



Customer Engagement

EngageOne[®] Deliver

Version 2.7.1

Release Notes

US English Edition



Copyright ©2020 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.

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

Copyright (c) 2000 - 2017 The Legion of the Bouncy Castle Inc. (<https://www.bouncycastle.org>)

This product contains Spring framework libraries, version number 4.3.23.RELEASE, which is licensed under the Apache license version 2.0. The license can be downloaded from <http://www.apache.org/licenses/>.

This product contains Hibernate, version number 4.1.8.Final, which is licensed under the Apache and LGPL license, version numbers 2.0 and 2.1. The license can be downloaded from <http://hibernate.org/community/license/>.

This product contains MyFaces, version number 2.2.8, which is licensed under the Apache license version 2.0. The license can be downloaded from <http://www.apache.org/licenses/>.

This product contains AppFuse, version number 2.2.1, which is licensed under the Apache license version 2.0. The license can be downloaded from <http://www.apache.org/licenses/>.

This product contains Bootstrap, version number 4.3.1, which is licensed under the MIT license. The license can be downloaded from <http://getbootstrap.com/getting-started/#license-faqs> . The source code for this software is available from <http://getbootstrap.com/getting-started/#download>.

This product contains AngularJS, version number 1.7.8, which is licensed under the MIT license. The license can be downloaded from <https://github.com/angular/angular.js/blob/master/LICENSE> .

This product contains jQuery, version number 3.1.0, which is licensed under the MIT license. The license can be downloaded from <https://jquery.org/license/> . The source code for this software is available from <http://jquery.com/download/>.

This product contains URLRewriterFilter, version number 4.0.4, which is licensed under the BSD 2- Clause license. The license can be downloaded from <http://cdn.rawgit.com/paultuckey/urlrewriterfilter/master/src/doc/manual/4.0/introduction.html#license> .The source code for this software is available from <http://www.tuckey.org/urlrewrite/>.

This product contains FasterXML Jackson, version number 2.9.9, which is licensed under the Apache license, version number 2.0. The license can be downloaded from <http://www.apache.org/licenses/> . The source code for this software is available from <https://github.com/FasterXML/jackson> .

This product contains JasperReports, version number 1.3.4, which is licensed under the LGPL license. The license can be downloaded from <https://opensource.org/licenses/lgpl-license/> . This software is available from <https://community.jaspersoft.com/project/jasperreports-library/releases>.

This product contains AWS Java SDK (aws-sdk-java), version number 1.11.280, which is licensed under the Apache license, version number 2.0. The license can be downloaded from <https://github.com/aws/aws-sdk-java/blob/master/LICENSE.txt>

This product contains GCM Java Server Client library (gcm-server), version number 1.0.0, which is licensed under the Apache license, version number 2.0. The license can be downloaded from <https://github.com/google/gcm/blob/master/LICENSE>

This product contains Microsoft Graph Java SDK, version number 1.7.1, which is licensed under the MIT license. License can be downloaded from <http://opensource.org/licenses/MIT>

Contents

ABOUT ENGAGEONE® DELIVER	4
Localization	5
Security	5
License keycodes	5
Compatibility	6
Environments	6
Advance retirement notice	7
End of support for older operating system level and replacement with the current level	7
Continued software support	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 2.7.1 release	9
Product Features / Enhancement	9
Fixes in this release	9
Known issues or limitations	10
ENGAGEONE DELIVER - INSTALLATION AND UPGRADE	11

About EngageOne® Deliver

EngageOne Deliver is a complete, enterprise class, solution for managing inbound and outbound customer communications. Deliver 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.

Deliver allows organizations to manage email and SMS customer communications in a flexible, streamlined, efficient, interactive, and trustworthy manner. Deliver can process 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 also able to process any content, including transactional content without requiring content redesign. All aspects of messages sent by Deliver 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.

Deliver 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, Deliver 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 Deliver 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 Deliver web application. To change the language displayed, please see the "Browser Configuration" section in the *EngageOne Deliver Reference Guide*.

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

The EngageOne Deliver 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 Deliver 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 Deliver supplier.

