

IBM Campaign
Version 9 Release 1.1
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Release Notes

IBM

Note

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

This edition applies to version 9, release 1, modification 1 of IBM Campaign and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. IBM Campaign v9.1.1 system requirements and compatibility

IBM® Campaign is part of the IBM EMM suite of products. Campaign version 9.1.1 requires Marketing Platform 9.1.1. You can upgrade to Campaign 9.1.1 (including eMessage) from version 9.1.

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.

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 EMM. Then select **File > New Session** in the IE menu bar. In the new IE browser window, log in to IBM EMM 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 Enterprise Marketing Management (EMM) Recommended Software Environments and Minimum System Requirements*.

Chapter 2. New features and changes in IBM Campaign 9.1.1

IBM Campaign version 9.1.1 includes the following new features and changes.

IBM ExperienceOne Knowledge Center

Starting with version 9.1.1, you can view product documentation in IBM ExperienceOne Knowledge Center, which includes documentation for all of the products in the ExperienceOne family. Use IBM ExperienceOne Knowledge Center to:

- search across all documentation for a particular product.
- search across all of the products in the suite.
- bookmark topics.
- share links to specific topics.
- access IBM support and educational resources.

You can view common tasks, troubleshooting, and support documentation the same way you have in prior releases by using the **Help** menu in each product, including **Help > Product documentation** or **Help > Help for this page**. To get documentation on all other IBM products, use the IBM Knowledge Center at <http://www.ibm.com/support/knowledgecenter/>.

New and discontinued platform support

For a list of newly supported and discontinued platforms, see the document *Recommended Software Environments and Minimum System Requirements*.

Note: For details about newly added z/OS support for DB2 as a user database, see *Preparing DB2 on z/OS user datasources for Campaign* in the *IBM Campaign Installation Guide*.

Listener clustering and load balancing

You can install or upgrade IBM Campaign in a clustered listener configuration.

By implementing the back-end Campaign Analytics server on multiple physical machines, you allow for automatic failover and load balancing using a round robin approach based on administrator-defined values for priority and weight.

Clustering involves the use of multiple listeners for the purpose of high availability and load balancing. Clustered listeners ensure that failover occurs automatically from one machine to another. Additionally, clustered listeners provide parallel processing and load balancing for improved performance.

Single-listener configuration changes have also been implemented: Auto-restart of listener, auto-reconnect and re-establish existing UI and running sessions on back-end server.

For information about listener clustering, see the following documents:

- *IBM Campaign Installation Guide -or- IBM Campaign Upgrade Guide*
- *IBM Campaign Administrator's Guide*

The following topics in the *IBM Campaign Administrator's Guide* provide details about clustered listener configurations:

Chapter and Topics	Description
Chapter 11: Trigger administration <ul style="list-style-type: none"> Campaign trigger utility syntax and options 	There are some differences in how you use the trigger utility with a clustered listener configuration. For example, if you run <code>unica_actrg</code> remotely, best practice is to specify the server and port of the master listener.
Chapter 12: Logging administration <ul style="list-style-type: none"> IBM Campaign log file names and locations Viewing and configuring Campaign listener and master listener logs 	In addition to log files in the following locations: <code><Campaign_home>/logs</code> <code><Campaign_home>/partitions/partition[n]/logs</code> clustered listeners also have log files in the following locations: <code><campaignSharedHome>/logs</code> <code><campaignSharedHome>/partitions/partition[n]/logs</code> <code>campaignSharedHome</code> is a network location that all clustered nodes can access. The location is specified during installation and is configurable at Campaign campaignClustering . Each listener records events in its own log file. Additionally, there is a <code>masterListener.log</code> at <code><campaignSharedHome>/logs</code> .
Chapter 16: IBM Campaign listeners	This chapter provides complete information about clustered and unclustered listeners. It is highly recommended that you read all of the topics in this chapter.
Chapter 17: IBM Campaign utilities <ul style="list-style-type: none"> Campaign Server Manager commands (<code>unica_svradm</code>) 	In general, you use the Campaign utilities in a clustered listener environment the same way that you use them in a single-node environment. However, there are some differences to be aware of. <ul style="list-style-type: none"> For a summary of how to use to utilities in a clustered environment, see the topic <i>Utilities for clustered listeners</i> in Chapter 16: IBM Campaign listeners. For details on each utility, see Chapter 17: IBM Campaign utilities. The major changes were to <code>unica_svradm</code>. When you run <code>unica_svradm</code> in a clustered listener environment, the default connection is to the master listener. When you are connected to the master listener, the following commands affect all of the nodes in the cluster: <code>Loglevel</code>, <code>Refresh</code>, <code>Shutdown</code>, <code>Status</code>, <code>Version</code>. For example, the <code>Status</code> command displays the status of all nodes in the cluster; and the <code>Shutdown</code> command gracefully shuts down a listener cluster. The <code>unica_svradm Refresh</code> command is new. Use it to refresh the configuration on the master listener after making configuration changes.
Chapter 19: Configuration properties for IBM Campaign	<ul style="list-style-type: none"> Campaign unicaACLlistener: The following properties are ignored for a clustered listener configuration: <code>serverHost</code>, <code>serverPort</code>, <code>useSSLForPort2</code>, <code>serverPort2</code>. Instead, set these properties for each individual node. Campaign unicaACLlistener node [n]: There is one child node for each listener in a clustered configuration. Campaign campaignClustering: These properties pertain only to a clustered listener configuration.

