Version 11 Release 1
March 15, 2019

IBM Marketing Software Director Release Notes

IBM

Contents

Chapter 1. New features in version 11.1

This is the first release of IBM® Marketing Software Director.
So, we have deployed a host of new features and a installation setup for it.
Please refer to the *IBM Marketing Software Director User Guide* and the *IBM Marketing Software Director Installation Guide* for complete information.

Health-check

Users can check the status of IBM Campaign Listener / Listeners (in case of Clustering), Campaign application deployments and all the Data sources that are configured in IBM Marketing Platform for the selected partition from the Health-check screen.

Users can also start / stop or restart the Listener , start / stop Campaign deployment and obtain the memory and CPU consumption for listener and its server processes.

Clean Up

From the Clean Up screen, users can:
1. Download and Clean Up all the log files related to IBM Campaign for eg : Campaignweb.log , listener logs, and so on.
2. Download and Delete Orphan Temp tables and temp files.
3. Download and Delete Temp tables and temp files for specific objects.
4. Delete the Orphan Temp tables and temp files from a specific file.

Migration

Users can migrate Campaigns, Sessions and Flowcharts across two Campaign environments.

Monitoring

Users can monitor the status of flowcharts executed in the Campaign application.

Chapter 2. Known issues

This section describes the known issues in the 11.1 version of Marketing Software Director.

289561	Director: UI gets messed-up after changing timeline view from today to week/month
289824	Director: N number of queries get generated on Process Details Page and UI hangs when flowchart is configured based on Schedule->Select and schedule for 1 month
289908	Locale change not allowed on Environment Add page.
290056	Need to add a new environment if user changed the listener hostname
290120	Not able to shutdown Marketing Software Director server Workaround: If for any reason, the Marketing Software Director server does not get shutdown with Ctrl +C , user can kill the process id to shutdown the Marketing Software Director-server
290121	Addon[Monitoring dashboard] Flowchart created by other/different users are also displayed on flowchart timeline
290122	Flowcharts executed (complete flowchart run / branch) using schedule process box are not supported by the Director software - The user can see the flowchart execution as running all the time and the detailed process execution displays the same process boxes executed repeatedly.
290124	If Campaign and Marketing Operations integrated environment is used in IBM Marketing Software Director, then on Cleanup screen on Flowchart logs - campaign projects are listed - but on clicking it nothing happens.
290214	JBOSS Webserver Cluster: Director is not getting status of Campaign Deployments from JBoss cluster
290278	Application deployment start or stop is not supported and user should strictly refrain from doing it when Campaign or Platform is deployed on JBOSS Cluster application server. Doing so may stop your Campaign deployment completely.
290288	CleanUp : Download completed with internal server error and log file is available for download when any DS connection failed
290488	Execution time not showing for flowchart having synchronous trigger
290528	Campaign / Session listing does not works if "Web access control" login method is set in platform
290643	Stop signal not received by Director, causing monitoring GUI messed up
290757	Flowchart shown in running state even for past/future date
290770	Datasource connection is failing if logged in to Director with non asm_admin user
291037	Clean up[temp tables & files for specific file] : Delete button is not moving to disable status and again after clicking on Delete button still it refers to older file when no file is selected.

	Need to add datasources to users that are used in Director (Ability to test DataSource connection for these users)

Chapter 3. Known limitations

This section describes the known limitations in the 11.1 version of Marketing Software Director.

290173	Marketing Software Director - Migration : Flowchart does not gets migrated , if Campaign / session name is renamed Workaround: If a Campaign or session is renamed, then you must open a flowchart and save it so that the .ses file name is updated as well.
290797	In the 11.1 release of IBM Marketing Software Director, there are no separate ddls available for unicode character support.
	On the Health check screen - in case of the Weblogic application server type - start and stop operations are not supported. User can only see the status of the Campaign Application Deployment.
290384	Flowchart timeline - Flowchart status / statistics incorrect when Active Message Queue is down while flowchart execution happens in Campaign. Solution: Please contact to Support if you encounter this issue.
	WAS Cluster / Tomcat cluster deployment related issue - Campaign application down on one node might result in application inaccessible.
	Migration is not supported for Campaigns / Flowcharts created on Campaign and Marketing Operations integrated environment.

Before you contact IBM technical support

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.

If you are not a designated support contact at your company, contact your IBM administrator for information.

Note: Technical Support does not write or create API scripts. For assistance in implementing our API offerings, contact IBM Professional Services.

Information to gather

Before you contact IBM technical support, gather the following information:
- 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

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

Contact information for IBM technical support

For ways to contact IBM technical support, see the IBM Product Technical Support website: (http://www.ibm.com/support/entry/portal/open_service_request).

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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