



EngageOne Communication Suite

e-Messaging

Release Notes

Version 1.4M8 - January 2015

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- Java code, including the JavaMail API, from Sun Microsystems.
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 - Source code is available from: <http://java.sun.com/products/javamail/downloads/index.html>
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 - Licensed under GNU Lesser General Public License, Version 2.1, February 1999.
 - Source code is available from: http://www.bouncycastle.org/latest_releases.html
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 - Source code is available from: <http://freemaker.org/freemakerdownload.html>
 - OpenSMPP code from Logica
 - Licensed under Logica Open Source License Version 1.0, <http://opensmpp.logica.com/CommonPart/Download/Download.htm>
 - Source code is available from: <http://opensmpp.logica.com/CommonPart/Download/download2.html>
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About this release

This is a point release of the CCM (Customer Communications Management) e-Messaging application and contains enhancements to support an additional technology stack.

e-Messaging is a complete, enterprise class, solution for managing in- and out-bound e-mail and SMS customer communications. e-Messaging leverages and extends existing Pitney Bowes Software CCM software components including Designer, Generate, EngageOne Interactive, Vault and Data Flow. It can be used stand-alone or with one or more of these components.

e-Messaging allows organizations to manage email and SMS customer communications in a flexible, streamlined, efficient, interactive, and trustworthy manner. e-Messaging can deliver personalized transactional and marketing content from any source via email and SMS. It provides the same level of deliverability management, reporting, and bounce management as the leading email marketing service providers but is able to process any content, including transactional content without requiring content redesign. All aspects of messages sent by e-Messaging can be personalized on a message by message basis - e.g. message bodies, attachments, subject lines, attachment names and so on can all be personalized. Built-in digital signature support provides recipients of email messages the assurance that an email is from the sender that it appears to be (e.g. their bank) and that the content has not been tampered with on route.

e-Messaging leverages Vault™ solutions to provide an up to the minute and customer-centric view of messages that have been exchanged with customers. Besides outbound messages, inbound messages are also auto-indexed and archived providing improved customer service and compliance with record keeping requirements. Beyond archiving messages, e-Messaging streamlines the response processing for inbound messages with its automatic content based categorization and content based routing features. This allows inbound messages to be routed to appropriately skilled teams in a contact center or be used to trigger relevant automated responses.

Release content

Software is provided on CD-ROM, which contains a set of e-Messaging user guides in Portable Document Format (PDF). These are also available on the DOC1 Support Net website (www.doc1supportnet.com).

Localization

The user interface for e-Messaging is available in the following languages:

- Chinese (Simplified)
- English
- French (Canadian)
- German
- Japanese
- Portuguese (Brazilian)
- Spanish (Unified)

The language displayed depends on the default language setting of the web browser that accesses the e-Messaging web application. To change the language displayed, please see the "Browser Configuration" section in the *e-Messaging Reference Guide*.

New language interfaces can easily be added to e-Messaging and instructions for this are provided in the "Language Resource Bundles" section of the *e-Messaging Reference Guide*. e-Messaging can process inbound and outbound messages containing any language that is supported by Unicode (UTF-8) encoding, regardless of the language settings of the e-Messaging user interfaces.

The e-Messaging documentation and online HTML help files are only available in English.

Security

License keycodes

The functions and features that are available with e-Messaging software are controlled by an XML license file. Your XML license file information will be supplied to you (separately from other release material) typically as an e-mail attachment.

You will need to make your keycode file available as part of the installation or upgrade processes.

Should you experience any difficulties with your keycodes please contact your e-Messaging supplier.

As of version 1.3m1, optional MAC address validation is executed when e-Messaging is run. When a MAC Address is included in an e-Messaging environment section of G1Keys.xml then e-Messaging will only run on a computer with the specified MAC address. When the MAC address field is omitted from an e-Messaging environment section of G1Keys.xml then e-Messaging works regardless of the MAC address of the computer. The support for old G1Keys.xml license files which do not include MAC addresses is also maintained.

About this release

In order to support more operating systems, e-Messaging 1.3M1 onwards has adopted a Java-based license management solution. You do not need to concern yourself with this during a new installation of e-Messaging. However, if you are upgrading from e-Messaging 1.2m1 or earlier then it is recommended that you remove the old license management files from your application server. Instructions are provided in the *e-Messaging Installation Guide*.

Compatibility

The e-Messaging application can process content coming from Generate versions that support the Document Interchange Journal (DIJ) and prepare content for archiving in versions of Vault that support the 'collection' format. Please refer to the *e-Messaging Reference Guide* for additional details on the compatibility of e-Messaging with early versions of Generate.

Content that has been formatted by systems other than Generate can also be processed by e-Messaging. Please contact Pitney Bowes Software Professional Services for details.

e-Messaging environments

e-Messaging supports following combinations:

