



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:

Chapter/Appendix	Chapter/Appendix Title	Description
1	Remote Expert Manager (REM) ISO Deployment	Provides instructions on how to deploy the REM ISO
2	REM High Availability	Explains how to configure and verify High Availability is working
3	Media Server Installation	Provides guidance on how to install a media server for REM
4	IEM Policy Configuration	Explains how to create and apply a policy in the IEM for REM
5	Connected Justice	Provides instructions on how to set up RE Connected Justice
A	Frequently Asked Questions (FAQs)	Provides answers to commonly asked questions around installation of the solution
B	Document Camera Configuration	Details how to set up and configure a document camera for a customer pod
C	RE-on-IServices	Provides instructions on how to set up RE on the I-Services platform
D	Mobile Advisor	Explains how REM distinguishes a mobile call from an immersive call and displays the mREAD page for the expert

Related Documentation

These documents provide additional information about the Cisco Remote Expert Smart Solution:

Cisco Remote Expert Manager Port Usage Guide

<http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-manager/products-installation-guides-list.html>

Cisco Remote Expert Manager Agent's Workstation Setup Guide

<http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-manager/products-installation-guides-list.html>

Cisco Remote Expert Manager Administration Guide

<http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-manager/products-maintenance-guides-list.html>

Cisco Remote Expert Manager Troubleshooting and Serviceability Guide

<http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-manager/products-troubleshooting-guides-list.html>

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

<http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-manager/products-user-guide-list.html>

Cisco Remote Expert Manager Release Notes

<http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-manager/products-release-notes-list.html>

Cisco Remote Expert Smart Solution Migration Guide

<http://www.cisco.com/c/en/us/support/customer-collaboration/remote-expert-manager/products-installation-guides-list.html>

