



# Cisco Remote Expert Mobile 10.6(2) Release Notes

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## Preface

### Change History

Changes	Date
First published	2015-07-31
CUBE is now optional component	2015-10-06
Updated information about unresolved issues brought forward from version 10.6(1)	2015-10-07

### 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:

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

### Documentation Feedback

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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).

## New and Updated 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

## Cisco Unified Border Element (CUBE)

- Cisco Unified Border Element is optional in Unified CCX and Unified Communications Manager only deployments. It is required only if you need recording at a Cisco Unified Border Element level.

## Limitations and Restrictions

### Supported Upgrade Paths

Cisco Remote Expert Mobile 10.6 supports fresh installs via the Remote Expert Mobile OVA. To obtain software for a fresh install, refer to the following:

- See the *Cisco Unified Communications Applications Ordering Guide*
- Contact your Cisco representative
- Go to <http://www.cisco.com/>

### Firefox not supported for Agents in a UC-only deployment

- Firefox 39 changes H.264 support in a way that is not compatible with RE Mobile.
- Do not use Firefox for the agent browser in a UC environment.

### 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

- Cisco Remote Expert Mobile 10.6 supports audio recording.
- MediaSense 11.0 will support video recording and playback (with Java player)

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

- In a UC-only deployment (that is, Unified CM), Cisco Remote Expert Mobile does not support Parallel Hunt Groups and Auto-answer. Attempting to use them may result in misdirected calls; the agent's browser will require a complete refresh or restart to recommence taking voice, 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 (for example, 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 momentarily displays the letter that has been entered before masking it. As a user's device screen is 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 are masked using the built-in masking capabilities provided by each Assist SDK,.

## 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, see the `InCallActivity.setSpeakerphoneOn` method. When using an Android phone form factor, developers 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.

## Android performance

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.

The quality of the video sent and received may be poorer on low-specification Android devices. This is especially true if such a device is trying to send and receive full HD video – in such a scenario it may become overloaded.

## 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](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](https://<finesse_server_fqdn>:8445) (e.g. [https://finesse\\_server1.cisco.com:8445](https://finesse_server1.cisco.com:8445))



## Loading Finesse Gadgets

The mechanisms by which gadgets such as ExpertAssist should load Finesse hosted assets (finesse.js and jquery) has changed with version 10.6.1 of Finesse. Finesse 10.6.1 now provides these assets, so the ExpertAssist gadget should load these assets from a different location.

It is recommended that the ExpertAssist gadget URL (configured as part of the Finesse Desktop layout) contains a finesseVersion request parameter whose value matches that of the Finesse Server version.

e.g. for Finesse 10.5.1 use:

```
<gadget>https://<reas-address>:8443/finesse_assist_gadget/FinesseAssist.xml?finesseVersion=10.5.1</gadget>
```

or for Finesse 10.6.1 use:

```
<gadget>https://<reas-address>:8443/finesse_assist_gadget/FinesseAssist.xml?finesseVersion=10.6.1</gadget>
```

If the `finesseVersion` request parameter is omitted, the gadget will assume it is running on 10.5.1 and continue to load the assets from the gadget.

## Finesse Gadget – Consult Calls

- The “Start Co-browse” button is incorrectly enabled for a second agent in a consult call before the call is transferred.
- When a consult call is transferred to a 2<sup>nd</sup> agent then that agent will see a message stating that the call is not an Expert Assist call. This message is incorrect and the “Start Co-browse” button will be enabled. The incorrect message will disappear after 5 seconds or it can be removed manually by clicking the “X”.

## Form Filling

- In both the Expert Assist Console and Finesse Gadget, the form filling functionality can allow the agent to bypass some types of browser-based form validation. The agent should take care to ensure only valid values are entered.

## Document Push

- Be aware that large PDF documents may take 10 or more seconds to render to the customer and agent.

## 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.

## Safari

- If the customer is using Safari 8.0.6 or later and navigates away from an Expert Assist enabled page then the agent will be unable to reconnect to the assist session even if the customer returns to the page.

## Browser Plugins

- Only support VP8 video.
- An Agent logged-in to Internet Explorer 11 or Safari will not be presented with a preview view of themselves until a call is in progress.
- An Agent logged-in to Internet Explorer 11 will continue to see a frozen/last image of the Consumer after the call is terminated.
- 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.
- If you are unable to login using Internet Explorer 10, please ensure that you have set the IT policy correctly:

For Windows user without administrative privileges, the IT policy must allow for ActiveX controls to be installed. The following configuration should be carried out by the IT administrator or a local user with Administrator privileges. Full details on this configuration can be found here [http://technet.microsoft.com/en-gb/library/dd631688\(v=ws.10\).aspx](http://technet.microsoft.com/en-gb/library/dd631688(v=ws.10).aspx).

1. In the Start menu search box, type gpedit.msc and hit Enter.
2. In the policy editor, go to Local Computer Policy | Computer Configuration | Administrative Templates | Windows Components | ActiveX Installer Service".
3. Open "Approved Installation Sites For ActiveX Controls".
4. Check the "Enabled" radio button.
5. In the Options pane, click the "Show..." button.

6. In the Host URLs table, add "http://<fas-server>" as the value name, and "2,2,1,0" as the value.

<fas-server> should be the machine from which the ActiveX control is served. The "2,2,1,0" string is an example that specifies the policy for downloading ActiveX controls from that server, see the Technet page above for details.

Should non-administrative users still experience problems installing the ActiveX control, then you may need to add the FAS server to the IE trusted sites zone, and ensure that the security settings for that zone allow for the downloading of ActiveX controls.

## Remote Expert Mobile Client SDK (CSDK)

### General

Issue Reference	Description
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CSCut66280	“Reload Grid” button on Call Log page clears the filter.
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- 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
- With RE Mobile 10.6 as agent supported endpoints are DX (650/70/80) and Jabber for Mac

### JavaScript

Issue Reference	Description
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CSCut97597	Safari 8.0.6 may block Expert Assist from detecting the active session and reconnecting to it.
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CSCut95081	Safari 8.0.6 may block CSDK from detecting the active session and reconnecting the camera to it.
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- 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.

## 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 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)

### Issue Reference Description

CSCut95043	If the Master REAS node is down then the Finesse Server may not be able to load the Expert Assist Agent Console. In this case the agent will find that the gadget does not load and they will be unable to access Expert Assist functionality.
CSCuu36632	On first install of REAS, text labels in the Web Admin are sometimes displayed incorrectly. Workaround: The REAS should be restarted after first installation.
CSCuu36771	On first install of REAS, administrator was unable to enable SSL via the run /opt/cisco/10.6.1.10000-5/REAS/resources/enable-sslv2.sh script. Workaround: The REAS should be restarted after first installation and then run enable-sslv2.sh.

- All REAS VM nodes of must use identical OVA templates.
- All REAS VM nodes of 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)

Issue Num.	Description
CSCut97648	When pushing a document to a consumer, after the document loads on the consumer side, it may take as much as 10-15 seconds for the document to render on the agent side.
CSCut66280	Reload Grid button is not function in Call Log page.
CSCut95043	Receiving 504 out of service error in Finesse Gadget
CSCuu74515	In a UCCE Environment when an agent performs CTI RP Xfer/Conference to another agent the callers ANI is not being delivered to the second agent and as a result Remote Expert operations are disabled for the second agent. This issue will be addressed in a later version/patch of UCCE.
CSCuu72166	Expert Assist document push does not support FTP

- 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 this release.

## 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.