



Social Media Manager Release Notes

Release 6.3.0.4
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Chapter 1: Introduction

Purpose

This document provides information such as new features, enhancements, issues fixed, and known issues in this release. This document also provides information to supplement Social Media Manager software and documentation. For more information, see Avaya Support website at <http://support.avaya.com>.

The release will be available on PLDS on 12/03/2018.

Intended audience

This document is intended for people who want to install Social Media Manager 6.3.0.4.

Documentation

The following table lists the related documents for Avaya Social Media Manager. Download the documents from the Avaya Support website at <http://support.avaya.com>.

Title	Description
Installation and Configuration	
Implementing Avaya Social Media Manager guide	This document describes how to install and configure Avaya Social Media Manager.
Administration	
Administering Social Media Manager guide	This document describes how to administer the functioning of Avaya Social Media Manager.
Developer	
Avaya Social Media Manager Developer guide	This document provides detailed information about the web services, data types, APIs, data objects, and interfaces provided in Social Media Manager for creating custom plugins.
Avaya Social Media Manager Database Reference Guide	This document provides detailed information on the social media database and various tables used by the Avaya Social Media Manager application. The social media database stores information about configured social media sources and the data collected from these sources. In this document, you may also find information about each table's indexed columns and the relationships between these tables.

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Chapter 2: Requirements

Software requirements

Server operating system

- Microsoft Windows Server 2008 R2 (64-bit) Standard, Enterprise edition
- OR**
- Microsoft Windows Server 2012 R2 (64-bit) Standard edition.
-

Hardware requirements

The minimum hardware requirements are as follows:

- Model: HP DL360 Gen 9, Avaya Common Server Release 3
 - Processor: 2 x 2.4 GHz, E5-2620v3, 6 Cores
 - Memory: 32 GB DDR4 RDIMMs: 32 GB recommended for better database performance, 16 GB minimum.
 - Hard Disk Drives: 2.5" SAS: 3 x 300 GB 10K RAID5, or 2 x 300 GB 10K RAID1: This depends on the social items volume to retrieve from social networks
 - NIC: 1 Gigabit Ethernet
-

Supported environment

SMM version 6.3.0.4 supports the following applications:

- Contact Center
 - Elite Multichannel Version 6.3.1 SP1 and Version 6.4.1
 - Avaya Interaction Center Version 7.3.4
 - Avaya Aura® Contact Center 6.3, 6.4, and 7.0.
 - Avaya Contact Center Select Version 7.0 through email channel
- Browser
 - Internet Explorer 11

Chapter 3: Installation

Required patches

None.

Installing and troubleshooting the release

The latest installer is available on Avaya PLDS and the Avaya support site at <http://support.avaya.com>.

For more information about the installation, see *Implementing Social Media Manager guide*.

For assistance in installing the release or troubleshooting any issues encountered, contact the Avaya Professional Services consultant that is engaged.

Chapter 4: Release contents

The following table provides information on the user stories or defects resolved in 6.3.0.x releases:

ID	Name
SMM-3144	Implement a new SMM channel for Instagram supporting responses from CC agents.
SMM-2751	Removing Facebook Gateway Cache's
SMM-2949	Interoperability support with ACCS 7.0 using emails
SMM-3359	Facebook - Support API Version 2.7
SMM-3266	Facebook- fan count is not updating in the database
SMM-3267	Facebook - Comments are not being processed
SMM-3128	Relevance words save a link as a word
SMM-3076	Admin UI: The Change Admin Password procedure is not working.
SMM-3206	SMM - Description of spam detection is needed.
SMM-3216	AACC 6.4 - Response UI - Give an error when Agent click on the Response History button and the user do not have history details.
SMM-3363	Facebook Rate limit changes - Modify access token for GET request
SMM-3273	Facebook - Reduce request for user request information
SMM-3407	Upgrade Social Dialogs to Orchestration Designer 7.1
SMM-3368	Instagram - Purge Instagram Tables
SMM-3160	Admin UI text cloud: special characters are not removed when parsing the text
SMM-3161	English Language relevant words show amount x 10
SMM-3271	Facebook - Non supported mentions in posts from other users are wrongly retrieved and sent to agents
SMM-3215	Twitter Response UI - Get History is working with aleatory user
SMM-3364	Facebook Rate limit errors
SMM-3366	Instagram GW - The number of occurrences is incremented each time the cycle runs

