

# Integration of SocialMiner with Gmail on UCCX 11.6

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## Introduction

This document describes the integration of SocialMiner with Gmail for the Agent Email feature in Cisco Unified Contact Center Express (UCCX). Starting from version 11.6(1), SocialMiner can integrate with Gmail using a SOCKS5 proxy (to reach securely via IMAP:993 and SMTP:587 IMAP for a particular Gmail mailbox)

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- UCCX Administration
- SocialMiner

### Components Used

The information in this document is based on these software and hardware versions:

- SocialMiner 11.6(1)
- UCCX 11.6(1)
- A SOCK5 Proxy that allows secure TCP communication for IMAP(993) and SMTP(587) connections to Gmail
- A working Gmail Account.

**Note:** Ensure that CCX is able to reach the SOCKS proxy via the FQDN by adding the the entries in your DNS forward and reverse lookups.

You can use these CLI commands to check resolution and reachability to the server.

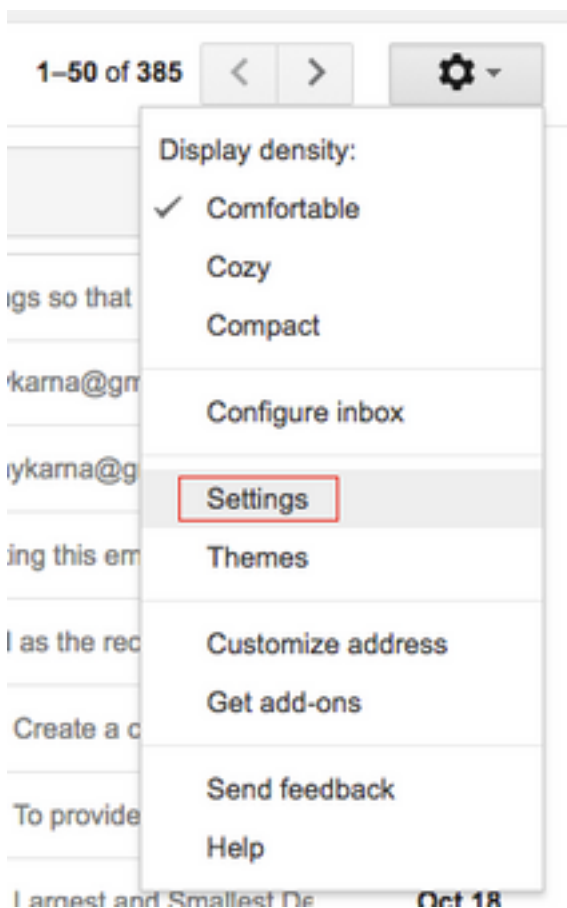
```
CLI: utils network ping <SOCKS.FQDN>
CLI: utils network host <SOCKS.FQDN>
CLI: utils network host <SOCKS.IP.ADDRESS>
```