Platform	Application Server	Database
Windows Server 2008 R2 SP1 64-bit	WebSphere 7.0.0.13	SQL Server 2008
Windows Server 2008 R2 SP1 64-bit	Weblogic 10.3.5	Oracle 10g
Windows Server 2008 R2 SP1 64-bit	WildFly 8.0.0	SQL Server 2008
Windows Server 2012 R2	JBoss EAP 6.2.0	SQL Server 2012
Windows Server 2008 R2 64-bit	WebSphere 8.5.5	SQL Server 2012 SP1
Solaris 10 x86	Tomcat 6.x	Oracle 11g
Solaris 10 x86	Weblogic 10.3.5.x	Oracle 10g
Solaris 10 (SPARC)	Weblogic 10.3.5.x	Oracle 10g
Solaris 10 (SPARC)	Weblogic 10.3.5.x	Oracle 11g
AIX 6.1 64-bit	WebSphere 7.0.0.13	Oracle 11g
AIX 7.1 64-bit	WebSphere 7.0.0.13	Oracle 11g
AIX 7.1 64-bit	WebSphere 8.5.5	Oracle 11g
Red Hat Enterprise Linux Server release 6.4	WebSphere 8.5.5	SQL Server 2012
Suse zLinux (SUSE Linux Enterprise Server 10 (s390x) VERSION =10)	WebSphere 7.0.0.19	Oracle 10g

Documentation

The following manuals are available with e-Messaging 1.4M8:

e-Messaging Document	Issue
e-Messaging Installation Guide	1.4M8 Issue 1
This guide is intended to guide you through the installation and initial set-up of e-Messaging. This document is provided as PDF in English only	
e-Messaging User Guide	1.4M8 Issue 1
This guide provides information about all e-Messaging features that are accessed or configurable through the e-Messaging user interface. This document is provided as PDF in English only.	
e-Messaging Reference Guide	1.4M8 Issue 1
This guide is intended for administrators of the e-Messaging environment. It explains interfacing e-Messaging with other CCM Suite components, interfacing with third party solutions (e.g. workflow) and property settings that can customize the behavior of the e-Messaging. This document is provided as PDF in English only.	
e-Messaging Performance White Paper	1.4M8 Issue 1
This document is intended for administrators of the e-Messaging application. It provides performance benchmarking and throughput data achieved in the specified environments. This document is provided as PDF in English only.	

Updates to the User Guides

All manuals are also available from the DOC1 Support Net Website. Corrections and updates to the manuals will also be published on this site. Amended versions of the manuals (as distinct from new issues) are identified with a modified issue number – usually with a letter appended to the issue number.

Terminology

The term Windows is used to mean Microsoft Windows Server 2008 and Microsoft Windows Server 2012 (32-bit and 64-bit).

Conventions used in this document

<i>Italic</i>	User-supplied parameter, e.g. <i>tape number</i>
[...]	Optional parameters. (The square brackets are not typed in) e.g. [-x]
monospaced	Text that you type in, e.g. <code>lsattr -E -l rmt0</code>

Changes in this release

This release of e-Messaging 1.4M8 is a point release that is primarily focused on providing fixes for some of the customer issues. Previous release notes and user guides can be found on our Website www.doc1supportnet.com.

Features & enhancements in the 1.4M8 release

For reference purposes, this section shows changes made for e-Messaging 1.4M8. Details of these features and enhancements are in the user guides issued with this release.

Feature enhancement: hyphen (-) in role name

In this release, the e-Messaging application has been enhanced to allow use of hyphen character in role names. e-Messaging provides a property that you can configure to list the characters that should not be allowed in role names.

For more information on configuring this, please refer the “outboundProcessor.properties” section of the *e-Messaging Reference Guide*.

Bug Fixes

In this release, the following issues have been fixed:

- **Parameter for starttls flag** - In **mail.properties**, a new parameter has been added for the **starttls** flag for e-mail SMTP connection. The value can be set to “true” or “false”. In earlier versions, this parameter was not configurable.
- **e-Messaging reporting bounces** - In earlier versions, the bounced outbound messages are not getting marked as ‘**Delivery Failure**’, if the bounce message contains characters starting with ‘2’. In this release, this issue has been fixed.
- **SMTP authentication failure** - In some scenarios of password reset and forgot password features, authentication fails. This happens when authentication does not require username/password. In this release, this issue has been fixed.
- **SMS Data encoding** - This SMS data encoding issue has been fixed by including the remaining data encoding types (UTF16_BEM, UTF16_BE, UTF16_LEM, UTF16_LE, UTF16, and Cp1252) as supported options. For more information, refer the **SMPPService.properties** section in the *e-Messaging Reference Guide*.

e-Messaging

Please refer to the e-Messaging Installation Guide for:

- Hardware requirements
- Third party software requirements
- Installation instructions

If you are upgrading from an earlier version of e-Messaging then you may need to upgrade your operating system, application server and database to a new version before you can run this version of e-Messaging. Check the Installation Guide for the versions of third-party software that the version of e-Messaging requires.

In order to support more operating systems, e-Messaging has adopted a Java-based license management solution. You do not need to concern yourself with this during a new installation of e-Messaging. However, if you are upgrading from an earlier version of e-Messaging you may wish to remove the old license management files from your application server because these are no longer required. Instructions are provided in the e-Messaging Installation Guide.

Note: If you are upgrading from a previous version and have customized the log4j.xml settings in your previous version, then you will need to apply your custom settings to the new log4j.xml after the upgrade is complete. It may be useful to note that when upgrading, the installer will have copied your old log4j.xml file to the e-Messaging\work folder.

Warning: If you are upgrading from e-Messaging version 1.2m1 or earlier to this version then be sure to back up your e-Messaging database before running the database update scripts. Please note that significant database updates are required in order to upgrade earlier versions of e-Messaging to version 1.3 or later. This includes data migration from existing database tables into new child tables in order to support unlimited attachments for outbound emails sent by e-Messaging. This also means that the database update might take several hours to complete if your e-Messaging database currently holds a lot of message data.