



Release Notes for Cisco Extended Care 1.2.2.180

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Introduction

Cisco Extended Care, which provides an integrated collaboration experience for remote patient engagement and care team interactions, is a healthcare collaboration platform that transforms the clinician experience by unifying communication infrastructure components and devices, simplifying work flows, and empowering high-quality interactive visual communications and collaboration.

Healthcare providers can now choose to collaborate from within clinical portals and applications that they are already using or they can collaborate through video calls on a Cisco video device.

Previous Build

Cisco Extended Care 1.2.1.148



New Features in 1.2.2 Release

- Patient mobility workflows using JabberGuest (11.0) mobile app on iOS and Android.
- Support for SX20 firmware 7.3.6 and 7.3.7.
- Alert for unsupported browser in Safari and IE.
- REM 11.5(SU1) ES4 and custom patch rtp-proxy.jar
- Minor enhancements and bug fixes.

Extended Care Application Server Requirements

Virtual Machine

- Virtual Machine Version 7 or 8
- Guest OS: RHEL 6 64 Bit
- Number of Virtual Sockets: 2
- Number of cores per virtual Socket: 2
- Memory: 16 GB
- Hard Disk: 100 GB
- Virtual network interface cards: 1 adapter (E1000)

Upgrade Paths Supported for 1.2.2

The following paths are supported for 1.2.2:

- 1.2.0.117 to 1.2.2.180
- 1.2.1.148 to 1.2.2.180

Issues Fixed

- CSCvd45600—REM to Jabber iPad calls: Video on both Firefox and Chrome on Mac and Windows platforms is patchy sometimes.

To resolve patchy video problems on browser to Jabber calls on iPad, complete these steps:

- a. Log in to REM server.
 - b. Change the following properties in the proxy.properties file (/opt/cisco/11.5.1.10000-22/CSDK/media_broker/proxy.properties)
 - c. video.sdp.h264.process.mode.Chrome=TreatMode1AsMode0
 - d. ban.h264.chrome.osx=true
- Patient on IE or Safari browser will be prompted with an alert to change their browser to Chrome/Firefox.

Steps to Install the Upgrade

1. Download the file `extcare-1.2.2-180-UPGRADE.zip` and copy it to the `/opt` folder on the server.
2. Extract the zip file.
3. Add execute permissions to `upgrade-extcare-1.2.2.sh` - `chmod 777 upgrade-extcare-1.2.2.sh`.
4. Run the upgrade script - `./upgrade-extcare-1.2.2.sh`.
5. Check the `upgrade-extcare.log` for any errors.
6. Stop all services using the command:


```
service cec stop
```
7. The `callcontrolapp.properties` file is backed up at this location:


```
/opt/lampp/tomcat/webapps/callcontrolapp.bk/WEB-INF/classes
```

If any property has been modified for the existing Extended Care server setup, then update those properties in the `callcontrolapp.properties` file located at:-

```
/opt/lampp/tomcat/webapps/callcontrolapp/WEB-INF/classes
```
8. The `workstation.xml` file is backed up at this location:


```
/opt/lampp/tomcat/webapps/callcontrolapp.bk/WEB-INF/classes
```
9. Copy `workstation.xml` from the backup location to this location:-


```
/opt/lampp/tomcat/webapps/callcontrolapp/WEB-INF/classes
```
10. Start the services using the command:


```
service cec start
```
11. Login to the admin page and check the about page. The version should display 1.2.2.180.

Open Issues and Known Limitations

1. On Android when network is disconnected, “jabber guest” app goes in background and user is not able to connect back automatically when network is accessible. CDET - [CSCve74080](#).
2. REM call does not resume automatically when the network connection is restored. CDET - [CSCve74077](#).
3. To receive a call on Firefox browser, it should be in focus. Otherwise, user will have to click the Firefox window for the call to get connected.

The Endpoint Status is not reflected in Extended Care Admin app when the UC call is ended directly on the Endpoint or if the Endpoint is busy in another call outside Extended Care—Limitation.
4. When Jabber app endpoint is used for a video call and the browser or the launcher app goes in background then user has to end the call manually from the browser/launcher app to clear sessions from Extended Care.

