

Moderro

Remote Expert Manager

Release Note

Release 11

Moderro Technologies

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Introduction

This document describes the new features and known caveats for Moderro Remote Expert Manager (REM) version 11.0.

This document includes these topics:

- "New Features and Enhancements"
- "Known Caveats"
- "Acronyms"

New Features and Enhancements

REM Release 11.0 includes the following new features and enhancements:

1. CVD for 750 REM sessions - Support for 250 simultaneous REM sessions
2. Simplified Remote Desktop Sharing with Encryption
3. Upgraded HP Printer and Scanner support
4. Communication Encryption (Encrypting all communications within RE-Branch Solution) - Enabling TLS v1.2

REM server <-->IEC

REM server <-->Finesse supported Browsers (UCCX Finesse is not supported) REM

server <-->Document Camera thick client

REM server <-->Applets created for Expert screen share REM

server <--> IEM server (Not supported)

5. Multi-Region support - Support for Kiosk groups
6. Moderro IEC 4650 support
7. UCCX Call Conferencing and Transfer support - Support is added in REM. Refer to the "Known Caveats" section for UCCX 11 support.
8. Packaged CCE (PCCE) support
9. REM Health Check with SNMP notifications and traps
10. Additional Language Support for eREAD - Spanish and French
11. Reverse Page Printing Order - This feature allows printers to print pages in reverse order so page 1 is printed last and ends up on top once printing finishes. In eREAD, the agent clicks the check box to print the pages in reverse order before pressing the Print button.

Known Caveats

The following known caveats are related to the testing of components used in Moderro REM version 11.0.

Table 1 *Known Caveats*

Description	Severity Level
UCCX TLSv1.2 support in Finesse: Gadget not loading on Finesse.	2-Severe
UCCX conference issue: Finesse showing two 'End' buttons during conference and CUBE is showing 20 call legs.	2-Severe
[MediaSense] AAC-LD codec recording does not play any sound when played in REAC.	2-Severe
[Backup & Restore] File introduced for communication between private networks (/etc/sysconfig/network-scripts/route-eth1) needs to be backed up.	3-Moderate
[Backup & Restore] Restore logs shows error "ERROR: index "idx_docsession_jobstatus" does not exist".	3-Moderate
[REAC] Session Result - Customer Questionnaire shows the Locale Name yet Customer Answers shows the Language thus causing inconsistency.	3-Moderate
[eREAD] Video and Document preview panes do not adjust themselves in the space provided in the panel on resizing or clicking.	3-Moderate
[TUI] Self-Signed Certificate: In dual node, when a call is in progress and tomcat is shut on primary node, communication failure error is displayed.	3-Moderate
[Backup & Restore] Incorrect messages are found in the backup.log although backups are successful.	3-Moderate
[eREAD] If using the Firefox browser, expanding the video panel does not work after it is collapsed.	3-Moderate
[Desktop Share] Desktop share continues to work and Share Agent Desktop even after modifying the Security Key in REAC with an incorrect value.	3-Moderate
[REAC] When an image with special characters in name is added, user gets an incorrect message.	3-Moderate
[REAC] "Unhandled HTTP error: 12004" message shows when active node is down after adding a new expert in REAC.	3-Moderate
eREAD does not popup after accepting a call when the agent is on a different tab in Finesse and selects the eREAD tab after call acceptance.	3-Moderate
[eREAD]Print job status is fixed on "Queued" when printer is unplugged from IEC during or before a call.	3-Moderate
[Backup & Restore] Backup creation failed message is seen in logs even though backup is successful.	3-Moderate
[Doc_Cam] Error message "tool.jar not found" shows in installation log.	3-Moderate
Backup from dual node is failing to take backup of both nodes.	3-Moderate

