



Cisco Remote Expert Mobile Release Notes, Release 11.6 (1)

First Published: August 2017

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system.

All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <http://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

© 2015–2017 Cisco Systems, Inc. All rights reserved.



Contents

Preface	v
Change History	v
About this Guide	v
Bug Search Tool	vi
Support	vi
Documentation Feedback	vi
New Features	1
Application Partitioning	1
Horizontal Scroll Buttons	1
Opera Browser Support	1
IE/Edge Touch Support	2
Zoom Feature	2
Consumer Shadow Pointer	2
Disabling Agent Features	2
Audio-only Calls	2
Updated Features	3
Compatibility Information	3
Consumer-Side Logging	3
Android	3

Important Notes	5
Safari 10.1	5
Unauthorized URLs	5
Finesse Gadget and Console	5
Remote Expert Mobile Client SDK (CSDK)	6
iOS	6
Plug-ins	6
Removed and Unsupported Features	7
Third-Party Software Impacts	9
Web Browsers	9
iOS	9
Patching the OS	9
Supported OS Versions	9
Cisco Remote Expert Mobile Application Server (REAS)	9
Cisco Remote Expert Mobile Media Broker (REMB)	10



Preface

Change History	v
About this Guide	v
Bug Search Tool	vi
Support	vi
Documentation Feedback	vi

Change History

This table lists the major changes made to this guide. The most recent changes appear at the top.

Changes	Section	Date
Initial release of document for Release 11.6(1)		Aug 2017
Updated Third Party Software Impacts chapter	Third-Party Software Impacts on page 9	
Added Safari 10.1 section	Safari 10.1 on page 5	

About this Guide

These Release Notes provide the latest version-specific information for Cisco Remote Expert Mobile.



We have moved content of a more permanent nature that was previously included in this guide to the *Cisco Remote Expert Mobile Design Guide, Release 11.6 (1)*. See the *Limitations and Restrictions* section of that guide for important information.

See the *Cisco Remote Expert Mobile—Documentation Guide* for the full range of guides available.

Successful deployment of Remote Expert Mobile also requires familiarity with the information presented in the *Solution Design Guide for Unified Contact Center Enterprise, Release 11.6* (available at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/srnd/collab11/collab11.html). To review IP Telephony terms and concepts, see the documentation at the preceding link.

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.

Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com.

We appreciate your comments.



New Features

Application Partitioning	1
Horizontal Scroll Buttons	1
Opera Browser Support	1
IE/Edge Touch Support	2
Zoom Feature	2
Consumer Shadow Pointer	2
Disabling Agent Features	2
Audio-only Calls	2

Application Partitioning

As highlighted in the Remote Expert Mobile roadmap, we now support application partitioning, enabling users to pause and resume the co-browse session, for example, for privacy reasons.

Horizontal Scroll Buttons

When the co-browse area extends beyond the viewable window, sideways scroll buttons are displayed to change the area viewed in the window.

Opera Browser Support

We now support the desktop version of Opera. Note: We do not support the mobile version of Opera.

IE/Edge Touch Support

We now support touch gestures in Internet Explorer and Edge browsers.

Zoom Feature

The Agent Consoles now have a zoom feature to enable agents to magnify their view of the consumer's desktop.

Consumer Shadow Pointer

The mouse pointer on the consumer's screen is now shown on the Agent Console during co-browse.

Disabling Agent Features

Specific Expert Assist features can now be disabled in the Exper Assist Configuration

Audio-only Calls

Applications can now make audio-only or video-only calls by setting appropriate flags when making the call.



Updated Features

Compatibility Information	3
Consumer-Side Logging	3
Android	3

The following updated features are available in this release.

Compatibility Information

Remote Expert Mobile compatibility information is included on the Unified CCE compatibility matrix—see the following updated URLs:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>

Consumer-Side Logging

You can now disable consumer-side logging, if required.

Android

- We now support Android 7
- We now support the revised Android 6 permissions feature.

Android has changed its permissions setup, so that users grant permissions to apps while the app is running, not when they install the app.

See also: <https://developer.android.com/training/permissions/requesting.html>



Important Notes

Safari 10.1	5
Unauthorized URLs	5
Finesse Gadget and Console	5
Remote Expert Mobile Client SDK (CSDK)	6

Safari 10.1

The Safari 10.1 WebSockets implementation has a limit on how much data can be sent in a single frame. This is a known issue (https://bugs.webkit.org/show_bug.cgi?id=170463) with Safari 10.1.0. The previous link contains a patch for the browser. The issue is not present in Safari 10.1.2, nor in earlier versions.

Unauthorized URLs

It is possible for a malicious agent to push an unauthorized URL to a customer using the Agent Console. However, this would require an agent to be logged in on their machine and logged into their account in the Agent Console. As such, this behavior is limited specifically to authorized agents performing operations outside of normal usage.

Finesse Gadget and Console

There are known issues in the Finesse Gadget and Console in this release:

- Using the Zoom tool clears annotations

Remote Expert Mobile Client SDK (CSDK)

iOS

- Only iOS version 7 or later are supported.
- When CSDK is used for Voice and Video, a red banner displays at the top of the device's screen when the application is put into the background—this is an iOS feature, and cannot be controlled by the application; it permits the user to tap the banner to return to the application.

Plug-ins

- Support VP8 and H.264 video
- Version Information

To configure this, see *Cisco Remote Expert Mobile—Install and Config Guide > Configuring IE and Safari Plug-Ins*:

Browser	Latest Released Version	Minimum Acceptable Version
Internet Explorer	3.2.2	3.2.2
Safari	3.2.2	3.2.2



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)	-



Third-Party Software Impacts

[Supported OS Versions](#)

9

Web Browsers

- The Solutions Guide includes details of supported browsers
 - Later versions of browsers than are stated in the Solutions guide may break compatibility
 - Some versions of Internet Explorer are not supported for Consumers.
 - Only the Chrome web browser is supported on Android.
 - Only the Safari web browser is supported on iOS.

iOS

- Only iOS version 7 or later are supported

Patching the OS

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

Supported OS Versions

Cisco Remote Expert Mobile Application Server (REAS)

- REM OVA packaging for VMware vSphere 5.1 or later
- Support for CentOS 7.3

Cisco Remote Expert Mobile Media Broker (REMB)

- REM OVA packaging for VMware vSphere 5.1 or later
- Support for CentOS 7.3