



Customer Engagement

# EngageOne™ Digital Delivery

Version 2.1 Service Pack 1  
(Release 2.1.1)

## Release Notes

US English Edition



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# Contents

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ABOUT THIS RELEASE .....	5
Release content .....	5
Localization .....	6
Security .....	6
License keycodes .....	6
Compatibility .....	7
Environments .....	7
Documentation .....	8
Updates to the User Guides .....	8
Terminology .....	8
Conventions used in this document .....	8
CHANGES IN THIS RELEASE .....	9
Features & enhancements in the 2.1.1 release .....	9
AWS support for outbound and bounce emails .....	9
AWS support for outbound SMS .....	9
SMTPS protocol addition at gateway page .....	9
Basic Authentication for REST APIs .....	9
Campaign/Batch Id support for message processing .....	9
Dashboards for batches/campaigns .....	10
Inbound/outbound profile deletion/revoke .....	10
Auto Close of permanent bounce .....	10
Addition of time based filters in reports .....	10
Icons for download button .....	10
Issues Fixed .....	10
Known issues or limitations .....	11

**Contents**

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ENGAGEONE™ DIGITAL DELIVERY ..... 12

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## About this release

This is a point release of the EngageOne™ Digital Delivery application and contains enhancements to support AWS gateways for sending emails, campaign dashboard and bug fixes.

Digital Delivery is a complete, enterprise class, solution for managing in- and out-bound e-mail and SMS customer communications. Digital Delivery 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.

Digital Delivery allows organizations to manage email and SMS customer communications in a flexible, streamlined, efficient, interactive, and trustworthy manner. Digital Delivery 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 Digital Delivery 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.

Digital Delivery 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, Digital Delivery 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 EngageOne™ Digital Delivery user guides in Portable Document Format (PDF). These are also available on the DOC1 Support Net website ([www.doc1supportnet.com](http://www.doc1supportnet.com)).

## Localization

The user interface for EngageOne™ Digital Delivery 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 EngageOne™ Digital Delivery web application. To change the language displayed, please see the "Browser Configuration" section in the *EngageOne™ Digital Delivery Reference Guide*.

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

The EngageOne™ Digital Delivery User's Guide is available in the following languages:

- English
- French (Canadian)
- German
- Portuguese (Brazilian)
- Spanish (Unified)

All other guides are only available in English.

## Security

### License keycodes

The functions and features that are available with EngageOne™ Digital Delivery 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 Digital Delivery supplier.

Optional MAC address validation is executed when Digital Delivery is run. When a MAC Address is included in an environment section of G1Keys.xml, then Digital Delivery will only run on a computer with the specified MAC address. When the MAC address field is omitted from an environment section of G1Keys.xml then Digital Delivery 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.

## Compatibility

The EngageOne™ Digital Delivery 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 *EngageOne™ Digital Delivery Reference Guide* for additional details on the compatibility of Digital Delivery with early versions of Generate.

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

## Environments

This EngageOne™ Digital Delivery release has been tested on the following combinations:

Platform	Application Server	Database
Windows Server 2008 R2	Tomcat 8	SQL Server 2008
Windows Server 2012 R2	Tomcat 8	SQL Server 2012
Windows Server 2012 R2	WebSphere 8.5.5	SQL Server 2014
Suse Linux 11	WebLogic 12c	Oracle 12c
Red Hat Linux 6.6	Tomcat 8	Oracle 11g

## Documentation

The following manuals are available with EngageOne™ Digital Delivery 2.1.1:

<b>EngageOne™ Digital Delivery Document</b>	<b>Issue</b>
<b>EngageOne™ Digital Delivery Installation Guide</b>	2.1.1 Issue 1
This guide is intended to guide you through the installation and initial set-up of Digital Delivery. This document is provided as PDF in English only	
<b>EngageOne™ Digital Delivery User Guide</b>	2.1.1 Issue 1
This guide provides information about all Digital Delivery features that are accessed or configurable through the Digital Delivery user interface. This document is provided as PDF in English, French (Canadian), German, Portuguese (Brazilian), and Spanish languages.	
<b>EngageOne™ Digital Delivery Reference Guide</b>	2.1.1 Issue 1
This guide is intended for administrators of the Digital Delivery environment. It explains interfacing Digital Delivery with other CCM Suite components, interfacing with third party solutions (e.g. workflow) and property settings that can customize the behavior of the Digital Delivery. 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>



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## Changes in this release

This release of EngageOne™ Digital Delivery 2.1.1 is primarily focused on AWS gateway support for sending emails, campaign dashboard and bug fixes. Previous release notes and user guides can be found on our Website [www.doc1supportnet.com](http://www.doc1supportnet.com).

### Features & enhancements in the 2.1.1 release

This section shows changes made for Digital Delivery 2.1.1 release. Details of these features and enhancements are in the user guides issued with this release.

#### **AWS support for outbound and bounce emails**

AWS SES API gateway support has been added for sending Emails. Bounces can also be managed through AWS SNS SQS inbound gateway.

**Note:** This release will not support reply management through AWS.

#### **AWS support for outbound SMS**

AWS SNS SMS gateway support has been added for SMS sending.

**Note:** This release will not support inbound SMS and status tracking through AWS.

#### **SMTPS protocol addition at gateway page**

This release will support SMTPS protocol for AWS SMTP gateways.

#### **Basic Authentication for REST APIs**

This release will provide Basic Authentication support for securing REST APIs. By default, this feature is disabled. Refer Reference Guide for details.

#### **Campaign/Batch Id support for message processing**

You can specify batch information while sending email or SMS data input through DIJ files or REST APIs. This helps in associating group of messages with a Batch or Campaign name. Refer Reference Guide for details.

### **Dashboards for batches/campaigns**

A new page has been added in the Dashboard section for displaying Campaign/Batch delivery metric. It lists the batches and graphical representation of the associated Email and SMS delivery.

### **Inbound/outbound profile deletion/revoke**

A Delete feature has been added for deleting outbound and inbound profiles, which are not active. However, deleted profiles can be revoked later, if needed. A new privilege has also been added to provide authorization for deleting the profiles.

### **Auto Close of permanent bounce**

In Inbound profile, a new workflow option for Auto closing the permanent bounced records has been added. If this option is checked, then Permanent Bounced workflow record will be auto closed and hence will become eligible for purging if enabled.

### **Addition of time based filters in reports**

Initial pages of reports will now show date-picker control for selecting date and times.

### **Icons for download button**

On the report detail pages, download buttons (Save as CSV and Save as PDF) have been replaced with icons.

## **Issues Fixed**

In this release, following issues have been fixed:

- Considerable slowness in Inbound SMS workflow - An issue with database update call has been fixed. In-built thread pool has also been implemented to improve the performance further.
- Oracle query has been fixed for report download. This issue was reported in 2.0 release.
- Password field length has been increased on gateway page.
- Issue with AWS SMTP gateway support - instead of SMTP, it requires SMTPS protocol. This change has been implemented on gateway page. It may or may not require the port number.

## Known issues or limitations

In this release, following are the known issues:

- Reply management and new inbound emails are not supported for AWS SES gateway.
- AWS SNS SMS status tracking is not available yet.
- No performance benchmark has been done on newly introduced AWS gateways support. This might be available in later releases of the year.

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# EngageOne™ Digital Delivery

Please refer to the EngageOne™ Digital Delivery Installation Guide for:

- Hardware requirements
- Third party software requirements
- Installation instructions

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

**Note:** If you are upgrading from a previous version and have customized the log4j.xml and security.xml settings in your previous version, then you will need to apply your custom settings to the new log4j.xml and security.xml respectively after the upgrade is complete. It may be useful to note that when upgrading, the installer will have copied your old log4j.xml and security.xml files to the *<Digital Delivery install dir>*work folder.