ID	Name
SMM-3385	Facebook - Two URLs are displayed in comments, one is the expected one and the other is the Facebook shared one.
SMM-3386	Facebook Admin UI Relevance - Word count is wrongly incremented on every retrieval cycle.
SMM-3393	Facebook - Email - Number of posts comments is not incremented; number of comment's likes is not incremented
SMM-3394	Facebook - Email - The comment with "<" is not displayed entirely (just until this symbol) when space is not added after this symbol.
SMM-3396	Instagram - Respond UI - reply from agent is sent even if the comment was deleted
SMM-3398	Facebook - Admin UI - Edited comment is not displayed in River of News
SMM-3403	Facebook - Respond UI - The response of the agent that contains "<" is not displayed entirely (just until this symbol) when space is not added after this symbol.
SMM-3404	Instagram - Email - The comment with "<" is not displayed entirely (just until this symbol) when space is not added after this symbol.
SMM-3405	Instagram - Respond UI - The response of the agent that contains "<" is not displayed entirely (just until this symbol) when space is not added after this symbol.
SMM-3406	Facebook - Respond UI - Refresh page not working correctly
SMM-3413	Facebook - Email - Reply to Comment profile picture is not displayed correctly
SMM-3415	Facebook - Response UI - Change limit of 1000 characters in Respond to post/comments
SMM-3417	Fix Blocker Sonar violations
SMM-3418	Twitter - Respond UI - The response of the agent that contains "<" is not displayed entirely (just until this symbol) when space is not added after this symbol (Response History)
SMM-3419	Twitter - Admin UI - Every "<" is replaced by "<" in River of News and DB
SMM-3420	Twitter - Respond UI - Reply from agent is sent even if the tweet was deleted
SMM-3421	Twitter - Respond UI - Tweet that contains "<" is not displayed entirely (just until this symbol) when space is not added after this symbol
SMM-3422	TW DM - Admin UI - Every "<" is replaced by "<" in DB and River of News
SMM-3423	Twitter DM - Respond UI - The message that indicates the DM was deleted

ID	Name
	appears even if the DM was not deleted.
SMM-3424	Twitter - DM - Error message should be shown when the agent tries to respond to a deleted DM
SMM-3245	Start using Coverity Security Advisor for Java to statically identify security defects.
SMM-3428	Instagram - Email - Profile picture is not displayed
SMM-3429	Instagram - Email - Instagram Context and number of comments and likes are not displayed
SMM-3434	Facebook - Admin UI - The picture's link for comment/reply made by admin/business user is not displayed
SMM-3438	Facebook API 2.8 - User information is not being saved in DB
SMM-3439	Facebook - Support API Version 2.8
SMM-3442	TW - Mentions - User is not being save in DB
SMM-3444	FB Comment - When delete a comment the children are not save in response History
SMM-3446	FB Response UI - Picture profile is not shown when post is made by owner
SMM-3451	Facebook - Support API Version 2.9
SMM-3467	SMM - the Facebook integration stopped monitoring the fan page
SMM-3456	Tomcat goes down for memory issue

The following table provides information on the user stories or defects resolved in release 6.3.0.4:

ID	Name
SMM-3457	Facebook - Support API Version 2.10
SMM-3461	Facebook - Support API Version 2.12
SMM-3476	Facebook - Support API Version 3.0
SMM-3473	Admin GUI - Reports – Cannot select Year 2018 in all reports
SMM-3482	Facebook User is not being saved in DB

Chapter 5: Upgrading

Upgrade from a previous version than 6.3.0.3

If you are updating from a version earlier than the previous version, 6.3.0.3, then you must check all previous release notes between the currently installed version and version 6.3.0.3, as there are changes in OD app and DB.

