IBM Campaign
Version 9 Release 0
October 2015

Release Notes

Note

Before using this information and the product it supports, read the information in "Notices" on page 25.

This edition applies to version 9, release 0, modification 0 of IBM Campaign and to all subsequent releases and modifications until otherwise indicated in new editions.

Contents

Chapter 1. System requirements and compatibility

IBM® Campaign is part of the IBM EMM suite of products. Campaign version 9.0.0 requires Marketing Platform 9.0.0.

For best results, set your screen resolution to 1440 x 900 or higher. 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.

Where to find complete system requirement and compatibility information

For a list of IBM EMM 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).

Note: To access the IBM EMM documentation from the Support Portal, 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.

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

Installation and upgrade

You can upgrade to Campaign 9.0.0 (including eMessage) from version 8.5.x.x or 8.6.x.x only. If you have a prior version of Campaign or eMessage, follow the upgrade paths that are listed in the *Campaign upgrade scenarios* topic in the *IBM Campaign Installation Guide*.

The default top-level directory for IBM EMM installations is `/IBM/EMM` (for UNIX) or `C:\IBM\EMM` (for Windows). The product installers place product files in individual subdirectories under the `EMM` directory. For more information, see the *IBM Campaign Installation Guide*.

The response file of each product installer now includes the version number.

Using Campaign with multiple browser windows

To use multiple browser windows with IBM Campaign 9.0.0, you must use **File > New Session** to open additional Internet Explorer windows.

Internet Explorer 9.0 (32-bit) on Windows Vista or Windows 7 clients is the only supported browser for IBM Campaign 9.0.0 flowcharts.

If you want to log in to IBM Campaign multiple times to view side-by-side information, you must use the following method to open multiple browser sessions.

Important: Do not use any other method to open multiple browser sessions. For example, do not use a new tab in Internet Explorer; do not open another browser session from the **Start** menu or desktop icon; and do not use **File > New Window** in Internet Explorer. If you use these methods, IBM Campaign treats the new browser instance as the same browser session. Use of these methods can confuse or corrupt information that is shown in the application.

1. Open Internet Explorer 9 from the **Start** menu or desktop icon.
2. Log in to IBM Campaign.
3. In the browser window that you opened in Step 1, select **File > New Session** in the Internet Explorer menu bar.

   A new Internet Explorer instance opens.
4. In the new browser window, log in to Campaign as the same or different user.

   Remember: You must disable any pop-up blockers in your browser or browser add-ons, such as toolbars. Pop-up blockers prevent the flowchart window from opening.

Chapter 2. New features and changes in IBM Campaign v9.0.0

IBM Campaign version 9.0.0 includes the following new features and changes.

Branding

The Unica® name is no longer used. For example, IBM Unica Campaign was renamed IBM Campaign.

IBM Coremetrics was renamed Digital Analytics.

Utilities

The ActiveX cleanup utility (`uacflchk`) is no longer supplied, as it is no longer needed.

There is a new IBM Marketing Platform utility, `alertConfigTool`, which registers alerts and configurations for IBM EMM products. For details, see the *IBM Campaign Installation Guide*.

Configuration

There is a new configuration property (`Settings | Configuration | Campaign | Partitions | partition[n] | dataSources | DefaultTextType`) for ODBC data sources. This property tells IBM Campaign how to create text fields in the destination data source if the source text fields are from a different data source type. For more information, see the *IBM Campaign Administrator's Guide*. (TT DOC00628)

A new configuration property was added (`Affinium | Campaign | partitions | partition[n] | server | flowchartConfig | legacyMultifieldAudience`). In most cases, you can leave this property set to the default value of FALSE. Campaign v8.5.0.4 and newer name multifield Audience ID fields according to the audience definition, regardless of the source of the fields. When you configure processes to use multifield Audience ID fields, you now see the new Audience ID naming convention for multifield audiences. Already-configured processes in flowcharts created in previous Campaign versions should continue to work. However, if old flowcharts fail because of the change in the naming convention, you can revert Campaign behavior by setting legacyMultifieldAudience=TRUE. (RTC 5219 DEF063741)

The `Campaign | Server | fullContextPath` property is now used to specify the URL that Campaign flowcharts use to communicate to the application server Listener proxy. This property is undefined by default, which causes the system to determine the URL dynamically. When the Marketing Platform is integrated with the IBM Tivoli® web access control platform, you must set this property to the Campaign URL in Tivoli.

