

Moxie™

Channels 9.4

Configuring

Platform for Privacy Preferences

Project (P3P) for

Channels Server

Configuring P3P for Channels Server

P3P (“Platform for Privacy Preferences Project”) is required to support visitors who use Internet Explorer (IE) in certain implementations due to IE’s default setting which disables the required 3rd party cookies.

Moxie™ Proactive implementations require P3P if there are multiple domains being monitored for Proactive.

For implementations using *Moxie™ Channels Chat Responsive Portals*, the following scenarios require P3P:

- On your site, during a chat session, visitors may traverse across non-secure (HTTP) pages to or from secure (HTTPS) web pages. This is often the case when visitors move from product pages to a checkout page.
- On your site, during a chat session, visitors may traverse across sub-domains. This is often the case when visitors move from product pages to a shopping cart page. For example: shop.customer.com and cart.customer.com.

In such scenarios:

- New chat sessions will be created when crossing domains and subdomains or across HTTP and HTTPS pages.
- Actions configured in a Proactive workflow may not be triggered.
- Cookies may be blocked by the Proactive server if a visitor is monitored in Moxie Channels.

These issues occur without P3P configured since the default security setting in Internet Explorer 9 (IE9) and above set to reject third party cookies. The browser reads the P3P settings to determine whether third party cookies may be accepted.

What is P3P?

P3P is a computer-readable method of specifying a company’s privacy policy. Web based application companies should consult the “P3P Guiding Principles Document” and the “Current P3P Specification” in the W3C P3P site to create and embed one or more such policies for their websites to allow for smooth access and transactions for their agents and visitors.

Configuring P3P for Responsive Chat

This section explains sample settings, requirements and steps to configure the P3P setting for the responsive chat functionality.

Note: This article assumes that the browser version in use is Internet Explorer (IE) Version 9 or higher. Links, pointers to web resources and the content thereof are copyright of the site owners. They must be used as directed in the website. The following is for information. Please consult your IT resource for configuration.

Requirements

- A written privacy policy for your company - you can write a new one or review the existing one, using information in the W3C P3P site. Note from the website’s content that you must be aware of the following terminology and the valid entries to specify for each of them:
 - Who/what you are and how you can be contacted - *Entity*.
 - Stored location of the written policy on your website - *Disclosure*.
 - The law that ensures that you are doing what you say you are - *Assurances*.
 - The data you are collecting and how you will use them - *Data Collection and Purpose*.

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- A P3P Policy generator to assist you in creating and, publishing, your P3P Policy as an XML file. This is a software tool that lets you enter the necessary information for each section of the P3P policy. Be sure to fill in all fields so that the policy is correctly and fully formatted to avoid browser errors resulting from incorrectly formatted XML.
 - You can opt for a generally available utility from the following. Note that these change as and when the P3P specifications change.
 - IBM P3P Policy Editor*
 - PrivacyBot.com
 - IAJapan's Privacy Policy Wizard (Japanese version)
 - P3PEdit
 - Customer Paradigm's P3P Privacy Policy Creation
- Note: * is available as an internet resource for trial and use. All others are priced utilities.
- Saved copies of the policy file(s) as well as the policy reference file(s) created by the policy generator utility. If your site needs multiple privacy policies and matching P3P policies, be sure to save them separately and number them accordingly (p3p-policy1.xml, p3p-policy2.xml, and so on).

Steps to Configure P3P Policy - Channels Server

Part 1 is a guideline. It includes a sample procedure with steps to create the basic requirements for setting up the P3P policy for Channels, namely:

1. Policy Reference XML file.
2. Policy in XML format.
3. Compact Policy Header information.

Responsible personnel are advised to access related web resources for technical details and to consult subject matter and process experts.

Part 2 describes the steps for using these to deploy the policy in Channels.

Part 1 - Generate P3P Policy

1. Visit the W3C P3P site to print out the current "P3P Specifications"
2. Identify from the specifications, the data categories that will apply to your company's privacy policy, and the related actions that you must take.
3. Access any P3P generator tool -see "Note".
4. Enter the pertinent information into the P3P generator's file editor.
5. Save the entries to a file - for example, p3p-policy1.xml. If you have multiple P3P policies (for sites with various, specific privacy policies), number them accordingly (p3p-policy2.xml, p3p-policy3.xml, and so on) and save all of them.
6. Save the "policy reference file" created by the policy generator as for example
MyP3p.xml
This file instructs web browsers where to look for the P3P policy on any of your site's pages.
7. Copy the P3P policy file(s) and the policy reference file to your server's root directory.

