



# Cisco Remote Expert Mobile 10.6(3)

## Release Notes

**First Published:** 2015-07-31

**Last Updated:** 2016-04-06

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## Preface

### Change History

Changes	Date
First published 10.6	2015-07-31
CUBE is now optional component	2015-10-06
Updated information about unresolved issues brought forward	2015-10-07
Updated Jabber for Windows support	2015-12-21
Updated support for certain TC endpoints for express deployment	2015-12-21
Updated Resolved Issues section with issues fixed	2016-01-08
Updated Chrome video display issue after call on hold	2016-01-11
Added 'Later Versions of Web Browsers' section to 'Limitations and Restrictions'	2016-01-13
Minor edits	2016-01-13
Updated Resolved Issues section with issues fixed	2016-01-13
Minor edits	2016-01-25
Added Internet Explorer known issues	2016-01-25
Re-inserted 'Firefox not supported for Agents in a UC-only deployment' section	2016-02-01
Added to Resolved Issues: <ul style="list-style-type: none"> <li>Log Capture Is Failing for REAS Servers</li> <li>Failure to Reconnect After a Loss in Network Reachability</li> <li>Divide by Zero Error</li> <li>Finesse Agent Not Able to Rejoin Co-Browse After Hold/Retrieve</li> <li>Unable To Run Change Passwords Script After Upgrade</li> </ul>	2016-02-18
Added to Resolved Issues: <ul style="list-style-type: none"> <li>Script Fails to Load Finesse Gadget on a Fresh Installation</li> <li>Script Fails to Load Finesse Gadget if Administrator Username or Password Have Been Changed</li> </ul>	2016-02-22
Added 'Co-Browse Active Banner Not Rotating on iOS 7' to Resolved Issues	2016-02-25
Added known issue: Video portion of ViQ/VoH files	2016-03-02

Changes	Date
Added limitation: Web browsers on mobiles	2016-04-06

## 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
- 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, Mozilla Firefox, Internet Explorer and Apple Safari. 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 and Android apps through native libraries.

### Cisco Remote Expert Mobile Client SDK (CSDK)

- Expert Assist (co-browse, annotation and doc push) supported in IE and Safari without plug-in for agent and consumer. Only voice and video (WebRTC) requires plugin for IE.
- Expert Assist—Support for Chrome, Firefox, Safari and Internet Explorer.
- 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 UII 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 support: arm64, 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 Co-browse 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 IE, and Firefox)
- Finesse Expert Assist Supervisor Gadget (supported on IE)
- Expert Assist Web Agent Console (supported on IE, Chrome, and Firefox) for Unified CM deployments
- Expert Assist Web Supervisor Console (supported on IE, Chrome, and Firefox) 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 Media Broker (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.

## Resolved Issues

### Issues fixed in version 10.6

#### Co-Browse Active Banner Not Rotating on iOS 7

- When a Consumer is co-browsing with an Agent, a green banner is presented across the top of the Consumer's screen to provide a visual cue that the co-browse is active. Normally when an iOS device is rotated, the banner moves to the current "top" of the screen; however, on devices using iOS 7 the banner did not move.

#### Script Fails to Load Finesse Gadget on a Fresh Installation

- On a fresh installation, attempting to load the Finesse gadget by running the `enable_sslv2.sh` script fails. The script fails to read the Management Server address from the `fas.properties` file.

#### Script Fails to Load Finesse Gadget if Administrator Username or Password Have Been Changed

- Attempting to load the Finesse gadget by running the `enable_sslv2.sh` script fails if the administrator username or password have been changed—the script needs to prompt for the administrator credentials.

#### Log Capture is Failing for REAS Servers

- In REAS, where the REMB is not present or installed, the log file capture is failing with an error that the target is not a directory.

#### Failure to Reconnect After a Loss in Network Reachability

- When the network cannot be reached, the client detects the network loss; then when the network connection is re-established, the session is resurrected, but under certain circumstances the app is not notified that the connection is successfully re-established.

#### Divide by Zero Error

- On Android, the call quality indicator under packet loss reports a 'divide by zero' error when operating with adverse network connections that result in significant packet loss.

#### Finesse Agent Not Able to Rejoin Co-Browse After Hold/Retrieve

- Occasionally, on an iOS or Chrome consumer, when the agent performs a sequence of Join → Leave → Hold → Attempt to Resume the session, they are not able to click the 'rejoin' co-browse button as it displays a 'stop' sign when they try to click it.

