

Version 11 Release 1
March 15, 2019

IBM Campaign Release Notes



Note

Before using this information and the product it supports, read the information in “Notices” on page 27.

This edition applies to version 11, 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 11.1 system requirements and compatibility

IBM® Campaign is part of the IBM Marketing Software suite of products. Campaign version 11.1 requires Marketing Platform 11.1.

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	<i>IBM Campaign Administrator's Guide</i> : How to configure the integration <i>IBM Campaign User's Guide</i> : Targeting IBM Digital Analytics segments in campaigns
Integrate with IBM Marketing Operations	IBM Marketing Operations and IBM Campaign Integration Guide
Integrate with IBM Opportunity Detect	<i>IBM Campaign Administrator's Guide</i> : How to configure the integration <i>IBM Opportunity Detect Administrator's Guide</i> and <i>IBM Opportunity Detect User's Guide</i> : How to administer and use the product

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 .
Integrate with IBM Marketing Software Director.	<i>IBM Marketing Software Director Installation Guide</i> : You can integrate IBM Marketing Software Director with IBM Campaign so that you can get status of all the running/completed/failed flowcharts, migrate Campaigns from one Campaign environment to other, download/delete flowchart logs etc.
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 Java-docs 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>

Table 5. Get help (continued)

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

Chapter 2. New features and changes in version 11.1

IBM Campaign 11.1 includes a number of new features and changes. These are listed underneath.

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

- Supported upgrade path via installers: 11.0.1 -> 11.1 only.
- Customers at 11.0 -> Fast upgrade to 11.1.

Fast Upgrade

IBM Campaign 11.1 supports the fast upgrade approach. This approach allows upgrades from version 8.6 onwards to version 11.1. This helps customers bypassing the multi-step upgrade. The Fast Upgrade approach is also useful in reducing upgrade downtime. The approach is provided for IBM Marketing Platform, IBM Campaign, IBM Contact Optimization, IBM Marketing Operations, IBM Interact for upgrade from 8.6.x version onwards. For details, refer to the Fast Upgrade documentation released with version 11.1.

Kerberos on Cloudera Impala Hadoop data source

Campaign now provides Kerberos authentication on Cloudera Impala Hadoop data source. The 11.1 *IBM Campaign Installation Guide* details the installation process in *Chapter 5. Enabling Kerberos on Cloudera Impala Hadoop data source*. This support is provided with Cloudera Hadoop instance using Impala for Linux and Windows Operating System. AIX Operating System is not supported

Campaign Database Support - SQL 2017

Campaign now supports SQL 2017 System and User database.

Campaign Application Server Support

Tomcat application server v9.0.13 and JBOSS application server v7.1.0 is supported with IBM Marketing Software product suite deployment. Deploying an EAR file is not supported on the Tomcat Application Server.

Campaign Operating System Support

Campaign now supports SUSE 12 SP3 operating system.

Campaign unica_acclean utility for specific Datasource

Prior to 11.1 version, unica_acclean utility deletes all the orphan tables and files from all the datasources configured in Campaign. No option available to delete orphan tables and files from particular datasource or a list of datasources. To avail this facility, -D command line option to specify the name of datasources is implemented in Campaign 11.1.

e.g. unica_acclean -o "log.txt" -w orphan -D "Test", this command will create a log.txt file which contains list of orphan tables and files available in "Test" datasource. You can pass the list of datasource name separated by ','(comma).

Improved performance of IBM Campaign and UBX Integration

Multi-threaded implementation of the UBX event download and ETL process. Instead of single thread, 10 parallel threads will be used to speed up the overall IBM Campaign and IBM UBX integration.

The History tab

The History tab in Campaign lists the history related to Campaign flowcharts. Numerous events are audited. For details, refer to the IBM Campaign User Guide > Chapter 3. Designing flowcharts > The History tab.

Similarly, the History tab in Sessions lists the history related to session flowcharts. Numerous events are audited. For details, refer to the IBM Campaign User Guide >Chapter 10. Session flowcharts > The History tab (Session).

