



EngageOne Deliver

Version 3.1

Release Notes

EngageOne Deliver is part of Precisely EngageOne Compose and this release of Deliver 3.1 contains fixes to certain reported issues. Software and associated documentation is provided as a download.

For the protection of our customers, Precisely does not disclose, discuss or confirm security issues. Keeping your software up to date is one of the most important things you can do to maintain your environment's security. Precisely strongly encourages customers to stay current by upgrading to the latest release for EngageOne Compose Deliver.

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Release content

Software and associated documentation is provided as a download. The products supplied to you from the downloaded release media will depend on the licenses you hold and you will only be able to install products for which you have a valid license keycode. If you believe that you have not received the correct material or keycodes please contact your product supplier.

Changes in this release

This release introduces major changes and improvements to the installation and deployment process. These changes have been made to align with the installation process of EngageOne Compose, as follows:

Outbound message send window

In this release, the outbound message sending process can be defined in a time window for days in week. You can define the start time and end time for message send process. Blank start/end time values signify that message processing will not take place on that particular day.

Groovy based installer

In this release, the installer is based on groovy scripts. The same installer works for both Windows and Linux based platforms.

Note that a manual install is required, refer to the following sections in the EngageOne Deliver Installation Guide as required:

- Preparing for installation
- EngageOne Deliver standalone install
- EngageOne Deliver cluster install
- Upgrading EngageOne Deliver - Upgrading from previous versions

Embedded Tomcat container

An embedded tomcat container is provided which is called from the Deliver service. Refer to the Installation Guide for details.

Application server independent

With this release, support for WebSphere and WebLogic is dropped; as an embedded Tomcat container is provided, dependency on an external application server is no longer required.

3rd party library updates

Many open source 3rd party libraries have been upgraded to later versions to reduce the number of security issues and vulnerabilities.

SHA-256 support for user password encryption

To enable SHA-256 user password encryption configuring the `security.SHA.strength.value` found in `viewpoint.properties` file.

Java 8 & 11 support

This release has been tested and verified for Oracle Java 8 & 11, Amazon Corretto Java 8, OpenJDK Java 8 & 11.

Oracle Linux support

This release has been tested and verified on Oracle Linux Server 7.6 with Oracle 12c database. Refer EngageOne Deliver Installation Guide for details.

AWS Linux 2 support

This release has been tested and verified on AWS Linux 2. Refer EngageOne Deliver Installation Guide for details.

Security updates and bug fixes

Security findings in EngageOne Designer have been remediated.

Localization

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

- English
- French (Canadian)

- French (France)
- German
- 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)
- French (France)
- German
- 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 your customer support team for details.

Documentation

Documentation is included in the Designer release distribution in the 'docs' folder.

The following manuals are available with EngageOne Deliver 3.1:

Document	Version
<p>EngageOne Deliver Installation Guide</p> <p>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</p>	3.1
<p>EngageOne Deliver User Guide</p> <p>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.</p>	3.1
<p>EngageOne Deliver Reference Guide</p> <p>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.</p>	3.1

Updates to the User Guides

All manuals are also published in PDF format on the [Precisely Support website](#).

Customer Support

If you find that you require any assistance, then you can contact our Support team - [Technical Support/Client Service Contacts](#) .

Supported environments

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

Table 1:

Platform	Database	JDK
Windows Server 2019	MSSQL 17	Oracle JDK 11
Windows Server 2016	Oracle 19c	Amazon Corretto 11
CentOS 7.7	Oracle 12c	Oracle JDK 1.8
AWS Linux 2	MSSQL 14	Open JDK 11
Windows Server 2016	MSSQL 12	Open JDK 11

Fixed issues in this release

- AWS SES – AWS SES connection was not setting the region correctly in spite of the region being from the UI. The fix for this issue has been merged in 3.0 release (EODE-2180).
- Issue with Vault archiving – An issue was reported when downloading certain images in the archival process while sending email. A fix has been provided to resolve this issue (EODE-2180).
- Duplicate emails sent in clustered environment - (CES-67882).

- Hard-coded us-east1 region removed for Inbound AWS API. There was an issue that for any AWS region selected, only us-east1 region was used internally - (CES-68182)
- Email marked as DELIVERED_SUCCESSFULLY even when sent with incorrect **Secret Key** on the AWS_SES Gateway page. An issue was observed such that on the update of the AWS Secret Key, Deliver was still using old Secret Key. After a configurable number of emails sent, Deliver will update and validate the Secret Key correctly. (CES-67882)
- REST API to import Vendor in EO Deliver - (EODE-2681)
- REST API to export Vendor in EO Deliver - (EODE-2683)
- EO Deliver SparkPost Integration issue fix - (CES1-69950)

Advance retirement notices

None

Release lifecycle

Release Version		Level of Support
EngageOne Deliver 3.1	GA	Investigate, Troubleshoot issues, Provide workarounds, Regular patches, Vulnerability updates
EngageOne Deliver 2.7	GA - 1	Investigate, Troubleshoot issues, Provide workarounds, Regular patches for critical (Severity 1 issues).
EngageOne Deliver 2.6	GA - 2	Phone & Best Effort Support. Will provide workarounds for non-critical issues
EngageOne Deliver 2.5	GA - 3	Phone, Knowledge Base & Best Effort Support only
EngageOne Deliver 2.4	GA – 4 and below	Phone, Knowledge Base & Best Effort only

Added support

Java 8 & 11 support

This release has been tested and verified for Oracle Java 8 & 11, Amazon Corretto Java 8, OpenJDK Java 8 & 11.

Oracle Linux support

This release has been tested and verified on Oracle Linux Server 7.6 with Oracle 12c database. Refer EngageOne Deliver Installation Guide for details.

AWS Linux 2 support

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Withdrawn support

Known issues

In this release, the 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.
- HTTPS on 8080 - Running https on port 8080 can cause issues due to redirection to another port. It is recommended to use any other port for running Deliver on https, for example, use 8443.
- Oracle database issue - unique constraint (EMSG2.SYS_C0092887) violated can appear sometimes on inbound processing. However, it does not appear to have any impact on functionality.
- Logs being erased - during service stop and start, Deliver logs can get cleared/reset instead of being appended to existing logs. This issue has been observed on an occasional basis.

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This product contains AWS Java SDK (aws-sdk-java), version number 1.11.86, 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>

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Support

Click [here](#) for full EngageOne Compose documentation and access to your peers and subject matter experts on the Knowledge community.



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