Description	Severity Level
[MediaSense] Session list: Sorting by start time and end time behaves differently when there is an active call.	3-Moderate
[REAC] Group: While updating a group and wireless is turned off, user gets the error message "Failed to read the 'contentDocument' property from 'HTMLIFrameElement': Blocked a frame with origin" from accessing a cross-origin frame.	3-Moderate
[REAC] Password field does not have any length restrictions in the add/modify form of the Desktop Share tab.	3-Moderate
[TUI] REAC/RESC Properties template files have invalid information.	3-Moderate
Signature capture pop-up is still displayed in REIC when the On Hold video is in progress.	3-Moderate
Signature capture job is initiated when DC sharing is in progress.	3-Moderate
[REAC] Group: Adding a deleted kiosk that was associated with an existing group using same kiosk name, the kiosk associated with default group. However, the existing group automatically adds the kiosk.	3-Moderate
[REM Upgrade] DB Indexes which were newly added in REM 11 are not copied during the upgrade.	3-Moderate
[REAC] Search in the Locale tab fails if searching with multiple criteria.	3-Moderate
[REAC] Locale icon with BMP extension is not displayed at the kiosk.	3-Moderate
When Print is going on during Job Transfer, status of the job remains in the Queue after completion of Transfer.	3-Moderate
[Backup & restore] Backup log gets cleared/deleted every 30 minutes.	3-Moderate
[REIC] Cancel button does not respond to touch after active node is brought down in an HA setup.	3-Moderate
RE Session is terminated if agent1 makes a conference calls to agent2 if agent2 is not registered in REM.	3-Moderate
Keystore Password is not encrypted in the server.xml file.	3-Moderate
[MediaSense] Streaming of MS record in REAC Session tab takes more than one minute as observed in CA signed REM sever.	3-Moderate
[Database] "theme_file_url" under REM_DB Groups table is not updated to Virtual IP after an update from REM properties and run main.sh.	3-Moderate
[Database] Deleted Group properties file is recreated in themes folder after run main.sh.	3-Moderate
[REAC] Add/Modify Group: When an Expert type with underscore (_) in name is associated to a group, there is a null pointer exception error.	3-Moderate
[REAC] Fixed row to top in session setting creates duplicate rows of the record selected.	3-Moderate
[REAC] Fixed row to bottom is disabled in Session setting.	3-Moderate
Tomcat is down immediately after agent1 clicks the Transfer or Conference button to transfer the call to or conference with agent2; agent2 eREAD is not populated.	3-Moderate

Description	Severity Level
[TUI] Parameters related to RE Mobile Advisor should be removed from rem.properties file.	3-Moderate
eREAD does not load on agent2 if agent1 conferences agent2 after retrieving the call with customer and then confirming the conference with agent2.	3-Moderate
[TUI] Change Installer Password: User is allowed to provide the same password as the existing one in the change password feature in REM TUI.	3-Moderate
[REIC] Scanner resolution does not support dpi other than the default (300) for HP Officejet Pro 8620 and 6830.	3-Moderate
[eREAD] "Scanner Not Supported" message is showing when the scanner is unplugged from the IEC during or before a session.	3-Moderate
[eREAD] The job status displayed in the Document pane is not in order.	3-Moderate
[REIC] Scan popup fails to display in REIC on performing Scan Cancel/Initiate in quick session.	3-Moderate
[eREAD] Preview video lost control panel if agent collapses and expands Document pane.	3-Moderate
[eREAD] Printing multiple text documents with special characters in file name during a session results in document becoming stuck in the queue and not being printed.	3-Moderate
[TUI] Live Assist and MA related properties need to be removed from rem.properties. Also, they appear unencrypted now.	3-Moderate
[eREAD] Adding customer with characters like "-", " ." and space, which are valid characters, results in an error.	3-Moderate
[REAC] Quick filter not filterable in some fields.	3-Moderate
[REIC] Properties are not working properly in Theme Parameters.	3-Moderate
[REAC] Filtering based on Experts with comma separated values results in an error.	3-Moderate
[REAC] Search based on a few characters in the Video tab does not display the correct message.	3-Moderate
[eREAD] No proper error message is displayed in eREAD in case of invalid video URL and eREAD video status changes to viewing, and REIC displays blue blank screen.	3-Moderate
REIC is showing "network.error" with white background when Server is down and clicking on different languages.	3-Moderate
Agent Desktop Share is stopped at the REIC end upon performing Restart application/Reboot IEC from the IEC or REAC.	3-Moderate
[REIC] "Server is down" message is not displayed upon bringing down the application server when "Desktop Share" is in progress.	3-Moderate
[eREAD] RD Server is not installed and Start Agent Desktop Share shows unclear message in eREAD.	3-Moderate
[REAC] User should not be allowed to modify the Agent Desktop in REAC when the session is active.	3-Moderate

