Cisco SocialMiner

New and Updated Features

New Features

The following sections describe new features for Cisco SocialMiner Release 11.0(1).

Discard an Email Message

SocialMiner Release 11.0(1) provides this feature for Unified Contact Center Express (Unified CCX).

This feature allows email support agents to discard spam and trivial email messages that do not qualify a response.

This feature requires SocialMiner integration with Unified CCX and is delivered through Cisco Finesse. For more information about discarding email message, see the section *Discard an Email Message* in *Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express, Release 11.0(1)* at http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-user-guide-list.html.

Account Locked After Five Failed Sign In Attempts

If an administrator tries to sign in to the SocialMiner administration console with the wrong credentials five times in a row, SocialMiner blocks access to that user account for a period up to 30 minutes.

For security reasons, SocialMiner does not alert the user that the account is locked. The administrator must wait for 30 minutes and try again.

This feature also applies to all authenticated REST APIs of SocialMiner.

Updated Features

There are no updated features for SocialMiner 11.0(1).

Deprecated Features

This release has no deprecated features.

Important Notes

SocialMiner OVA Template

Use the OVA template **Cisco_SocialMiner_v11.0_VMv8.ova** for the fresh installation of SocialMiner Release 11.0(1).

You can obtain the Virtual Server Template (OVA) file needed to create a Virtual Machine from https://software.cisco.com/download/type.html?mdfid=283613136&flowid=73189 .

The Cisco SocialMiner 11.0(1) Virtual Server Template (OVA) defines a virtual machine configuration that is supported in the SocialMiner 11.0(1) release. This OVA contains all supported virtual machine configurations of this release.

Upgrade to SocialMiner 11.0(1)

For upgrades from SocialMiner 10.x to SocialMiner 11.x, apply the corresponding COP file from the Command Line Interface (CLI) and modify the SocialMiner Virtual Machine's operating system version, total video memory, and network adapter type parameters before beginning the upgrade process.

Note If you are on version 10.x, perform upgrade directly to 11.0(1).

If you are on a version lower than 10.0(1), upgrade to 10.x and then upgrade to 11.0(1).

For information about SocialMiner Upgrade, see the section *Upgrade SocialMiner* in *SocialMiner Installation and Upgrade Guide, Release 11.0(1)* at http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html.

Removed and Unsupported Features

From this release, Cisco Security Agent (CSA) is removed.

Third-Party Software Impacts

This release has no third-party software impacts.