Upgrading from Release 6.3.0.3 to 6.3.0.4

Backing up and uninstalling

About this task

To take backup and uninstall the previous version, perform the following task:

1. Back up your current installation. For example, by copying the C:\AvayaSocialMM folder into a new folder C:\AvayaSocialMM-6_3_old.
2. Back up the database.
You can use PGADMIN or pl/sql commands to take a backup.
For more details, see <http://www.postgresql.org/docs/8.4/static/backup-dump.html>.
3. See the [Restore customized modules](#) section to decide the backup you might need to take.
4. Uninstall the current version of SMM.
Verify that the folder SMMHOME\ has been removed.

Removing the existing permanent access token

Remove the existing permanent access token exiting using the following procedure:

1. From the server, open PGAdmin.
2. On the right pane, click **Open Server > Databases > SMM**.
3. Click **Menu SQL**.
4. Run the following query in SQL Editor to remove access tokens:

```
delete from smm.channel_properties where id in (select cp.id
from smm.channel_properties cp, smm.sourcepropertydefs p where
cp.propertykey = p.id and p.propertykey =
'facebook.property.channel.permanentAccessToken');
```

5. Run the following query to verify that the access token pages are removed:

```
select cp.id, cp.value from smm.channel_properties cp,
smm.sourcepropertydefs p where cp.propertykey = p.id and
```

```
p.propertykey =  
'facebook.property.channel.permanentAccessToken';
```

No rows should be displayed.

Installing Social Media Manager 6.3.0.4

The latest installer is available on Avaya PLDS and the Avaya support site at <http://support.avaya.com>.

Install the new version using the given installer as a normal installation. To retain the previous configuration and the historical data, ensure that you select the option not to generate the database.

For more information about the installation, see *Implementing Social Media Manager guide*.

Database changes

There are no changes on the database in version 6.3.0.4

Restore customized modules

Customizing modules

You might have customized the following three parts in the previous version:

- Configuration files.
- Orchestration Designer Apps.
- RespondUI (agentUI).

Users customizing their program need to upgrade the Orchestration Designer (OD) eclipse with this new plugin.

Procedure

1. Check if the `com.avaya.sce.pdc.we.EmailConnector.ui_1.5.0.jar` file is present in any of the following folders:
 - `$ECLIPSE/dropins`
 - `$ECLIPSE/plugins`
2. If the `com.avaya.sce.pdc.we.EmailConnector.ui_1.5.0.jar` file is present in any of the mentioned folders, either delete or back up the `.jar` file.
3. Copy the `com.avaya.sce.pdc.we.EmailConnector.ui_1.6.0.jar` file from the `/plugins` folder present in the Social Media Manager installation folder.

4. Navigate to the `$ECLIPSE/dropins` folder and paste the `com.avaya.sce.pdc.we.EmailConnector.ui_1.6.0.jar` file that you have copied.

Patching the customs programs

You must patch the customs applications created by OD. You must delete the old `avSmtplib` library in the `WEB-INF\lib` folder with the new version.

Procedure

1. Navigate to the custom application `WEB-INF\lib` folder.
2. Delete the existing `avSmtplib-xx.xx.jar` file.
3. Navigate to the examples programs deployed with SMM, `WEB-INF\lib` directory. For example, `C:\AvayaSocialMM\workspace\SocialAirlineFB\WEB-INF`.
4. Copy the `avSmtplib-06.02.jar` file.
5. Navigate to the custom application `WEB-INF\lib` folder and paste the `avSmtplib-06.02.jar` file.

Customizing the OD applications

From version 6.3.0.1, SMM supports Apps on OD 7.1. Users who customize their application can choose to continue using OD 6.0.0.1301 or migrate OD to version 7.1.

Users who choose to continue working with OD 6.0.0.1301, can modify the OD app with the new OD version.