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8. Validate your policy file at: <http://www.w3.org/P3P/validator.html>
 - Enter any URL on your site and find errors in it if any.
 - Go Step 4 to correct errors reported.
 - Go to step 5 and step 6.

At the end of this step, you should have the basic requirement of 3 files for setting up P3P namely:

1. Policy Reference XML file.
2. Policy in XML format.
3. Compact Policy Header information.

Part 2 - Configure P3P Policy in Channels Server

1. Create a folder called w3c within the http folder in the application server where Channels Server is installed.

Note: Find the http folder in the application server where Channels is installed as in this example:

```
<NetAgentServerInstallPath>\ServerIPAddress\HTTP\W3C
```

Where:

<NetAgentServerInstallPath>\ is the folder on the computer which has the Moxie Software Channels Server installed: C:\Program Files(x86)\MoxieSoft\NetAgent Server\

<ServerIPAddress> is the IP address of the application server (computer which has Channels installed.).

2. Copy the policy files (p3p-policy.xml) and the policy reference files (Myp3p.xml) to the w3c folder.
3. Navigate Start > Internet Information Services (IIS) Manager.

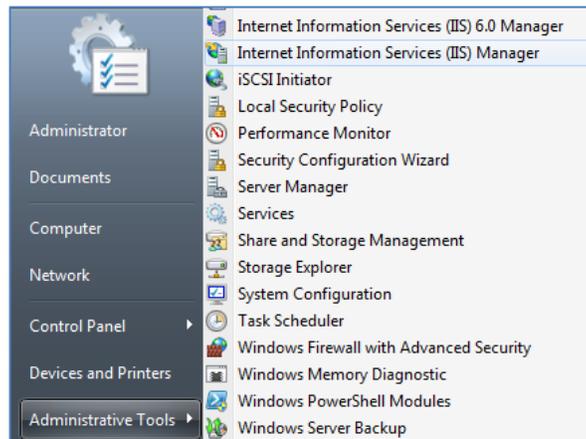


Figure 1. Start > Internet Information Services

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The Internet Information Services window is displayed.

