Unica Collaborate
V12.1.0.4 Release Notes

Contents

Chapter 1. Release Notes for version 12.1.0.4

Contains information about new features, defect fixes, and known issues in Unica Collaborate that HCL releases as part of a scheduled software release.

System Requirements and Compatibility

Unica Collaborate operates as part of the Unica suite of products. Unica Collaborate, version 12.1.0.4 requires Unica Platform, version 12.1.0.4 and Unica Campaign, 12.1.0.4.

Upgrade paths

For more details, see the Unica Fast Upgrade Guide.

Where to find complete system requirement and compatibility information

For a list of Unica Software product versions compatible with this product and a list of third party requirements for this product, see the Recommended Software Environments and Minimum System Requirements document.

Where to find report package reference documentation

Reference documentation for report packages is no longer available on the documentation server where the PDF versions of the product documentation are posted. You can access the reference documentation for report packages after you install the reporting schemas on the machine where the Unica Platform is installed. The reference documentation is in a subdirectory of the Cognos10 directory under the report package installation.

Where to find documentation

You can find the documentation here.

- PDFs: http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmlzZQ==&folder=aW50ZXJhY3QvMTJfMV8w
- Online Help: https://help.hcltechsw.com/unica/DistributedMarketing/en/12.1.0/index.html

New features

Version 12.1.0.4

Unica Collaborate V12.1.0.4 includes the following features.

- **GDPR Support**: Added GDPR tool to query Collaborate system tables and Campaign user tables databases for user records and generate queries to delete them as per GDPR requirement.
- **Support of MariaDB as system database**: Collaborate 12.1.0.4 installer will run as full installer if database type is selected as MariaDB and it will create clean database tables for Collaborate systems tables database.
- **Support of log4j2.xml files**. log4j2.xml or collaborate_log4j.xml files will be used for logging related configurations. The previous log4j.properties files may still exist, but they will not be used from version 12.1.0.4 onwards. The previous log4j.properties files can be referred to check the previous configuration settings, if any.

Fixed defects

The following are the fixed defects of Collaborate, version 12.1.0.4.

ID	Description
HMA-323017	In a workflow, when a row was copied and the "paste after" option was used, a script error appeared on the screen.
HMA-321437	On Security policy settings, permissions were not getting saved.
HMA-321174	For Collaborate, clicking on Help > Support menu redirected to an incorrect URL.

Known Issues

The following are the known issues in Unica Collaborate, version 12.1.0.4.

Issues	ID	Description
A message appears even after successful Collaborate installation.	HMA-325621	Even after successful Collaborate installation a message appears "but some errors occurred during the installation." It can be ignored as it does not have any functional impact.
Collaborate list,ONDC, or Corporate Campaign fails on Tomcat.	HMA-325840	On Docker environment, if the application server is Tomcat, Collaborate lists, Ondemand Campaign, or corporate Campaign creation fails. Workaround: The following files, iDataFilteringSQLMaps.xml and sqlMap_config.xml in `WEB-INF\lib\unica-common.jar` inside unica.war has incorrect values for `DataSource` property. Replace `unica-common.jar, iDataFilteringSQLMaps.xml` and `sqlMap_config.xml` inside unica.war with `unica-common.jar` inside Campaign.war which has correct `DataSource` property. 📝 **Note:** For Tomcat, the correct value of `DataSource` property is `java:/comp/env/ UnicaPlatformDS`.
Error occurs on the clickOnDemand Form Save and exit action.	HMA-321022	When users create a Campaign flowchart, such that an ondemand form is created and opens the form in Collaborate, clicks on ListID field, and clicks Save and Exit, an error occurs.

Issues	ID	Description
Export and import of templates are not working.	HMA-320986	When users edit a form, export the template and import the template on another setup, the export and import of templates fails. Workaround: Ensure that the workflow is created successfully, the task is added in the workflow, and the form must not be blank.

Fatal error occurs for EAR deployment	276955	A fatal error occurs during the creation of an EAR file for deployment and a message is added to the common installer logs. This message can be ignored. The EAR file is deployed successfully in spite of this error.
		
		The following entry can be seen in the common installer logs.
		