Web application clustering

You can create a clustered web application environment in WebLogic or IBM WebSphere Application Server to use with Campaign. A clustered environment helps deliver high availability and scalability. For more information, see the *IBM Campaign 9.1.1 Installation Guide*.

New option [-d <service_dependencies>] for unica_aclsnr utility

-d <service_dependencies> is an optional argument that tells the Microsoft Windows operating system to wait until the services in <service_dependencies> are completely started before launching the Campaign listener. The most common case for this is when the web application server that runs IBM Campaign is also installed as a service, because the web application server must be fully launched and running before you launch the Campaign listener. To specify multiple services, use a comma-separated list. Use the Service name defined in Windows Services.

Annotations for flowcharts

You can annotate a flowchart to communicate with other users of the flowchart and clarify the intention and functionality of processes. Annotations appear as yellow sticky notes. Annotations give users the ability to share information about the work they do in a flowchart. Use them to highlight specific capabilities or reasons for using specific logic in a flowchart. For details, see *Annotating flowcharts* in the *IBM Campaign User's Guide*.

Move to front or send to back of flowchart process connections

Use **Overlap Connections** on the **View** menu to specify whether process connections (the lines between processes in a flowchart) overlap flowchart process boxes or are hidden behind flowchart process boxes. This configuration is per flowchart and it persists on a flowchart level.

Flowcharts open in embedded mode

In the previous release, the flowchart opened in a separate browser window. After consulting with customers, the majority wanted the flowchart to open within the Campaign window, as it was in earlier versions. Therefore, the flowchart is embedded again. The result is no more separate windows or hidden windows.

Redesign of Campaign reports

As part of the revised look-and-feel and user experience, reports have been redesigned. This change accommodates reports on the dashboard (with or without Cognos) and the listing reports in Campaign. The reports are easier to read and understand. They use harmonious colors and an interactive, uncluttered style. Pie charts with numbers have been implemented.

Generate random samples for record selection

To force a Select or Sample process to select a different random set of records each time it runs, enter a zero (0) as the **Random Seed**. A value of 0 ensures that a different random set of records will be selected each time the process runs. This generates a true random sample with each run of the flowchart. The Segment process does not include a Random Seed control. To make the Segment process

select a different random set of records each time it runs, set the Random Seed to 0 in the upstream process that provides input.

In prior releases, random samples always generated the same random set of records for each subsequent run of the process (unless the input to the process changes). You can still opt for this behavior, by clicking the **Pick** button next to the **Random Seed** field to randomly select a new seed value. This is important if you intend to use the process results for modeling purposes, because different modeling algorithms must be compared across the same set of records to determine each model's effectiveness.

For more information, see *Changing the random seed for record selection* in the *IBM Campaign User's Guide*

List of relevant products for an offer

There is a minor change to the user interface when you edit the list of relevant products for an offer (when you choose **Campaign > Offers**, open an offer, and click **Edit Query**). The **Add a Condition** list on the left side of the **Select Products** dialog no longer includes AND labels, which were misleading. When multiple conditions are added in a single step, they are combined as an AND. When conditions are added one at a time, they are OR'd. For documentation, read about changing the list of relevant products for an offer in the *IBM Campaign User's Guide*.

New configuration property: httpCompressionForResponseLength

Use **httpCompressionForResponseLength** under **Campaign | partitions | partition1 | server | optimization** to enable and configure compression for HTTP responses from the Web application to the browser. This property can improve page load and interaction times by reducing the amount of data sent over HTTP. Units KB. Default value 100. A value of 0 disables it. For details, see the *IBM Campaign Administrator's Guide*.