Description	Severity Level
[REAC] MAC Address field in REAC does not take " : " or "." as delimiter.	3-Moderate
New Folder is not created to store the installation files after installing Desktop Share Utility.	3-Moderate
[REAC] Kiosk Tab Quick Filter: Search by partial/full group name does not work.	3-Moderate
RESC fails to detect when an IEC is down.	3-Moderate
[REIC] Black blank screen displayed on REIC upon clicking Start Desktop Share and Stop Desktop Share buttons in quick succession.	3-Moderate
[DesktopShare] Desktop Share Utility does not support TLS v1.2.	3-Moderate
[REAC] No proper message is displayed in REAC for active calls indicating that live streaming is not supported.	3-Moderate
[REAC] There are no validations for numeric fields of theme parameters. Any number (e.g. 9999999999) can be provided for font size.	3-Moderate
[REAC] Group Names can be created with numerals although message says it allows only letters, "_" and "-".	3-Moderate
[eREAD] Images captured via scan or signature capture does not fit the window size on clicking "fit in window".	3-Moderate
[REAC] Admin is allowed to create a kiosk even though there is no group available and REIC displays kiosk is not registered [when skin is not installed].	3-Moderate
[REAC] Session View Details returns status 420 after MediaSense server restart.	3-Moderate
[eREAD] Scanned image is partially cut off and not left justified when it is viewed in Finesse.	3-Moderate
[REIC] When customer number entered through keyboard setting is long, kiosk gives a "System is not available...." message.	3-Moderate
[REIC] "Press one of the buttons..." second row text is always in Spanish although a different locale is selected.	3-Moderate
[REAC] Agent Desktop: User gets a Permission Denied error on uploading an invalid file type for Passphrase field.	3-Moderate
[RESC] In the resc page, Validate and Administration links are redundant. They need to be removed.	3-Moderate
[REAC] Report tool and RE events logs accept both Start Date and End date as future dates (e.g. 2017 Feb to 2017 March).	3-Moderate
[REAC] When text fields (description, feedback question/answer, etc.) in any of the form fields have the characters < >, the description is not displayed in the UI.	3-Moderate
If there is no entry for text questions in agent session result, disappearing text "Enter comments here..." is showing in the report.	3-Moderate
Post upgrade from 1.9.5 to 1.9.6, user is able to log using TAC credentials, but sudo command does not work.	3-Moderate
Upgrade from 1.9.5 to 1.9.6 version using TUI does not generate any logs under "REM ISO Upgrade logs".	3-Moderate

