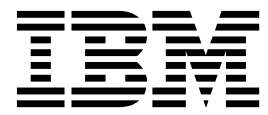


Version 10 Release 1
October 13, 2017

IBM Campaign Release Notes



Note

Before using this information and the product it supports, read the information in "Notices" on page 31.

This edition applies to version 10, release 1, modification 0 of IBM Campaign and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. IBM Campaign 10.1 system requirements and compatibility

IBM® Campaign is part of the IBM Marketing Software suite of products. Campaign version 10.1 requires Marketing Platform 10.1.

Where to find complete system requirement and compatibility information

For a list of IBM Marketing 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. This document is posted under Detailed System Requirements on the IBM Support Portal website: (<http://support.ibm.com>).

You can also access this document by selecting **Help > Product documentation** when you are logged in to IBM Marketing Software.

Prerequisites for using IBM Campaign

Before you begin using IBM Campaign, confirm that your environment meets the following requirements.

- For an improved user experience, use at least a 21" screen.
- For an improved user experience, set your screen resolution to 1600 x 900. Lower resolutions can result in some information not being properly displayed. If you use a lower resolution, maximize the browser window to see more content.
- A mouse is best for navigating in the user interface.
- Do not use the browser controls to navigate. For example, avoid using the Back and Forward buttons. Instead, use the controls that are in the user interface.
- If pop-up blocker (ad blocker) software is installed on the client machine, IBM Campaign might not function properly. For best results, disable pop-up blocker software while running IBM Campaign.
- Ensure that the technical environment meets the minimum system requirements and the supported platforms.*
- The correct browser and versions must be used.*
- Clear the browser cache after upgrading or applying any fix pack. This only needs to be done once, after the application is updated.
- If you use Internet Explorer (IE) with IBM Campaign or any module that uses Campaign flowcharts (eMessage, Contact Optimization, Interact, Distributed Marketing): To log in multiple times to view side-by-side information, open IE and log in to IBM Marketing Software. Then select **File > New Session** in the IE menu bar. In the new IE browser window, log in to IBM Marketing Software as the same or a different user.

Important: Do not use any other method to open multiple sessions. For example, do not open a new tab; do not open another browser session from the **Start** menu or desktop icon; and do not use **File > New Window** in IE. These methods can corrupt information that is shown in the application.

*For details on the items indicated by an asterisk, see the *IBM Marketing Software Recommended Software Environments and Minimum System Requirements*.

IBM Campaign documentation roadmap

IBM Campaign provides documentation and help for users, administrators, and developers.

Table 1. Get up and running

| Task | Documentation |
|--|--|
| Find out about new features, known issues, and limitations | IBM Campaign Release Notes |
| Learn about the structure of the Campaign system tables | IBM Campaign System Tables and Data Dictionary |
| Install or upgrade Campaign | One of the following guides: <ul style="list-style-type: none"> • IBM Campaign Installation Guide • IBM Campaign Upgrade Guide |
| Implement the IBM Cognos® reports provided with Campaign | IBM Marketing Software Reports Installation and Configuration Guide |

Table 2. Configure and use Campaign

| Task | Documentation |
|---|---------------------------------------|
| <ul style="list-style-type: none"> • Adjust configuration and security settings • Prepare Campaign for users • Run utilities and perform maintenance • Learn about integrations | IBM Campaign Administrator's Guide |
| <ul style="list-style-type: none"> • Create and deploy marketing campaigns • Analyze campaign results | IBM Campaign User's Guide |
| Improve flowchart performance | IBM Campaign Tuning Guide |
| Use Campaign functions | IBM Macros for IBM Marketing Software |

Table 3. Integrate Campaign with other IBM products

| Task | Documentation |
|---|---|
| Integrate with IBM Engage | IBM Campaign and Engage Integration Guide for IBM Marketing Cloud |
| Integrate with IBM Journey Designer | http://www.ibm.com/support/knowledgecenter/SSER4E/JourneyDesigner/kc_welcome_journeydesigner.dita?lang=en |
| Integrate with IBM Digital Analytics | <p><i>IBM Campaign Administrator's Guide</i>: How to configure the integration</p> <p><i>IBM Campaign User's Guide</i>: Targeting IBM Digital Analytics segments in campaigns</p> |
| Integrate with IBM Marketing Operations | IBM Marketing Operations and IBM Campaign Integration Guide |
| Integrate with IBM Opportunity Detect | <p><i>IBM Campaign Administrator's Guide</i>: How to configure the integration</p> <p><i>IBM Opportunity Detect Administrator's Guide</i> and <i>IBM Opportunity Detect User's Guide</i>: How to administer and use the product</p> |

Table 3. Integrate Campaign with other IBM products (continued)

| Task | Documentation |
|--|---|
| Integrate with IBM eMessage | <p><i>IBM Campaign Installation and Upgrade guides</i>: How to install and prepare eMessage components in the local environment.</p> <p><i>IBM eMessage Startup and Administrator's Guide</i>: How to connect to the hosted messaging resources.</p> <p><i>IBM Campaign Administrator's Guide</i>: How to configure offer integration.</p> |
| Integrate with IBM SPSS® Modeler Advantage Enterprise Marketing Management Edition | <i>IBM Campaign and IBM SPSS Modeler Advantage Enterprise Marketing Management Edition Integration Guide</i> |
| Integrate with IBM WeatherFX. | You can integrate WeatherFX with IBM Campaign so that you can pull weather events into your marketing campaigns. Campaign version 9 and version 10 users can integrate with WeatherFX by using the UBX toolkit. For more information, see https://www.ibm.com/support/knowledgecenter/SSWU4L/Integrations/imc_Integrations/Weather_FX_for_IBM_Marketing_Cloud.html . |
| Note: Additional integrations may be available that are not listed in this table. See Product tools and utilities for IBM Campaign. Also see IBM Solution Engineering Projects. | |

Table 4. Develop for Campaign

| Task | Documentation |
|--|--|
| Use the REST API | See the IBM Campaign REST API |
| Use the SOAP API | <ul style="list-style-type: none"> • See the IBM Campaign SOAP API Specification • JavaDocs in devkits\CampaignServicesAPI |
| Develop Java™ plug-ins or command-line executables to add validation to Campaign | <ul style="list-style-type: none"> • See the IBM Campaign Validation PDK Guide • JavaDocs in devkits\validation |

Table 5. Get help

| Task | Instructions |
|------------------------------|---|
| Use the IBM Knowledge Center | Go to http://www.ibm.com/support/knowledgecenter/SSCVKV/product_welcome_kc_campaign.dita |
| Open online help | <p>When using the IBM Campaign application:</p> <ol style="list-style-type: none"> 1. Choose Help > Help for this page to open a context-sensitive help topic. 2. Click the Show navigation icon in the help window to display the full help. <p>You must have web access to view context-sensitive online help. Contact IBM Support for more information about accessing and installing IBM Knowledge Center locally for offline documentation.</p> |
| Get PDFs | <p>When using the IBM Campaign application:</p> <ul style="list-style-type: none"> • Choose Help > Product documentation to access Campaign PDFs. • Choose Help > All IBM Marketing Software documentation to access all product PDFs. • Click the links for PDFs during the installation process. |

Table 5. Get help (continued)

| Task | Instructions |
|-------------|--|
| Get support | Go to http://www.ibm.com/ and click Support & downloads to access the IBM Support Portal. |

Chapter 2. New features and changes in version 10.1

IBM Campaign 10.1 includes a number of new features and changes.