New configuration property: cellCodeBulkCreation

For **cellCodeBulkCreation** under **Campaign | partitions | partition[n] | server | systemCodes**, a value of TRUE improves performance of the cell code generation utility during bulk creation of cell codes. A value of TRUE also improves performance when copying flowcharts, templates, and process boxes. If cell code generation seems to take a long time for Segment, Sample, and Decision process boxes, or for the target cell spreadsheet, set the value to TRUE. The default setting is FALSE to support existing customized implementations. If you are using a legacy custom-made cell code generation utility, leave this property as FALSE until you implement a new custom utility. Then you can change its value to TRUE. If you are not using a custom cell code generation utility, change the value to TRUE to take advantage of the efficiency improvements.

Integration with IBM Opportunity Detect

When Opportunity Detect is integrated with Campaign, data about customer transactions produced by Opportunity Detect can be used in your Campaign flowcharts. Configuring the integration is described in the *IBM Campaign Administrator's Guide*.

Improvements to the Segment process box

- The **# of Segments** field now prevents invalid entries, such as negative numbers or fractions.
- To avoid impacting performance, you can now enter no more than 1000 in the **# of Segments** field.
- In previous releases, it was possible to delete all segments from the Segment process box. On deleting the last segment, a new segment was created. Now it is not possible to delete the last segment. If **Segment by Query** is selected, and there is only one segment available, the **Remove** button on the Segment tab is disabled.

Pre-upgrade check utility

Before you upgrade to v9.1.1, use the preUpgradeTool utility to identify any issues or inconsistencies in the file system and database. Running the utility is optional but recommended. For instructions, see the *IBM Campaign Upgrade Guide*.

Grid performance improvement for process boxes

Performance has been optimized for all process boxes by using bulk insert/delete/update methods instead of adding, deleting, or updating elements in loop. This change results in performance improvements when the data in the grids is large.

System tables change

A new system table was added: UA_AnnotationInfo. This table contains data for flowchart annotations that users create and edit. One row is written to this table each time a new annotation is created or updated and the flowchart is saved. A maximum of one annotation is allowed for each process box. For details, see the *IBM Campaign System Tables Data Dictionary*.

Chapter 3. Fixed defects in IBM Campaign 9.1.1

The following defects were fixed in Campaign 9.1.1.

Table 1. Campaign fixed defects

Issue	ID	Description
Security testing on Campaign 9.1.0.0 uncovered XSS security vulnerabilities	171720	The security vulnerabilities have been addressed.
In a flowchart Segment box, segments reshuffle incorrectly after clicking a column to sort	171725	Import a template from the template library when editing a flowchart, click a column to sort, save and exit. Return to the Segment process box and the segments did not have the correct queries.
Not all tables showing in table mappings	171733	Under certain scenarios, not all tables were showing in the table mapping screen.
"There appears to be some problem with server communication" message observed after clicking Save and Exit in a running flowchart	171738	The message appeared when you ran a flowchart and immediately clicked Save and Exit. This issue occurred due to pending requests when a flowchart window was closed.
Issues with Remove function caused 10404 unica_acsvr crash and other issues	171745	Certain scenarios when configuring a Segment process box (for example, changing the number of segments in a Segment by Query) caused incorrect results and led to a unica_acsvr process crash.
Toolbar still accessible after deleting processes or connections in a flowchart	171746	After deleting flowchart processes or connections, the toolbar was still accessible and you could click buttons such as Save . This caused 10024 Connection errors and 10025 Process not found errors. The toolbar is now inaccessible (greyed out) in these scenarios.
Input cell not saved when manually typing in cell	171756	When changing an input cell in a Segment process box, if you manually changed the name of the input cell, pressed Tab , then clicked OK , the new input cell was not saved.
In a Segment process box, the segment order is not saved when using the Up and Down buttons to move segments within the list	172500	Segment reordering was not saved when moving segments with the Up and Down buttons in a Segment process box.
Using the unica_svradm utility Run command with -s returns error 11107	172507	Using the Run -s command to specify a synchronous run caused error 11107 "Server campaign context internal." The flowchart ran but could not be used with an external scheduler because unica_svradm RUN -s immediately exited with an error instead of returning when the flowchart run succeeded.
Unable to map history tables for certain audience levels	174316	Under certain scenarios, it was impossible to map history tables for certain audience levels and contact history was not written for the audience levels.
unica_svradm often returns 1719 error	172514	When running a complex flowchart with unica_svradm in synchronous mode, the flowchart completed successfully but an error did not allow downstream processes to run. The error was: RUN error 1719: INTERNAL ERROR: Communication request has timed out.

