Preface

Note
All advertising materials mentioning features or use of this software must display the following
acknowledgement: “This product includes software developed by the University of California, Berkeley
and its contributors.”

Overview
This preface describes the audience, organization, and conventions of the Cisco Remote Expert Manager
Installation Guide for release 1.9.6. It also provides information on related documentation. This preface
includes the following sections:
• “Audience”
• “Purpose”
• “Organization”
• “Related Documentation”

Audience
This guide is intended for Partners and the Advanced Services team who will install the hardware and
software at the data center, contact center, and branches. This guide is not intended for Administrators
of the solution.

Purpose
This guide provides the information that you need to install and configure the components of the Cisco
Remote Expert solution.

Note
REAC configuration is not included in this guide.
Organization

This guide is organized into the following chapters:

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Related Documentation

These documents provide additional information about the Cisco Remote Expert Smart Solution:
*Cisco Remote Expert Manager Port Usage Guide*

*Cisco Remote Expert Manager Agent’s Workstation Setup Guide*

*Cisco Remote Expert Manager Administration Guide*

*Cisco Remote Expert Manager Troubleshooting and Serviceability Guide*

*Cisco Remote Expert Manager READ, eREAD, and mREAD User Guide*

Cisco Remote Expert Manager Release Notes

Cisco Remote Expert Smart Solution Migration Guide