



Release Notes for Cisco SocialMiner Release 8.5(3)

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Introduction

This document discusses new features, changes, and caveats for Release 8.5(3) of Cisco SocialMiner software.

Detailed information on features and product changes is available in the SocialMiner user documentation.



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System Requirements

For information about Cisco SocialMiner, refer to the SocialMiner page on the Cisco DocWiki:
<http://www.cisco.com/go/socialminer>

For virtualization, hardware, and browser specifications, go to
<http://docwiki.cisco.com/wiki/SocialMiner>.

Related Documentation

Cisco SocialMiner Documentation

Cisco SocialMiner is a new type of product from Cisco that uses the latest in Web 2.0 and OpenSocial technology. The core product documentation and training materials are available from a Wiki page on the Cisco Docwiki at <http://docwiki.cisco.com/wiki/SocialMiner>.

- **Online Help** is available from all SocialMiner gadgets. The context-sensitive help pages describe the gadget, how it is configured, and the configuration field details.
- **Developer information** is available at the Cisco Developer Network for Cisco SocialMiner: <http://developer.cisco.com/web/SocialMiner>. (Requires log in with Cisco.com User ID and Password.)
The Cisco Developer Network provides API documentation, reporting development details, a blog, and forums.
- **The SocialMiner 8.5(3) User Guide** is accessible from <http://docwiki.cisco.com/wiki/SocialMiner>.
- **Release Notes** for Cisco SocialMiner are accessible from http://www.cisco.com/en/US/products/ps11349/prod_release_notes_list.html
- **Troubleshooting** tips for SocialMiner are available on DocWiki at: http://docwiki.cisco.com/wiki/Troubleshooting_Cisco_SocialMiner
- **Open Source licensing** information is available at: http://www.cisco.com/en/US/products/ps11349/products_licensing_information_listing.html

All Cisco Unified Contact Center Documentation

For the most up-to-date version of all Cisco documentation, go to the Cisco Web page for Cisco Unified Contact Center Products:

<http://www.cisco.com/cisco/web/psa/default.html?mode=prod&level0=278875240>

Select Voice and Unified Communications > Customer Collaboration > Cisco Unified Contact Center Products.

New and Changed Information

Cisco SocialMiner Release 8.5(3) includes the following new features and enhancements. Details on all features and enhancements is available on the [SocialMiner Release 8.5\(3\) User Guide](#).

- There is now an *Automatic Tags* option on the Add/Edit page for all Feed Types. Create up to ten tags that will be automatically applied to all social contacts pulled in for that feed.

The screenshot displays the 'Edit Feed' configuration interface. The 'Automatic Tags' section is highlighted with a blue arrow, indicating a new feature. This section includes a text area with the instruction 'Incoming Social Contacts on this feed will be saved with these tags:' and an 'Add' button.

- Cisco will support SocialMiner deployment on any hardware, provided:
 - SocialMiner is installed within the Cisco provided VMWare OVF (this is verified by the new Hardware servers status on the system administration gadget).
 - The hardware supports the documented IO speed requirements. The IO speed required for SocialMiner is 3000 IOPS (input output operations per second).

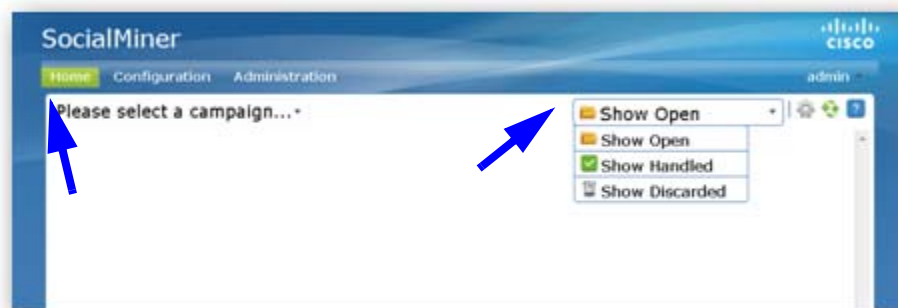
- There is a new *HTTP Notification Type* option on the Notifications gadget. This is a feature for application developers.

