



Release Notes for Cisco Extended Care 1.2

This document describes the system requirements, features, and open caveats for the Cisco Extended Care Platform 1.2.



Note

Patient-Provider use cases where patients use REM-based client will be supported via a software update shortly after Cisco Extended Care v1.2 release. This document, however, contains references to REM related information.

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Introduction to the Cisco Extended Care Platform

Cisco Extended Care is much more than a telehealth solution; it is a healthcare collaboration platform that transforms the clinician experience. It unifies the communication infrastructure components and devices, simplifies workflows, and empowers high-quality interactive visual communications and collaboration. Healthcare organizations can use their existing Cisco video devices or use telehealth capabilities built in to their provider portals and applications for a unified visual experience.

Cisco Extended Care is a solution as compared to a video endpoint. It eliminates disjointed platforms and cobbling together of code with questionable levels of reliability, security, and scalability. It is electronic medical records (EMR), video endpoint, and application agnostic.

The solution increases clinician efficiency and productivity by unifying communication infrastructure components.



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Previous Releases

There were two previous releases for Cisco Extended Care:

- Cisco Extended Care Release 1.0
- Cisco Extended Care Release 1.1

For documentation on the previous releases, you can access related Cisco Extended Care documents from the following link:

<http://www.cisco.com/c/en/us/support/video/extended-care/tsd-products-support-series-home.html>

Whats New in Cisco Extended Care 1.2

CR #	Functionality	Description
3	Support for Jabber Client	To support provider inside the enterprise, Jabber client points to CUCM, and uses the third party call control to do make the call. Jabber client support is for MAC and PC.
6	Automated Reset script for orphaned endpoint sessions	Cisco Extended Care provides the ability to re-set orphaned end-point sessions on regular basis (configurable). By Default, endpoint sessions, appointment sessions, conference sessions, and dependent database, which have been active > 4 hrs are removed from Cisco Extended Care database and CaaC database.
8	Virtual Care Web Service	A web service for video collaboration leveraging the Cisco Extended Care platform.
10	Ability to configure endpoint for a clinical user	The list of endpoints to be associated to a user can be configured at the client end.
11	Ability to select an endpoint from configured list of endpoints for the current user	The user can click on any of the listed endpoints to connect to the call. The Virtual Care Web Service provides this functionality to the user though its interface.
16	Reset/Clear the previous session on initial end-point before initiating new call on the new end-point.	The user can switch endpoints during the call. The user can click on any of the alternate endpoints available. It will reset the session and create a new session with the selected endpoint.
18	Updates to UI for Virtual Care Web Service (achieve parity with UI for Jabber Client)	Updates to conform to Cisco UI standards.

Cisco Extended Care 1.2 - Platform Requirements

This section lists the application server software and hardware requirements, video conferencing data center requirements, and video endpoints and browsers that Cisco Extended Care supports.

- [Cisco Extended Care Application Server Requirements, page 3](#)

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- [Video Conferencing Data Center Components, page 3](#)
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Cisco Extended Care Application Server Requirements

The following is the recommended configuration for the VM installations:

- Virtual Machine Version 7 or 8
- Guest OS: RHEL 6 64-Bit
- Virtual Processor
- Number of Virtual Sockets: 2
- Number of cores per virtual Socket: 2
- Memory: 64 GB (The minimum requirement is 16 GB.)
- Hard Disk: 100 GB
- Virtual Network Interface Cards: 1 Adapter: E1000

Video Conferencing Data Center Components

Servers

- Cisco Unified Communication Manager (CUCM), Version 10.5
- Cisco TelePresence® Video Communication Server, Version 8.5
- Cisco Remote Expert Application Mobile Server, Version 11.5 (beta)

Video Endpoints

The video endpoint facilitates video conferencing for two or more locations. Supporting a variety of video endpoints gives enterprises a choice in video quality, size/form factors, bandwidth required and cost.

Cisco Extended Care facilitates video conferencing with the following video endpoints:

Hard Endpoints

- Cisco DX Series (DX80 – 10.2)
- Cisco TelePresence System EX Series (EX90 – 7.3.4)
- TelePresence SX20 Quick Set (SX20 – 7.3.4)
- Cisco Telepresence Integrator C Series, Version 5.1.0

Soft Endpoints

- Cisco Remote Expert Mobile 11.5
- Cisco Jabber SDK 9.3
- Jabber Client 11.5 (Windows 7, 8.1, 10; Mac 10.8.1, 10.9, 10.10)

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Soft Client Browser Requirements

- On platforms that support WebRTC (Remote Expert Mobile)
- Windows 7 (32/64-bit), Windows 8.1 (32/64-bit), Windows 10 (32/64-bit) or Mac OS-X 10.8, or later

Table 1 *Soft Client Browser Requirements*

	Cisco Remote Expert Mobile 11.5	Cisco Jabber SDK 9.3
Plugin-Less Video (WebRTC)	Yes	
Chrome: Version > 47	Yes	Yes
Firefox (Windows): Version > 44	Yes	Yes
Firefox (Macintosh): Version > 44	Yes	Yes
Chrome (Macintosh): Version > 23	Yes	Yes

Open Issues and Known Limitations

#	CDETS Defect Number	Defect Description
1	CSCva25541	Patient workflows using REM 11.5 will not work in all scenarios. Patient workflows will be certified once REM 11.5 GA build is integrated with Cisco Extended Care 1.2.
2	CSCva25570	SX20 7.3.6 and above are not supported.
3	CSCva25580	If the first person to join the video call, joins through DX650, DX80, or Jabber Client and call is ended by other party then the call will not get disconnected from DX650, DX80 or Jabber client end. Call needs to be manually ended from DX650, DX80, or Jabber Client end.
4	CSCva25597	When Jabber SDK and Hard endpoint are in a call, and the call is ended from Jabber SDK, the call on the other end will not end. The other endpoint's status is still shown as busy.