



Customer Engagement

EngageOne[®] Digital Delivery

Version 2.2

Release Notes

US English Edition



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About this release

This is a point release of the EngageOne Digital Delivery application and contains enhancements to support Active-Active application clustering 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).

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 EngageOneDigital 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 EngageOneDigital 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	Tomcat 8	Oracle 12c

Documentation

The following manuals are available with EngageOne Digital Delivery 2.2:

EngageOne Digital Delivery Document	Issue
EngageOne Digital Delivery Installation Guide	2.2 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	
EngageOne Digital Delivery User Guide	2.2 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.	
EngageOne Digital Delivery Reference Guide	2.2 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>

Changes in this release

This release of EngageOne Digital Delivery 2.2 is primarily focused on Active-Active clustering support for application and bug fixes. Previous release notes and user guides can be found on our Website www.doc1supportnet.com.

Features & enhancements in the 2.2 release

This section shows changes made for Digital Delivery 2.2 release. Details of these features and enhancements are in the user guides issued with this release.

Active-Active Clustering

With this release, Active-Active clustering is available in the product where multiple application nodes can be configured to run simultaneously in active mode. Individual outbound profiles and inbound profiles will still be running on single node but you can define which profile will run on which node. In case of failure of any node, designated secondary node will take over till the time when the down node becomes active again. For example, you can configure that Email profiles run on one node while SMS profiles can be configured for another node.

Along with Failover and resilience, clustering will also provide throughput improvements if associated Email/SMS gateways and bandwidth has corresponding capacity and speed. For REST API based outbound profiles, processing can take place on both the nodes as there is no polling involved. A Web server can be placed in front of two Digital Delivery nodes, which can round robin REST requests. A new privilege for controlling access to configure clustering has also been introduced. We have tested clustering on Tomcat 8 / Java 8, Windows 2012 R2, SQL Server 2012.

SMPP over SSL/TLS (including TLS 1.2)

SMPP connections to SMS gateway can be setup over SSL/TLS if gateway supports it. You have to install required certificates at both the ends.

Inbound SMPP (MO) performance improvement through multithreading

To speed up the handling of MO SMS (User originated SMS messages) from SMS gateway, a new queue based (internal memory) multithreading has been implemented. This will help in preventing the queue build-up on SMS gateway side, in case inbound traffic is very high.

UI enhancement as per Design System 3.0

Some of the icons on User Interface (UI) has been modified as per the Design System recommendations. Some new fields have been added in Gateway, Outbound Profile and Inbound profile UI page for better user experience.

Enhanced data encoding configurations for SMPP

Included GSM7Bit data encoding as a new option. Earlier, it was covered in ASCII, which was causing issues with some of the special characters.

End of support for JBoss 6.2 EAP

With this release, support for JBoss 6.2 EAP has been dropped.

New property for SMTP

A new configuration file has been provided for setting up SMTP specific properties like *mail.smtp.timeout* and *mail.smtp.connectiontimeout*.

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.

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.