#### Unable to Run Change Passwords Script After Upgrade

- After upgrading, attempting to run the `change-passwords.sh` script returns a 'No such file or directory' error.

#### Internet Explorer 6-call limit

- Under certain circumstances using Internet Explorer as an Agent, the 6<sup>th</sup> answered call in a sequence may return a security error.

#### Safari Repeatedly Prompts for Plug-In Update

- When making a call, Safari prompts for a plug-in update when none is required.



### Internet Explorer Plug-in Not Updated

- When attempting to make a call, IE does not prompt to update the plug-in when required.

### Occasional EJB lock Causes Calls To Fail

- On rare occasions, a REAS node stops processing new calls.

### Audio/video is Not Coming On Firefox

- Calls to and from Firefox 42 experience no audio or video.

### Audio and Video Not Working For Agent Login On Chrome Beta Version

- Calls to Chrome 47 on Windows and Mac fail.

### No SDP in Incoming INVITE Causes Offer Answer Model to Break

- Call setup can break for inbound calls where REM receives a SIP INVITE with no SDP.

## 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/>

### Later Versions of Web Browsers

- The Solutions guide includes details of supported browsers—later versions of browsers than are stated in the Solutions guide may break compatibility.

### Web Browsers on Mobiles

- Web browsers are not supported on iOS or Android.

### 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 Services 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), EX/MX/SX/C-series, Jabber for Mac, and Jabber for Windows
- Consult operations in CCX deployment (Transfer/Conference) are not supported with all TC-based endpoints (EX/MX/SX/C-series); this will be supported in a future release.

### MediaSense Recording

- Cisco Remote Expert Mobile 10.6 supports audio recording.
- Video recording and playback is not supported.

### 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><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 of Finesse. Finesse 10.6 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.

For example, 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 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.

## 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.

## Fixed Bitrate value is chosen when Adaptive Bit Rate is enabled but could not be negotiated with SIP endpoint

- REM offer TMMBR support to manage an Adaptive Bit Rate between itself and SIP endpoints, such as CUBE, CUCM endpoints. If the endpoint does not support TMMBR, adaptive bit rate cannot be supported in this release. As a result, a fixed bit rate will be chosen as a target for the encoder. The fixed bit rate value can be set on the Web Plug-in Framework:
  - Under Media Configuration, disable adaptive bit rate and set a fixed bit rate to 512kbps (or appropriate).
  - Save the Configuration then re-enable Adaptive Bit Rate with the previous values, then Save the configuration for a second time.
- This pushes a new value into the Encoder. If no value is set, a default value of 256kbps is used—for a transcoded call at 640x480:30fps this default value may be too low to render high quality video.

## 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

### **Issue Reference Description**

CSCux88370      Video portion of ViQ/VoH files.  
If a consumer is using RE Mobile on an Android Tablet then the video portion of Video In Queue may not be shown on the device..

- 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.

## Chrome

- In Chrome version 48 beta, video is displayed only in a corner of the window after taking a call off hold.

## Browser Plug-ins

- 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.

- Whilst using Internet Explorer 10 with the UC Standalone Agent Console, on rare occasions when joining the co-browse the browser freezes and consequently needs to be closed—restarting the browser typically resolves this issue, and the Agent is able to receive new calls.
- If a Consumer is using Internet Explorer 11, and they navigate away from the *Remote Expert Mobile*-enabled website to another independent website, the co-browse temporarily stops. The Agent typically asks the Consumer to return to the original site, and the co-browse resumes. Occasionally, when the Consumer returns to the original website, Internet Explorer 11 blocks the reconnection of the co-browse, and the Agent is no longer able to co-browse with the Consumer.

## Remote Expert Mobile Client SDK (CSDK)

### General

#### Issue Reference Description

CSCut66280 "Reload Grid" button on Call Log page clears the filter.

### JavaScript

#### Issue Reference Description

CSCut97597 Safari 8.0.6 may block Expert Assist from detecting the active session and reconnecting to it.

CSCut95081 Safari 8.0.6 may block CSDK from detecting the active session and reconnecting the camera to it.

- 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.

- REAS Admin UI—ensure that the following are listed as banned codecs:
  - G722
  - iLBC
  - CN
  - red
  - ulpfec
  - isac
  - g7221
  - MP4A-LATM

## Cisco Remote Expert Mobile Application Server (REMB)

### Issue Reference 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.



## 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

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