Chapter 3. Fixed defects in IBM Campaign 11.1

The following defects were fixed in Campaign 11.1.

Table 6. Campaign fixed defects

ID	Fixed defect
HMA_276788	REST API call to update a Select box type offer attribute was not working. This issue has been fixed.
HMA-243794	<p>Change in behavior with respect to the Static attributes:</p> <p>Now if Static attribute is marked 'Mandatory', user has to provide value to it in offer template as well as in offer</p> <p>If the attribute is marked as Non Mandatory then it can be kept blank while creating offer template as well Offer.</p> <p>This issue has been fixed.</p>
HMA-273682	<p>After decreasing the key fields from 3 to 2 within a remapped dimension table, the key fields would go missing and the user was unable to add new key fields.</p> <p>This issue has been fixed.</p>
HMA-243794	<p>Change in behavior with respect to the Static attributes:</p> <p>Now if Static attribute is marked 'Mandatory', user has to provide value to it in offer template as well as in offer</p> <p>If the attribute is marked as Non Mandatory then it can be kept blank while creating offer template as well Offer.</p> <p>This issue has been fixed.</p>
HMA-249091	<p>In Campaign, numeric user variable was not visible in parameter list for french Locale. This issue has been fixed.</p>
HMA-284695	<p>Specifying absolute URL with port 80/443 for proxy server configuration caused Table Mapping and Flowchart screens to not render. This issue has been fixed.</p>
HMA-238613	<p>IBM Campaign would throw errors and also TCS pages were not editable after adding a 'nosniff' header in the httpd.conf file of IBM HTTP Server to avoid Security vulnerability. Add the following header in the httpd.conf file:</p> <p>Header set X-Content-Type-Options: nosniff</p> <p>This issue has been fixed.</p>
HMA-284094	<p>Performance issue was observed in session listing page. Action taken to improve performance in session listing page.</p> <p>This issue has been fixed.</p>

Table 6. Campaign fixed defects (continued)

ID	Fixed defect
HMA-285974	User was able to send mail from Email process box even though Email process box was stopped by user. This issue has been fixed.
HMA-284605	If the text file used as input in select process box contains blank line in middle of records, then Campaign ignores rest of records after blank line and reaches to end of file without reading all records. This issue has been fixed.
APAR PO05460, HMA-202320	When there is a scenario of A-> B-> C where A may be Select box, B is either Segment or Sample box and C is Mail List/ Call List box, if the connection between A and B is broken and restored, C (i.e., Mail/Call List) reported error "17583 Contact History is tracked at different audience". This issue is fixed.
HMA-231900	Custom Cell Attribute of type 'select box' and marked as 'Mandatory' with some default value assigned to it, was not populated in TCS after a flowchart containing bottom-up cell was run. Now, if a custom cell attribute of type select box is marked as Mandatory and has a default value assigned to it, it's default value will be populated for bottom up cells once the flowchart is save/run. This issue has been fixed.
HMA-238613	IBM Campaign would throw errors and also TCS pages were not editable after adding a 'nosniff' header in the httpd.conf file of IBM HTTP Server to avoid Security vulnerability. Add the following header in the httpd.conf file: Header set X-Content-Type-Options: nosniff This issue has been fixed.
HMA-283866	Whenever user have SMS process box configured to output the email in mapped field, it will fail if email id is not valid. This should not be the case as in SMS process box, email should not be mandatory field. This issue has been fixed.
HMA-242477	The User variable value would not get forward to the Campaign trigger correctly on the Windows platform when the value contained double quotes. This issue has been fixed.
HMA-267333	Estimated row counts are showing the largest tables row count, despite not being selected within the flowchart, when segments are used in the preceding Select process box. This issue has been fixed.
HMA-244840	When a Select process is run and a temp table is involved - and the processing takes some time, the user stops the process box run with Right-Click, then "Run > Stop". The system, which is carrying out an "insert into" the temp table, does not cancel the query but simply drops the temp table, locking the database This issue has been fixed
HMA-285603	When opening an offer for editing and eventually for saving ('Save Changes'), each time was taking about 45 seconds. This issue has been fixed.

