



Release Notes for Cisco Remote Expert Mobile Release 11.5(1)

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Change History

Release	Updates	Date
11.5(1)	Updated Remote Expert Co-Browse / Meet-Me topic	December 2016

New Features

OVA and Packaging Enhancements

The OVA installation and upgrade process now updates the OS, as well as the product software. The base operating system is now CentOS 7.2. The base Java version is Java 8. For full details, see the *Cisco Remote Expert Mobile—Installation and Configuration Guide*.

Security Improvements

The root user is now locked down and cannot be used—there are now separate logins for the rem-os, rem-ssh, and rem-admin users. For full details, see the *Cisco Remote Expert Mobile—Installation and Configuration Guide*.

Support for Win32 SDK

The Advanced CSDK is now available for use. For full details, see the *Cisco Remote Expert Mobile—Advanced CSDK Developers Guide*.

Remote Expert Co-Browse / Meet-Me

It is now easy to escalate a call to include co-browse, using a short code to connect the consumer to the agent. It allows customers to integrate digital touch points into traditional deployments. Seeing what the customer is seeing with co-browse helps agents guide customers efficiently and identify issues rapidly. On the customer side, it reduces customer effort and improves customer satisfaction.

The sample applications include code that lets you see this functionality in the UI. Please note for RE Co-browse deployments you only need the REAS component (REMB is not needed). All other system, CSDK, platform, and solution requirements remain the same as RE Mobile. For full details, see the *Cisco Remote Expert Mobile—Developer's Guide*.

H.264 Support for Chrome

Chrome now includes H.264 support.

Open H.264 With Web Clients

The plug-ins for Internet Explorer and Safari now include OpenH264 support.

Increased Scalability with H.264

Increased support for and use of H.264 reduces the need for transcoding. This reduces the load on your existing infrastructure and can increase its capacity.

Updated Features

Improvements to Safari and Internet Explorer Plug-ins

This release includes these improvements to the plug-ins:

- Internet Explorer:
 - The installer is now a .msi file.
 - Stability improvements
- Safari:
 - Stability improvements

Compatibility Information

Remote Expert Mobile compatibility information is included in the Compatibility Matrixes for Contact Center Enterprise Solutions. Refer to the *Compatibility Matrix* for your solution at http://docwiki.cisco.com/wiki/Compatibility_Matrixes_for_Contact_Center_Solutions.

Localization

The range of Remote Expert Mobile supported languages increased. See Supported Languages in *Cisco Remote Expert Mobile Design Guide*.

Media Modes

You can configure voice and video to and from the agent. For information on how to set media modes, see the Invoking a Remote Expert Mobile session with Java section, *Cisco Remote Expert Mobile Developers Guide*.

Field Masking

To allow elements to be excluded from a co-browse, see the following sections in the *Cisco Remote Expert Mobile Developers Guide*:

- Remove Expert Mobile CSDK for Web (JavaScript), Excluding Elements from Co-Browsing Through CSS
- Remote Expert Mobile CSDK for iOS (Objective C), Excluding Elements from App Sharing
- Remote Expert Mobile CSDK for Android (Java), Excluding Co-Browse Elements Through Tags

Deprecated Features

No more engineering development will occur for these features. Deprecated features are scheduled for removal in a future release. Plan to transition to the designated replacement feature. If you are implementing a new deployment, use the replacement technology rather than the deprecated feature.

Deprecated Feature	Announced in Release	Replacement	Notes
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Important Notes

MediaSense Video Recording

For this release of Cisco RE Mobile, MediaSense does not support video recording for Unified CCE, Unified CCX, and Packaged CCE.

Unauthorized URLs

It is possible for a malicious Agent to push an unauthorized URL to a Customer using the Agent Console. To do this, an Agent must sign in on their machine and sign in to their account in the Agent Console. As such, this behavior is only possible by authorized Agents performing operations outside of normal usage.

Remote Expert Mobile Client SDK (CSDK)

iOS

- Only iOS version 7 or later are supported.
- When you use FCSDK for Voice and Video, a red banner displays at the top of the device's screen when you put the application into the background. The application cannot control this iOS feature. It permits the user to tap the banner to return to the application.

Plug-ins

- Support VP8 and H.264 video
- Version information. For configuration information, see the Configuring IE and Safari Plug-ins section in the *Cisco Remote Expert Mobile Installation and Configuration Guide*.

Browser	Latest Release Version	Minimum Acceptable Version
Internet Explorer	3.0.3	2.8.1
Safari	3.0.3	3.0.3

Removed and Unsupported Features

The following features are no longer available:

Feature	Effective from Release	Replacement
Instant Messaging and Presence (IM&P)	11.5(1)	–

Web Browsers

See the *Cisco Contact Center Solutions and Unified Communications Manager Solution Configuration Guide for Remote Expert Mobile* document for supported browser details.

- Later versions of browsers than those stated in the above document may break compatibility.
- Some versions of Internet Explorer are not support for consumers.
- Web browsers are not supported on iOS or Android.

iOS

Only iOS version 7 or later is supported.

Patching the OS

See the section Guidelines for Updating Security Patches in the *Cisco Remote Expert Mobile Design Guide*.

