



Customer Engagement

EngageOne[®] Digital Delivery

Version 2.3

Release Notes

US English Edition



Copyright ©2017 Pitney Bowes All rights reserved.

This publication and the software described in it is supplied under license and may only be used or copied in accordance with the terms of such license. The information in this publication is provided for information only, is subject to change without notice, and should not be construed as a commitment by Pitney Bowes Software. Inc. (PB). To the fullest extent permitted by applicable laws PB excludes all warranties, representations and undertakings (express or implied) in relation to this publication and assumes no liability or responsibility for any errors or inaccuracies that may appear in this publication and shall not be liable for loss or damage of any kind arising from its use.

Except as permitted by such license, reproduction of any part of this publication by mechanical, electronic, recording means or otherwise, including fax transmission, without the express permission of PB is prohibited to the fullest extent permitted by applicable laws.

Nothing in this notice shall limit or exclude PB liability in respect of fraud or for death or personal injury arising from its negligence. Statutory rights of the user, if any, are unaffected.

*TALO Hyphenators and Spellers are used. Developed by TALO B.V., Bussum, Netherlands

Copyright © 1998 *TALO B.V., Bussum, NL

*TALO is a registered trademark ®

Encryption algorithms licensed from Unisys Corp. under U.S. Patent No. 4,558,302 and foreign counterparts.

Security algorithms Copyright ©

1991-1992 RSA Data Security Inc.

Copyright © DL Technology Ltd 1992-2010

Barcode fonts Copyright © 1997 Terrapin Solutions Ltd. with NRB Systems Ltd.

This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).

Artifex and the Ghostscript logo are registered trademarks and the Artifex logo and Ghostscript are trademarks of Artifex Software, Inc.

Copyright (c) 2000 - 2015 The Legion of the Bouncy Castle Inc. (<http://www.bouncycastle.org>)

This product contains the Regexp++ library

Copyright © 1998-2000

Dr. John Maddock

PostScript is a trademark of Adobe Systems Incorporated.

PCL is a trademark of Hewlett Packard Company.

ICU License - ICU 1.8.1 and later

Copyright (c) 1995-2006 International Business Machines Corporation and others

All rights reserved.

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, provided that the above copyright notice(s) and this permission notice appear in all copies of the Software and that both the above copyright notice(s) and this permission notice appear in supporting documentation.

Matra 0.8b (<http://matra.sourceforge.net/>) The contents of this documentation are subject to the Mozilla Public License Version 1.1 (the "License"); you may not use this documentation except in compliance with the License. You may obtain a copy of the License at <http://www.mozilla.org/MPL/>. Software distributed under the License is distributed on an "AS IS" basis, WITHOUT WARRANTY OF ANY KIND, either express or implied. See the License for the specific language governing rights and limitations under the License.

Otherwise all product names are trademarks or registered trademarks of their respective holders.

Contents

ABOUT ENGAGEONE DIGITAL DELIVERY	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 2.3 release	9
Mobile Push Notification	9
Auto Notification on email failure	9
Custom email channel	9
System information	9
Gateway page improvement	9
Platform support.....	10
Minor enhancements and bug fixes	10
Known issues or limitations	10
ENGAGEONE DIGITAL DELIVERY	11

Contents

About EngageOne Digital Delivery

This release of EngageOne Digital Delivery introduces two new features: Mobile push-notifications for Android and the ability to receive auto-notification on email failure.

EngageOne Digital Delivery is a complete, enterprise class, solution for managing in- and out-bound customer communications. Digital Delivery leverages and extends existing Pitney Bowes Customer Engagement 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.

Localization

The user interface for EngageOne Digital Delivery is available in the following languages:

- English
- French (Canadian)
- German
- 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 8.5.16	SQL Server 2012
Windows Server 2012 R2	Tomcat 8.5.16	SQL Server 2014
Windows Server 2012 R2	WebSphere 8.5.5	SQL Server 2016
Red Hat Linux 6.6	WebLogic 12c	Oracle 12c

Documentation

The following manuals are available with EngageOne Digital Delivery 2.3:

EngageOne Digital Delivery Document	Issue
EngageOne Digital Delivery Installation Guide	2.3 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	2.3 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	2.3 Issue 1
This guide is intended for administrators of the Digital Delivery environment. It explains interfacing Digital Delivery with other Customer Engagement 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

Features & enhancements in the 2.3 release

This section shows changes made for Digital Delivery 2.3 release. Details of these features and enhancements are in the user guides issued with this release.

Mobile Push Notification

We have introduced the Mobile Push Notification feature, which will currently support android devices only. In future releases, we intend to add failure notifications and status tracking along with additional support for iOS devices. Notifications can be sent either through AWS SNS gateway or direct FCM/GCM gateway. This feature is exposed through REST APIs only; traditional DIJ file based input is not supported.

Auto Notification on email failure

This feature will allow Auto SMS notifications on email delivery failures. You can configure this feature for email inbound profiles using a pre-configured SMS template (static message). A new privilege has been added for template management.

Custom email channel

This is an important enhancement to the custom gateway interface. In the previous versions, custom gateway can be setup for SMS channels only. In this version, you will be able to setup custom gateway for Email also. Custom gateway interface allows client/services to implement their own method of sending messages, like using third-party REST APIs etc.

System information

We have added a diagnostic page that provides system information, such as environment details, CPU/RAM statistics, database information and license information. You can access this page using Settings menu.

Gateway page improvement

A new field, **Message Type** has been added on the Add Gateway page. This field will contain values: *Email*, *SMS*, and *Mobile Push Notification*. When user selects any of these, only relevant gateways are listed in Gateway Type field.

Platform support

This version will support Windows Server 2016 and SQL Server 2016. Bundled Tomcat has been upgraded to version 8.5.16.

Minor enhancements and bug fixes

In addition, there are few minor enhancements and fixes in the release:

- Session time-out can be setup for outbound email connections
- Source ID is an additional field added to Batch Information
- Long SMS support for AWS SNS SMS channel
- On report page, instead of separate icons for downloading CSV/PDF, a single drop down button has been provided which shows these as options.

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 supported.
- Mobile Push Notification - Support for android devices only. Failure/status tracking not yet supported.
- System information download is not available on WebSphere 8.5.5.

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.