



Cisco Remote Expert Mobile

- [New Features, on page 1](#)
- [Updated Features, on page 2](#)
- [Important Notes, on page 2](#)
- [Deprecated Features, on page 4](#)
- [Removed and Unsupported Features, on page 4](#)
- [Third-Party Software Impact, on page 4](#)

New Features

Application Partitioning

Cisco Remote Expert Mobile now supports application partitioning. This feature enables you to pause and resume the co-browse session.

Horizontal Scroll Buttons

This feature provides sideways scroll buttons to change the area viewed in the window, when the co-browse area extends beyond the viewable window.

IE/Edge Touch Support

Cisco Remote Expert Mobile supports the desktop version of Opera.



Note Cisco Remote Expert Mobile does not support the mobile version of Opera.

Opera Browser Support

Cisco Remote Expert Mobile supports touch gestures in Internet Explorer and Edge browsers.

Zoom Feature

The Agent Consoles now have a zoom feature to enable them to magnify their view of the customer's desktop.

Consumer Shadow Pointer

The mouse pointer on the customer's screen is now displayed on the Agent Console during co-browse.

Disabling Agent Features

You can now disable the Specific Expert Assist features in the Exper Assist Configuration.

Audio-Only Calls

Applications can now make audio-only or video-only calls by setting the appropriate flags when making the call.

Updated Features

Android Device Support

Cisco Remote Mobile Expert now supports Android 7.0.

Cisco Remote Mobile Expert also supports the revised Android 6.0 permissions feature. Android changed its permissions setup to enable you to grant permissions to applications while the application is running. For more details, see the Android documentation at the following URL: <https://developer.android.com/training/permissions/requesting.html>

Consumer-side Logging

You can disable the consumer-side logging.

This allows you to manage the logs that are collected and control the published logs more effectively.

Important Notes

Safari 10.1 Support

The Safari 10.1 WebSockets implementation has a limit on how much data can be sent in a single frame. This is a known issue https://bugs.webkit.org/show_bug.cgi?id=170463 with Safari 10.1. This link contains a patch for the browser.

CLI

After upgrading to Remote Expert Mobile, Release 11.6 from Release 11.5, you need to disable startup tasks in the CLI:

- Load the file `/opt/cisco/cli/Configuration.properties` into a text editor.
- The file has a standard format for a configuration file. Find the `run.startup.tasks` property and either set it to false or comment it out by adding a hash sign (#) at the start of the line.
- Save the file.

You must do this on each node.

Unauthorized URLs

A malicious Agent can push an unauthorized URL to a customer using the Agent Console. This requires the Agent to be logged into their account in the Agent Console. Only authorized Agents can perform such operations outside the scope of normal usage.

Finesse Gadget and Console

The following caveats for the Finesse Gadget and Console apply to this release:

- The mouse pointer image does not show in the Finesse Console.
- On Safari/iOS, video does not resume after hold.
- There is no video after a call is transferred.

Remote Expert Mobile Client SDK

This release includes the following updates:

iOS

- Supports only iOS version 7 or later.
- When CSDK is used for Voice and Video, a red banner displays at the top of the device's screen when the application is put into the background. This is an iOS feature, and cannot be controlled by the application. It permits the user to tap the banner to return to the application.

Plug-ins

- Supports VP8 and H.264 video.
- To configure this, see [Cisco Remote Expert Mobile—Install and Config Guide > Configuring IE and Safari Plug-Ins](#):

Browser	Last Released Version	Minimum Acceptable Version
Internet Explorer	3.2.2	3.2.2

Browser	Last Released Version	Minimum Acceptable Version
Safari	3.2.2	3.2.2

Deprecated Features

None.

Removed and Unsupported Features

Other Features Removed

Feature	Effective from Release	Replacement
Instant Messaging and Presence (IM&P)	Cisco Unified Contact Center Enterprise, Release 11.5(1)	None.

Third-Party Software Impact

See the Unified CCE Compatibility related information located at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html> for information on third-party software.

Patching the OS

See the *Guidelines for Updating Security Patches* section in the *Cisco Remote Expert Mobile Design Guide*.

Supported iOS

Only iOS version 7 or later are supported.

Supported Web Browsers

The Cisco Remote Expert Mobile Design Guide provides the details of the supported browsers:

- Versions of browsers late than the ones stated in the Cisco Remote Expert Mobile Design Guide may not be compatible.
- Some versions of Internet Explorer are not supported for consumers.
- Web browsers are not supported on iOS or Android.

- Opera v.42 is compatible with REM, but the `isBrowserSupported` function returns `false` for all the versions of Opera. Do not call the `isBrowserSupported` function unless it is verified that the browser is not Opera.