For a list of newly supported and discontinued platforms, see the document *Recommended Software Environments and Minimum System Requirements*, which is posted under Detailed System Requirements on the IBM Support Portal (<http://support.ibm.com>).

Upgrade paths

You can upgrade to Campaign version 10.1 directly from version 10.0.

If you are using Campaign version 8.6.x, 9.0.x, or 9.1.x, you must first upgrade to version 10.0 and then upgrade to version 10.1. For more information, see the *IBM Campaign 10.1 Upgrade Guide*.

Sync fields for audience information in IBM Engage

When you complete a test run or a production run, audience information is exported by IBM Campaign to IBM Engage. Now, for the Email and Push processes, you can specify the fields that must be used as sync fields for the audience information.

For the Email and Push processes, the `campaignaudienceId` is used as the sync field by default. For the SMS process, the phone number is used as the sync field.

To set the sync fields, go to the Field mappings tab of the Email or Push process. Select the **Fields to export to Engage** and complete the mapping. Click the check mark in the **Sync** column for the field or fields that are to be used as the sync fields.

New configuration property: `allowableFailurePercentage`

A new configuration property, `allowableFailurePercentage`, is added to the Campaign | partitions | partition[n] | Engage properties.

When a campaign contact list is processed in Engage, an error is returned to Campaign if a contact fails for any reason. You can now use the `allowableFailurePercentage` property to specify the percentage of failed records that are allowed before the campaign process fails. If the percentage of failed records is greater than the configured `allowableFailurePercentage`, the process fails.


If the percentage of failed records is less than or equal to the configured `allowableFailurePercentage`, the process does not fail. Duplicate records are considered as valid records and so they do not affect the `allowableFailurePercentage` for a process box. All valid records are imported into Engage.

Any warnings and errors for the process are logged in the ImportErrors log file. You can delete this file at regular intervals. The ImportErrors log file is located in the `<Campaign_home>/logs` folder.

CampaignAudienceID is uploaded to Engage for SMS and Push processes

The CampaignAudienceID is now uploaded to Engage for SMS and Push processes. The CampaignAudienceID was previously uploaded to Engage for the Email process. It is used for tracking purposes.

Refresh button added to Field mappings tab

A Refresh button  is added to the Field mappings tab of the Email, SMS, and Push processes. Use this option if any new fields are added to the Engage database or if any existing fields are modified.

Note: You must validate all the field mappings after refresh completes.

Campaign name field size increased to 256 characters

The size of the campaign name field on the Content Customization tab of the Email, SMS, and Push processes is increased to 256 characters. This includes the timestamp that is appended and the campaign code that is added as a prefix. If the number of characters for the campaign name exceeds 256, the name that is entered by the user is truncated.

Engage properties tab changes

For the Email, SMS, and Push processes, on the Engage properties tab, the default option for **Use single contact list** is changed to Update matching contacts; add contacts that are not found.

Send to all contacts immediately option is disabled until a template is selected

For the Email, SMS, and Push processes, on the Content Customization tab, the **Send to all contacts immediately** option is available only after you select the template.

Campaign and Engage integration logs

When Campaign and Engage are integrated, integration logs can be set in campaign_log4j.properties file available in the <Campaign_home>/conf/ folder.

The name of the class is
log4j.logger.com.unica.webservices.campaign.rest.EngageImportService.

Logs are captured in INFO, WARN, and DEBUG modes.

The log file can be found in the <Campaign_home>/logs folder.

WSReference parameter added to createCampaign API

A new WSReference parameter is added to the createCampaign API. Use this parameter to specify the folder in which the new campaign is to be created.

Performance improvement for copy-pasting a flowchart in a campaign

Performance is improved for the copy-pasting of large flowcharts that have a large number of output Cells.

Campaign - Engage integration error file download

In previous versions, if the err file from Engage was not downloaded in the first attempt, the process failed. Now, if the file is not downloaded in the first attempt, a maximum of 5 attempts are made to download the file before the process fails. The debug level log file contains the information about the multiple attempts.

Filtering for mapped user tables

You can filter the mapped user tables that appear in the Table mappings window. The mapped user tables can be filtered by table name.

In the Select process box, you can filter the mapped user tables that appear in the Available Fields section in the Select process configuration window. For more information, see the IBM Campaign Administrator's Guide and the IBM Campaign User Guide.

New link for product support

A new link is added under **Help > Support** for this product. Use this link to access documentation for the product on IBM Knowledge Center.

Chapter 3. Fixed defects in IBM Campaign 10.1

The following defects were fixed in Campaign 10.1.

Table 6. Campaign fixed defects

| ID | Fixed defect |
|----------------------|---|
| 178526 | <p>The following error is logged if you interrupt and then restart the Campaign installation. You can safely ignore the following non-fatal error in the Campaign_Install.log.</p> <pre>com.unica.install.ia.custom.ManagerReadConfigurationStatus: ERRORAdditional Notes: ERROR - class com.unica.install.ia.custom.ManagerReadConfiguration NonfatalInstallException The processing instruction target matching "[xX][mM][lL]" is not allowed.</pre> |
| 184919 | <p>Big data: Mail List process execution fails with error: unique constraint (UCDUC9111.CCONTACTHIST_PK) violated.</p> <p>Mail List / Call List process box execution completes successfully when User Database table - Audience Level is BigInt. However:</p> <ul style="list-style-type: none"> • When a user profile table contains Audience ID in Decimal format, this error occurs. • When a user profile table is created by export from File to Database then by default all numeric fields are created as Decimal. <p>For big data: The user profile database table audienceID should be of BigInt type when used with DB2 databases. If the user profile database table audienceID is Decimal, the Mail List / Call List process box execution will have errors.</p> |
| APAR PO05193, 196259 | <p>In a clustered environment, if you schedule a Campaign flowchart to Run now in the Marketing Platform scheduler, the run status is not updated when you view it from within the flowchart.</p> |
| APRAPO05353, 199729 | <p>Cross site scripting issues occur when the user uses a browser version that is not supported. This is applicable for all unsupported version of Firefox, Internet Explorer and Chrome browsers.</p> |
| 213372 | <p>Some searchable fields cannot be searched in the Extract process box. The Optimize list referenced in the Extract process box is not searchable in the Flowchart Advance Search feature.</p> |
| 219602 | <p>Engage: Push process box execution fails when all mapped fields are marked as Sync fields. Push process box execution fails with the following error message: 21901: Internal error. Error received from IBM Engage: Error executing import of list. Details: Error Appending and Updating Recipients. Job id:</p> <p>This error occurs when a user marks more than the required fields as synch fields. In Campaign, users can mark only those fields that are allowed as Sync fields in the Engage database as Sync fields.</p> |
| APAR PO05520, 225559 | <p>If a Campaign custom attribute that contains non-English characters is exported to a mapped database table, the attribute value is truncated.</p> |
| APAR PO06187, 226297 | <p>A round bracket "(" in the process box name is displayed incorrectly in the Cell reports as a single right square bracket "]".</p> |
| 226794 | <p>Campaign Listener Silent mode installation does not set MasterListnerPriority and LoadBalancer weight configuration parameters.</p> <p>Users must manually set these configurations under Marketing Platform configuration.</p> |
| 226975 | <p>Campaign web application cannot connect to Campaign listener when masterListenerPriority and loadBalanceWeight are the same for all listener nodes.</p> |

