



Cisco SocialMiner

The standalone SocialMiner features such as Facebook page, Twitter, RSS Feeds, Standalone single session chat, associated features like filters and notifications have been removed from release 12.0. However, you can still use SocialMiner interface to encrypt MR.

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New Features

AUDIT Log Support for all Config changes

Cisco SocialMiner, Release 11.6(1) provides audit log capabilities for all its administrative operations.

CORS Support for Task Routing and Agent Request (Callback) APIs

The Cross Origin Resource Sharing support has been included in SocialMiner 11.6(1) for all public REST APIs including chat APIs.

Updated Features

TLS v1.2 Support

Cisco SocialMiner, Release 11.6(1) supports TLS v1.2 as the default protocol for secure incoming connections as a server and for secure outgoing connections as a client. However, support for earlier TLS versions can be configured. For more information, see the *Cisco SocialMiner User Guide*.

Important Notes

SocialMiner Installation displays "Installing Cisco SocialMiner component" freezing the screen momentarily

While the SocialMiner installation is in progress, the message `Installing Cisco SocialMiner component` causes the screen to freeze. Do not abort the process. Wait for the installation to complete, although it might appear that the system has frozen momentarily.

Deprecated Features

None

Removed and Unsupported Features

Ability to Browse and Download Logs via HTTP

Effective with Cisco SocialMiner, Release 11.6(1), the ability for administrators to browse system logs from browsers (using the System Logs -> Log Directory option in SocialMiner Administration interface) has been removed.

Standard mechanisms of accessing and downloading system logs are available through Real-Time Monitoring Tool (RTMT) and through the application CLI commands. For more information on RTMT, see the *Cisco SocialMiner User Guide*, available at, <http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/products-user-guide-list.html>.

Third-Party Software Impacts

None