Migrating to OD 7.1

Procedure

1. Install SMM 6.3.0.1 on the server.
2. Install OD 7.1 on the SMM server.
3. Stop Tomcat Service.
4. Copy the email connector jar in the eclipse dropins folder.
 - a. Copy the `com.avaya.sce.pdc.we.EmailConnector.ui_1.6.0.jar` file from the `/plugins` directory present in the Social Media Manager installation directory.
 - b. Navigate to the `$ECLIPSE/dropins` directory.
 - c. Paste the `com.avaya.sce.pdc.we.EmailConnector.ui_1.6.0.jar` file that you have copied.
5. Remove the following files in each apps if exist:
 - a. `SMMHOME\workspace\SocialAirlineFB\WEB-INF\lib\scertcommon.jar`
 - b. `SMMHOME\workspace\SocialAirlineFB\WEB-INF\lib\scertcommon-06.00.13.01.jar`
6. Start Eclipse and choose the workspace.
7. Configure Tomcat in Eclipse of OD 7.1 using the following procedure:

- a. Navigate to **Windows > Preferences > Tomcat**.
 - b. Select the **Version 7.x** option.
 - c. Configure the path in the **Tomcat Home** field as `SMMHOME\apache-tomcat-7.0.65`.
8. Select the **Speech** view.
 9. Import the OD apps.
 10. Follow the steps showing in Eclipse.
 11. Apps are imported with errors. These errors are variable names, you should modify these names adding one underscore "_" to variables in the list.
For example:
 - a. Existing: `VAR_COMMENT_DATA_REC_FIELD_CC_ID`
 - b. Modified: `VAR_COMMENT_DATA_REC_FIELD_CC__ID`
 12. Save the project.
 13. Ensure that there are no more errors.
 14. Activate the HTML mode by using the following procedure:
 - a. Right-click the project and click **Properties**.
 - b. In **Orchestration Designer**, click the **General** tab.
 - c. Select the **Allow HTML Mode** check box.
 - d. Click **OK**.
 15. Compile the app by using the following procedure.
 - a. Right-click the project and click **Orchestration Designer**.
 - b. Click **Generate Project**.
 16. Start Tomcat Service.

Warning: The OD apps included in the SMM installer version 6.3.0.1 works only with OD 7.1.

Configuration files

Restore the following files:

- `AvayaSocialMM\conf\smm.properties`
- `AvayaSocialMM\bin\config.xml`

To restore these files into the new installation, just copy these files from your backup to the new installation folder.

Respond UI

Perform the following steps if you changed the RespondUI webapp look. You cannot just overwrite the whole webapp with your backed-up version. Instead, you must overwrite the static content files.

Copy the files from the following locations of the backed-up folder:

- `C:\AvayaSocialMM-6_2_old\css*`
- `C:\AvayaSocialMM-6_2_old\img*`
- `C:\AvayaSocialMM-6_2_old\scripts*`

Paste the files to the same location in the new installation folder, for example
C:\AvayaSocialMM\ folder.

Note: DO NOT copy the C:\AvayaSocialMM-6_2_old\WEB-INF\ content.

If you customized any other file, for example a .jsp or a .js file, then perform the changes again to the new files. You can compare both versions of the files to see what the changes are.

Also, instead of two different login pages for Twitter and Facebook, there is a single unified login page.

Chapter 6: Open issues, known issues, and available patches

Available patches

There are no available patches for SMM 6.3.0.4

Open issues

ID	Name
SMM-3490	Twitter direct message is not working.
SMM-3489	Missing Facebook user information in email.
SMM-3491	Purge script is not working.
SMM-3483	User to Links profile do not work in email and Response UI.
SMM-3486	Check permission user_link is required for SMM.
SMM-3435	Instagram - Commentid for comments made by admin user is not found in the AvSocialCRMgwTrace logs.