		`Custom Action:`
		`com.unica.install.ia.custom.StrIndexAndPieces`
		`Status: Error`
		
		Additional Notes: ERROR -
		
		Unexpected Fatal Error in Class:
		
		`com.unica.install.ia.custom.StrIndexAndPieces.install`

Saving and Publishing two flowcharts from Campaign to Unica Collaborate at the same time does not work.	266023	Saving and Publishing two flowcharts from Campaign to Unica Collaborate at the same time may not work. An exception occurs and is saved in the campaignweb.log.

Issues	ID	Description
The initial and default values of user variables in flowcharts are overwritten.	274046	The initial and default values of user variables in flowcharts are overwritten with values provided as input from an on-demand Campaigns run.
Message is displayed multiple times in console mode installation while upgrading from version 10.0.	271642	A "Please wait....." message is displayed multiple times in console mode installation while upgrading from version 10.0.
The attachment Id, which is returned in the response for the POST / attachments APIs is always 1.	242347	When an user adds an attachment by using the POST /attachments APIs, the attachment Id that is returned in the response is always 1. Workaround: Use the GET /attachments APIs to get the correct attachment Id.
On WebLogic 12.1.1, a CSRF exception error message displays while creating a template.	Defect 215377	You must install WebLogic PSU 12.1.1.0.12 to avoid the CSRF exception error message while creating a template.
The status of a finished user task is displayed as Pending on the task pop-up window.	Defect 189436	If a user does not have permission to finish the task,the application does not show a Finished status in the drop-down menu on the finished user task pop-up window. It is displayed as Pending.

Issues	ID	Description
For ONDC and CC lists, CSRF error message displayed when opening the List Manager in a clustered environment.	Defect 171358	For On-demand Campaigns and Corporate Campaigns,the List Manager window displays a CSRF exception error message when another user or the same user from the same system is trying to access the same list from another browser session when connected to another cluster node.
If a milestone is disabled from the Administration page, it cannot be used in new instances.	Defect 25880	The milestone is shown in instances where it is already used. The milestone will also show for other tasks in that instance.
Rippling a date does not work correctly when task start date is not a business day.	Defect 161352	If the start date of a task is on holiday and the duration entered is 1 day, the end date is calculated before the start date. If the duration is changed to 2 days from 00 days, the calculated date is correct.
List Manager users must wait until parent page refreshes before clicking the accepted 200000 records.	Defect 172421	As there are around 200000 records in List Manager, users must wait until parent page refreshes before clicking the accepted records. Users must wait to unlock invalidated due to the unlocking request sent. When the List Manager window is closed, a request is sent to the server to unlock the locked records. Because there are 200000 records, the unlocking takes some time. When the response of the unlocking request is received by the parent window, the token with

Issues	ID	Description
		the parent window has been invalidated due to the unlocking request sent; therefore, the parent window must refresh before sending any request from the parent window.
IE 11 Standard: Slack Time icon is not displayed in the workflow.	Defect 177320	The Slack Time icon is not displayed in a workflow when two dependent tasks have slack time (unassigned time) between them.
The Contact List Acceptance Progress report is not displayed in the PDF format.	Defect 175772	The report is displayed correctly in the HTML format. An error message is displayed while changing the report display to PDF format.
Cannot subscribe to alerts if Post Message permission is not given.	DEF17040	If the Post Messages permission is not given, then the Subscribe to alerts action is blocked for the user of that instance. The workaround is to grant Post Messages permission to the user.
Custom tab visible in wizard mode even if permission is blocked.	DEF11591	The Custom tab is visible in the wizard mode even if permissions are blocked. After the instance is created, the permissions are honored.
Error in child SSDOR if the parent SSDOR has special characters.	DEF060385	The following error is in the search window of a child: There has been an error or the configuration issue in 'lkup_child1' table. Go to the form to fix this. This works fine if & is removed from the string.