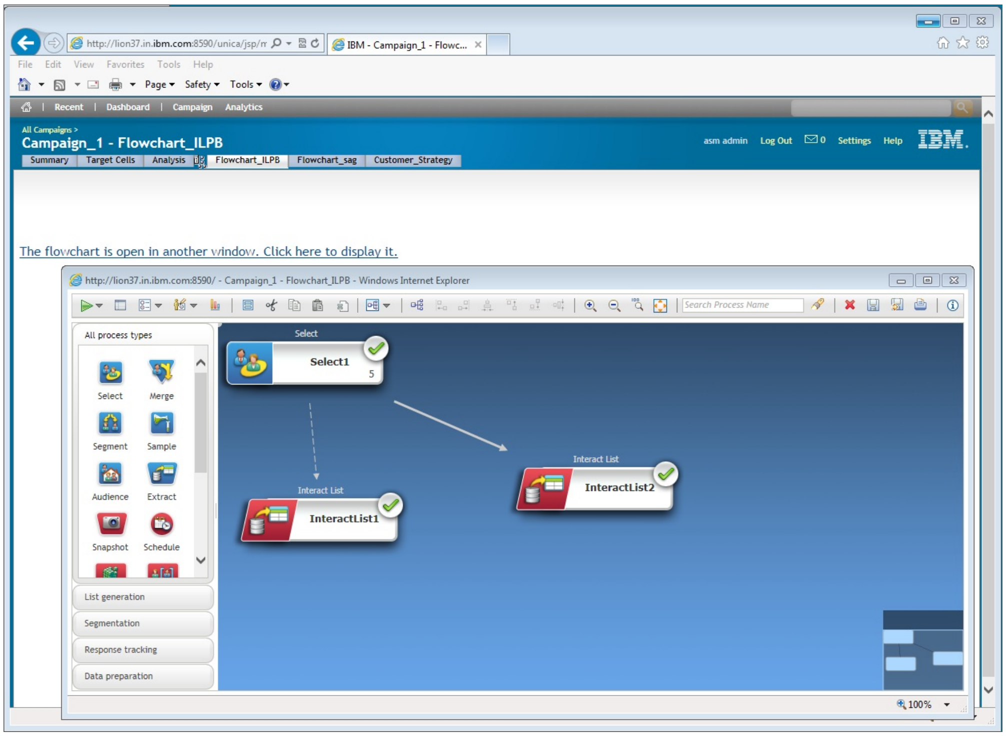
Flowcharts

Beginning with version 9.0, the flowchart workspace was redesigned to change the look and feel and improve usability. The framework is now based on a Dojo component, Dojo Diagrammer, instead of Active-X. ActiveX, supported only in

Internet Explorer, requires downloading a plug-in control on the client to work with flowcharts. Because many customers are not comfortable downloading plug-ins, and because ActiveX will not be supported in future versions of Internet Explorer, the Dojo component has been introduced to provide the flowchart workspace going forward.

The redesign includes changes to the appearance of flowchart and report components, including toolbars, dialog boxes, progress indicators, and related controls. The overall functionality is the same.

The flowchart window looks similar to the following example:



The following list summarizes the changes:

- **Separate flowchart window.** When you create or edit a flowchart, a separate flowchart window opens. Be aware of the following features of the new flowchart window:
  – When you click the flowchart tab in the main Campaign window, the main window contains a link that says "The flowchart is open in another window. Click here to display it." If you click the link while the flowchart window is already open, the flowchart window is activated. If you have closed the flowchart window, clicking this link reopens the flowchart in View mode.
  – Pop-up blockers prevent the flowchart window from opening. You must turn off any pop-up blockers in your browser or browser add-ons, or set up a specific exception for the Campaign server.
  – You can move and resize the flowchart window up to the size of your screen. You can also work in the main Campaign window while the flowchart window is open.
  – You can have only one flowchart window open at a time. If you open or edit a different flowchart while a flowchart is already open, the new flowchart

will replace the current flowchart in the open window. If you have unsaved changes in the current flowchart, you will be prompted to save them before the new flowchart opens.