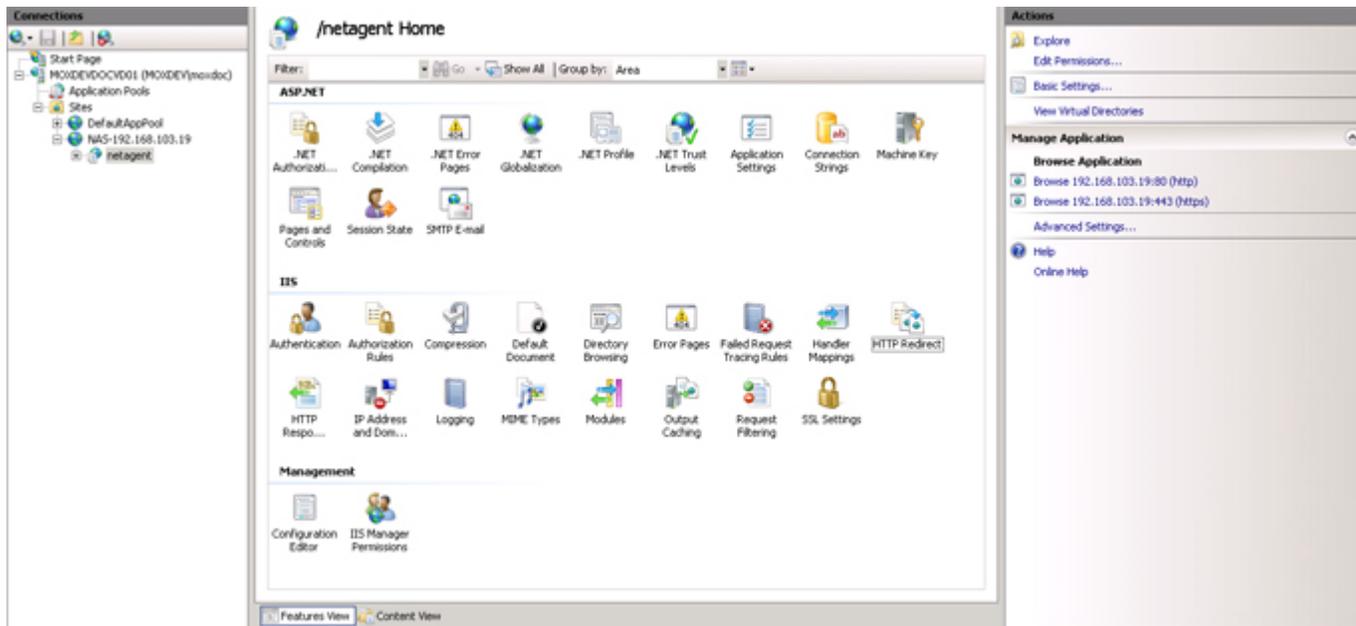


Figure 2. Internet Information Services window

4. Navigate to the NetAgent website.
5. Double-click HTTP Response Headers. The HTTP Response Headers window is displayed.

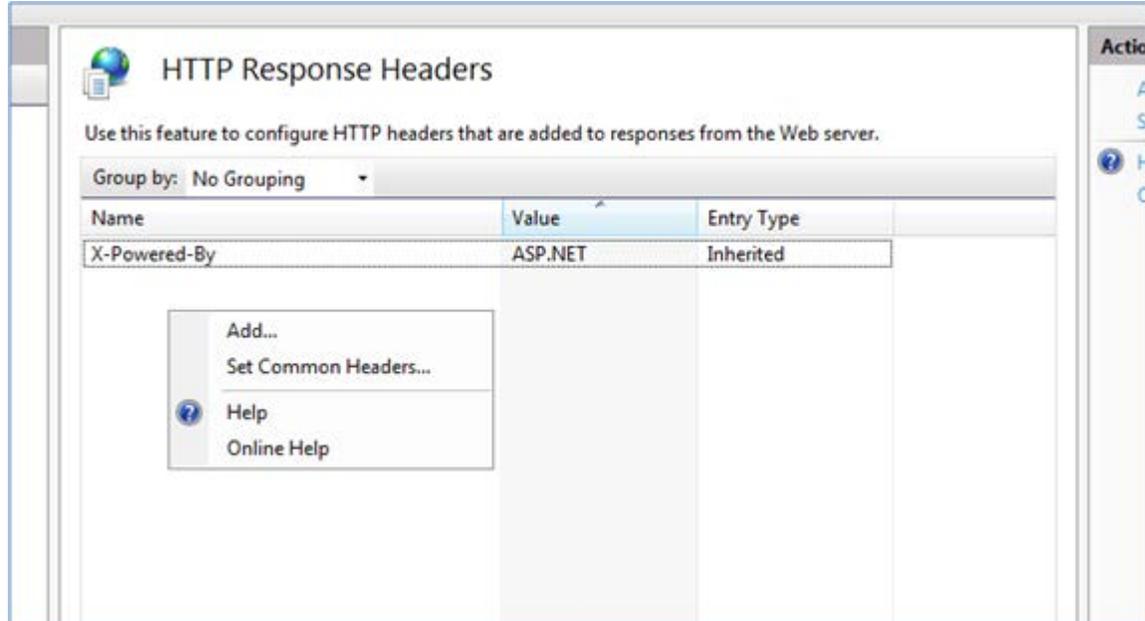


Figure 3. HTTP Response Headers window > Add

6. In the HTTP Headers window, right-click > Click "Add". The Add Custom HTTP Response Header dialog box is displayed.

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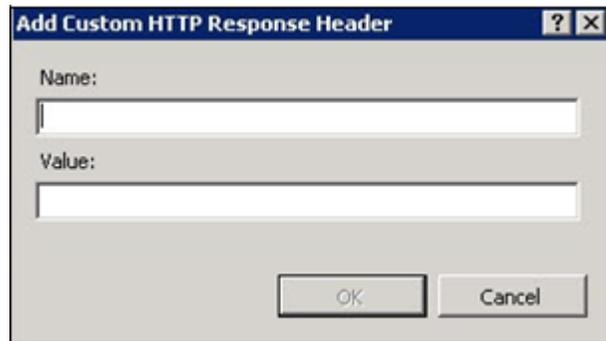


Figure 4. The Add/Edit Custom HTTP Response Header Dialog

- In the Custom Header Name field, enter name for the Custom Header as P3P.
- In the Custom Header Value field, enter a value for the Custom Header in the following format:
For the Channels Server (NetAgent)

```
policyref=http://<Channels Server>/Netagent/http/w3c/P3P.xml, CP="<COMPACT Policy Header TAGS>"
```

Example:

```
policyref="http://chat.test.com/netagent/w3c/p3p.xml",CP="NOI DSP PSDa OUR IND INT"
```

- Click OK till all the windows are closed.
- Reset "IIS" after adding the HTTP response headers.