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

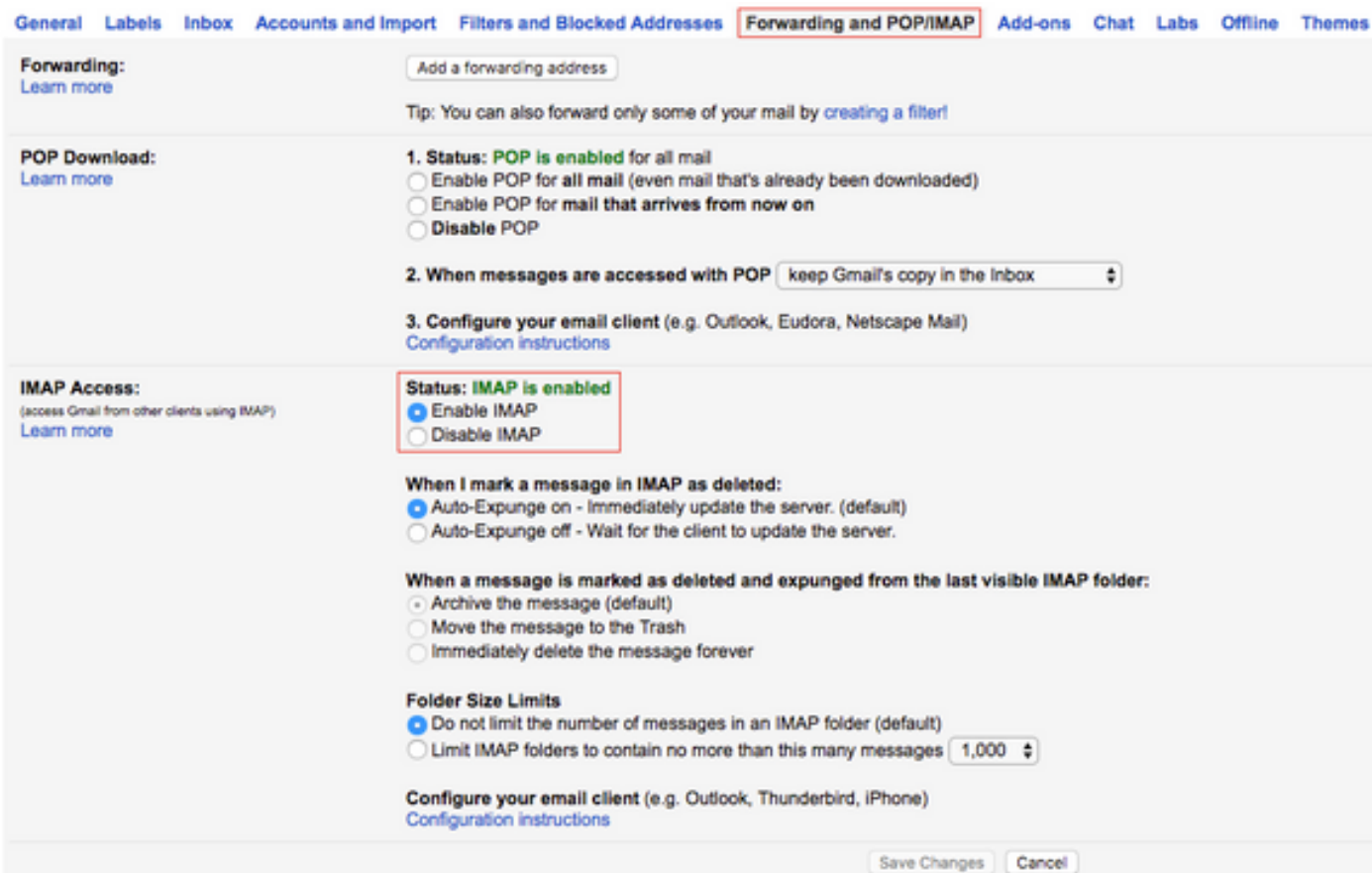
## Settings in Google Account

### Allow IMAP Requests to your Gmail Account

Step 1. Login to your Gmail account. Click on **Settings** icon which is located at top right hand side of page, as shown in the image.

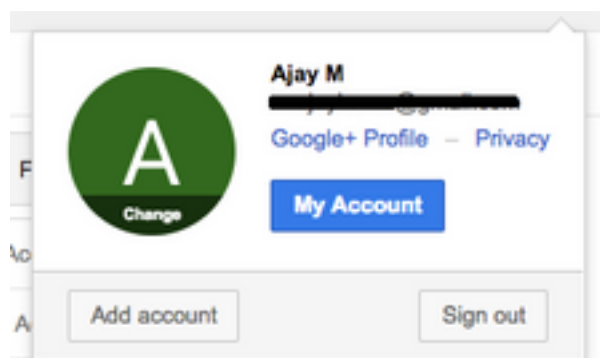


Step 2. Under **Forwarding and POP/IMAP**, check **Enable IMAP** box, as shown image.