Known issues

ID	Information	Priority	Severity
SMM-2466	<p>Summary: Managing Applications on Facebook by groups.</p> <p>Managing applications on Facebook by groups</p> <p>The following is a preferred way of setting up SMM's Facebook channels:</p> <ol style="list-style-type: none">1. Create a "secret group" on Facebook. This group is only visible to members of the group. The easiest way to create the secret group is for the page owner or one of the page owners to create the group.<ol style="list-style-type: none">a. Log on to your Facebook account.b. Look for an icon "Create Group...".c. Click on the icon, and then choose "Secret Group" in the popup window.	↓	3-Medium

ID	Information	Priority	Severity
	<ul style="list-style-type: none"> d. Select a descriptive name for the group such as "SMM Administrators". e. Add some initial member(s) to the group in the popup window. f. Pick from one of the provided icons. g. When opening the group at a later time, you can add new members. h. For each member, click on the "Settings" icon and make this member a group administrator. <ul style="list-style-type: none"> 2. Add SMM administrators to this group and remove them if no longer needed. 3. Use the group ID as the SMM Facebook administrator ID (instead of an individual's ID). 4. Proceed with the SMM Facebook channel configuration as usual. 		
SMM-3443	<p>TW - Text is not shown completely in email. Twitter replaces part of the text of one tweet by an ellipsis (...) when the tweet has more than 113 characters and one picture.</p> <p>This is an issue from Twitter. It is not an issue introduced by SMM.</p>	↓	3-Medium

Chapter 7: Considerations for Facebook and Instagram support

For Facebook application created after 30th of April 2014, you must follow the next section - *Creating a token for FB access*, to get the admin Id (Facebook calls User ID) to complete the creation of an SMM user account.

Creating a token for FB access

Procedure

1. Log in to the Facebook developers page as the app owner user using the following URL:
<https://developers.facebook.com>
2. Navigate to **Tools > Support**, and click Graph API Explorer.
3. Select the application.
4. Click **Get Token > Get User Access Token**.
5. Select the following permissions:
 - **publish_actions**
 - **publish_pages**
 - **manage_pages**
6. Click **Get Access Token**.
A new token is generated.
7. Copy the access token on the clipboard.
8. Navigate to **Tools & Support** and select **Access Token Tool**.
9. In the right app, click the **Debug for User Token** row.
10. Replace the access token shown by the access token in your clipboard.
11. Click **Debug**.
12. On the below pane, the system displays the **Access Token** info.

You must use this **User ID** and **App ID** in the user configuration in SMM Administration.

Note: In some cases, where the API version is different, you may not find some permission in the list.

Avaya interaction Center

- Desktop Client does not display emojis in the email.
- Desktop and Web Clients do not allow to click on a picture link in a post that has picture.

Facebook unique user

SMM works only with a single user. Currently the GUI allows the creation of several Facebook users. This is a bug and will be fixed in the next release.

Workaround: Create just one FB user in SMM and that FB user must be the owner of all pages to be monitored.

SMM 6.3.0.x Facebook supported scenarios

This section contains the description of several scenarios of Facebook which are supported or not supported by Social Media Manager 6.3.0.x through Facebook API versions 2.x. Facebook could have different behaviors due to the type of the post, places where the post is done, who is responsible for the post, etc.

At the core of the Facebook model we have the idea of the "wall" or "timeline" where the customers / users view the activity of our page, and this activity is what SMM process but could exist some cases where an action over the page (like add a comment over a photo) is not shown in the timeline or SMM cannot successfully run a step in the process detailed below.

SMM Facebook process detailed step by step:

1. SMM retrieves Facebook items (pages, posts, users and comments) through Facebook API
2. SMM processes and persists the items.
3. SMM sends the processed Facebook items to the OD application
4. OD application classifies and notified the AACC through an email

The following are some cases where the process detailed above is not fully supported by SMM:

- Notification is not sent to OD when simple post (text only) is done on the page timeline by a page administrator.
- A simple post (text only) done on the page timeline by a common user and a business user (not page administrator) is fully supported by SMM.
- A simple comment or nested comment (text only) done in a simple post on the page timeline by a page administrator, SMM does not send notification to OD.
- A simple comment / nested comment (text only) done in a simple post on the page timeline by a common user and business user (not page administrator) is fully supported by SMM.
- If a link is included on simple posts on the page timeline, is considered as share and it's not processed by SMM (it's not supported) including any comments or nested comments done in this post.