Table 6. Campaign fixed defects (continued)

| ID | Fixed defect |
|----------------------|---|
| PMR 218840, 228837 | Insufficient information is available in the log files to identify the root cause for the Campaign error 11107. This error occurs when an opened process box contains persistent Derived fields that are deleted from upstream process boxes. |
| APAR PO06410, 228845 | Scheduled flowcharts fail with error 1783 in listener cluster environment. |
| APAR PO06331, 230046 | In the query of the segment in a Segment process box, round brackets disappear when we add an operator after the closing round bracket. When a user selects query rows and removes the round bracket, it is not been removed. |
| PMR 211651, 230546 | A Campaign out of memory error occurs due to heap being consumed by session data. |
| PMR 193502, 230553 | While using the Safari browser, if there are lots of templates in the template menu, the time required to load the template might exceed the default screen timeout of 60 seconds. The screen time out and no templates are loaded. |
| APAR PO05875, 230555 | When a user with locale preference set to Italian creates a campaign and a flowchart in the Italian locale, the Flowchart Palette is not displayed correctly. |
| APAR PO06554, 231385 | The default directory for selecting the input data is set to the directory that is defined as the defaultOutputDirectory instead of the directory that is defined as the defaultInputDirectory in Campaign partitions partition[n] server fileDialog. |
| 231396 | In a clustered environment, the Mail list process execution fails when a smart offer list is assigned to the mail list. |
| APAR PO06582, 231983 | When a user adds a round bracket in the query section of a process box using query builder, saves the process box and tries to remove the bracket from the expression, the bracket is not removed. |
| 232095 | advSrchUtil command sometimes cannot create index for Deep search. Users must log in to the IBM Campaign application go to the IBM Campaign page before running advSrchUtil. |
| PMR 231995, 232527 | When an offer is created by using the createOffer API, the offer name is not validated for special characters. |
| PMR 233720, 234297 | In the Extract process box for the in Candidate Fields in the Extract tab, when the user selects a field by using the mouse and then selects another field, then uses the Up or Down keyboard keys, the focus moves to the first field that was selected by the user. |
| PMR 195194, 234421 | When a user with the locale fr_FR configures a flowchart with a Mail list, navigated to the Parameter tab of the Mail list process, and parametrizes the Date field attribute, the IBM Campaign generated fields label is blank. |
| APAR PO06485, 234422 | Users cannot rename a session flowchart. |
| 234913 | No error occurs on Mail list process with multiple input cells when the assigned PDF is removed. |
| APAR PO06003, 235307 | After pasting from template library, the table is mapped with the first table in the list. |
| 235602 | Campaign application does not start on Websphere 8.5.5.7. |
| APAR PO06031, 238206 | Users cannot increase the width of the Datasource column in the Table mapping window. |
| 238208 | For the Select process, the round brackets for an Expression are truncated when the AND/OR operators are changed. |
| APAR PO05898, 239361 | When a user with the locale set as French or Italian opens a Sample process and clicks on Sample size calculator, the minimum and maximum values keep flickering. |
| 239625 | Logging is not correct if ETL to dtlcontactHist fails. Logs are saved in the ETL.log file instead of campaignweb.log or EngageETL.log files. |
| 239749 | The application user interface performance slows for an Offer list with 1500 offers. |

Table 6. Campaign fixed defects (continued)

| ID | Fixed defect |
|----------------------|--|
| APAR PO06850, 240166 | If the date 29 February is passed as a value in the date_format macro, it fails with a 334: Invalid arguments error. |
| 241005 | SPSS Score process fails on a Cluster setup. |
| 241130 | An exception occurs if the identifier is NULL for Event Message Sent. |
| 241563 | When a single Campaign has more than 50 flowcharts, it take a longer time that usual to list all the flowcharts when a user View a tab or Edit a tab. |
| 242358 | Dimension tables are not visible under the second Base table node in the Table mapping window when we use Dimension fields of first base table or existing Dimension tables. |
| APAR PO06928, 242661 | If the property setting DeleteAsRecreate is changed from FALSE to TRUE under Campaign partitions partition1 dataSources UA_SYSTEM_TABLES, an error occurs and the recreation of the table UACO_OCT000000XX for the Contact Optimization session fails with the error message "ORA-01727: numeric precision specifier is out of range 1 to 38." |
| PMR 242776, 243361 | When the sort API is called, for sessions, there is no indication on the user interface that the response has not been received from the server as yet. |
| APAR PO06240, 244938 | If the table that is selected for the Select Based on field in the Select process is remapped and the case for the table name is changed in Campaign table mapping, when the Select process is opened again, the Select Based on field is set to None but the previous table is still used in the query. |
| APAR PO07037, 245567 | When a user uploads phone numbers in the SMS process, the Customer ID is uploaded instead of the phone numbers in the contact list for Engage. If the user maps a text column along with the phone number, the text is written into the phone number field and the process fails. |
| APAR PO06278, 246943 | When assigning offers within an Optimize process box, offer assignments may change cells if you assign an offer and then click in the offer field for another cell. At times, an Internal ID for the offer is displayed instead of the offer name. |
| APAR PO06791, 247170 | The items on the Campaign Analysis tab (Campaign Flowchart Status Summary report) are not sorted correctly. When you click on date type column name, for example Last Run or Created on dates, the items are still sorted alphabetically. This occurs when the default language setting is English (United Kingdom). |
| APAR PO04374, 265677 | Auto complete for drop down menus for target cell attributes does not work. |
| PMR 270879, 265684 | An error occurs and the table cannot be mapped if you map a new table to a file for which the file name starts with a number. |
| APAR PO06811, 265686 | For the Select process, when a user selects a strategic segment from the Input , the Select Based On menu does not change and shows None. |
| APAR PO06314, 265703 | In the Select process window, the incorrect value is displayed in the hover help window when a user selects a particular value in Expression value field and moves the mouse pointer over the value. |
| APAR PO06785, 266372 | Match/Link target cells to assign an offer in an Optimize box does not work in a Campaign - Marketing Operations integrated flowchart using top-down design from a published TCS when you have a Segment>Segment>Optimize logic. The offer assignment made by Match/Link target cells cannot be changed manually in the process box. Offer changes can be made to the Marketing Operations TCS and published. Flowchart cells must be unlinked and linked to reflect the published changes made in the Marketing Operations TCS. |
| APAR PO06375, 266718 | When two platform schedules are created at same time or very close to each other for the same flowchart, the unica_acsvr process for one of the schedules does not complete. |
| PMR 247194, 267729 | Offer Performance Summary by Campaign report was formed incorrectly from IBM Cognos in Campaign. |