- Language localization in 19 languages is now supported for the SocialMiner user interface and online help. Once a language pack is installed, an additional drop-down for language selections will appear on the sign-in page. Each user can choose a language preference before signing in.

Shortly after the release of SocialMiner 8.5(3), Cisco will post localization files for these languages:

- Chinese (Simplified)
- Chinese (Traditional)
- Danish
- Dutch
- Finnish (France)
- French (France)
- French (Canadian)
- German
- Italian
- Korean
- Norwegian
- Polish
- Portuguese (Brazil)
- Russian
- Spanish
- Swedish
- Turkish

- Reply Templates
 - There is a new Cisco Facebook reply template. It is the default template option for Facebook Fan Page feeds. Use of the Cisco Facebook reply template requires authorization of an account to post on Facebook. You can authorize one Facebook account per Fan Page. Once the Authorization is allowed, any SocialMiner user can post to the Facebook Fan Page without the need to have their own Facebook account.
 - The Cisco Twitter reply template is now the default template option for Twitter Account and Twitter Stream feeds.
- User Interface
 - Navigation has changed in the User Interface. The *Results* tab is renamed *Home* and is in the first tab position on the navigation bar. The Home tab is now the default page you see when you sign in.
 - The selection of which social contact states to display is now done with a dropdown list on the Home tab. This was formerly done by using checkboxes on the Settings page. The dropdown list options are: *Show Open*, *Show Handled*, or *Show Discarded*. Open social contacts are those that are Unread and those that are Reserved.



- When an agent changes the state of a social contact or add/removes a tag for that social contact, all other agents working in that campaign see the event in real time, provided that:
 - They use a supported browser. See http://docwiki.cisco.com/wiki/SocialMiner_Browsers.
 - Ports 7071 and 7443 are open.

- The System Administration gadget now shows:

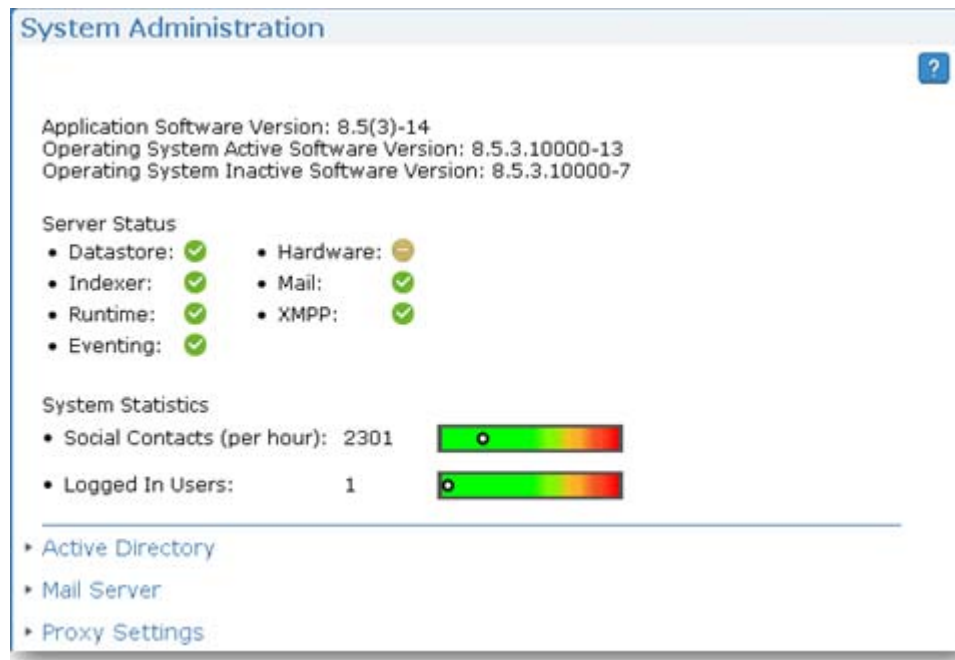
The status of the Hardware (indicates if the SocialMiner system was installed on the Cisco provided VMWare template).

The state of the internal XMPP server used for XMPP BOSH Eventing.

A new checkbox for Mail Server configuration, the Use SSL | TLS checkbox, which defaults to unchecked. Check this if the mail server supports secure connection, for example, smtp.gmail.com. The mail server certificate is not validated.