- Any link done in a comment / nested comment in some supported posts (posts which are processed by SMM), SMM works like the cases described above depending upon who created the post, but just one link item is persisted on the database.
- User mention done in simple posts, comments, or nested comments on the page timeline, is processed like the simple posts/comments cases as described below depending on who created the post.
- If two or more user mentions are done on simple posts, comments, or nested comments on the page timeline, the Facebook item is not retrieved by SMM.
- Location, Event, and Milestone done on the timeline are not retrieved by SMM.
- Hidden posts, comments, or nested comments on the timeline are not retrieved by SMM.
- Any shares done on the timeline or anywhere are not processed by SMM.
- For each single (only one) photo uploaded from anywhere, Facebook creates a post in the timeline linked with this photo, and any comment / nested comment on the photo or on the timeline are fully supported by SMM. But it will not be the case for the comment made on the albums to which the photo belongs to, so this comment / nested comment is not retrieved by SMM.
- Whether two photos are uploading from anywhere, Facebook create two posts in the timeline with the photos incorrectly linked to the album, so only the comments or nested comments done directly on the album are fully supported by SMM. But the comments or nested comments done on the photos or on the timeline are not retrieved by SMM.
- If three or more photos are uploaded from anywhere, Facebook creates a post in the timeline linked to an album, and any comment / nested comment done on the album or on the timeline are fully supported by SMM. But it's not the case for comments / nested comments done in the photos belonging to the album; this case is not supported by SMM.
- Considering the supported photos/albums cases detailed above in the case that a post contains a link, the link is not going to be persisted in the database by SMM.
- Users' reviews/ratings done on the page are not retrieved by SMM.
- Any comments or nested comments which contain photo/s are processed by SMM as a normal comment, but the photo link is not going to be persisted in the database by SMM.

SMM 6.3.0.x Instagram supported scenarios

This subject contains the description of several scenarios of Instagram which are supported by Social Media Manager 6.3.0.x.

SMM supports to get Posts (Picture & Videos) from Access Token owner and comment in these posts.

SMM Instagram process:

1. SMM retrieves Instagram contents (posts and comments) through Instagram API.
2. SMM processes and stores the contents.
3. SMM sends the processed Instagram contents (comments) to the OD application.
4. The OD application classifies and notifies through an email.

Following are listed some cases where the process detailed above is supported by SMM:

Feature	Version / Supported
Instagram API version supported	v1.0
Self-user media (post) Tracking	Supported. A 'media', also known as 'post', simply refers to an image in Instagram.
Other users media (post) tracking	Not supported
Post creation (upload images or videos to Instagram) - outbound functionality	Not supported
Comments tracking on self-user media (post)	Supported
Comments tracking on another user's media (post)	Not supported
Instagram Direct	Not supported
Hashtag tracking	Not supported
Mentions tracking	Not supported
Instagram stories	Not supported
Follow a user	Not supported
Delete a comment from Agent's Interface (SMM Respond UI)	Supported
Replying to self-media (post)	Supported
Followers count	Supported
Like count	Supported
User Relationships	Not supported
Locations on media	Not supported
Notification is not sent to OD when media (picture or video) or comment (text only) is done by access token owner.	-
Any link done in a comment from access token owner Post is processed as text only.	-
User mentions done in a simple media caption / comment on access token owner post are processed like simple media caption/comments.	-
Comment Retrieval Time	10 minutes (best practice) / 30 minutes (minimally)

Feature	Version / Supported
	acceptable) Comments on media (post) older than one week are not retrieved. The first time the user account is being monitored only last 20 posts (media) will be retrieved.

Facebook API

SMM Version 6.3.0.4 supports Facebook API 3.0.

Contact Center Support

From Version 6.3.0.0, SMM supports Interoperability with ACCS (Avaya Contact Center Select) Version 7.0 through email channel.