Table 6. Campaign fixed defects (continued)

| ID | Fixed defect |
|--------------------------|---|
| APAR PO06249, 270510 | The IBM Optimize Session Report uses more resources and results in performance issues in the application. |
| APAR PO04314, 270517 | Unconfigured process boxes appear to be configured and valid after a different branch on the same flowchart is run. |
| PMR 269269, 270518 | A 10404 error occurs for a flowchart when a user exports a derived field that contains NULL values to a database table by using the Snapshot process. |
| PMR 223042, 270519 | In a new flowchart, when multiple input process boxes are added to Mail list and configured to choose additional input cells, the treatment tab shows only the first cell in Mail list as input. If the flowchart is now saved, the flowchart stops responding. |
| APAR PO06172, 270615 | IBM Campaign Extract process does not write to the DB2 database when a flowchart is configured with two Extract processes and the second Extract process contains a derived field that uses French accented characters in the name of the derived field. |
| APAR PO06787, 270743 | You cannot use an HTTPS URL to connect Campaign to IBM SPSS Modeler Advantage Enterprise Marketing Management Edition. |
| PMR 270718, 271650 | SSLv2 and SSLv3 protocols can be used in IBM Campaign. |
| APAR PO07062, 271672 | While using the Internet Explorer and Chrome browser, when the user sets up a scheduler based on a new or defined cron expression then the scheduler is defined twice. |
| APAR PO04314, DEF 178977 | Unconfigured process boxes appear as configured and valid after a different branch on the same flowchart is run. |
| APAR PO04374, DEF 180108 | Auto complete for drop down menus for target cell attributes does not work. |
| APAR PO05188, DEF 195946 | Unable to start IBM Campaign listener with sudo used on Linux server. |
| APAR PO05593, DEF 204777 | A newly created table in DB is displayed at the bottom of the Source Table drop |
| APAR PO05664, DEF 206862 | Scheduling a flowchart fails if the name of the flowchart has a + sign in it. Users must not use a plus sign, dollar and comma in the campaign name, flowchart name and schedule name. |
| APAR PO05724, DEF 210545 | Flat file with blank records in it behaves differently for Select and Extract process box. |
| DEF 213525 | Campaign User database HP Vertica: Error occurs while exporting data from table with Boolean DataType. |
| APAR PO05898, DEF 215998 | For French and Italian users the minimum and maximum values flicker on the "Sample size calculator" pop-up window. |
| APAR PO05977, DEF 217550 | The "Source" tab is not capitalized correctly when a process box is opened with language set to Italian. |
| APAR PO06031, DEF 218629 | Unable to increase length of datasource column in Table Mapping screen of IBM Campaign. |
| APAR PO06151, DEF 221652 | Persistent derived fields do not persist in IBM Campaign flowchart branch for users with locale other than English. Note: This fix is applicable for users creating and editing the flowcharts with same language settings. |
| DEF 222087 | Offer Folders are not replicated on other cluster nodes of Campaign Web Application. |
| APAR PO06240, DEF 223861 | When a user remaps a table that was taken as input in the select process box and while remapping the table if the user changes the table name in the Campaign table mapping |
| DEF 224257 | Campaign DeepSearch : Can search by using the description after the description is edited. |
| APAR PO05794, DEF 225338 | Select process box is not retaining the condition given in Expression. |

Table 6. Campaign fixed defects (continued)

| ID | Fixed defect |
|---------------------------|--|
| DEF 225777 | Email process box issues in 10.0. |
| DEF 225779 | Push PB issues in 10.0 |
| APAR PO06314, DEF 225802 | When the user hovers the mouse pointer over a particular value in the Select expression value field |
| APAR PO06217, DEF 225929 | All contact history is deleted even after disabling 'Log To Contact History' option |
| APAR PO06375, DEF 227155 | If there are two platform schedules created at same time or very close to each other for same flowchart |
| APAR PO06669, DEF 227370 | DEF:No error message is added in the Campaign installation log files if the GSKit files/utilities are not installed. |
| APAR PO06404 , DEF 227723 | Extract process box fails when using input table with composite audience and choosing Target data source as database instead of IBM Campaign server. |
| APAR PO06404, DEF 227723 | The Extract process failed when you used an input table with a composite audience and chose a database as the target data source (instead of the Campaign server). |
| APAR PO06418, DEF 228246 | Incorrect values ate inserted into Dtl Contact History in Audience field after running Post Opt flowchart which uses Optimizedlist in Extract process box. |
| APAR PO05281, DEF 228262 | Flowchart crashes with error 10404 when dotted line between Model and Score process is deleted. |
| APAR PO06372, DEF 228383 | Existing assigned offer in Optimize process box is not refreshing after changing linked target cell. |
| APAR PO06366, DEF 228565 | For a particular flowchart run is failing with 'Invalid month' error for alternate executions. |
| DEF 228838 | Error 11107 is displayed when pasting a template in a new flowchart. |
| APAR PO06410, DEF 228846 | Scheduled flowchart fails with error 1783 in listener cluster environment. |
| APAR PO03936, DEF 229409 | For nested Segment processes that use a de |
| APAR PO04969, DEF 229505 | An error "Incommutable sort order detected" in eMessage Process Box occurs when Flowchart with Select |
| APAR PO06331, DEF 230045 | In a point and click query builder |
| APAR PO06480, DEF 230070 | In a new flowchart |
| APAR PO06671 , DEF 230129 | An issue occurs while scheduling flowcharts that have special characters. |
| APAR PO06063, DEF 230233 | While table mapping performs in IBM Campaign |
| APAR PO05853, DEF 230234 | Control Cell drop down Scroll bar is missing while input is received from 50 or more segments from maillist. |
| APAR PO05977, DEF 230235 | The "Source" tab is not capitalized correctly when a process box is opened with language set to Italian. |
| APAR PO05839, DEF 230236 | Mailing links are not displayed in right |
| APAR PO06198, DEF 230237 | Select process box UI is not displaying table columns when table is mapped and named using reserved word "TARGET". |
| PMR 229976 , DEF 230239 | Scheduling a flowchart that has special character fails and the special characters display improperly. |

Table 6. Campaign fixed defects (continued)

| ID | Fixed defect |
|--------------------------|--|
| APAR PO05794, DEF 230241 | Select process box is not retaining the condition given in Expression. |
| APAR PO06097, DEF 230245 | A copied flowchart with Extract PB while accessing a large table stays paused. |
| APAR PO06276, DEF 230452 | Table Mapping slowdown is seen with large number of tables in a data source when a drop |
| APAR PO05876, DEF 230454 | If the same derived field is used with different names in the Extract output process box |
| APAR PO06206, DEF 230463 | IBM Campaign Generated Fields for Custom Cell and Campaign attributes are not showing for selection in all process boxes. |
| APAR PO05762, DEF 230475 | Extra brackets added in Value field in Text Builder mode were omitted when changed to Point & Click mode. This has been fixed. |
| APAR PO06097, DEF 230476 | A copied flowchart with Extract PB while accessing a large table stays paused. |
| APAR PO05715, DEF 230481 | Mapping a flat file is causing performance issue when large number of files exist in the flat file folder. |
| APAR PO05775, DEF 230542 | Because UserSessionThreadLocal objects were generating |
| DEF 230552 | Template menu can timeout and not load any templates to template menu while the Safari browser is used. |
| APAR PO05875, DEF 230554 | Flowchart Processes palette is random. |
| APAR PO06342, DEF 230684 | Unable to install Campaign FixPack on 10.0 for German locale. |
| APAR PO05810, DEF 230685 | Performing the following actions impairs the display for segment name and size: Open segment by query |
| APAR PO05775, DEF 230686 | Because UserSessionThreadLocal objects were generating |
| APAR PO05708, DEF 230687 | Extract Process Box with IN |
| APAR PO05332, DEF 230688 | When Dimension Table is mapped with more than one key field and mapping is done without any order |
| APAR PO05150, DEF 230689 | When a cell report is opened on a smaller screen |
| APAR PO06055, DEF 230690 | While using the segment process box |
| APAR PO05496, DEF 230691 | The flowchart corrupts after running a partially complete flowchart (due to a failed asynchronous trigger) |
| APAR PO06323, DEF 230692 | Track Process Box's Additional Fields window on Log tab is blank. User cannot specify extra fields to the log. |
| DEF 230693 | A parenthesis "(" in process box names is displays incorrectly in the Cell reports as a single right square bracket "]". |
| APAR PO03844, DEF 230694 | Scheduled flowchart Name is not displayed while scheduling eMessage Mailing. |
| APAR PO06206, DEF 230695 | IBM Campaign Generated Fields for Custom Cell and Campaign attributes are not showing for selection in all process boxes. |

