



Release Notes for Cisco SocialMiner Release 8.5(2)

March 10, 2011

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Introduction

This document discusses new features, changes, and caveats for Release 8.5(2) 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>



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System Requirements

For hardware and software specifications for Cisco SocialMiner Release 8.5(2), 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(2) is an upgrade to the initial SocialMiner 8.5(1) Release. You must have Release 8.5(1) installed prior to applying the Release 8.5(2) upgrade. Release 8.5(2) is available as a download from Cisco.com.

Cisco SocialMiner Release 8.5(2) includes the following new features and enhancements. Details on all of the new features and enhancements is available on the [SocialMiner Release 8.5\(2\) DocWiki Page](#).

- Notifications - Email and IM notifications are now available. You can configure notifications to be sent through email and/or instant messaging any time a social contact is tagged with a defined tag. Email notifications support HTML tags while IM notifications are plain text.
- "Push" Feed - A new feed type is available that allows you to "push" social contacts that you create into the system. A sample form is provided to create and submit a social contact and apply tags.
- Author Filtering - A new filter is provided that allows you to filter out social contacts by author. For example, you can filter out tweets made by agents using SocialMiner so they are not brought back into the system for handling.
- Reply Template Enhancements - Twitter Reply templates now show a conversation history (if available) for the social contact being replied to. Reply templates also show the information about the author of the social contact, for example; the Twitter user's picture, description, and location.
- Disaster Recovery - SocialMiner now supports the standard Cisco Unified OS Disaster Recovery System. System backups can be done manually or scheduled for automatic backup.
- UI Enhancements - New UI enhancements in this release provide sorting and searching in the list view of many configuration gadgets. This feature allows you to navigate quickly through long lists of items to get to what you are looking for.
- System Administration Improvements - System administration has been updated to provides the status of the notification services.

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

Release 8.5(2) is an upgrade that is installed on an existing Release 8.5(1) system. Quick upgrade instructions are available on the SocialMiner docwiki at:

[http://docwiki.cisco.com/wiki/SocialMiner_Release_8.5\(2\)](http://docwiki.cisco.com/wiki/SocialMiner_Release_8.5(2)).

Important Notes

The following section contains important notes and restrictions that applies to Release 8.5(2):

- [Twitter Stream Feed Limitation, page 4](#)
- [Reply Template Limitation, page 4](#)
- [csaadapt Process May Hang-up the System on Reboot, page 4](#)
- [Tag Social Contacts at System Startup Results in Quick Timeout, page 5](#)

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](#).

Tag Social Contacts at System Startup Results in Quick Timeout

Just after a SocialMiner system has started, you may encounter an error when tagging a Social Contact using the Campaign Results gadget. The gadget displays a timeout message.

If this occurs, you can restart the SocialMiner runtime service.

This issue is being tracked with the identifier [CSCm59520](#).

Open Caveats in This Release

This section contains a list of defects that are currently pending in Cisco SocialMiner Release 8.5(2). 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(2)

Identifier	Component	Headline
CSCtj10014	ccm-csa	csaadapt process hangs on reboot
CSCm59520	runtime	Tag social contact results in quick Timeout
CSCm69368	runtime	Filter Invalid_Msg_Handler_Class_Error NumberFormatException

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>

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