



# *Release Notes for Cisco SocialMiner Release 8.5(4)*

October 17, 2011

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## Introduction

This document discusses new features, changes, and caveats for Release 8.5(4) of Cisco SocialMiner software.



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

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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/Virtualization\\_for\\_Cisco\\_SocialMiner](http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_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(4) User Guide** is accessible from [http://docwiki.cisco.com/wiki/SocialMiner\\_Release\\_8.5\(4\)](http://docwiki.cisco.com/wiki/SocialMiner_Release_8.5(4)).
- **Release Notes** for Cisco SocialMiner are accessible from [http://www.cisco.com/en/US/products/ps11349/prod\\_release\\_notes\\_list.html](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](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](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>

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

# New and Changed Features

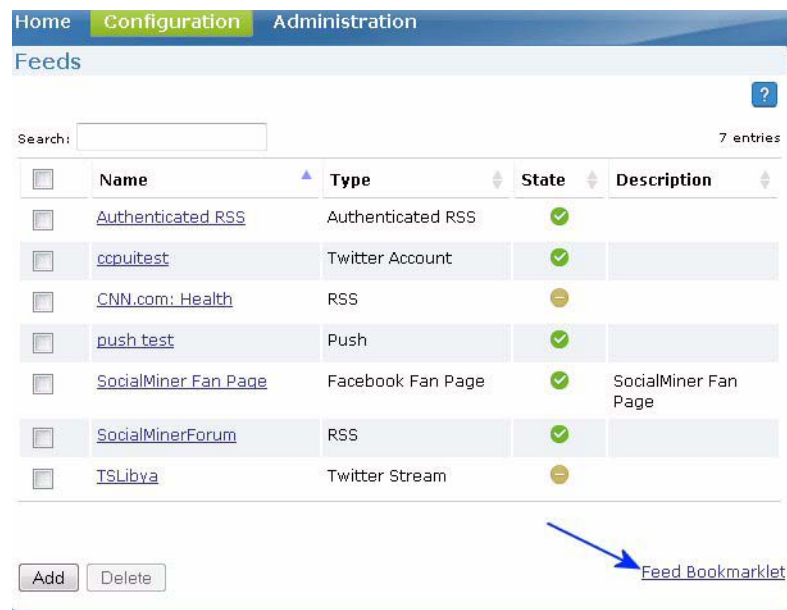
Cisco SocialMiner Release 8.5(4) includes the following new features and enhancements. Details on all features and enhancements is available on the [SocialMiner Release 8.5\(4\) User Guide](#).

- [Bookmarklet, page 3](#)
- [Extension Fields, page 6](#)
- [Filter State Icons, page 7](#)
- [Script Filter, page 8](#)
- [Twitter Account Feed Reauthorization, page 9](#)

## Bookmarklet

SocialMiner 8.5(4) adds the Bookmarklet feature for easy creation of Twitter Search and RSS feeds. Creating a feed using the Bookmarklet—rather than completing the SocialMiner feed dialog box—provides a one-click alternative for adding feeds. Once you create a feed using the bookmarklet, you can add it to a campaign and you can edit it in the Feeds gadget—just as you would a manually-created feed.

There is a Feed Bookmarklet link at the lower right corner of the Feeds gadget.



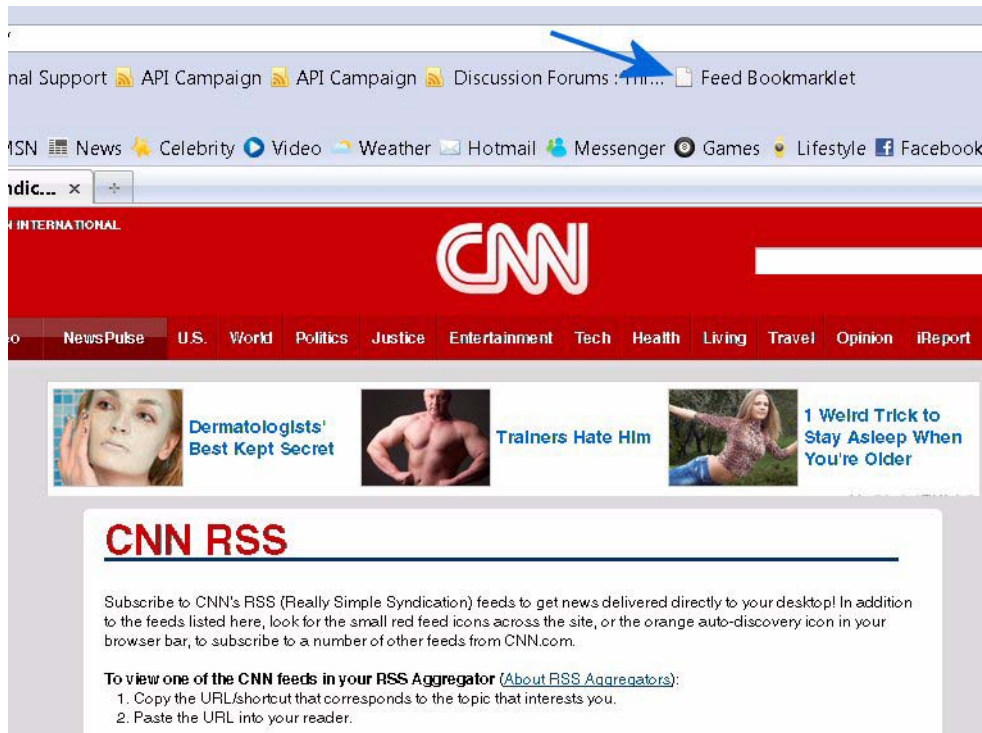
### To use the Bookmarklet:

**Step 1** Drag the Feed Bookmarklet link to the to the Mozilla Firefox Bookmarks toolbar. (If you click the Feed BookMarklet link directly, you see a message instructing you to drag the link to the toolbar.)

To display the Bookmarks toolbar, select Views > Toolbars > Bookmarks Toolbar.

**Step 2** Navigate to a Twitter ad-hoc or saved Search result page or to a website with RSS feeds.

- Step 3** From that page, click the Feed Bookmarklet bookmark that you dragged to the Bookmarks toolbar. A message displays if the page has no feeds.



- Step 4** If you are prompted to log in, enter your SocialMiner login credentials. You must authenticate once per browser session.
- Step 5** For Twitter Searches, a SocialMiner window opens indicating that a feed for the search was saved, along with the Name and URL of the feed. If the feed was not saved, you see a message indicating the problem.

**Step 6** For websites with RSS feeds, the SocialMiner window opens. This window captures all feeds on the page and filters them with icons indicating whether they are “standard feeds” or “possible” feeds.

- A green checkmark displays for standard feeds. SocialMiner qualifies RSS feeds as “standard” when their URLs are indicated as such by the website.
- A blue question mark indicates that the feed is possibly an RSS feed, but may not be. SocialMiner qualifies RSS feeds as “possible” when their URLs simply contain “rss”, “atom”, or “feed”.

Note that some URLs may be filtered out of the list even if they meet the above criteria—for example, they will not be captured and displayed if they include embedded scripting.



**Step 7** Click the link that you want to add as a feed. Log in if you are prompted to do so.

The SocialMiner window updates to indicate that the feed was saved, along with the Name and URL of the feed. You see an error message if there was a problem saving the feed.



**Step 8** Close and re-open the Feed Bookmarklet for each URL in the list that you want to save. You see an error if you try to save a duplicate feed (a feed with the same Name as one that is already saved).

- Step 9** After saving a feed, navigate to the SocialMiner Configuration tab. The feed displays in the Feed gadget list. Feed names are truncated at 85 characters.
- Step 10** Proceed as you would with any feed to edit the name, description, polling interval, and minimum age; and to add automatic tags.
- Step 11** Add the feed to a campaign.

## Extension Fields

Extension fields are a collection of custom name/value pairs that can be added to social contacts. You can add extension fields using the Push feed API. You can also add them by modifying the sample form in the Push feed gadget.

You can add a maximum of 100 extension fields (up to one megabyte of information).

The sample code below shows the addition of extension fields: "remarks," "comments," "customerFirstName," and "customerLastName."

```
<style type='text/css'>span {display: inline-block; width: 100px;}</style>
<form action='http://10.86.141.221/ccp-webapp/ccp/pushfeed/115538' method='get'>
  <span>Title:</span><input type='text' name='title' /><br/>
  <span>Author:</span><input type='text' name='author' /><br/>
  <span>Description:</span><input type='text' name='description' /><br/>
  <span>Tags:</span><input type='text' name='tags' /><br/>
  <span>Remarks:</span><input type='text' name='extensionField_remarks' value='sample value' /><br>
  <span>Comments:</span><input type='text' name='extensionField_comments' value='sample value' /><br>
  <span>Customer First Name:</span><input type='text' name='extensionField_customerFirstName' value='sample value' /><br>
  <span>Customer Last Name:</span><input type='text' /><br>
  <input type='submit' value='Submit' />
</form>
```

Extension fields take the format shown in the code sample above: *name='extensionField\_name' value='value'*.