- **New toolbar icons.** The toolbar contains updated icons, and also contains a number of new options to provide added control over the flowchart and its appearance.
- **Process box updates.** The process boxes on the palette have updated icons to make them easier to identify and select.

  Connect process boxes by drawing a line from any of the four connection points that are visible on the process box (left, right, top, or bottom), instead of being restricted to the center of the process box as in the ActiveX control.

  Note: Contrary to prior releases, not all process boxes and dialogs that use the new look and feel are resizable. This is addressed in Campaign fix pack 9.1.0.2.
- **Drag and drop.** True drag and drop is supported, so you can drag any process box from the palette to the workspace, instead of clicking in the workspace.
- **New flowchart viewing and editing tools.** The flowchart window no longer uses the grid-based layout of the ActiveX control. Instead, you can move process boxes freely, and place them anywhere on the flowchart. For that reason, new tools are available to adjust flowchart appearance when a flowchart is open for editing or viewing:
  - Use the alignment options on the toolbar to align two or more selected process boxes: Align left, Align right, Align top, Align bottom, Align center vertical, Align center horizontal. The grid of gray dots is no longer used because alignment options are provided.
  - Use the Change Layout options on the toolbar to apply a predefined layout to your flowchart: Tree, Org Chart, Circular, Hierarchical.
  - Use Zoom In, Zoom Out, and Reset Zoom on the toolbar to improve the visibility of portions of the flowchart. You can also use press the Control key on your keyboard while using the scroll wheel on your mouse to zoom in and out.
  - Use Fit Contents on the toolbar to resize the flowchart to fit in the workspace. Then, if needed, use the Zoom options or the panning box to further refine the view.
  - Use Search on the toolbar to find a process box by name in the flowchart. The search tool is not case sensitive. When a search result is found, the matching process box is centered in the flowchart window and highlighted. Click the Search icon again to continue to the next match.
  - Use Select All on the toolbar to select all process boxes in the flowchart.
  - Use the panning box in the lower right corner of the flowchart window to highlight the area that you want to see. Panning is especially useful in flowcharts with many process boxes.
- **Running flowcharts.** The new flowchart window provides new icons for the run states for a process box, most notably the icons indicating that the flowchart is running, indicated by an animated icon, or paused, providing a status icon that was not available with the ActiveX control.
- **Dialog box enhancements.** The dialog boxes in the flowchart, especially for configuring process boxes, have been improved in this release. Some of the changes include the following modifications:
  - The behavior of lists in some dialogs has changed. For example, you can use **Ctrl+click** to select multiple items. Lists that can be expanded are now indicated by a small arrow next to the list, instead of a plus sign (+).

- The appearance of process dialog boxes has been updated to improve their usability, while keeping the layout and functionality similar to past releases.
- You no longer need to use a separate edit field to modify cell values in a grid in process box dialogs. Double-click any cell to edit it.

- **New export options.** There are changes to how you export profile data after you profile a field in a process. Previously, data was exported to XLS and the file name was hardcoded to "Campaign.xls". Now data is exported to CSV (comma-separated values) format. Use the **File name** field to assign a file name. The default name is the dialog box title, "Export Report Data".

For information about the new and changed features, see the following topics in the *IBM Campaign User's Guide*:
- Flowchart workspace overview
- Working with process boxes
- Changing flowchart appearance

To get help when a flowchart is open for editing, click the help icon in the flowchart window toolbar.