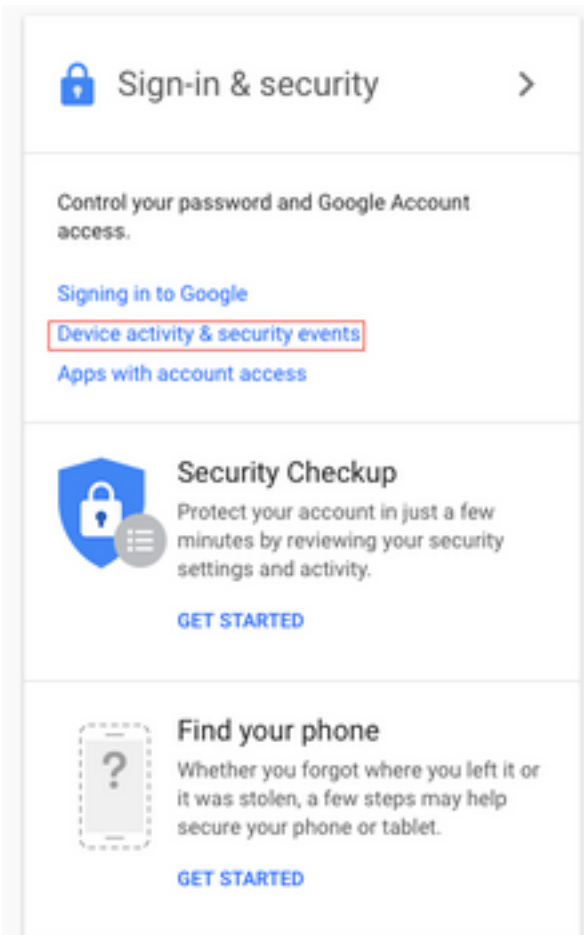


## Allow SocialMiner to Access your Gmail Account

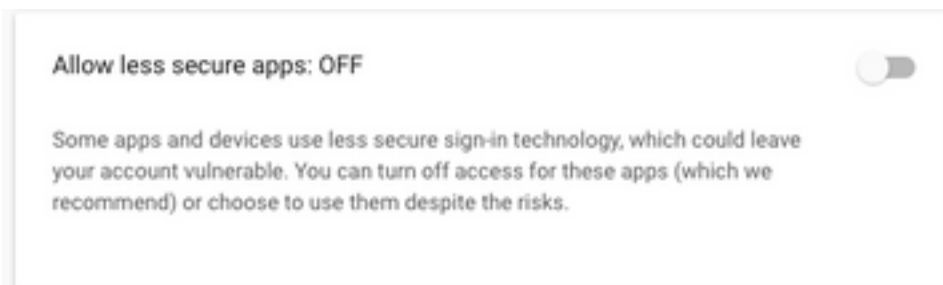
Step 1. Login to the Gmail account. Click on **My Account** which is located at top right hand side of page, as shown in the image.



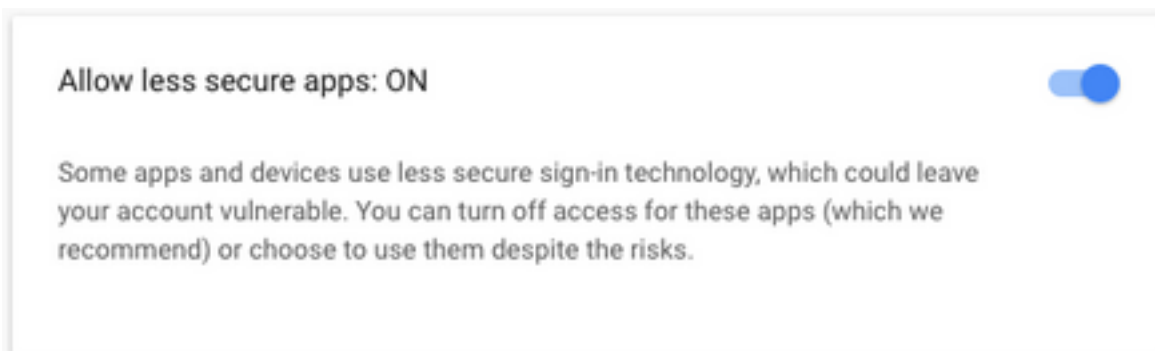
Step 2. It opens a wide range of settings options in a new tab. Click on **Device activity & security events** under **Sign-in & Security** section, as shown in the image.



Step 3. As shown in the image, scroll down to find option **Allow less secure apps: OFF**.