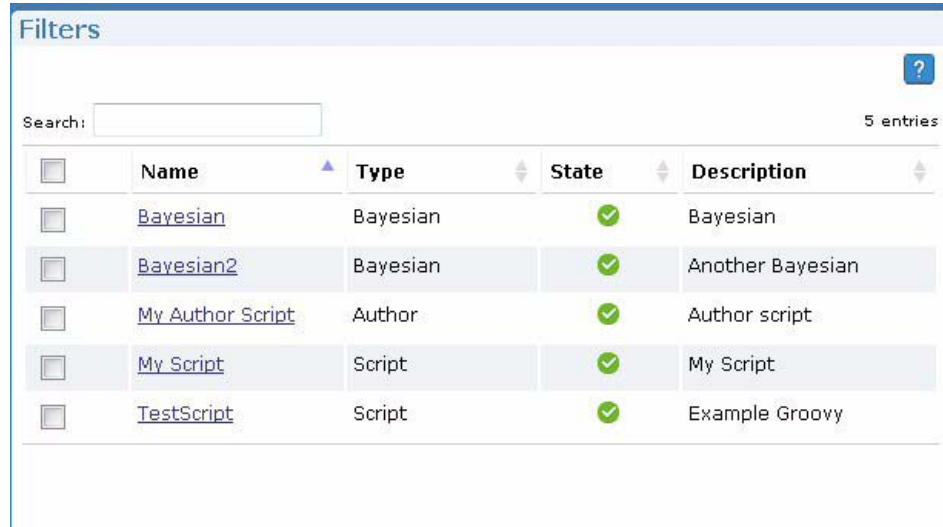
You can add social contact extension field data to e-mail and IM notifications by including extension fields as Notification Body Variables.

There are two new notification variables:

- `#{SC_EXTENSION_FIELDS.<fieldname>}`—This variable adds a specific, named extension field value. If the extension field does not exist, the macro itself will appear in the notification message body.
- `#{SC_EXTENSION_FIELDS}`—This variable adds all extension fields that exist for the social contact. They appear in the body in alphabetical order by name, in the format Name: Value. If no value was defined, you see Name: (—). If there are no extension fields, the variable is removed from the message body.

## Filter State Icons

The Filters gadget now has an interface similar to that of the Feeds gadget. A column with State icons shows the current status of each filter:



The screenshot shows a 'Filters' gadget with a search bar and a table of 5 entries. Each entry has a checkbox, a name, a type, a state icon (green checkmark), and a description.

<input type="checkbox"/>	Name	Type	State	Description
<input type="checkbox"/>	<a href="#">Bayesian</a>	Bayesian	✓	Bayesian
<input type="checkbox"/>	<a href="#">Bayesian2</a>	Bayesian	✓	Another Bayesian
<input type="checkbox"/>	<a href="#">My Author Script</a>	Author	✓	Author script
<input type="checkbox"/>	<a href="#">My Script</a>	Script	✓	My Script
<input type="checkbox"/>	<a href="#">TestScript</a>	Script	✓	Example Groovy

Hover the cursor over the icon to display a tool tip that explains the state.

- A green icon means the filter is working properly.
- A red icon indicates an error. Hover over the error icon to display a tool tip with the error text. NOTE that Cisco Support and the SocialMiner Forum on the Cisco Developer Network do not assist with Groovy script issues. Direct all troubleshooting requests to your script developer.
- A blue icon appears during a brief interim state while SocialMiner checks the status of the filter, after which the icon changes to red or green.

## Script Filter

SocialMiner 8.5(4) introduces the script filter as a developer's feature. A script filter is custom code that system developers can create in the Groovy Scripting language. A script filter can apply tags, can change content, and can integrate with external systems to leverage services such as performing translation or invoking a Klout score for a social contact retrieved from a Twitter Account feed. There are examples of script filters in the SocialMiner 8.5(4) Developers Guide and on the Cisco Developer Network (CDN).

You can upload multiple Groovy scripts and attach each to a SocialMiner Script Filter.

During the upload, SocialMiner performs a basic syntactic validation but cannot validate that the script will work as expected. For this reason, test your scripts on a lab system before using them in production.

SocialMiner runs scripts in Groovy 1.8.

