

ReadMe for platform-csa-9.0.1-cop-2.cop

Important notes:

This COP addresses multiple issues related to changes in the way that Twitter and Facebook work. It restores *all* existing SocialMiner Twitter functionality (not just the reply functionality failure reported in the defect below) and updates Facebook authentication so that SocialMiner can *access* fan pages (whereas authentication was only required before when posting to fan pages).

The following defects against release 9.0(1) are resolved with the installation of this COP.

Defect ID	Severity	Description
CSCuc94671	2	SocialMiner replies to Twitter fail 100% due to REST API change
CSCud38708	3	Facebook feed unable to retrieve wall posts

Note: This COP file requires the installation of new language files. If you have a language file installed (so that the interface appears in a language other than English), wait for the announcement that the new language pack is available, then install the COP and the new language file according to the instructions that come with the language pack.

Install this COP file on the FCS version of release 9.0(1) to restore functionality related to the following issues :

1. **New Twitter 1.1 API** - The Twitter API v.1 was shut down by Twitter resulting in the cessation of all Twitter related SocialMiner functionality. This COP integrates SocialMiner with the Twitter API version 1.1 and restores all Twitter functionality including the related issue described in the field alert at this link:

<http://ccbu.cisco.com/display/CCFIELD/Important+Cisco+SocialMiner+Update+Regarding+Twitter+API+Changes>

Twitter rate limiting changes on accounts and streams – See

<https://dev.twitter.com/docs/rate-limiting/faq> for more information on the new limits.

To help avoid reaching the limits, the default polling interval of 5 minutes is recommended.

2. **Facebook API changes** – Facebook now requires OAuth authorization for any fan page access, not just posting. SocialMiner users now need to authenticate whenever a Facebook Fan Page feed is created.
 - a. When creating a feed, the user now clicks Save (Get Post Authorization is no longer available), which redirects you to request authorization from Facebook to allow SocialMiner to access the fan page.

- b. Sign in to Facebook with your organization's username and password and then click Allow to allow the SocialMiner to access the Facebook Fan Page.
- c. Successful Authorization creates and saves the feed.

When you edit a Facebook feed, there are three buttons: Cancel, Save, and Reauthorize and Save. If the icon next to a Facebook feed is red and the hover text for that icon reports authorization issues, open the Feed to edit it. Click Reauthorize and Save to initiate the Facebook authorization process.

This COP file includes the content released in the previous 9.0(1) COP file: platform-csa-9.0.1-agent-timeout-agent-session-timeout.cop.

The COP file can only be installed on the 9.0(1) version of SocialMiner.

All APIs and UIs will be unavailable during installation of the COP file and a reboot is required afterwards.

Installation instructions:

1. The COP file can only be installed from the CLI because the Cisco Tomcat service is restarted as part of the installation.
2. Download the COP file from [Cisco.com](https://www.cisco.com) and place the file on an FTP or SFTP server. You can also burn the ISO file to DVD.
 - Image name: platform-csa-9.0.1-cop-2.cop.sgn
 - Checksum: 539a98bc476a521568e3ce3a1d1a4a1d
3. Using SSH, log in to your SocialMiner system with the platform administration account.
4. Using the CLI, run the command **utils system upgrade initiate**.
5. Follow the instructions provided by the utils system upgrade initiate command, providing the COP file name when prompted for a filename.
6. Reboot the system with the CLI command **utils system restart**.
7. Verify that the system restarts.
8. Use the CLI command **show version active** to verify that the correct version is active.

After successful COP file installation, the output from the command should be:

- admin: show version active

- Active Master Version: 9.0.1.10000-10
- Active Version Installed Software Options:
- platform-csa-9.0.1-cop-2.cop

9. If required, install language files according to the instructions provided in the language pack.

Note: If you experience any problems with the installation of the COP file, refer to the SocialMiner Troubleshooting wiki at this location for more information:

[http://docwiki.cisco.com/wiki/Troubleshooting_Tips_for_Cisco_SocialMiner_9.0\(1\)](http://docwiki.cisco.com/wiki/Troubleshooting_Tips_for_Cisco_SocialMiner_9.0(1)).