

# Cisco Remote Expert Manager Compatibility Guide

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Software Release 11.0  
Last revised: February 14, 2017



## Note

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## Overview

This document provides a list of peripherals that have been tested or verified by Cisco as being compatible with Cisco Remote Expert Manager 11.0. Other manufacturers and models may also be compatible. Please contact the Remote Expert development team for the certification process.

Topics in this guide include:

- ["Acronyms"](#)
- ["Data Center"](#)
- ["Branch"](#)
- ["Call Center"](#)
- ["Supported Browsers"](#)

## Acronyms

The following acronyms are used in this guide:

ACE - Cisco Application Control Engine (for load balancing)

AMS - Adobe Media Server

CUBE - Cisco Unified Border Element

CUCM - Cisco Unified Communications Manager (for managing calls)

CVP - Cisco Customer Voice Portal

DC - Direct Connect

eREAD - Cisco eRemote Expert Agent Desktop  
 IEC - Cisco Interactive Experience Client  
 IEM - Cisco Interactive Experience Manager  
 IEP - Cisco Interactive Experience Platform  
 MCU - Cisco Media Conferencing Unit  
 MS - Cisco MediaSense  
 RE - Cisco Remote Expert  
 REAC - Cisco Remote Expert Admin Console  
 REIC - Cisco Remote Expert Interactive Controller Application  
 REM - Cisco Remote Expert Manager  
 RESC - Cisco Remote Expert Session Controller  
 TP - Cisco TelePresence endpoint  
 UCCE - Cisco Unified Contact Center Enterprise  
 UCCX - Cisco Unified Contact Center Express

## Data Center

This section provides the details about the environment in which the peripherals were tested.

Table 1 contains the back-end software tested and deployed with REM 11.0 in a UCCE 11 environment:

**Table 1 UCCE 11 Environment**

Application	Software Version
IEM	2.6.0 build:133682709
IEC	2.6.0 build:00141
CUCM	11.0.1.20000-2 Unrestricted
UCCE	11.02
CUBE	15.4(3)M4
MS	11.0.1.10000-103
ACE	A5(3.3)
MCU	4.5(1.85)
Cisco Finesse	11.0(1)
AMS	5.0.1
TP (EX60/90)	TC7.3.3.c84180a
TP (MX200 G2)	ce8.0.0.2272c42
TP (SX20)	TC7.3.3.c84180a
TP (DX70)	sipdx70.10-2-5-194
TP (DX80)	sipdx80.10-2-3-33

Table 2 contains the back-end software tested and deployed with REM 11 in a UCCX 11 environment:

**Table 2** *UCCX 11 Environment*

Application	Software Version
IEM	2.6.0 build:133682709
IEC	2.6.0 build:00141
CUCM	11.0.1.20000-2 Unrestricted
UCCX	11.0.1.10000-75
CUBE	15.4(3)M4
MS	11.0.1.10000-103
ACE	A5(3.3)
MCU	4.5(1.85)
Cisco Finesse	11.0(1)
AMS	5.0.1
TP (EX60/90)	TC7.3.3.c84180a
TP (MX200 G2)	ce8.0.0.2272c42
TP (SX20)	TC7.3.3.c84180a
TP (DX70)	sipdx70.10-2-5-194
TP (DX80)	sipdx80.10-2-3-33

## Branch

The certified peripherals for the branch side are the following:

**1. Touch Screens:**

Table 3 includes the touch screens that were tested and deployed with REM 11.0. All were tested with default resolution and frequency. Different resolutions and frequencies may work. Please contact the Remote Expert development team for details.