Reports

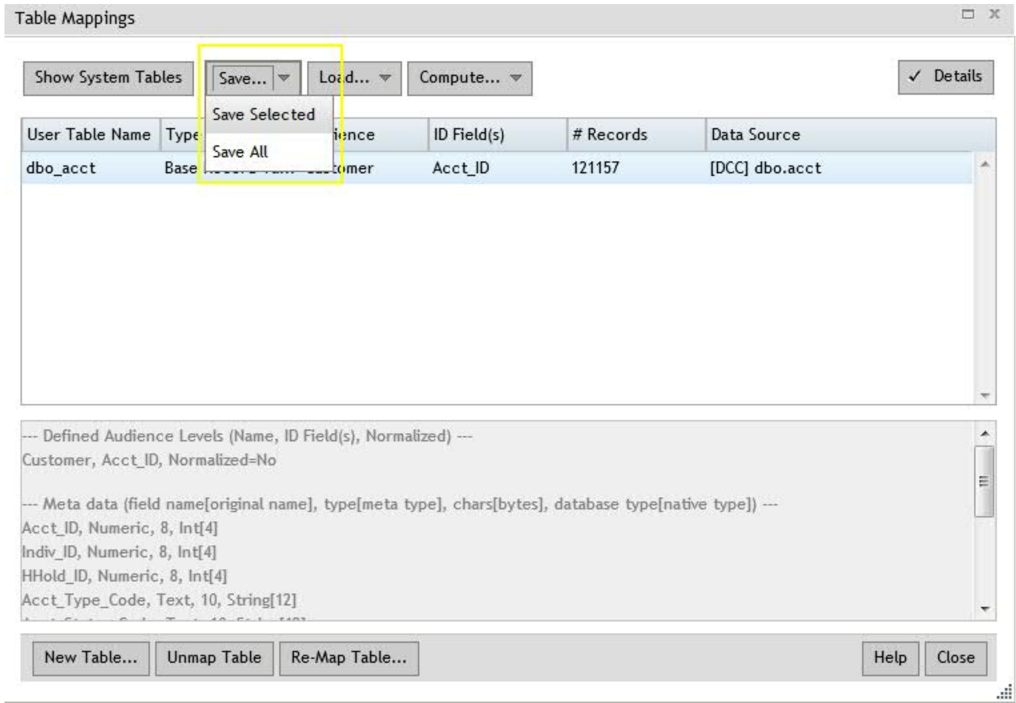
Some changes were made to report appearance. For example, the legend at the top of cell reports was improved to be more legible.

The Cell Waterfall report now lets you specify which path in the flowchart to analyze, if the selected cell is connected to multiple downstream processes. Use the **Path** list in the report toolbar to select a path to analyze.

Information about installing, upgrading, and configuring reports is no longer in the IBM Campaign documentation. This information is now consolidated in a new guide, *IBM EMM Reports Installation and Configuration Guide*.

Table mapping

With the replacement of the ActiveX control with a Dojo-based user interface, the Table Mappings dialog has been updated and enhanced. The essential functionality is the same, but the Save and Load mappings controls have been replaced by drop-down lists, as shown in the following example:



Additional changes

The Russian language is now supported. For information about setting locale preferences, see the *IBM Marketing Platform Administrator's Guide*.

Chapter 3. Fixed defects

This section lists defects fixed in Campaign 9.0.0, sorted by defect number.

Table 1. Campaign fixed defects

Issue ID	Description
DEF061871	Running session with svradm does not update user interface view in particular case.
DEF062829	Cell Size Limit not exported for Segment process boxes in .xml format.
DEF062867	Installing the Listener with the `-n` parameter does not install the Listener in non-recovery mode as a Windows service.
DEF063066	The user is not able to add an offer using the offer template if the context root is configured at multiple levels.
DEF063073	The user cannot add a cell to the TCS if the context root is set to multiple levels.
DEF063276	Some Japanese characters are not accepted by the Fix Duplicates Dialog box.
DEF063391	Incorrect error message if the translation table is not mapped and the Digital Analytics segment is input.
DEF063408	`StackOverflow` displays when editing the `Selectbox-String` attribute of an offer from the TCS.
DEF063429	Numeric User variable accepts multiple values in its initial and current value.
DEF063533	The dictionary file is not created when writing records using the "Log to other destination" option.
DEF063596	The report type `unica_acgenrpt` is converted for the respective locale.
DEF063623	In French, a space is missing before the colon character.
DEF063625	The installer default locale lists Portuguese and not Brazilian Portuguese.
DEF063738	Some non-English strings appear in English user interface.
DEF063741	Error 11300 while trying to view Cell Content Report.
DEF063758	The English installer page title does not match the steps.
DEF063773	The wrong tool tip for Start Time/End Time columns displays on the All Monitored Runs page.
DEF063848	The user cannot launch `aclsnr` after configuring Campaign system table manually.
DEF063880	`unica_acclean` does not delete files when the file name exceeds 200 characters.
DEF063892	Campaign, Attribution Modeler, and Interaction History cannot be uninstalled in console mode.
DEF063939	`unica_acsesutil` cannot recompute the count of mapped flat files.
DEF064011	Errors occur on the "Campaign Setting" page using Internet Explorer 8.
DEF064012	Function failed with `illegal pattern character 'j` error in the French language.

