



Release Notes for Cisco SocialMiner Release 8.5(1)

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Contents

- [Introduction, page 1](#)
- [System Requirements, page 2](#)
- [Related Documentation, page 2](#)
- [New and Changed Information, page 2](#)
- [Installation Notes, page 2](#)
- [Important Notes, page 3](#)
- [Open Caveats in This Release, page 4](#)
- [Obtaining Documentation and Submitting a Service Request, page 5](#)

Introduction

This document discusses new features, changes, and caveats for Release 8.5(1) of Cisco SocialMiner software.

Additional information on new features, and on many of the product changes, are available in the relevant end-user documentation.



Note

For the most up-to-date version of all Cisco documentation, go to the Cisco Web page:
<http://www.cisco.com/cisco/web/psa/default.html?mode=prod>



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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System Requirements

For hardware and software specifications for Cisco SocialMiner Release 8.5(1), refer to SocialMiner page on the Cisco DocWiki:

<http://www.cisco.com/go/socialminer>

Related Documentation

Documentation for Cisco SocialMiner, as well as most related documentation, is accessible from <http://www.cisco.com/go/socialminer>

The latest Release Notes for Cisco SocialMiner are accessible from

http://www.cisco.com/en/US/products/sw/custcosw/ps11349/prod_release_notes_list.html

Troubleshooting content for SocialMiner is available only on DocWiki:

http://docwiki.cisco.com/wiki/Troubleshooting_Cisco_SocialMiner

New and Changed Information

Cisco SocialMiner 8.5(1) is the initial release of SocialMiner. The release number is aligned with the 8.5 release of Cisco Unified Contact Center Enterprise and Cisco Unified Contact Center Express.

Documentation Changes

Cisco SocialMiner is a new type of product from Cisco, using the latest in Web 2.0 and OpenSocial technology. The documentation for SocialMiner has been designed using these same concepts.

The core product documentation is available as a Wiki page on the Cisco Docwiki at

<http://docwiki.cisco.com/wiki/SocialMiner>. This documentation includes installation information, feature descriptions, and configuration tasks.

All SocialMiner gadgets contain context-sensitive help pages that describe the gadget, how it is configured, and configuration field details.

Developer information and assistance is available at the Cisco Developer Network for Cisco SocialMiner:

<http://developer.cisco.com/web/SocialMiner>. The Cisco Developer Network provides API documentation, reporting development details, a blog, and forums.

Installation Notes

A quick-install task for installing SocialMiner is provided on the SocialMiner docwiki page:

http://docwiki.cisco.com/wiki/SocialMiner#Installing_SocialMiner.

Important Notes

The following section contains important notes and restrictions that applies to Release 8.5(1):

- [Twitter Stream Feed Limitation, page 3](#)
- [Reply Template Limitation, page 3](#)
- [csaadapt Process May Hang-up the System on Reboot, page 3](#)

Twitter Stream Feed Limitation

Due to limitations imposed by Twitter, only one Twitter Stream feed is supported per SocialMiner system. Twitter limits the number of Twitter Stream API requests to a single stream per IP address.

This limitation applies to multiple SocialMiner systems (or any applications accessing the Twitter Stream API) using the same proxy. Twitter looks at the incoming IP address of the stream request. If multiple Twitter Stream API requests are coming from the same IP address, then Twitter will blacklist the IP address.

If an IP address is blacklisted, then you can remove the IP address from the blacklist by stopping all Twitter Stream API requests for approximately two hours. For SocialMiner, this means you must delete **all** Twitter Stream feeds coming from the same IP address (either multiple feeds on the same SocialMiner system, or all Twitter Stream feeds on SocialMiner systems using the same proxy).

If you require multiple Twitter Stream API requests from the same IP address, then you must contact Twitter.

Reply Template Limitation

Reply Templates inside of the Reply Template Gadget are only supported when used with the SocialMiner UI. Reply Templates are not supported for use inside other OpenSocial gadget containers, such as Cisco Quad and iGoogle.

csaadapt Process May Hang-up the System on Reboot

When SocialMiner reboots, the system starts a number of processes. One of these processes is the Cisco Security Agent. On rare occasions, after a reboot, the *csaadapt* process may hang, halting startup of the system.

The console displays the startup sequence. If it is stopped at the *csaadapt* process for several minutes, then you can manually reboot the virtual machine to recover.

Typically the console will be stuck at this point in the startup process”

```
Starting sysstat: [OK]
Starting csaupdate: [OK]
Starting csaadapte:
```

This issue is being tracked with the identifier [CSCtj10014](#).

Open Caveats in This Release

This section contains a list of defects that are currently pending in Cisco SocialMiner Release 8.5(1). Defects are listed by component and then by identifier.



Tip

If you have an account with Cisco.com, you can use the Bug Toolkit to find caveats of any severity for any release.

Table 1 Open Caveats for Cisco SocialMiner Release 8.5(1)

Identifier	Component	Headline
CSCtj10014	ccm-csa	csaadapt process hangs on reboot

Bug Toolkit

You can find the latest resolved caveat information through Bug Toolkit, which is an online tool that is available for customers to query defects according to their own needs.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Procedure

- Step 1** To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl
- Step 2** Log on with your Cisco.com user ID and password.
- Step 3** Click the **Launch Bug Toolkit** hyperlink.
- Step 4** If you are looking for information about a specific caveat, enter the ID number in the “Enter known bug ID:” field.

To view all caveats for Cisco SocialMiner, go to the “Search for bugs in other Cisco software and hardware products” section, and enter **Cisco SocialMiner** in the Product Name field.

- Step 5** Click **Next**. The Cisco SocialMiner search window displays.
- Step 6** Choose the filters to query for caveats. You can choose any or all of the available options:
 - a.** Select the Cisco SocialMiner Version:
 - Choose the major version for the major releases.
A major release contains significant new features, enhancements, architectural changes, and/or defect fixes.
 - Choose the revision for more specific information.
A revision release primarily contains defect fixes to address specific problems, but it may also include new features and/or enhancements.

- b. Choose the Features or Components to query; make your selection from the “Available” list and click **Add** to place your selection in the “Limit search to” list.

To query for all caveats for a specified release, choose “All Features” in the left window pane.



Note The default value specifies “All Features” and includes all of the items in the left window pane.

- c. Enter keywords to search for a caveat title and description, if desired.



Note To make queries less specific, use the All wildcard for the major version/revision, features/components, and keyword options.

- d. Choose the Set Advanced Options, including the following items:

- Bug Severity level—The default specifies 1-3.
- Bug Status Group—Check the Fixed check box for resolved caveats.
- Release Note Enclosure—The default specifies Valid Release Note Enclosure.

- e. Click **Next**.

Step 7 Bug Toolkit returns the list of caveats on the basis of your query. You can modify your results by submitting another query and using different criteria.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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