P3P is now configured for Channels server.

Sample P3P Code (XML)

The following XML code is an example policy reference file from the P3P 1.0 Specification. The sample code is reproduced from and is a copyright of the W3C site.

Sample Policy reference(P3P.xml) file

```
<META xmlns="http://www.w3.org/2000/12/P3Pv1">
<POLICY-REFERENCES>
<POLICY-REF about="http://<Channels Server FQDN>/NetAgent/w3c/policy.xml>
<INCLUDE> /* </INCLUDE>
</POLICY-REF>
</POLICY-REFERENCES>
</META>
```

The policy reference file contains the includes and excludes, and any more specific task classifications, that web browsers will use to navigate your P3P policies and apply the correct policy to each page. The generator should create this file for you.

Once created, take the policy reference file (p3p.xml) and your P3P policy file(s) (policy1.xml, policy2.xml, etc.) and upload them to the server's root directory.

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Sample Policy.xml

```
<?xml version="1.0"?>
<POLICIES xmlns="http://www.w3.org/2002/01/P3Pv1">
  <!-- Generated by IBM P3P Policy Editor version Beta 1.12 built 2/27/04 1:19 PM -->
  <!-- Expiry information for this policy -->
  <EXPIRY date="Wed, 01 Jan 2020 12:00:00 GMT"/>
<POLICY name="CRSDomainP3P" discuri="http://chanqa165.moxiesoft.corp" xml:lang="en">
<!-- Description of the entity making this policy statement. -->
<ENTITY>
<DATA-GROUP>
<DATA ref="#business.name">Moxie</DATA>
<DATA ref="#business.contact-info.online.email">testi@gomoxie.com</DATA>
<DATA ref="#business.contact-info.online.uri">http:// <Channels Server FQDN ></DATA>
<DATA ref="#business.contact-info.telecom.telephone.number">+12345678</DATA>
<DATA ref="#business.contact-info.postal.organization">Moxie</DATA>
<DATA ref="#business.contact-info.postal.street">Bellevue </DATA>
<DATA ref="#business.contact-info.postal.city">Bellevue</DATA>
<DATA ref="#business.contact-info.postal.stateprov">WA</DATA>
<DATA ref="#business.contact-info.postal.country">US</DATA>
  </DATA-GROUP>
  </ENTITY>
  <!-- Disclosure -->
  <ACCESS><nonident/></ACCESS>
  <!-- Disputes -->
  <DISPUTES-GROUP>
<DISPUTES resolution-type="service" service="http://www.test.com" short-description="New Dispute">
<LONG-DESCRIPTION>testing</LONG-DESCRIPTION>
  <!-- No remedies specified -->
  </DISPUTES>
</DISPUTES-GROUP>
  <!-- Statement for group "CRS" -->
  <STATEMENT>
  <EXTENSION optional="yes">
  <GROUP-INFO xmlns="http://www.software.ibm.com/P3P/editor/extension-1.0.html" name="CRS"/>
  </EXTENSION>
  <!-- No consequence specified -->
  <!-- Use (purpose) -->
  <PURPOSE><pseudo-decision/></PURPOSE>
  <!-- Recipients -->
  <RECIPIENT><ours/></RECIPIENT>
  <!-- Retention -->
  <RETENTION><indefinitely/></RETENTION>
</POLICY>
</POLICIES>
```

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```
<!-- Base dataschema elements. -->
<DATA-GROUP>
<DATA ref="#dynamic.cookies"><CATEGORIES><interactive/></CATEGORIES></DATA>
</DATA-GROUP>
</STATEMENT>
<!-- End of policy -->
</POLICY>
</POLICIES>
```

Sample Compact Header Tag

```
NOI DSP PSDa OUR IND INT
```

Note: The P3P specification is likely to change periodically. As a result, the P3P policy will need to be changed from time to time to be in sync with the specification.