Issues	ID	Description
An SSDAR value is not getting saved in a specific condition.	DEF060362	The values of SSDAR are not set if the corresponding SSDOR has a default value that is assigned to it in one scenario. While creating a campaign, if the user bypasses the custom tab by clicking the finish button, the values for SSDAR attributes are not set if the corresponding parent SSDOR has a default value assigned to it.
SSDOR key column should typicallynot have special characters.	DEF060319	The value of the SSDAR attribute does not get populated if the SSDOR key column has special characters in it. The SSDOR key column cannot have special characters in it.
A field marketer is able to access all instances and also the administrator section.	Defect 91631	For an https setup, if an administrator user logs out of the application and a field marketer user logs in on same login window, the field marketer is able to access all the instances, even if they did not created them. They are also able to access the settings page and all its options.
There is a 5000 exception on importing sample templates.	Defect 84230	If WebLogic is installed by using a generic executable jar, then the Unica Collaborate instance that is deployed on WebLogic has issues for the sample template import, as well as other file uploads. The generic executable jar for WebLogic has problems with the Apache's Servlet File Upload implementation. You must ensure that you use the Windows installer executable while installing WebLogic.
For a customer record, the value	Defect 64847	When the user adds a record to the list table, thevalues of custom columns do not get

Issues	ID	Description
of a custom column does not get added to LM tables unless the Filter tag is marked "True."		added in the list tables (uacc* tables) if that column is not marked as `Filter=True` in `listmanager_table.xml`. Add the Filter=True attribute for a column of customer/master table/view in listmanager_table.xml. 📄 **Note:** There is no need to apply data level filters on that column for working the previously mentioned scenario.
Instructions for using Web Access Control with Unica Collaborate		In order to use Unica Collaborate with Web Access Control, perform the following steps.Users must configure a new Access Control List (ACL) policy in Tivoli®. 1. Use Web Portal Manager to log in to the domain as a domain administrator. 2. Click **ACL > Create ACL**, then complete the name and description fields. 3. Click **ACL > List ACL**, and from the **Manage ACLs** page, click the link for your ACL policy. 4. From the **ACL Properties** page, click **Create**, and create two entries for your ACL. • For the first entry, set the entry type to unauthenticated, and grant Trx-Traverse, read, and run permissions. • For the second entry, set the entry type to any other and grant Trx-Traverse, read, and run permissions. 5. On the **ACL Properties** page of the ACL, on the Attach tab, attach a protected object.

Issues	ID	Description

		Use the complete Unica Collaborate servlet path in Tivoli, starting with WebSEAL and ending in servlet/DataFiltering.
		
		If users plan to use Unica Collaborate, they must configure SiteMinder as follows.
		
		1. Log in to the Administer Policy Server area of SiteMinder, and click **Domains**.
		2. Select the realm that applies to your installations, right-click **unprotecturl**, and select **Properties of Realm**.
		3. Under **Default Resource Protection**, select **Unprotected**.
		4. Repeat the previous two steps, entering the following strings in the **Resource Filter** text box.
		    • `/collaborate/services/ CollaborateIntegrationServices1.0`
		    • `/collaborate/ flowchartRunNotifyServlet`
		    • `/collaborate/js/js_messages.jsp`
		    • `/collaborate/js/format_symbols.jsp`
		    • `/collaborate/alertsService`
		
		For more information about SiteMinder, see the Unica Platform Administrator's Guide.

NOT EXISTS produces duplicate results in DB2® v10.1		In systems that use DB2 v10.1, the NOT EXISTS operator produces duplicate results. Results may be incorrect for queries that include a NOT EXISTS clause.

Issues	ID	Description
		As a workaround, users can set the DB2_ANTIJOIN registry parameter to NO and restart the DB2 server. For example, <DB2-HOME>\BIN>db2set DB2_ANTIJOIN=NO.
U.S. money symbol not translated for other currencies	Task 9330/DEF 9138	If the user wants to change any of the formats, such as, date/time, decimal, or currency, then the user must change the format_symbols_locale.properties file in the collaborate.war directory at /WEB-INF/ classes/ resources, according to their locale, and then rewar the directory again and deploy it in the application server. To complete this change, follow the steps below. 1. Ask all users to log out of Unica Collaborate. 2. Undeploy the Collaborate application from the application server. 3. Stop Collaborate server and clean the application server cache (important). 4. Take a backup of the Collaborate database, and file system directory (important). 5. Locate collaborate.war and take backup of it. 6. Unwar collaborate.war to a temporarylocation. 7. Locate format_symbols_locale.propertiesavailable under`<unwar_dir>\WEB-INF\classes \resources`. 8. Open the above `format_symbols_locale.properties` and