Description	Severity Level
[REAC] Health shows two entries for TelePresence showing that is both "Registered" and "Unregistered" when CUCM is restarted.	3-Moderate
[Backup & Restore] Backup is not being copied to multiple servers.	3-Moderate
[REAC] Incorrect error message is displayed when user attempts to activate a shut-down node in DB cluster tab.	3-Moderate
[eREAD] "Scanner Not Supported" shows in eREAD and Scanner popup goes away on REIC when agent click on "Scan" and "Take control" and "Scan" before scanner popup shows on REIC.	3-Moderate
[Database] Document table has is_deleted as false ("f") for scanned/signature/local upload images even after three days.	3-Moderate
[REAC] Clear button shows after a locale is selected and after clicked on the button; locale can be added with Image and Message Bundle only.	3-Moderate
[REAC] If user updates a message bundle and cancels adding locale, REAC does not check if message bundle has been created the next time the same locale is getting added.	3-Moderate
[REAC] REAC login page fails to load when user logouts and clicks browser's back button.	3-Moderate
[REAC] Browser not supported message is shown on login page for IE browser version 11.	3-Moderate
[eREAD] Customer name takes any special character when space is entered after the special character(s).	3-Moderate
Installation admin user should be disabled and only TAC/Installer accounts needed for ISO. Admin user acct is confusing.	3-Moderate
[REAC] Upon saving a video, an error message is displayed if the video URL is in uppercase letters.	3-Moderate
[REAC] When user modifies an existing license with an empty text file, REAC does not prompt an error message and the existing file does not get modified.	3-Moderate
[REAC] When user attempts to add a file larger than 50 megabytes, an incorrect error message is prompted.	3-Moderate
[REAC] Search feature does not work properly if user searches "_".	3-Moderate
[ISO] In TUI, diagnostics archive is stored on Tomcat Root directory.	3-Moderate
[TUI] Restore Backup option should display only files with .tgz extension in the list. It displays all files (e.g. img, doc, etc.) from the folder.	3-Moderate
[eREAD] Video streaming status shows "Stopped" when scan request is invoked during streaming although scanner is not attached.	3-Moderate
[TUI] TUI not accepting inputs for restoring the backup as expected.	3-Moderate
Document Camera does not capture hardware failure.	3-Moderate
[TUI] Manager, Host Manager, Localhost, and Localhost Access Logs are always empty.	4-Minor

Description	Severity Level
[eREAD] Added customer displays as "MÂLE" and "FEMELLE" while add customer dialogue displays as "Monsieur" and "Madame".	4-Minor
[REAC] Tool tips for Stage Height and Stage Width are misplaced.	4-Minor
[eREAD] Error message is not displayed in eREAD if there are no session results available in session result popup.	4-Minor
[eREAD] Previous search text is not cleared from the Customer note on adding a new customer.	4-Minor
[eREAD] Both agent1 and agent2 jobs are getting canceled if agent1 starts Desktop Share and agent2 starts Co-browsing, and then one of the agents executes Force Cancel during the Conference.	4-Minor
[REIC] Feedback Answer Styling Font Color does not change the style when selected.	4-Minor
[REIC] Expert Type Font Style = Bold does not change the style on REIC.	4-Minor
[eREAD] "Remote Viewer has closed connection" message does not go away after timeout.	4-Minor
[REAC] Error message for Groups Image attachment needs to be rephrased.	4-Minor
[REAC] Host Type should be disabled from Kiosk Tab or add all the endpoint series to the host type.	4-Minor
Deletion of local files from docstore is not configurable and is hardcoded to 60 minutes.	4-Minor
[ISO] The log file should be moved to "Troubleshooting" section in TUI for consistency.	4-Minor
In Conference, if both agents have different On Hold videos, the on-hold video of agent who first puts call on hold is played. Even if the agent disconnects the call, the same on-hold video plays for the second agent as well.	4-Minor
[ISO] The password for any configuration in ISO is in clear text format and not masked.	4-Minor
[REIC] Expert Type Icon sequences different for each kiosk.	4-Minor

Acronyms

The following acronyms are used in this guide:

- CUCM – Cisco Unified Communications Manager
- DC – Direct Connect
- DN – Directory Number
- eREAD – eRemote Expert Agent Desktop (uses Cisco Finesse)
- FF – Firefox
- HA – High Availability
- IAS - Installation Automation Script
- IE – Internet Explorer
- IEC – Interactive Experience Client
- IEM – Interactive Experience Manager
- IVR – Interactive Voice Response
- MS – MediaSense
- RE – Remote Expert
- REAC – Remote Expert Administration Console
- REGS – Remote Expert Government Services
- REIC – Remote Expert Interactive Applications Control
- REM – Remote Expert Manager
- RESC – Remote Expert Session Controller
- SNMP – Simple Network Management Protocol
- TUI – Text-based User Interface
- UCCE – Cisco Unified Contact Center Enterprise
- UCCX – Cisco Unified Contact Center Express
- VNC – Virtual Network Computing
- VM – Virtual Machine

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