Chapter 4. Known issues

Campaign 9.0.0 includes the following known issues, sorted by defect number.

Table 2. Campaign known issues

Issue	Issue ID	Description
Message when running installer in UNIX console mode	NA	When running the installer in UNIX console mode, an informational message indicates that the installer `.bin` file was not found. You can ignore this message.
Unable to open flowcharts after migrating non-ASCII data	NA	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.
`UA_UsrResponseType.Name` field cannot contain restricted string	NA	The `UA_UsrResponseType.Name` field cannot contain a left parenthesis followed by a single quote.
Use unique `TempTablePrefix` for each data source when mapping multiple data sources to same physical database	NA	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. 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. 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.
Profile window Usability issues	DEF02440	In certain instances, the grid border lines are distorted.
Hot keys are not implemented on most of the windows	DEF02968	In the Dojo implementation it is not possible to use keyboard shortcuts to activate certain functions. Instead the user must click buttons.
Connections between process boxes may overlap when user switches from horizontal to vertical mode	DEF02980	When users switch between horizontal and vertical view modes, the connection lines and processes may overlap.
The word "OK" is not translated	DEF04635, DEF04636, DEF05103, DEF07619	The word "OK" is not translated in error and verification messages.
Segment name can be kept blank. The validation/error that was present in active-x is missing	DEF05621	During segment creation, a blank name for a segment can be provided. However, the segment process cannot be saved with a blank name.

Table 2. Campaign known issues (continued)

Issue	Issue ID	Description
Caching in DOJO displays the wrong information until the process box information is completely loaded	DEF06141	Until a process box loads completely, previous information, or information pertaining to the previous process box displays in the background. When the loading of all data is done, the screen is refreshed and shows the most up to date data.
Grid borders are not displayed wherever data is not present.	DEF06692	In certain process boxes, if no data is present in a grid column, the borders around the cell in the grid are not displayed.
If contact date is year 2050 then the Optimize process box shows error 10404: unable to communicate with server process; server process might have exited.	DEF06910	Contact date cannot be later than 2037.
Custom Cell Attributes node is displayed under IBM Campaign Generated Fields in session Flowchart	DEF07255	Since the target cell spreadsheet is not available in the sessions, the "Custom Cell Attributes" node should not be available under IBM Campaign Generated Fields in session Flowchart.
Extract shows "Process run results will be lost" after clicking OK, even if no configurations are changed.	DEF07685	After upgrade, Extract shows "Process run results will be lost" after clicking OK, even if no configurations are changed. It also shows the same message when templates from an earlier version are used after upgrade.
Incorrect report displayed for cells which have not yet run	DEF07844	For cells which have not yet run, the report for the previous cell displays.
The server might crash when running the Collect Flowchart data functionality	DEF08019	If a text value is entered in the date field on the Collect Flowchart data functionality, the server process might crash.
User cannot see complete 3D Graph in the report window	DEF08036	Due to maximization limits on the report window, the entire 3D report cannot be shown in one window without scrolling.
Process boxes overlap on flowchart window	DEF08603	In certain scenarios, processes might overlap one another.
A deleted flowchart tab might continue to display	DEF08955	A deleted flowchart tab displays until the campaign or session is revisited again in a specific condition.
The Offer and Control-Cell columns for Control Cells do not display as disabled on the Treatment Tab of the Mail List.	DEF09163	On the treatment tab of the Maillist or Calllist process, columns related to the Control cells and related offers are not greyed-out. You cannot add offers for control cells, so the columns should be disabled.
Upgrade does not put correct information in setenv.bat for Marketing Platform	DEF09359	When running the Campaign upgrade scripts, there is a pointer in "setenv.bat" to the platform home directory. `UNICA_PLATFORM_HOME` must be set to run `acUpgradeTool`. If it is not set, the user is prompted to provide the path while running the tool. If the Marketing Platform is installed on a different machine from Campaign, the path of platform home is not accessible to the upgrade tool. To continue, the user must enter another accessible path for platform home. This can be in any directory.