Table 6. Campaign fixed defects (continued)

| ID | Fixed defect |
|---|--|
| APAR PO06439, DEF 230696 | Cannot make a Teradata Connection after Upgrade. |
| APAR PO05915, DEF 230697 | When user removes a field in the export column (personalization) of the mail list process box |
| APAR PO04023, DEF 230698 | When working at text audience level and attempting to write records into Contact History |
| APAR PO06660, DEF 231110 | Users cannot remap dimensional tables in certain scenarios in Campaign. |
| DEF 232841 | A user cannot rename a session flowchart. |
| APAR PO05937, DEF 232842 | An error "Control cell is not linked to any target" occurs. Link 1 target cell & 1 Control cell & assign to Sample PB, then Link some 2 other cells from TCS with the sample cells and attach the new sample to maillist. Dont change anything in maillist to this link will be dotted. Just open maillist and verify it still shows only TRGT1 and CTRL1. Save flowchart. Now open first sample and unlink second cell CTRL1. Even after unlinking it keeps showing as linked |
| PMR 229343, DEF 232916 | Defect with chrome and enterprise mode (Performance issues in maillist). |
| PMR 228421 , DEF 232919 | TCS: Segment column is not pinned. |
| APAR PO06424, DEF 232920 | Issues with key fields when remapping dimension tables. |
| APAR 232283, DEF 232921 | An error occurs if the project name contains invalid XML characters. The following message is displayed: "An invalid XML character found in the value of attribute "name" and element is "Flowchart". |
| APAR PO06336, DEF 232926 | Optimize Extract process box loads records from the entire session. |
| DEF 233266 | A newly created table in the database is not displayed in the alphabetically sorted list but is displayed at the bottom of the Source Table dropdown box during Table mapping within a Select process box. |
| APAR PO06641, PO05664, DEF 233595, 206862 | Scheduling a flowchart fails if the name of the flowchart has a + sign in it. Users must not use a plus sign |
| APAR PO06647, DEF 233749 | The Close button is not displayed in the Email Message Preview page and at times the page stops responding. |
| DEF 234038 | A user cannot map any table if the table starts with a number. After the fix any number or underscore (_) is truncated and a message is displayed. The user is now able to map the table. |
| APAR PO05169, DEF 234420 | Missing label in mail list process parameters tab. |
| APAR 218113, DEF 235306 | When a user copies a template and pastes it in the template library the Snapshot process is mapped to the first table in the list of table mappings. |
| APAR PO06728, DEF 235405 | A user cannot select any date before 1970 for the offer attribute of type date. |
| DEF 237170 | Long text in the email field is not accepted. |
| APAR PO06031, DEF 238205 | Cannot increase the length of the datasource column in the table mapping screen of IBM Campaign. |
| APAR PO06623, DEF 238451 | A user cannot edit campaign target cells if the custom attribute of type "Select box" contains string values with an apostrophe. |

Table 6. Campaign fixed defects (continued)

| ID | Fixed defect |
|---------------------------|--|
| APAR PO06777 , DEF 238517 | Global suppression segment updating records with value 0 (zero)- Data from strategic segment outputting null records when Global suppression segment applied to an Audience. We able to reproduce this issue on our local environment. |
| DEF 238519 | Extract process drops records with DB Loader when data type is number(x) and actual field contains maximum negative x digits (converted to scientific notation). |
| APAR PO06811, DEF 238544 | Select Process Box menu does not refresh after a segment is selected and the 'Select Based on' value is displayed as None. |
| APAR PO06817, DEF 238723 | Excessive Code Comments are displayed in the Campaign Error page. |
| APAR PO06844, DEF 239944 | A user cannot download a flowchart log from the analysis tab of a campaign. |
| APAR PO06849, DEF 240150 | The values for CLICKURL & URLDESCRIPTION are saved as NULL in the UA_EMAILCLICK table in IBM Campaign. |
| DEF 240758 | Scheduler Run status of flowchart is set as UNKNOWN in a cluster environment when the scheduled flowchart run overlaps with a preceding run. |
| APAR PO06894, DEF 241329 | Email process box crashes with INDB optimization enabled. |
| APAR PO06924, DEF 242555 | Partitions/partition1 directory is converted to activeSession.udb file in a clustered Campaign Listener environment. |
| APAR PO06954, DEF 243546 | The Create table statement that is generated is invalid when the audience value is written to the database from a Snapshot Process Box. |
| APAR PO07037, DEF 244174 | The SMS and PUSH process box fails because the field mapping in the SMS process box is incorrect. |
| APAR PO07079, DEF 246768 | If a Table Mapping uses a file that has more than one dot (.) in between, the name is not parsed correctly. |
| DEF 248942 | When a custom security policy is configured any permissions revoked in custom security policy are incorrectly applied to folders created with Global Policy. |
| DEF 249088 | Offer Performance Summary by Campaign report was formed incorrectly from IBM Cognos in Campaign. NOTE: This is fixed for use cases populating contact history only but not for parameterized offer populating detail contact history. |
| DEF 270516 | When a derived field that contains NULL values is exported to a database table via a snapshot process box a 10404 error occurs when the flowchart is run. |
| PMR 228421, DEF 73523 | The Source List values in the Custom Attribute Definitions editing page are not sorted in alphabetical order. |
| PMR 238408, DEF 241311 | UA_Email_Bounce does not populate Event_Name and Bounce_Type. |
| APAR PO06981, DEF 244290 | Incorrect SQL is generated for a condition on unicode data in Select box. |
| APAR PO06873, DEF237008 | Campaign AudienceID column in IMC is populated with NULL audience value. |
| APAR 230602, Story 213165 | Campaign pre-upgrade utility support Listener Cluster mode environment for health check. Campaign Pre-Upgrade utility execution completed with error as follows. Enter Campaign configuration file (provide full or relative path). |

Chapter 4. Known issues in IBM Campaign 10.1

Campaign 10.1 includes the following known issues.

Table 7. Campaign known issues

| ID | Known issue |
|------------------------------|---|
| 276955 | <p>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.</p> <p>The following entry can be seen in the common installer logs.</p> <p>Custom Action: com.unica.install.ia.custom.StrIndexAndPieces</p> <p>Status: ERROR</p> <p>Additional Notes: ERROR - Unexpected Fatal Error in Class: com.unica.install.ia.custom.StrIndexAndPieces.install()</p> |
| 13460 | When the Export to File option is unchecked on the Fulfillment tab of the Mail List process, the Summary File option is enabled but should not be. |
| 175825 | <p>When defaultBehaviorWhenOutputToFile is set to Create New File, it works only when you select a new output (export) file for the first time. If you try to change the existing output file and select a new output file, then the option Append to Existing Data gets selected by default.</p> <p>It can be changed manually to Create New File.</p> |
| APAR 198495, PO05293, 198494 | For a custom macro, if a user account has assigned as Not Granted permission for a stored object (Custom Macros, Flowchart Templates, Stored Derived Fields, etc.), the custom macro can be used to edit, delete, add, move all stored objects regardless of permissions. |
| 204347 | LARGE_DATA: Browser Crash - Mail List process box with 700 segments - Save with 512 offers to each segment. |
| 211253 | File-based input with multiple columns containing date in different format does not read the date correctly. |
| 212890 | Boolean type column on Amazon Redshift is recognized as 'Test' field type in table mapping. |
| 220474 | When the column name of the source table contains Non-ASCII characters and is long (probably longer than 10 x 3bytes characters in UTF8), the Snapshot process does not run because the temp table is not created. |
| 220705 | Profiling count for Dimension table fields is incorrect and profiling percentage is displayed as 100% even if profiling is in progress. |
| APAR 222047, PO06172, 222049 | IBM Campaign extract process does not write to DB2 database when flowchart is configured with two extract processes and the second extract process contains a derived field that uses French accented characters in the name of the derived field. |
| APAR 225568, PO06304, 225572 | temptablepostexecutionsql is not run when selecting coremetrics segment. |
| 226981 | Campaign navigation URL format and Campaign/conf/config.xml Campaign navigation format is incorrect when no port is specified during Campaign installation. |
| 230340 | Inconsistent behavior for the Mail list process is observed when the data filter is assigned to Effective date on the Parameters tab in a new Mail list process when compared to an edited existing Mail list process. The Mail list process does not output a datetime derived field in the output log file. Changing the effective date parameter values might cause execution failure of the Mail list. |