Table 6. Campaign fixed defects (continued)

ID	Fixed defect
HMA-282212	Campaign logs could not be accessed from other users even after setting all the permissions. This issue has been fixed.
HMA-285141	Special characters not allowed in Campaign attribute display name. This issue has been fixed.
HMA-285673	select All and clear All buttons in email process box did not function properly. This issue has been fixed.
HMA-278386	Select Box - String type attribute doesn't allow special characters in 'Source list of available values' This issue has been fixed.
285576	When user gave "\" in the subject line for Email process, Email Process Box run was failing. This issue has been fixed.
HMA-286373	Engage integration email/sms/push process box does not clear contact list if existing contact list is selected at heavy load before sending emails. Engineering team to add getJobStatus API call before sending emails or sms or push. When you run a Email PB and a new contact list is created in Engage In the campaignweblog look for the below line in "Status of purgeCL is:" This issue has been fixed.
HMA-178983	While using the "Point and Click" query builder in Select process box in IBM Campaign, the "Value" fields get pre-populated with the value in previous row in case of AND/OR condition is used in the query. This issue has been fixed.
HMA-275961	The token <USER> was not correctly replaced in the Campaign generated query. What we were getting was DBUSER. This issue has been fixed.
HMA-279498	Find process by name search field did not work with search icon. This issue has been fixed.
HMA-273533	Folders are arranged in descending order by default under campaign-> campaigns folder. Icons are sorted in ascending order by clicking on name button in the UI. Within same session or if you log out and log in back, in both of these cases, folders are still sorted in descending order. This issue has been fixed.
HMA-285639	Deleting values on the Parameters tab of the Mail-list/Call List process box throws error "Error parsing user input date". This issue is fixed.
HMA-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. This issue is fixed.

Table 6. Campaign fixed defects (continued)

ID	Fixed defect
HMA-278001	Attempts to change currency offer attribute value in Mail List/Call List process box resulted into error "Error parsing user input currency value". This has been fixed. NOTE: Value specified must have 2 digits after decimal point
HMA-284465	Campaign email process box was failing when Portuguese characters were provided in the email subject line in Weblogic. This issue has been fixed.
HMA-285974	User was able to send mail from Email process box even though Email process box was stopped by user. This issue has been fixed.
HMA-282295	unica_acclean utility was crashing when run against a datasource in Campaign that has the word "datasource" in it's name. This issue has been fixed.
HMA-185519	When Platform/Campaign/UDM are installed (only these products), you are unable to log out of the suite until a UDM page is visited This issue has been fixed.
HMA-285348	Under certain scenario related to custom macros the flowchart session file continue growing in size with every save of the flowchart even though there is no change done in the flowchart. This issue has been fixed.
HMA-278392	In Merge process box, user was not able to select/check cell (or extend the first column) with Google Chrome This issue has been fixed.
HMA-282915	Segment to Response process box does not insert data into Response History if first Segment returns zero records. This issue has been fixed.
HMA-244840	In certain situation, when Campaign runs a query of "INSERT INTO... SELECT FROM ..." and joins base table, temporary table and extract table, the 'SuffixOnInsertSQL' value was inserted twice which was breaking the query and generating an error. This issue has been fixed.
HMA-282130	Trying to remap an audience level that has been deleted used to leave application in unusable state. This issue has been fixed.
APAR PO07143, HMA-266014	The Campaign permissions do not work as per design for flowchart objects when the permission is state is 'Not Granted'. This issue has been fixed. Add this below JVM parameter to enable this fix. -DPERMISSION_NGR=true
HMA-232874	Security Policies for Catalogs would not work as expected for a certain case. This issue has been fixed.
HMA-241870	In a certain scenario, the scheduled runs page displayed status as 'Running' though the flowchart had completed its scheduled run. This issue has been fixed.