Table 2. Campaign known issues (continued)

Issue	Issue ID	Description
Cutom Macro is not moved to other folder if it is simultaneously accessed and edited by other user	DEF09713	Unexpected behavior can occur when multiple users access the same custom macro simultaneously.
The Maillist process box user interface might be distorted if an offer has a long name	DEF10023	If an offer with a long name is assigned in Maillist List process box, then the Maillist process box drop-down might get distorted.
Export Crosstab Report to Excel generates an Internet Explorer error	DEF010889	Error occurs when a Campaign Crosstab report with a large number of Bins processes data that contains a large number of unique values. Workaround is to use a smaller number of Bins.
Summary file option in Maillist should be disabled when Export to File is unchecked.	DEF011416	When the Export to File option is unchecked on the Fulfillment tab of Maillist process box, a Summary File option is enabled, if user provides a summary file name and executes a flowchart, the Summary File is not created at desired location.
Error bound is not calculated after changing sample size on sample size calculation	DEF011478	The error bound is not calculated or displayed after changing sample size and clicking **Compute error bound**. The previous value of the error bound persists
Date format in Campaign Generated Fields always show US date format	DEF15427, INC13930, INC14653, INC18663	Date formats of Campaign Generated Fields in non-US locales always show in MM/DD/YYYY format.
Ownership change of a campaign or session can cause interactive flowchart and interactive session to fail.	DEF055155, INC65294	Changing the ownership of a campaign or session can cause the associated interactive flowchart and interactive session to fail.
Information related to associated products does not appear in offer on Marketing Operations side	DEF062333	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.
Inconsistent error message about Campaign custom attribute format	DEF062527	The error message "Invalid Data Format attribute_name" for the wrong data format of a Campaign custom attribute should indicate what format is supported by the custom attribute.
The flowchart schedule fails if the flowchart is renamed or moved and it has one schedule completed.	DEF062623	The flowchart schedule fails with Error 701.
Response process box failure with a derived field assigned to a Response Date, for DB2®.	DEF062846	When system tables are in DB2, the Response process fails to run if the Response Date is set to a derived field that returns a Date (but not a DateTime).
If it was not mapped initially, theDigital Analytics translation table is not available in the Segment process box.	DEF063392	No translation table or any other user table is available in the Segment process box, if the translation table was not mapped initially.

Table 2. Campaign known issues (continued)

Issue	Issue ID	Description
StackOverflow occurs when trying to edit the Selectbox-String attribute of an offer from TCS.	DEF063408	Create an offer that includes a custom attribute of Type Select String Box, which allows addition of list items from within edit forms. In the campaign Target Cell Spreadsheet (TCS), assign the offer to a cell. If you try to add or remove values, a "StackOverflow" occurs.
Numeric user variables accept multiple values in initial and current value.	DEF063429	Numeric user variables display incorrect values when multiple values are selected or entered for initial or current value (all values are appended). The workaround is to select or enter only a single value.
Unimportant upgrade log messages.	DEF063452 (DOC00681)	If you migrate from 6.4 to any version of 7.x through 8.5, then upgrade to 8.6, and "'creative URL" with id 15 exists in the `UA_AttributeDef` table, then the ac_upgrade.log records the following messages: "WARN upgradeTool.ACMigSysDBUpgradeTask [212] - SQL updated failed: Violation of PRIMARY KEY constraint 'PK__UA_AttributeDef__0519C6AF'. Cannot insert duplicate key in object 'dbo.UA_AttributeDef'. ERROR upgradeTool.ACMigSysDBUpgradeTask [82] - Error in execution of database upgrade task." You can ignore these messages.
Unable to edit asset attached to an offer through Campaign TCS, using CreativeURL.	DEF063496	Create an offer from Campaign using an asset attached with the Creative URL attribute. Create a campaign and in Target Cells and a Cell assign the offer to it. In the Assigned Offers column, click the offer, then preview and edit it. Click Browse Library and click anywhere in the window. "Stack Overflow at line :0" is displayed.
Error 5000 when clicking the My Asset link, using CreativeURL.	DEF063499	This error occurs when an asset is attached to an offer created from Campaign. Create an offer template with a Creative URL attribute and attach an asset by clicking Browse Library. Create an offer based on the template. Under the Creative URL attribute, click Browse, click an asset, and click the "My Asset" link. An error occurs.
Model process returns Error:14016 for non-English users.	DEF063521	The Model process in a flowchart fails to run if All Algorithms is selected by a user whose Platform language preference is non-English.
Dictionary file is not created if some cells are selected for "log to other destination".	DEF063533	Write records using "Log to other destination", select cells using "Select cell" button, and write to a "Flat File with data dictionary". The flowchart runs successfully but creates only a .dat file. The dictionary file (.dct) is not created.