Table 7. Campaign known issues (continued)

| ID | Known issue |
|---------------------------------|--|
| 230606 | In a flowchart where fields are extracted and used in a Mail list process, the fields under Extract Node on the Personalization tab of the Mail list process are different before and after running the process. |
| 231859 | While using the Chrome browser, it takes around 20 seconds to respond while loading the Personalization tab of the Mail list process if it contains large number of treatments and offers assigned. For example, a Mail list process with 250 cells, each cells with multiple offers, each offer having multiple attributes. |
| 232502 | A Mail list performance issue occurs when the user changes the input in any way and there is a delay when initially switching tabs. After the user changes the input and switches to the Treatment or Process tab for the first time, there is a delay of around 10-15 seconds depending on the number of inputs selected. After this initial delay, there is no delay until the input is changed. |
| 232835 | The Campaign application performance is affected and sometimes an exception error message is displayed on the Campaign pages when the application is used for a longer time (some days) with continuous usage. You must restart your Campaign web application and Campaign Listeners |
| 238789 | While using the Chrome browser, when a user opens a Mail list with 600 cells having multiple offers assigned to each cell, the application stops responding. While using the Internet Explorer 11 browser, nothing is displayed in the Mail list process box. |
| APAR 238830, PO06822, 238832 | Roles assignment does not work in Campaign and a user is able to create a custom macro even if the user does not have the permission to create the custom macro, has the permission for Folder Owner and Owner roles, and is neither the folder owner nor the owner. |
| 239142 | When the Audience process fails because of an incorrect Count filter expression, and the user removes the filter expression, adds a Condition, and runs the Audience process again, the process fails. The Condition is not considered and instead the previous Count filter expression is used resulting in the failure. To run the Audience process successfully, you must re-open the Audience process configuration window, click the Condition, Save and Close. The Audience process now considers the Condition and runs successfully. |
| APAR 243895, PO06966, 243897 | A space character is converted to ' ' while profiling. |
| PMR 223848, 245664 | Irrelevant flowcharts turned up in a Campaign when different users access different flowcharts at the same time, the wrong flowchart seems to be displayed. |
| APAR 246662, PO07061, 246664 | The Segment analysis tab is not displayed correctly after the user views the Segment cross tab analysis report. |
| 248007 | Hive Performance: PRE -Single Insert statements executed for loading data in temp tables (extract) when used with Hive takes 19 minutes for 2000 records. |
| APAR 267287, PO07170, 267288 | Users cannot add an apostrophe in the text for a Derived field or a User variable. |
| 269729 | Persistent Derived field created in English locale is not displayed in French locale. |
| PMR 269280, 269765 | Truncate does not function for the DB2 database. The DeleteAsTruncate property specifies whether, when an output process is configured to REPLACE TABLE, Campaign uses TRUNCATE TABLE or deletes from the table. When the value is TRUE, Campaign runs a TRUNCATE TABLE from the table. When the value is FALSE, Campaign runs a DELETE FROM from the table. The default value depends on the database type, with a large number of clients moving from Oracle to DB2 the difference in performance is extremely noticeable. The comparison in performance in Snapshots and Mail lists for customers leaving Oracle to DB2 is drastic. |
| 269785 | For the Chrome and Safari browsers, when the locale is set as Japanese, the labels overlap the buttons in the Save template window. |

Table 7. Campaign known issues (continued)

| ID | Known issue |
|----------------------------|--|
| 270528 | Use and Profile buttons remains enabled for the Select process when the user selects some table fields and then applies the search filter in the Select process such that it does not return any matching table. |
| 270614 | An error occurs when the user tries to load/delete table catalog which is saved as XML with data folder specified. |
| 270814 | Users cannot select values from the On a trigger drop down by using the mouse on the Scheduler page. |
| 271466 | When the audience level has two fields, the second field cannot be mapped correctly during table mapping. Workaround Re-open the drop down and map the second field. |
| 271576 | Campaign Application deployment completed with errors on WAS 8.5.0.2. The errors can be ignored. |
| 271642 | A "Please wait....." message is displayed multiple times in console mode installation while upgrading from version 10.0. |
| 271676 | The Extract table on the DB2 and Oracle databases is not deleted when In-DB optimization is unchecked. |
| 272253 | The Campaign application performance is affected when a user opens the Table mapping window and more than 500 tables are mapped. |
| 273311 | While using the Internet Explorer on a Windows 8 OS, the Derived Field window is not displayed correctly while adding new Derived field. |
| 245712, PO07040, 273513 | A Performance issue occurs in clustered Campaign listener environments due to versioning/uniqueness of individual <code>unica_tbmgr.cache</code> files. |
| 273652 | The server process crashes when Max size is set to zero and Create extract tables is checked in Segment process. |
| 2968 | Hot keys are not implemented on most of the windows. In the Dojo implementation it is not possible to use keyboard shortcuts to activate certain functions. Instead the user must click buttons. |
| PMR 266519, 75262 | Clicking Return to previous page distorts the user interface in some cases. Use the links within the products to navigate, rather than the browser controls. |
| ENH 65216 | User variables with more than 32 characters is not supported in Campaign flowchart. If user wants to extract the values of a user variable using Extract table, Temp tables, or database tables user variable length should be less than 32 char. If user wants to map user variable with user created table column with more than 32 char in this case user variable value can be more than 32 char long. |
| N/A | When IBM Campaign 10.0.0.1 (10.0.0 FP1) is deployed in an application server cluster environment with 80 port, the Campaign navigation URL should not contain this port number. For example: <code>http://<host>.<domain>:80/Campaign</code> should be changed to <code>http://<host>.<domain>/Campaign</code> . Change the value of the serverURL property under Campaign navigation on the Settings > Configuration page. |
| N/A | Mail List process box gets unconfigured with error "31606: History table are changed" on Flowchart run. <ol style="list-style-type: none"> 1. There is no issue if the history tables are mapped prior to building a flowchart and adding a Mail List process. 2. If you do not follow step 1, you can still map the history tables after the error appears. If you edit the flowchart and configure the process box, the process will run. |
| N/A | After migrating non-ASCII data to Campaign 8.6, in some cases you cannot open Campaign flowcharts on the target system. Session flowcharts open successfully. To work around this issue, remigrate the campaigns in overwrite mode. You can then open the flowcharts. |

Table 7. Campaign known issues (continued)

| ID | Known issue |
|-----------|--|
| TT 062333 | Information related to associated products does not appear in offer on Marketing Operations. When an offer created in Campaign with products associated with it is imported in Marketing Operations, information about the associated products is not available in Marketing Operations. |

Chapter 5. Known limitations in IBM Campaign 10.1

Campaign 10.1 includes the following known limitations.