The number of Logged in Users.

Proxy Settings (formerly on the Feeds gadget)



- XMPP BOSH Eventing

SocialMiner sends asynchronous state change and tag update events to an XMPP client using the XMPP Publish-Subscribe protocol. Changes to the state of social contacts and the addition/deletion of tags update the interface of all agents who are working in a campaign. (There is no need to click Refresh.)

If agents will be accessing SocialMiner 8.5(3) through a firewall, they will not see real-time updates if ports 7071 and 7443 are blocked. (They will need to click Refresh.) Open those two ports to allow agents working in the same campaign to see real-time social contact state changes and tagging updates.

Installation Notes

Release 8.5(3) is the third release of Cisco SocialMiner and is available as a download from Cisco.com. SocialMiner releases must be installed over the *base release* of the product version and are cumulative. You can upgrade to SocialMiner Release 8.5(3) from SocialMiner Release 8.5(1) Release or from SocialMiner Release 8.5(2). This means that:

- Before you install SocialMiner 8.5(3), you must install the *base release* SocialMiner Release 8.5(1). Release 8.5(1) is available as a download from Cisco.com.
- If you upgrade to SocialMiner 8.5(3) from SocialMiner Release 8.5(1), you are applying all code updates present in SocialMiner Release 8.5(2). You do not need to apply the Release 8.5(2) software as a separate upgrade.

Details on *Upgrading to SocialMiner Release 8.5(3)* are available in the SocialMiner User Guide at: [http://docwiki.cisco.com/wiki/SocialMiner_Release_8.5\(3\)](http://docwiki.cisco.com/wiki/SocialMiner_Release_8.5(3)).

Please see the Important Note about the [SocialMiner OVA Templates](#).

Important Notes

The following section contains important notes and restrictions that applies to Release 8.5(3):

- [Processes May Hang the System on Reboot, page 7](#)
- [Reply Template Limitation](#)
- [SocialMiner OVA Templates, page 8](#)
- [Twitter Permission Level Changes, page 8](#)
- [Twitter Stream Feed Limitation, page 8](#)

Processes May Hang the System on Reboot

When SocialMiner reboots, the system starts a number of processes. Two of these processes are *csaadapt* and *chkpatch*.

On rare occasions, these processes may hang after a reboot, halting startup of the system. If the reboot is stopped by either of these processes for several minutes, 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 csaupdat: [OK]
Starting csaadapt:
```

This is operating system issue. The csaadapt issue is being tracked with the identifier [CSCtj10014](#).

Reply Template Limitation

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

SocialMiner OVA Templates

Cisco_SocialMiner_v1.0_VMv7.ova.

SocialMiner Releases 8.5(1) and 8.5(2) operate with the OVA template Cisco_SocialMiner_v1.0_VMv7.ova. If you upgrade to SocialMiner 8.5(3) from an existing 8.5(1) or 8.5(2) release, you can continue to use this OVA template.

Cisco_SocialMiner_v1.1.1_VMv7.ova

If you do not have an existing SocialMiner system, you need to download the Cisco_SocialMiner_v1.1.1_VMv7.ova before you install SocialMiner 8.5(1) and then upgrade to Release 8.5(3).

Twitter Permission Level Changes

Twitter Permission level changes require that existing SocialMiner users delete and reauthorize Twitter Account Feeds in order to continue receiving Direct Messages. Authorizations made on or after May 24, 2011 forward do not require re-authorization.

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, Twitter will blacklist the IP address.

If an IP address is blacklisted, 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, you must contact Twitter.

Open and Resolved Caveats in This Release

Cisco Systems Release Notes include a table of Resolved Defects (defects that have been fixed since the last Release) and a table of Open defects. To be listed in the Release Notes, defects must meet these criteria:

- Have a severity level of 1 or 2, regardless of how found.
- Have a severity level of 3 and were found by customer use.

No SocialMiner 8.5(3) defects meet these criteria.

Using Bug Toolkit

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

Bug Toolkit 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.

Documentation Feedback

You can provide comments about this document by sending email to the following address:

mailto:ccbu_docfeedback@cisco.com

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