Chapter 5. Known limitations

Campaign 9.0.0 includes the following known limitations.

Table 3. Campaign known limitations

Issue	Number	Description
Dialog boxes cannot be resized	NA	You cannot maximize or resize dialog boxes in Campaign (for example Process Configuration or Table Mapping dialogs).
The default value for a custom cell attribute does not appear when you open the Target Cell Spreadsheet.	NA	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 TCS.
Profiling a Campaign Generated Field (UCGF) does not yield correct results.	NA	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.
`CreativeURL` upgrade scenarios for older installations of Campaign	NA	The `CreativeURL` attribute was introduced in v6.4, discontinued in v7.x, and reintroduced in v8.6. If you migrate from 6.4 to any version of 7.x through 8.5, and then upgrade to 9.0, there are two attributes in 9.0: `ACx_CreativeURL` and `CreativeURL`. Only the new `CreativeURL` attribute should be used. `ACx_CreativeURL` is retained only as a text attribute and does not provide `CreativeURL` functionality.
`UA_UsrResponseType` Name field cannot contain restricted string	NA	The `UA_UsrResponseType.Name` field cannot contain the string `" ('"` (which is <space><left parenthesis><single quote>)
Use unique `TempTablePrefix` for each data source when mapping multiple data sources to same physical database	NA	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. 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. 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.
WebLogic 11g and AIX® 6.1 or higher	NA	If you use the combination of WebLogic 11g and AIX 6.1 or higher, a manual workaround is required to address classloading issues in WebLogic. The workaround involves removing the `xercesImpl.jar` file from the `Campaign.war` file, and repackaging it before deploying. Full details are included in the installation steps in the *Campaign 9.0.0 Installation Guide*.

Table 3. Campaign known limitations (continued)

Issue	Number	Description
Folders without any Custom Macros are displayed under the "Custom Macro" node in the Formula Helper window	DEF03203	If folders exist on a parent folder, and these folders contain no custom macros, Campaign still displays the folder.
List of Custom Macro Folder is not sorted in alphabetical order	DEF04175	When creating a new folder, the parent window of custom macros isn't refreshed. Therefore, the new folder appears at the bottom of the list of folders, instead of in alphabetical order. Refreshing restores alphabetical order.
Selected derived field under Based on drop-down of advanced setting window should open in Edit mode	DEF09055	When clicking the button to see the details of a derived field added on the MORE section, the derived field should open in edit mode. Instead a Create Derived Field window opens. Users can select the derived field from the drop-down.
Campaign outputs an unparsable delimited file under some circumstances	DEF011010	When writing output to a delimited file, if the output contains any values that include both the delimiter and qualifier characters, the resulting output file is invalid (unparsable).
CURRENT_DATE macro always includes the time component even if a format is specified	DEF041474	For all supported databases, Campaign attempts to run the `CURRENT_DATE` macro in the database using a database-supported current time SQL call (for example, `SYSDATE`, `GETDATE`, `DATE`, or `TODAY`). In these cases, all parameters (including the format of the date) of this macro function are ignored and the output includes whatever is returned by the database (e.g., a time component may be included in the output). If this occurs and you want to return just the date or the date in a different format, you can write your own custom macro using raw SQL or use otherIBM macros. For example: `DATE_STRING(CURRENT_JULIAN( ), ...)` In some cases, the `CURRENT_DATE` macro is run on the Campaign server (for example, if running against a flat file, against a non-recommended database with no equivalent SQL support, or if the Campaign macro expression cannot be resolved in the database). In these cases, all parameters are recognized and the output is returned in the selected format.
Multi-field audience levels from IBM CustomerInsight must be configured in Campaign to function with CustomerInsight visual selection	DEF042248	IBM CustomerInsight supports only secondary audience levels that are defined with a single audience key field. Any multi-key audience levels are ignored for secondary audience levels, though they may be used for the primary audience level of an EasySet. If you want to use a multi-field audience level for analysis as a secondary audience level, you must combine the fields into a single unique identifier with an associated audience level definition.
Process box performance degrades on Internet Explorer 8	DEF04879	Campaign 9.0.0 no longer supports Internet Explorer 8 due to JavaScript-related limitations.