Table 8. Campaign known limitations

| ID | Known limitation |
|--------------------|--|
| 11162 | Several dialogs that might not contain a large amount of data or are not commonly used cannot be resized or maximized. |
| 17202 | Error 19024: Cannot delete segment folder if the segment was deleted from the folder. A segment that is deleted from a folder remains as an inactive segment in the folder. Folders with inactive segments cannot be deleted. This is working as intended. |
| 185854 | Big data: Campaign integration with Hadoop-based Hive big data as a user data source is not tested on MS Windows operating system. |
| 18991 | If the same flowchart is edited in multiple locales, undesired behavior can occur. This situation occurs only if two (or more) users with different language settings edit the same flowchart. Users with different locales should not edit the same flowchart that was created by a user with a different locale since this can lead to undesired behavior |
| 190621 | Big data: Campaign with Hive big data as a user database does not support user table mapping with Base and Dimension levels up to the fourth level hierarchy. If you map a Base record table with four levels of dimension tables in a Select process box, then build a query based on the fourth level Dimension table, the query fails with Error 11528. This issue should not affect big data users because multiple dimensions should not be needed. By definition, a big data source has a large table of records split across Hadoop nodes (such as HDFS). |
| 194095 | For Redshift database, the error message "Unsupported type timestamps with time zone" is displayed when exporting data from a Snapshot process box. Timestamp with timezone is an unsupported PostgreSQL data type on Amazon AWS. |
| 195581 | While running a Campaign flowchart, if listener crashes or is stopped, user is not able to access the running flowchart from the UI. Requests are being served by another node of the cluster but while accessing the flowchart, a pop-up message says "listener failover occurred..." It may be necessary to restart the master listener. |
| 222934 | Search performance on the Advanced Search UI: The time for search results to appear on the UI, when the page size is 500 is somewhat long. For example, it takes about 30 seconds on IE11. For other page sizes, such as 10 (default), 25, 50 and 100, the performance is good. |
| 232032 | User can start only one IBM Campaign listener on one server (machine) in case of Listener clustering. |
| PMR 243195, 244148 | When a column that has the Greek Letters A and B is profiled in Campaign, the system returns only A along with the count of all the records. After the fix, some of the non-English characters, which differ only in case (like é and É in French), are counted as two different values in profiling. English language characters are not counted as case sensitive. |
| 244482 | Deep search lists all the Campaigns that are created through Marketing Operations projects when Campaign - Marketing Operations integration is on. Campaigns that are created through Marketing Operations projects when Marketing Operations - Campaign integration is enabled) are not listed on Campaign list page and are only available on the Marketing Operations project listing page. Users who do not have the permission to access Marketing Operations are able to access campaigns which are created through Marketing Operations projects through Deep search results. |

Table 8. Campaign known limitations (continued)

| ID | Known limitation |
|--------|---|
| 248943 | If the user profile database is changed (change in the table column values of audience record) for fields other than sync fields and the user runs the Email process again, a negative count is returned for the DUPLICATES parameter from Engage in the Campaign flowchart log. |
| N/A | Big data: To perform the UPDATE operation on any process boxes in a flowchart, ensure that your HIVE tables are configured as transactional tables such that they support the ACID property. This is a key feature introduced in HIVE version 0.14. |
| N/A | IBM Interact when configured with IBM WebSphere Application Server: You must configure IBM WebSphere JVM to use JDK 1.7. When IBM WebSphere Application Server 8.5.5.x is configured with JDK 1.7 and HTTPS communication, you must use IBM JAVA SDK version 7.0.8.10 or higher. |
| N/A | Using multiple SQL statements for raw SQL queries is not currently supported on big data user datasources. For related information, search the IBM Knowledge Center for Hive query language conformance. |
| N/A | Dialog behavior: In certain cases, it is necessary to click twice in order to activate a field or change a field value. |
| N/A | The monitorEnabledForEmessage configuration property in Campaign monitoring is not currently used. |
| N/A | Relevant products limitation: When offer management is performed from IBM Marketing Operations, the "relevant products" functionality, which relates product IDs to offers, is not available. |
| N/A | <p>Blank or incorrect results from derived fields in a Mail List process. This can occur in a process box that uses a derived field that calls a Generated field (UCGF) that changes value.</p> <p>Do not use a UCGF in a Mail List derived field if the UCGF is not constant. Also, from the Parameters tab, do not create a derived field to call a UCGF to populate offer attributes.</p> <p>For details, see the following Tech Note: http://g01zciwas018.ahe.pok.ibm.com/support/dcf/preview.wss?host=g01zcidbs003.ahe.pok.ibm.com&db=support/swg/istech.nsf&unid=C4A93DC0ED188D6985257A6B00699C45&taxOC=SSCKNRB&MD=2012/08/31%2015:08:35&sid=</p> |
| N/A | Profiling a Campaign Generated Field (UCGF) does not yield correct results. Some UCGFs have a value according to the cell or the offer being processed. For cell-related UCGFs, only the value associated with the first cell appears during profiling. |
| N/A | The default value for a custom cell attribute does not appear when you open the target cell spreadsheet. Although the default value is not initially displayed, it will be used. The value can be displayed or changed by clicking or opening and editing the custom cell attribute in the target cell spreadsheet. |
| N/A | The UA_UsrResponseType.Name field cannot contain a left parenthesis followed by a single quote. |

Table 8. Campaign known limitations (continued)

| ID | Known limitation |
|-----------------|---|
| N/A | <p>Use unique TempTablePrefix for each data source when mapping multiple data sources to same physical database.</p> <p>If you mapped multiple data sources in Campaign to the same physical database, and you use the same TempTablePrefix for more than one of the data sources, when you use the cleanup utility to delete orphaned temp tables, it may falsely identify temp tables as orphaned, when they are in fact legitimate temp tables defined from a different Campaign data source.</p> <p>Any deleted temp tables will automatically be recreated when you rerun affected flowcharts, but as a best practice, use a unique TempTablePrefix for each data source when mapping multiple data sources to the same physical database.</p> <p>If the data sources defined in Campaign map to different schemas in the database, another solution is to ensure that the database user who runs the cleanup utility does not have privileges to drop tables in other schemas in the same database.</p> |
| 161323 | <p>The error "Login failed. Error 10553" can occur if you try to log in to the Campaign utilities when the IBM Marketing Platform Security login method is set to Windows integrated login or Web access control. To avoid this issue, change the login type to LDAP or IBM Marketing Platform prior to using the Campaign utilities..</p> |
| 176377 | <p>DB2 10.5 BLU for user DB: No indexing requirement for temp tables in Campaign datasource. DB2 10.5 (with BLU feature ON) does not require indexing in Campaign. Campaign has certain properties for datasources, such as TempTablePreTruncateRunScript, TempTablePostExecuteSQL, and PostTempTableCreateRunScript, where you can provide SQL or scripts to create indexes on user database tables. If you are using DB2 10.5 as a customer database, with the BLU feature ON, you do not need to configure any of these temp table properties.</p> |
| 201,968,200,241 | <p>If two process boxes are moved very close together in a flowchart, the direction of the connection arrow changes. This limitation affects the visual representation of the arrow. The process data flow is not affected. The workaround is to move the process boxes farther apart so the arrowhead changes back to the correct direction.</p> |
| 211293 | <p>In IBM Campaign, the built-in macro Current_Date() results in an error when executed against a Hive 1.2 based Big Data instance. The Hive ODBC driver does not support the CURRENT_DATE macro to obtain interval values. For example, executing the following query results in a Hive error:</p> <pre>SELECT DISTINCT customerid FROM Customer_date WHERE ((Customer_date.my_date_mmdyyyy - CURRENT_DATE()) >= 7)</pre> <p>Error: Hive 2 Internal error: unsupported conversion from type: interval_day_time</p> <p>Workaround: To use the CURRENT_DATE function in a RAW SQL query on Hive with Hortonworks, execute SQL in the following format:</p> <pre>SELECT DISTINCT customerid FROM Customer_date WHERE (current_date() - my_date_mmdyyyy) = interval '0 0:0:0' day to second</pre> |
| 213088 | <p>If IBM Campaign is installed in a secured environment but IBM Cognos is in an unsecured environment, Cognos reports will not display when you use Microsoft Internet Explorer 11. Workaround: If IBM Campaign is configured with HTTPS, also configure IBM Cognos on HTTPS.</p> |
| 217488 | <p>IBM can support the Database Loader for Redshift until the moment Campaign triggers the Loader Script. Any problems in execution of the loader script are not supported by IBM.</p> |