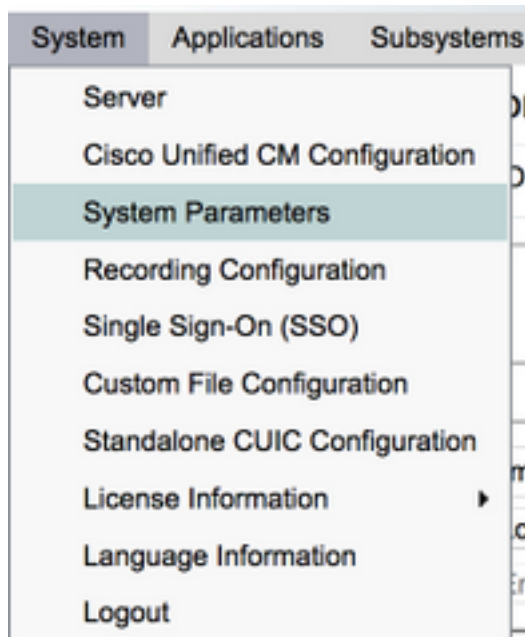
Step 4. As shown in the image, enable the option **Allow less secure apps: ON**.



## Configure the SOCKS Proxy

Step 1. Navigate to **System > System Parameters** and scroll to the end, enter the HTTP and SOCKS proxy to be used to reach.

The SOCKS proxy is needed to reach Gmail over Secure TCP ports 993/587 for secure IMAP/SMTP communication.



Proxy Parameters			
Parameter Name	Parameter Value		Suggested Value
Http	proxy.esl.cisco.com	: 8080 (Hostname:Port)	
SOCKS Proxy	proxy-ams-1.cisco.com	: 1080 (Hostname:Port)	1080
SOCKS Username			(optional)
SOCKS Password			(optional)

## Configure Agent Email

Step 1. Login to UCCX Appadmin and go to **Subsystems > RmCm > Skill**.



Step

2. Create Email skills for your Gmail agents, assign these to your agents.

Step 3. Navigate to **Subsystems > Chat and Email > SocialMiner Configuration**, now enter the SocialMiner FQDN, username password and click on **Save**, as shown in the image.

## SocialMiner Configuration

Save Cancel

Status

Ready

**Configure SocialMiner**

IP Address / Host Name \*:

User Name\*:

Password\*:

Save Cancel

Save

**SocialMiner Status**

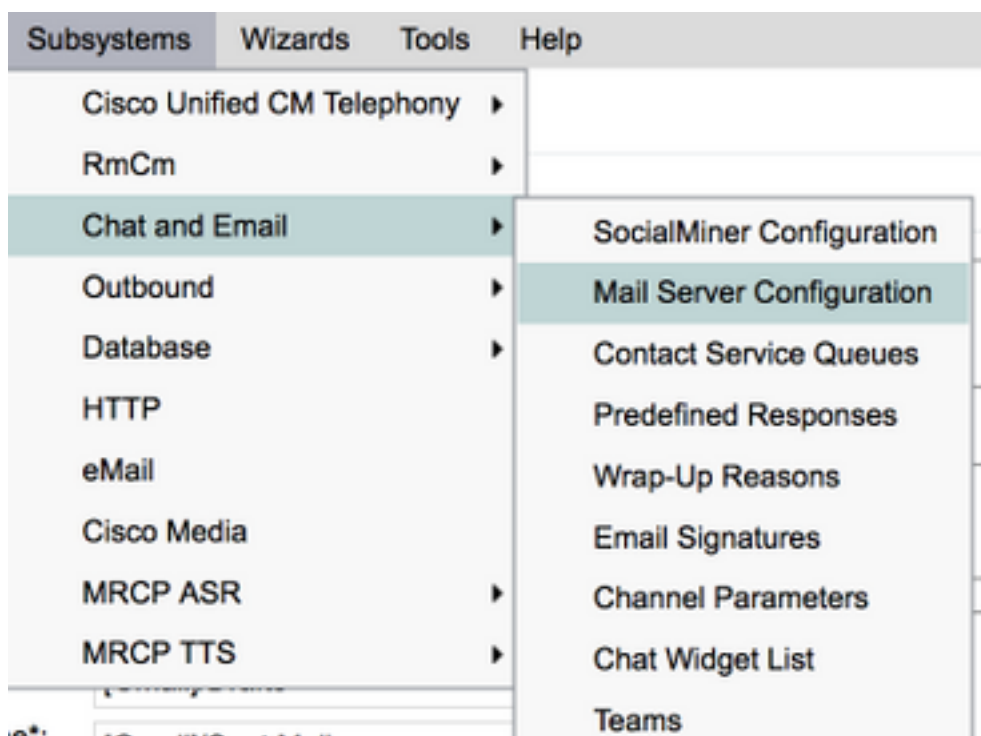
- Feeds: ✓
- Campaigns: ✓
- Notifications: ⚠
- Email Server: ✓