Optional MAC address validation is executed when EngageOne Deliver is run. When a MAC Address is included in an environment section of G1Keys.xml, then Deliver 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 EngageOne Deliver 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 Deliver 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 Deliver Reference Guide* for additional details on the compatibility of Deliver with early versions of Generate.

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

Environments

This EngageOne Deliver release has been tested on the following combinations:

Platform	Application Server	Database
Windows Server 2016	Tomcat 8.5.33	SQL Server 2016
Windows Server 2012 R2	WebSphere 8.5.5.11	SQL Server 2014
RHEL 7.7(CentOS)	WebLogic 12c	Oracle 12c
Windows Server 2016	Tomcat 8.5.33	SQL Server 2017
Windows Server 2016	Tomcat 9.0.14 (Java 11.0.2)	SQL Server 2017

Advance retirement notice

End of support for older operating system level and replacement with the current level

The following older operating system level will no longer be supported from 31st May 2020 and will be replaced by the current vendor supported level as shown in the table below.

Operating System	Replaced By
RHEL 6.6	RHEL 7.7 onwards

Note: Although you may continue to use the earlier operating system level, support, including product fixes, will no longer be available from the 31st May 2020. We therefore recommend your earliest migration to the current vendor supported levels listed above.

Continued software support

EngageOne Deliver series, versions 2.0, 2.1, 2.2 and 2.3 are in continued software support which includes phone assistance and online support. Pitney Bowes generally assists our clients with products in continued support, but in most cases our diagnosis and correction will be applied to the latest-shipping release.

Documentation

The following manuals are available with EngageOne Deliver 2.7.1:

EngageOne Deliver Document	Version
EngageOne Deliver Installation Guide	2.7.1
This guide is intended to guide you through the installation and initial set-up of Deliver. This document is provided as PDF in English only	
EngageOne Deliver User Guide	2.7.1
This guide provides information about all Deliver features that are accessed or configurable through the Deliver user interface. This document is provided as PDF in English, French (Canadian), German, Portuguese (Brazilian), and Spanish languages.	
EngageOne Deliver Reference Guide	2.7.1
This guide is intended for administrators of the Deliver environment. It explains interfacing Deliver with other Customer Engagement Suite components, interfacing with third party solutions (e.g. workflow) and property settings that can customize the behavior of the Deliver. This document is provided as PDF in English only.	

Updates to the User Guides

All manuals are also available from the EngageOne® Deliver Support. 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, 2012/R2 and 2016.

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 2.7.1 release

This section shows changes made for the Deliver 2.7.1 release. Details of new features and enhancements are provided in the user guides issued with this release.

Product Features / Enhancement

This release includes product enhancements and fixes to the Deliver product, as follows:

Office365_OAuth2 gateway for inbound email handling – this release provides support for email bounce and response handling through the Office 365 OAuth2 gateway. Refer to EngageOne Deliver Reference Guide – Appendix M for details.

Fixes in this release

The following fixes are included in this release:

- In some instances, the bounce email message status was not updated for its corresponding outbound email message. The fix for this issue is merged into this release under EODE-1127.
- The AWS region used to send emails via the AWS SES API was always set to US-EAST-1 internally, irrespective of the configured region. The fix for this issue is merged into this release under EODE-2180.
- In some instances, an email header mismatch issue was found when the same email gateway was used in multiple profiles in async mode. The fix for this issue is merged into this release under EODE-2433.
- In an error scenario, split email HTML files were not moved to the error folder; this was observed in async mode. The fix for this issue is merged into this release under EODE-2346.
- A space in the error folder name of the outbound profile caused an issue under Unix. The fix for this issue is merged into this release under EODE-2463.
- In some instances, bounce email messages data were not presented correctly on the individual report page **Workflow Stage** and **Workflow History**. The fix for this issue is merged into this release under EODE-2372.

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 - Failure/status tracking is not supported.
- System information download is not available on WebSphere 8.5.5.9

EngageOne Deliver - installation and upgrade

Please refer to the EngageOne Deliver Installation Guide for:

- Hardware requirements
- Third party software requirements
- Installation instructions

If you are upgrading from an earlier version of Deliver then you may need to upgrade your operating system, application server and database to a new version before this version of Deliver can be run. Check the Installation Guide for the versions of third-party software that this version of Deliver 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 *<Deliver install dir>\work* folder.