensure Internet Explorer is run as an administrator. From the Start Menu right click on "Internet Explorer" and choose "Run as Administrator" from the drop-down menu. The plugin should install.

Cisco Remote Expert Mobile Application Server (REAS)

- All REAS VM nodes must use identical OVA templates.
- All REAS VM nodes must use the small OVA template.
- Up to 4 REAS and 20 REMB may be deployed to increase cluster capacity to 1,000 sessions

REAS Admin UI – ensure the following are listed as banned codecs

- G722
- iLBC
- CN
- red
- ulpfec
- isac
- g7221

- MP4A-LATM

Cisco Remote Expert Mobile Application Server (REMB)

- Certain video endpoints cannot render 720x1280 video (i.e. 720p in portrait mode, e.g. from a mobile device).
Workaround: Either ensure the video stream from the mobile device cannot be rotated into portrait mode or update the Video Resolution Configuration section of the Media Configuration through the Admin UI or CLI to restrict the possible dimensions of the image.
- REMB nodes should only use the large OVA template

Supported Languages

English only for release 10.6

Bug Search Tool

If you have an account with Cisco.com, you can use the Bug Search Tool to find caveats of any severity for any release. Access the Bug Search Tool at <https://www.cisco.com/cisco/psn/bssprt/bss>.

Support

For Cisco Remote Expert Mobile software support, go to <http://www.cisco.com/cisco/web/support/index.html>, and then select the product/option that you are interested in.