Table 3. Campaign known limitations (continued)

Issue	Number	Description
Mapped table names with non-ASCII characters in DB2 and Oracle	DEF051097	In Campaign environments with DB2 or Oracle databases, when creating a new mapped table in a process configuration, the following conditions cause Campaign to produce an error when you run the process: • If the table name you specify contains a combination of lowercase and non-ASCII characters. • If any data source properties that append a prefix to the table name (for example, TempTablePrefix) contain a combination of lowercase and non-ASCII characters.
IBM Generated Fields in raw SQL not supported for Segment process	DEF052919	IBM generated fields are not available in the Segment process, therefore generated fields in raw SQL are also not supported in the Segment process.
Response process fails to execute when `TempTablePool=True` and `TruncateSQL` is set	DEF052937	TempTablePool is not supported for DB2 system tables and should be set to `FALSE` for system tables in DB2.
Error profiling dimension tables in a process that takes output from an unexecuted Extract process	DEF053929	Error 1130 occurs on trying to profile fields of a dimension table mapped in an Extract process, and available as a join in a subsequent process, if the Extract process has been configured but not executed. To work around this issue, run the Extract process before profiling fields in subsequent processes.
Non-existent or deactivated user IDs can be specified as the owners for objects	DEF053932, DEF053933	Non-existent or deactivated user IDs can be specified as the owners for objects, using the `CHANGEOWNER` syntax in `unica_svradm`.
Set autocommit to "true" on system table databases, if running ac_populate scripts manually	DEF058955	Due to changes in how the ac_populate scripts work, you must set auto-commit to true in your database settings. This is required only if you run the scripts manually following installation. For some databases, "true" may be the default setting, but you should verify the setting before installing your IBM products. See your database documentation for instructions on setting this value.
Campaign utilities	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.
Process box connection arrow changes direction	201968, 200241	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.

Chapter 6. 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®.

The Campaign Reports Package contains the following items:

- Schemas that are registered with 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

Known issues in the Campaign Reports Package

This section lists known issues in the IBM Campaign Reports Package version 9.0.0, sorted by defect number.

Table 4. Campaign Reports Package known issues

Issue	ID	Description
Additional legend item displayed on Offer Performance by Day dashboard report	DEF044226	On the Offer Performance by Day dashboard portlet report, an additional, unlabeled item appears in the legend when the report contains dates with no corresponding offers.
Reports folder permissions are synchronized for multiple partitions	DEF045222	When a Campaign administrator attempts to synchronize reports folder permissions for a single partition in a multi-partition Campaign environment, the synchronization occurs across all partitions, even if there is a separate ReportSystem role for each partition. **Note:** The synchronization of folders that do not belong to the current partition does not cause authorization problems.
Offer Performance Summary by Campaign shows extra row	DEF047315, DEF047336	The Offer Performance Summary by Campaign report shows an extra row with values displayed as 0.
Offer Performance Summary by Campaign displays offers with no contact or response history	DEF047336, DEF047315	The Offer Performance Summary by Campaign report displays offers that are assigned to a campaign even though no contact history or response history data exist for those offers in the campaign.
Offer Performance Comparison displays offers with no contact history	DEF047745	The Offer Performance Comparison report displays offers that have no associated contact history.
Unnecessary row is added to reports when response history is not populated.	DEF062120	If you populate only the contact history in a campaign, the following reports include an empty row: Campaign Performance Comparison by Cell and Offer; Campaign Performance Comparison by Cell and Offer (with Revenue).

Contacting 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. To ensure that your problem is resolved efficiently and successfully, you collect information before you log your call.

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

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.

If your problem does not prevent you from logging in, much of this information is available on the About page, which provides information about your IBM applications.

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