**i** \*- indicates required item



**i** \*-HostName / IPAddress will be resolved to fully qualified domain name

Step 4. Navigate to **Subsystems > Chat and Email > Mail Server Configuration**, now enter IMAP and SMTP address in FQDN.


Enable SOCKS proxy and click on **Save/Update**, as shown in the second image.



## Mail Server Configuration

 Update  Cancel

Status

 Ready

Mail Server Settings

Mail Server:

IMAP Folder Structure

Drafts Folder Name\*:

Sent Items Folder Name\*:

Incoming (Secure IMAP)

Host Name\*:

Port Number\*:

Outgoing (Secure SMTP)


Host Name\*:


Port Number\*:

Proxy Settings

SOCKS:  Enable  Disable

Description:  Maximum 100 characters

 \*- Indicates required item

 Host Names must be in Fully Qualified Domain Name (FQDN) format

Step 5. Navigate to **Subsystems > Chat and Email > Contact Service Queues > Add New**, now enter name, select type **Email > Enter <username>@gmail.com, password >** click on **Test Configuration**.

Subsystems   Wizards   Tools   Help

- Cisco Unified CM Telephony ▶
- RmCm ▶
- Chat and Email ▶**
  - Cancel
  - SocialMiner Configuration
  - Mail Server Configuration
  - Contact Service Queues**
  - Predefined Responses
  - Wrap-Up Reasons
  - Email Signatures
  - Channel Parameters
  - Chat Widget List
- Outbound ▶
- Database ▶
- HTTP
- eMail
- Cisco Media
- MRCP ASR ▶
- MRCP TTS ▶

## Contact Service Queue Configuration

Next  
 Delete  
 Open Printable Report  
 Cancel

Status

Ready

CSQ Name*:	<input type="text" value="Gmail"/>
Resource Selection Criteria*:	<input type="text" value="Longest Available"/> ▾
CSQ Type*:	<input type="text" value="Email"/> ▾

---

Mail Server:	<input type="text" value="imap.gmail.com"/>
Email username*:	<input type="text" value="██████████@gmail.co"/>
Email password*:	<input type="password" value="....."/>
Inbox Folder Name*:	<input type="text" value="Inbox"/>
Drafts Folder Name:	<input type="text" value="[Gmail]/Drafts"/>
Sent Items Folder Name:	<input type="text" value="[Gmail]/Sent Mail"/>
	<input type="button" value="Test Configuration"/>

---

Poll Interval (Seconds)*:	<input type="text" value="10"/> <span style="border: 1px solid gray; padding: 2px;">testConfiguration</span>
Snapshot Age (Minutes)*:	<input type="text" value="120"/>





 
  
  

\*- indicates required item




Step 6. Post this, the **Test Configuration** should be successful.

## Contact Service Queue Configuration

 Next  Delete  Open Printable Report  Cancel

Status

 Test Configuration is successful.

---

CSQ Name\*:

Resource Selection Criteria\*:

CSQ Type\*:

---

Mail Server:

Email username\*:

Email password\*:

Inbox Folder Name\*:


Drafts Folder Name:

Sent Items Folder Name:

---

Poll Interval (Seconds)\*:

Snapshot Age (Minutes)\*:

 \*- indicates required item

Step 7. Click on **Next**, add the required skills for the Agents to be selected for this CSQ, and click on **Finish**.