Table 6. Campaign fixed defects (continued)

ID	Fixed defect
HMA-274738	The user would be unable to select multiple data-sources from Select -> Advanced tab-> Pre/Post processing SQL. This issue has been fixed.
HMA-283590	Persistent Derived Fields are not shown in next select box for GERMAN/FRENCH user This issue has been fixed.
HMA-282367	While configuring maillist PB if a used offer has a date type of attribute to input cell. Then on the parameters tab, Select a row from the Assigned value column and click on the Assign Value button and from the "Assign the following value to all selected attributes" drop down select Calendar. It is observed that a corrupted string 'date' is displayed when you click calendar on the Assign Value of Parameters tab of the Maillist PB This issue has been fixed.
HMA-273652	The server process crashes when Max size is set to zero and Create extract tables is checked in Segment process. This issue has been fixed.
HMA-270614	An error occurs when the user tries to load/delete table catalog which is saved as XML with data folder specified. This issue has been fixed.
HMA-269729	Persistent Derived field created in English locale is not displayed in French locale. This issue has been fixed.

Chapter 4. Known issues in IBM Campaign 11.1

Campaign 11.1 includes the following known issues.

Table 7. Campaign known issues

ID	Known issue
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	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. It can be changed manually to Create New File.
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.
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.

Table 7. Campaign known issues (continued)

ID	Known issue
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.
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.
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.
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.
270814	Users cannot select values from the On a trigger drop down by using the mouse on the Scheduler page.
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 10.1 and also for new Installation
271676	The Extract table on the DB2 and Oracle databases is not deleted when In-DB optimization is unchecked.

Table 7. Campaign known issues (continued)

ID	Known issue
272253	The Campaign application performance is affected when a user opens the Table mapping window and more than 500 tables are mapped.
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.
N/A	When IBM Campaign 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, 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.
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.
270655	Table Mapping : Table name containing @ is supported while mapping a table, special characters like @ are should not be supported in Table names. Since Table name containing @ is supported since some time, this functioning is not updated now.
283637	When user has one maillist PB configured in the flowchart and he adds another maillist PB in the same flowchart, it is observed that All the values from already configured in treatment tab, Parameters tab, Personalisation tab of new Maillist PB appear automatically in any new dragged maillist PB.
281389	While running Campaign in the Upgrade mode, the installer should read the installation properties files from the previous version response files as we had that response available at the install location from the previous installation. However, it does not read the installation properties files from the earlier version response files.
280623	In Sample PB if we specify '3' in "# of Samples/Output Cells" field and Configure [sample1] with 3 samples having sample sizes as 50%, 50% and "All remaining records" respectively based on "Random Sample method" then after running Flowchart if we reopen the Sample PB "Process run results will be lost. Continue?" message is displayed in sample PB when remaining All check boxed is check.
281697	Query separator in SQL for error "previous statement must be terminated with a semicolon" - While executing a script generated by the GDPR utility on the SQL server DB, you might face this error. The generated script will fail to execute as a script. Hence the specified data will not be deleted from the Campaign system tables
283101	CHROME: "Unable to notify roles/permission changes to Campaign, eMessage OD may be out of sync". On clicking save changes for the Security Policy displays the following pop-up, this happens just first time after user logs in and changes anything in the policy and clicks save changes. Also, this is reproducible just on CHROME. Tested on Chrome V64 and V65.

Table 7. Campaign known issues (continued)