**Table 3** *Compatible Touch Screens*

Brand	Model	Part No.	Size	Aspect Ratio	Default Resolution
ELO	ET1519L	E830343	15.6"	16:9	1366x768
ELO	ET1919L	E760102	18.5"	16:9	1366x768
ELO	ET1928L	E686772	19"	5:4	1280x1024
ELO	ET2242L	E667969	22"	16:10	1680x1050

Brand	Model	Part No.	Size	Aspect Ratio	Default Resolution
ELO	ET1002L	E045337	10.1"	16:10	1280x800
ELO	ET1502L	E045538	15.6"	16:9	1920x1080

## 2. TelePresence Endpoints:

- EX Series: EX60, EX90
- MX Series: MX200 G2
- SX Series: SX20
- DX Series: DX70, DX80

## 3. Printers:

- HP LaserJet P2035
- HP LaserJet Pro P1606dn (The network feature is not supported. It can only print via a direct USB connection.)
- HP OfficeJet Pro 276dw
- HP Officejet Pro 6830 (Prints black and white only)
- HP Officejet Pro 8620 (Prints black and white only)
- Ricoh SP325SFNw

## 4. Optical Scanners:

- Canon CanoScan LiDE 110



**Note** Support for the Canon CanoScan LiDE 110 scanner will stop in IEP 2.6.

- Canon CanoScan LiDE 220



**Note** Support for the Canon CanoScan LiDE 220 scanner will stop in IEP 2.6.

- Epson Perfection V37
- Epson Perfection V19
- Epson Perfection V39
- HP OfficeJet Pro 276dw
- HP Officejet Pro 6830
- HP Officejet Pro 8620

## 5. USB Magnetic Card Reader:

- MagTek 21040148

6. USB Keypad:
  - Key Ovation GTC-0077
  
7. USB Webcams:
  - Cisco PrecisionHD USB Firmware 1.5
  - Logitech HD Pro C920 Camera
  
8. Document Cameras:
  - Vaddio CeilingVIEW HD-18 DocCAM REV A4
  - Vaddio Quick-Connect DVI/HDMI-SR Interface REV F1 V110
  
9. USB Wireless Keyboard and Mouse Combinations:
  - Logitech USB wireless K260
  - Logitech Wireless Combo MK520
  
10. USB Wired Keyboard:
  - Microsoft USB Keyboard 600 1366
  - Logitech USB Keyboards K120 and K200

## Call Center

The following hardware and software are certified for experts located at call centers:

1. Personal computer for the expert with the following specifications:
  - Windows 7 PC (desktop or laptop) with Intel Core i3 (Sandy Bridge) or higher and 4 GB RAM or greater
  - 64-bit Operating System
  - Network requirement:

For optimal Finesse performance, network characteristics should not exceed the following thresholds:

    - Latency: 80 ms (round-trip) between Finesse servers and 400 ms (round-trip) from Finesse client to Finesse server
    - Jitter: 2 ms
    - Packet loss: 0.5%
  - Resolution requirement:
    - For agent's PC/Laptop, the minimum supported screen resolution for eREAD is 1280 x 1024.
    - For more information, see Client Requirements in Cisco Finesse Installation and Upgrade Guide Release 11.0(1):  
[http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/finesse/finesse\\_1101/installation/guide/CFIN\\_BK\\_C88378DA\\_00\\_cisco-finesse-installation-and-upgrade-1101/CFIN\\_BK\\_C88378DA\\_00\\_cisco-finesse-installation-and-upgrade\\_chapter\\_01.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1101/installation/guide/CFIN_BK_C88378DA_00_cisco-finesse-installation-and-upgrade-1101/CFIN_BK_C88378DA_00_cisco-finesse-installation-and-upgrade_chapter_01.html)

2. Software for the expert's personal computer:
  - eREAD component: For Cisco Finesse solution, IE 11 or Firefox (version 24 or later) is installed.
  - DC version 1.8.0.48365
  - RD Server 2.1.4
  - Oracle Java Runtime Environment 7 Update 67
  - Microsoft .NET Framework 4
  - Microsoft Visual Studio 2010 Runtime Library
3. TelePresence Endpoints:
  - EX Series: EX60, EX90
  - DX Series: DX70, DX80

## Supported Browsers

Supported Browser Versions for Finesse 11.0(1) and eREAD:

- Internet Explorer (IE) 11.0



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**Note** Note: IE 11 requires Windows 7 SP1.

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- Firefox (version 24 or later)

Supported Browser Versions for REAC:

- Internet Explorer 11.0
- Firefox (version 46.0.1)