Table 8. Campaign known limitations (continued)

| ID | Known limitation |
|--------|---|
| 223716 | <p>Authentication Bypass Using HTTP Verb Tampering</p> <p>Instead of applying theHttpVerbFilter.class patch, you can use the following workaround to ensure application security.</p> <p>Complete the following steps to update web.xml.</p> <ol style="list-style-type: none"> 1. Update the web app tag and set the xsd version to 3.0. <pre data-bbox="467 468 1203 596"> <web-app xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns="http://java.sun.com/xml/ns/javaee" xsi:schemaLocation="http://java.sun.com/xml/ns/javaee http://java.sun.com/xml/ns/javaee/web-app_3_0.xsd" id="Platform" version="3.0" metadata-complete="true"> </pre> 2. Add the following in web.xml. <pre data-bbox="467 646 1263 1094"> <!--[start] WhiteList Http Verbs --> <security-constraint> <web-resource-collection> <web-resource-name>Unica_WhiteList_Http_Verbs</web-resource-name> <url-pattern>/*</url-pattern> <http-method-omission>GET</http-method-omission> <http-method-omission>POST</http-method-omission> <http-method-omission>TRACE</http-method-omission> <http-method-omission>PUT</http-method-omission> <http-method-omission>DELETE</http-method-omission> <http-method-omission>PATCH</http-method-omission> <http-method-omission>OPTIONS</http-method-omission> <http-method-omission>HEAD</http-method-omission> </web-resource-collection> <auth-constraint/> </security-constraint> <!--[end] WhiteList Http Verbs --> </pre> |

Chapter 6. IBM Campaign Reports Package

The Campaign Reports Package delivers reporting schemas that you can use to track campaign, offer, and cell performance. To use the Reports Package, Campaign must be integrated with IBM Cognos

For more information, see the *IBM Marketing Software Reports Installation and Configuration Guide* that is supplied with IBM Marketing Platform.

The IBM Campaign Reports Package contains the following items:

- Schemas that are registered with IBM Marketing Platform during installation. They describe the attributes and metrics that represent the product's reporting schema and include:
 - Base schemas that are the basis of the reporting schema (with no custom attributes)
 - Custom versions of most of the base schemas that rely on the preconfigured custom attributes for Campaign
 - Templates that you can use to create new schemas
- IBM Cognos customizable model and reports to be deployed on an IBM Cognos BI Server
- Reference documentation that describes the IBM Cognos model and the reports. Documentation can be found in the directory `ReportsPackCampaign\cognos10\CampaignDocs`.

The Campaign reports retrieve data from one data source: the Campaign system tables.

Reporting Schemas

The following reporting schemas are provided:

- Campaign Views provides the standard attribute views of the Campaign system tables (campaign, offer, cell, and so on).
- Campaign Custom Attributes is for reporting on custom attributes of campaigns, offers, and cells.
- Campaign Performance is used by reports that display performance measurements starting at the campaign level over all time or various periods of time (days, months, and so on).
- Offer Performance is used by reports that display performance measurements starting at the offer level over all time or various periods of time (days, months, and so on).
- Campaign Offer Response Breakout is used by reports that show campaign and offer responses based on response types.
- Campaign Offer Contact Status Breakout is used for measurement of campaign and offer contacts based on contact status.

The custom schemas extend the last five of the listed schemas to include the default, preconfigured response types, custom attributes, and so on.

Templates

If you have additional audience levels, you can create additional reporting schemas for them with the following templates:

- Campaign Views
- Campaign Custom Attributes
- Campaign Performance
- Offer Performance
- Campaign Offer Response Breakout
- Campaign Offer Contact Status Breakout

Reports

The reports package contains Cognos example reports that can be accessed from the Analytics menu or the Analysis tab for a campaign or offer. Reports can also be displayed in portlets on the Dashboard.

The following campaign-specific example reports are available from the Campaign Analysis tab:

- Campaign Detailed Offer Response Breakout
- Campaign Financial Summary by Offer (Actual)
- Campaign Offer Performance by Month
- Campaign Performance Summary by Cell
- Campaign Performance Summary by Cell with Revenue
- Campaign Performance Summary by Offer
- Campaign Performance Summary by Cell and Offer
- Campaign Performance Summary by Cell and Offer (with Revenue)

The following offer example reports are available from the Offer Analysis tab:

- "What If" Offer Financial Summary
- Offer Performance by Day
- Offer Performance Summary by Campaign

The following cross-object example reports include information about multiple objects in Campaign. These reports are available from the Campaign Analytics page.

- "What If" Offer Financial Summary
- Campaign Detailed Offer Response Breakout
- Campaign Financial Summary by Offer (Actual)
- Campaign Offer Performance by Month
- Campaign Performance Comparison
- Campaign Performance Comparison (with Revenue)
- Campaign Performance Comparison by Initiative
- Campaign Performance Summary by Cell
- Campaign Performance Summary by Cell (with Revenue)
- Campaign Performance Summary by Cell by Initiative
- Campaign Performance Summary by Offer
- Campaign Performance Summary by Offer (with Revenue)

- Campaign Performance Summary by Cell and Offer
- Campaign Performance Summary by Cell and Offer (with Revenue)
- Campaign Summary
- Offer Campaign Listings
- Offer Performance by Day
- Offer Performance Comparison
- Offer Performance Metrics
- Offer Performance Summary by Campaign

The following campaign-specific example report portlets are available on dashboard pages:

- Campaign Response Rate Comparison
- Campaign Return on Investment Comparison
- Campaign Revenue Comparison by Offer
- Offer Response Breakout
- Offer Response Rate Comparison
- Offer Responses for Last 7 Days

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If you encounter a problem that you cannot resolve by consulting the documentation, your company's designated support contact can log a call with IBM technical support. Use these guidelines to ensure that your problem is resolved efficiently and successfully.

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Information to gather

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- Detailed error messages that you see when the issue occurs.
- Detailed steps to reproduce the issue.
- Related log files, session files, configuration files, and data files.
- Information about your product and system environment, which you can obtain as described in "System information."

System information

When you call IBM technical support, you might be asked to provide information about your environment.

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Contact information for IBM technical support

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Note: To enter a support request, you must log in with an IBM account. This account must be linked to your IBM customer number. To learn more about associating your account with your IBM customer number, see **Support Resources > Entitled Software Support** on the Support Portal.

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