ID	Known issue
282844	Campaign Offer doesn't sort on 'Channel' & 'Eff./Exp.Dates'. After clicking on every column the offers below it should be sorted in ascending order. If you click on the same column the second time, the offers beneath it should be sorted in the descending order.
283695	Segment process box execution failed with extract enabled to User database for the IMPALA user DB. This error does not reproduce when extracting to IBM Campaign server.
284436	Platform.war and campaign.war in ear file deployment will not work in Weblogic 12.2.1, work around is to deploy campaign.war and unica.war separately
287784	The History Tab does not get updated when a flowchart is saved using the unica_svradmin command utility. This means - The Save event under the History tab for any flowchart which is saved using unica_svradmin command line utility will not be captured.
287668	Warning "Failed to define class com.sun.jersey.api.json.JSONWithPadding in Module deployment. Campaign.war:main" is displayed while deploying or restarting Campaign deployment in JBOSS application server. This can be ignored.
288228	If the date field uploaded to IMC side is not in mm/dd/yyyy format, the email process box fails to execute. This data format is required by IMC Importlist API. It works accurately if DELIM_M_D_YYYY(mm/dd/yyyy) format is used for date while uploading to IMC using importlist API. .
289135	TOMCAT : Occasionally IBM Platform or Campaign does not gets started after deploying in tomcat application server. Workaround : delete Campaign and Platform directory available inside Tomcat webapps directory and delete the content of work directory from the path where Tomcat is installed.
291021	Multi-threaded UBX event download and processing enhancement, requires ulimit to be set to unlimited else you will observe "java/lang/OutOfMemoryError", "Failed to create a thread" in Campaign web application server.

Chapter 5. Known limitations in IBM Campaign 11.1

Campaign 11.1 includes the following known limitations.

Table 8. Campaign known limitations

ID	Known limitation
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.
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.
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.
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.

Table 8. Campaign known limitations (continued)

ID	Known limitation
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 <code>monitorEnabledForEmessage</code> 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	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. 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.
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 <code>UA_UsrResponseType.Name</code> field cannot contain a left parenthesis followed by a single quote.
N/A	Use unique <code>TempTablePrefix</code> for each data source when mapping multiple data sources to same physical database. If you mapped multiple data sources in Campaign to the same physical database, and you use the same <code>TempTablePrefix</code> 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. Any deleted temp tables will automatically be recreated when you rerun affected flowcharts, but as a best practice, use a unique <code>TempTablePrefix</code> for each data source when mapping multiple data sources to the same physical database. 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.
161323	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..
176377	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 <code>TempTablePreTruncateRunScript</code> , <code>TempTablePostExecuteSQL</code> , and <code>PostTempTableCreateRunScript</code> , 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.

Table 8. Campaign known limitations (continued)

ID	Known limitation
201,968,200,241	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.
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_mmddyyyy) = 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	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.
223716	<p>Authentication Bypass Using HTTP Verb Tampering</p> <p>Instead of applying the HttpVerbFilter.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"> Update the web app tag and set the xsd version to 3.0. <pre><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> Add the following in web.xml. <pre><!--[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>

Table 8. Campaign known limitations (continued)

ID	Known limitation
283805	<p>IBM Websphere Application Server 8.5.5 Fix Pack 12 requires IFPI85892 to run IBM Marketing Software application. An interim fix is available at:</p> <p>https://www-945.ibm.com/support/fixcentral/swg/selectFixes?parent=ibm%2FWebSphere&product=ibm/WebSphere/WebSphere+Application+Server&release=All&platform=All&function=fixId&fixids=8.5.5.12-WS-WASProd-IFPI85892&includeSupersedes=0</p>
283544	<p>On Oracle 12.2 database server following parameters needs to be added in sqlnet.ora file located under ORACLE_HOME/network/admin/SQLNET.ALLOWED_LOGON_VERSION_SERVER</p> <p>User will need to consult with DBA to provide appropriate value to this parameter. Please refer this link for details: https://docs.oracle.com/database/121/NETRF/sqlnet.htm#NETRF2016</p>
N/A	IBM Campaign Integration with Watson Marketing Assistant is not supported on Internet Explorer.
286705	Two events get generated on the Campaign history tab when user pauses the Campaign flowchart from Operational monitoring.
287100	History tab data remains in UA_History table even after deleting the Campaign
290172	<p>Cutting off right contents from Relevant offers window.</p> <p>Workaround: The size of text, apps and other items - under Display should be set to 100%.</p>

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\cognos11\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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- A brief description of the nature of your issue.
- 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

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