Issues	ID	Description
		change the data/time/decimal, or currency according to your locale. 9. Rewar the `<unwar_dir>` as `collaborate.war`, ensure that it is placed in the original location 10. Start the application server. 11. Redeploy the collaborate.war on the application server. 12. Retest the scenarios on the server.
Long time to save Customer Form	DEF061166	If there is a form that has many dependent SSDBs and SSDOR fields with a lot of data in the lookup table, then it takes long time to save or open a form in FE.
Long time to open Customer Form	DEF020199	]If users run an On-demand Campaign and copy it, all attachments, including those generated by running the campaign, are copied.
On-demand Campaign attaches wrong file when generated list contains no records.	DEF020781	When the fulfillment task is run for a Corporate Campaign or On-demand Campaign and no records are found, an attachment is added that is identical to the previous run of the fulfillment task. This occurs whether the previous run is from a previous wave of a recurring On-demand Campaign or Corporate Campaign, or is from a previous run in the same wave. If the fulfillment flowchart query ran successfully once, then on a subsequent run returns 0 records, there is an invalid attachment for that run.

Issues	ID	Description
File and database encoding must be set properly for Campaign in order for Unica Collaborate to use the files properly	DEF021467	When users add a Mail List process or Call List processto a flowchart in Campaign, they can specify the output file name for the process. To enable Unica Collaborate to use the files properly, the file name format, and the file and database encoding must be set to suit your operating environment. In Marketing Platform, the systemStringEncoding property specifies the encoding that is used to interpret values (such as file system paths and file names) coming into Campaign from the operating system as well as the encoding in which Campaign presents values back to the operating system. To verify file encoding, in Marketing Platform, open the Configuration Manager and navigate to Campaign/ unicaACListener/systemStringEncoding. Provide an encoding value compatible with your operating environment. To ensure proper database encoding, navigate to `Campaign/ partitions/partition/dataSources/ [data_source_name]>StringEncoding`. Confirm that the value matches the encoding that is used on the database client. Users must also set the encoding for the Java™ virtual machine. For example, in WebSphere® or WebLogic where Unica Collaborate is deployed (as opposed to where Campaign is deployed), set JVM encoding to `-Dfile.encoding=CP1252`.

Issues	ID	Description
Error when publishing a Unica Collaborate flowchart containing multiple Select processes	DEF023486	In Campaign, if a user has multiple select boxes as inputs to a single sample or segment, the run history page in Unica Collaborate may display duplicate rows. To work around this issue, use one sample box per select box.
List not generated after removing linked campaign and creating a campaign.	DEF031248	When a user performs the following tasks, theCorporate Campaign does not generate a list: • Create a Corporate Campaign. • Modify the workflow so that the first wave runs when the campaign is started. • Create a linked campaign. • Create the flowcharts for the linked campaign and publish them. • In Unica Collaborate, remove the linked campaign. • Create a new linked campaign. • Create and publish the flowcharts for the new linked campaign. • Start the campaign. The campaign does not complete and the list is not generated. In this state, they can recover by copying the Corporate Campaign and creating new flowcharts for it.
Empty tab in Summary page	DEF034776	If a Corporate Campaign does not have a List Review task, the **Summary** page contains an empty tab.

Issues	ID	Description
when no List Review task		
Permission errors in log files	DEF047480	The Unica Platform log file may contain authentication warnings and the following error: `ERROR - permission with id: -1 is not found` To prevent this error: • If you are using custom reports, enable the Analysis menu. • If you are not using custom reports, delete the Analysis menu.
Error retrieving alerts after uninstalling Unica Collaborate	DEF047052	If you uninstall Unica Collaborate, the Marketing Platform continues to attempt to retrieve Unica Collaborate alerts, causing in error in the web application server. To prevent this error: 1. Log in as a user with Unica Platform administration privileges. 2. From the **Settings** menu, select **Configuration**. 3. Browse to **Platform/Platform-wide navigation/Alerts/Unica Collaborate Alerts** and click **Delete Category**. 4. Confirm the deletion.