## Verify

Check the emails arrive on the agent desktop

The screenshot shows the Cisco Supervisor Agent3 interface. At the top, it displays 'Supervisor Agent3 (agent3) - Extension 62003' and 'Not Ready - Coffee NR' with a status of 36:33. Below this are navigation tabs: 'Manage Team', 'My History', 'Team Data', 'Queue Data', 'Manage Customer', and 'Manage Chat and Email'. A 'Make a New Call' button is visible. The main area is titled 'Ready for Chat and Email' and 'Manage Chat and Email'. An email notification is displayed with the following details:

- From:** [redacted]@gmail.com
- Sent:** Tuesday, October 31, 2017 12:20 PM
- To:** [redacted]@gmail.com
- Subject:** Notification: Lunch @ Tue 31 Oct 2017 12:30 - 13:30 ([redacted]@gmail.com)

The email body contains the text: 'Lunch' followed by 'When Tue 31 Oct 2017 12:30 - 13:30 India Standard Time' and a 'more details >' link. The interface also shows a 'Reply' button and a 'Wrap-Up Reasons (0)' button.

## Troubleshoot

At times, while testing the configuration, user can encounter the error as shown here.

"CSQ Configuration Errors

Email Username and Password do not match "

## Contact Service Queue Configuration

Next Delete Open Printable Report Cancel

Status

**CSQs Configuration Errors**

Email Username and Password do not match.

CSQ Name*:	<input type="text" value="GMAIL"/>
Resource Selection Criteria*:	<input type="button" value="Longest Available"/>
CSQ Type*:	<input type="button" value="Email"/>
Mail Server:	<input type="text" value="imap.gmail.com"/>
Email username*:	<input type="text" value="[REDACTED]"/>
Email password*:	<input type="password" value="[REDACTED]"/>
Inbox Folder Name*:	<input type="text" value="Inbox"/>
Drafts Folder Name:	<input type="text" value="[Gmail]/Drafts"/>
Sent Items Folder Name:	<input type="text" value="[Gmail]/Sent Mail"/>
	<input type="button" value="Test Configuration"/>
Poll Interval (Seconds)*:	<input type="text" value="600"/>
Snapshot Age (Minutes)*:	<input type="text" value="120"/>

\*- indicates required item

As you check the SocialMiner Runtime logs, you see these messages with **Result {FAILURE=AUTHENTICATION\_FAILURE}**

```
0000311932: 10.78.91.156: Oct 31 2017 10:27:59.305 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:
Checking smtp connection for smtp.gmail.com:587with user:<mailbox>@gmail.com
0000311935: 10.78.91.156: Oct 31 2017 10:28:04.806 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:
smtp connection check for smtp.gmail.com:587 Result {FAILURE=AUTHENTICATION_FAILURE}
0000311936: 10.78.91.156: Oct 31 2017 10:28:04.806 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:
Checking IMAP connection for imap.gmail.com:993with user:<mailbox>@gmail.com
0000311941: 10.78.91.156: Oct 31 2017 10:28:09.160 +0530: %CCBU_____CCPAPI-6-REST_API_INFO:
IMAP connection check imap.gmail.com:993 Result {[Gmail]/Sent
Mail={FAILURE=AUTHENTICATION_FAILURE}, [Gmail]/Drafts={FAILURE=AUTHENTICATION_FAILURE},
Inbox={FAILURE=AUTHENTICATION_FAILURE}}
```

Check the Gmail account in question, you see these banner that shows that the account login was prevented by Gmail security settings.

**Warning: Google prevented a suspicious attempt to sign in to your account using your password.** [Review activity now](#)

Someone has your password. Google prevented the sign-in. [Learn more](#)



#### Unknown device

Time: 11 minutes ago  
Location: Almere, Netherlands  
IP address: 64.103.36.133 ⓘ



Approximate location (may include nearby towns)

Do you recognize this activity? If not, someone else might have your password.

YES, THAT WAS ME

NO, SECURE ACCOUNT

## Procedure

1. Ensure that the proper credentials are entered.
  2. Reconfirm all the settings mentioned under section **Prerequisite settings in Google account** are in place.
  3. Click on **YES, THAT WAS ME** In the **Review Recent Activity** Tab.
  4. If both the above steps checks out, please retry **Test Configuration** after sometime, as Google tends to take some time to refresh these new security settings.
- The root cause of this issue is strict security policies for your Gmail inbox.