ReadMe for platform-csa-9.0.1-cop-3.cop

Important notes:

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

It introduces a new feed type for the Twitter Search functionality which enables users to continue searching for specific Tweet threads. This change was prompted because Twitter no longer provides search results in the form of an RSS feed.

Also, as a result of this Twitter RSS change, old Twitter RSS-based search feeds will no longer work. Users need to recreate their existing RSS Twitter search feeds in SocialMiner using this new Twitter Search feed type. Further, the Feed bookmarklet will no longer create Twitter Search RSS feeds.

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

Defect ID	Severity	Description
CSCud86110	3	SM chat integrated with CCX doesn't work in DMZ
CSCud44243	3	Facebook feed is saved even after authentication error
CSCue08842	5	Placeholder text in Search UI field is unclear
CSCue12308	6	RSS support for Twitter Search to be disabled by Twitter
CSCud97938	3	Token-based authentication doesn't work for XMPP

This COP file is cumulative and includes the fixes addressed in the previous 2 COP files for release 9.0(1)

- multiple issues related to changes in the way that Twitter and Facebook work
- restoration of *all* existing SocialMiner Twitter functionality (not just the reply functionality failure reported in the defect below)
- updates to Facebook authentication so that SocialMiner can access fan pages (whereas authentication was only required before when posting to fan pages)
- session keep-alive added to avoid token authentication after 30 minutes of chat.

The following defects against release 9.0(1) are also resolved with the installation of this cumulative 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
CSCua52872	2	SM prompts for token authentication after 30 mins of chat

Note: This COP file requires the installation of new language files. If you have a language file already installed, wait to replace it after the announcement and availability of a new language pack. Install the COP and the new language file according to the instructions that come with the language pack.

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 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-3.cop.sgn
   - Checksum: 6313a1e57c1a8a2094b27ea3a1831625

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-3.cop

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

Mandatory actions required post-installation:

SocialMiner OAuth requests to Twitter are failing because Twitter has modified their authentication URLs, which resulted in the following defect being raised.

Defect ID	Severity	Description
CSCue76034	1	SocialMiner OAuth requests to Twitter fail due to REST API change

Follow the steps below to modify the URLs used by SocialMiner to match Twitter's updated URLs so that the OAuth requests will no longer fail.

1. Log into VOS CLI as admin.
2. Using the CLI, enter

   run sql INSERT INTO mmca_propertydef (propertydefid, propertyname, description, defaultvalue, subsystype, ouid) VALUES (88020, "twitterUrlOauthAuthorize", "Twitter oAuth Authorize URL","https://api.twitter.com/oauth/authorize", 0, 2)

3. Using the CLI, enter

   run sql INSERT INTO mmca_propertydef (propertydefid, propertyname, description, defaultvalue, subsystype, ouid) VALUES (88021, "twitterUrlOauthAccessToken", "Twitter oAuth Access Token URL", "https://api.twitter.com/oauth/access_token", 0, 2)

4. Using the CLI, enter

   run sql INSERT INTO mmca_propertydef (propertydefid, propertyname, description, defaultvalue, subsystype, ouid) VALUES (88022,"twitterUrlOauthRequestToken", "Twitter oAuth Request Token URL", "https://api.twitter.com/oauth/request_token", 0, 2)

5. Using the CLI, run the command **utils service restart Cisco Tomcat.**

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).