Scripts errors are visible when you hover the cursor over the filter icons on the Filters gadget. You can also open the Runtime Error logs in the Log Directory to view the list of security breaches. Under the directory named runtime/, open the Error-runtime log and search for SCRIPT\_FILTER\_EXCEPTION.

When you create a filter, Script is an option on the Type dropdown.

The screenshot shows a web interface titled "Filters". Below the title is a "Create Filter" section. It includes a "Type:" dropdown menu with "Script" selected. Below that are three text input fields labeled "Name:", "Description:", and "Script File:". To the right of the "Script File:" field is a "Browse..." button. A small blue question mark icon is located in the top right corner of the "Create Filter" section.

### To add a script filter:

- 
- Step 1** Select the type Script
  - Step 2** Name the filter,
  - Step 3** Optionally, enter a description,
  - Step 4** Click Browse.
  - Step 5** Navigate to the Groovy file on your local machine or network. Select it.
  - Step 6** Click Save.
- 

### To edit a Script Filter:

- 
- Step 1** Click the filter's name.
  - Step 2** Click the Show Source button to open the Groovy script file in a separate window. You can review and select/copy the source, but you cannot edit it.

You can also upload a new script file in Edit mode. If you do this, you can retain or change the Name and Description, as needed.



## Twitter Account Feed Reauthorization

When you open a Twitter Account feed in Edit mode, you now see two buttons: **Save** and **Reauthorize and Save**. A simple edit, for example—changing the polling interval field, requires only a **Save**. Changing the username, however, requires **Reauthorize and Save**. If the icon next to the feed is red and the hover text for that red icon indicates authorization issues, select **Reauthorize and Save** to initiate the Twitter authorization process.

## Important Notes

The following section contains important notes and restrictions that applies to Release 8.5(4):

- [Installation Notes, page 9](#)
- [OVA Templates, page 9](#)
- [Localization and Upgrade, page 10](#)
- [Localized User Interface, page 10](#)
- [Reply Template Limitation, page 10](#)
- [Twitter Authorization Errors - Retry Twice, page 10](#)
- [Twitter Stream Feed Limitation, page 10](#)

## Installation Notes

Release 8.5(4) is the fourth release of Cisco SocialMiner and is available as a download from Cisco.com.

You are	You must:
Doing a fresh install of SocialMiner 8.5(4)	Install SocialMiner 8.5(1). Then upgrade directly to SocialMiner 8.5(4).
On SocialMiner 8.5(1)	Upgrade directly to SocialMiner 8.5(4)
On SocialMiner 8.5(2)	Upgrade to SocialMiner 8.5(3). Then upgrade to SocialMiner 8.5(4).
On SocialMiner 8.5(3)	Upgrade directly to SocialMiner 8.5(4)

Upgrading to SocialMiner 8.5(4) from earlier releases applies all code updates present in those releases.

Details on *Upgrading to SocialMiner Release 8.5(4)* are available in the SocialMiner User Guide at: [http://docwiki.cisco.com/wiki/SocialMiner\\_Release\\_8.5\(4\)](http://docwiki.cisco.com/wiki/SocialMiner_Release_8.5(4)).

## OVA Templates

A virtual machine for SocialMiner Releases 8.5(1), 8.5(2), and 8.5(3) can operate with the OVA template Cisco\_SocialMiner\_v1.0\_VMv7.ova. If you are already using that template, you can continue to do so.

If you are doing a fresh install, use Cisco\_SocialMiner\_v1.1.1\_VMv7.ova. This is the ova template that is currently on the software download site.

## Localization and Upgrade

If you have installed SocialMiner 8.5(3) and have downloaded the SocialMiner 8.5(3) localization files, be aware that those localization files will not be applied when you upgrade to SocialMiner 8.5(4). If you download the 8.5(3) localization files again, they will not be correct for SocialMiner 8.5(4).

The SocialMiner 8.5(4) localization files will be available for download shortly.

## Localized User Interface

If you have your browser settings localized and have downloaded language files for SocialMiner, the first time you open the SocialMiner sign on page, the language dropdown defaults to English.



Select the language you want. On subsequent signins, SocialMiner will default to that language.

## 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.

## Twitter Authorization Errors - Retry Twice

If you log in to a social contact generated from a Twitter Account feed with an incorrect username or password, you see an error message from Twitter. SocialMiner does not clear that error, so that when you log in again with the correct credentials, you see a SocialMiner error.

When you log in one more time with the correct credentials, the error clears and you can log in successfully.

## 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(4) 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](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.




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**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.




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**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](mailto:ccbu_docfeedback@cisco.com)

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