Table 1. Campaign fixed defects (continued)

Issue	ID	Description
Unable to click OK in Segment process box after removing a segment from the Segment tab	172515	Due to this issue, changes could not be saved after removing a segment from the Segment tab.
Documentation defect: Using CreateSeg process box with "Save Run Results" disabled is not correct.	172516	For flowcharts that create artifacts that you want to save, you must set Campaign partitions partition[n] server flowchartRun saveRunResults to TRUE. For example, if you have flowcharts that include CreateSeg processes, you must save run results. If you do not save run results, the strategic segments will not persist. The documentation has been updated to include this information, which was missing.
Changes made to field names from Admin > Tables do not appear in the Select box.	133653	If you then try to specify a query in the Select box using 'Select All IDs with' and select the changed field name, you get error "12608: Internal Error: Invalid field name specified" when you click Profile .
Not possible to map history tables for an audience level whose name includes a space	170465	After upgrading from 8.2 to 9.1, the History tables were not mapped for an audience level that had a space in the name. For example, Billing Account.
Tracking contact history at a different audience level does not work in 9.0	173451	When the audience level was switched during contact history logging (Mail List or Call List), the contact process was unconfigured and could not be reconfigured. This issue occurred in a flowchart that was created in 8.6 after upgrading to 9.0.
Reordering cells on the General tab of a process box may result in cells being assigned to incorrect target cells	95412	If you reordered the cells on the General tab in a process box where the flowchart cells were linked to "Top Down" target cells, clicked Save , and reopened the process box, sometimes the flowchart cells were linked to different TCS cells.
10404 error in flowcharts with In-DB Optimization enabled	169951	Error 10404 was observed when running a flowchart with Global Suppression Strategic Segments when In-database optimization was enabled. A Select process box was used with Merge/Purge.
Functionality loss: Newly added Offer parameters do not appear in 2nd or later input cell for multiple input cell Mail List processes	170463	You cannot assign different offer parameter values to individual input cells of a multiple-input-cell Mail List process. The first input cell shows all offer parameters on the Parameters tab, but the 2nd or later input cell is missing some offer parameters. Therefore, you cannot assign values to those parameters for those input cells.
Missing parameters of offer when editing by cells	170464	When you assign one offer to two or more different cells and try to edit offer parameters by cells, some parameters of the offer are missing.
acer_tables_upgrade_db2.sql in 9.1.0.2 CampaignReports Pack is syntactically incorrect	170590	In the 9.1.0.2 Campaign reports pack installer, the upgrade script for DB2 contained syntax errors.
Security Defect - SQL injection with Campaign 9.1.0.0	171719	The security defect has been addressed.
Selected derived field under Based on drop-down of advanced setting window should open in Edit mode.	9055	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.

Table 1. Campaign fixed defects (continued)

Issue	ID	Description
Nodes swap places in a Select process box.	7275	When you select a derived field in a Select process, then close the Derived Fields dialog, the User Variables and Derived Fields items change position in the list of Available Fields.
The server might crash when running the Collect Flowchart data functionality.	8019	If a text value is entered in the date field on the Collect Flowchart data functionality, the server process might crash.
Warning message about offer being used in List appears twice while deleting active offers.	36267	The message "WARNING: The "Offer Offer1" offer(s) has been used in one or more offer lists. Deleting this offer will automatically remove it from these offer lists. Do you want to continue?" appears twice.
Date handling with Oracle for offer templates with very old dates.	65446	Offer templates that contain very old dates (such as 214) cannot be saved. An exception occurs stating that the supplied value is not a valid instance of data type datetime.
The defined decimal places in a custom attribute are ignored in Maillist.	66057	Using an Offer Custom Attribute in a Mail List, the number of decimal place specified in the Custom Attribute definition are ignored.
Select PB fails with Error 11528 when configured using a Custom macro created based on Dimension Table.	71062	A custom macro that is based on a dimension table can result in process errors, such as Error 11528 for a Select process, because the custom macro base table name is prepended to the selected field name, along with the dimension table name.
Difficult to assign a control cell to a target cell on Treatment tab of Mail List process if offer is assigned first to the target cell.	71065	When you click the control cell grid cell to assign a target cell, the target cell select becomes a small thin line which makes it difficult to select. This only happens if you assign a control cell to a target cell that is at the top of the dialog. Click again in the dialog and the drop-down list will appear.
SPSS Model PB is failing with error 18009.	81309	This issue occurs only with models that have fewer than 20 records.
Error when changing the model Type from Predictive to Association.	93877	This also occurs if you click the Data tab. Data is scanned automatically and hence on executing the SPSS Model process the results are incorrect.
Non ASCII characters are truncated from offer name.	93906	This is a display issue only. When you click Link to IBM eMessage Digital assets on the offer page to see the associated asset, non-ASCII characters are truncated from the offer name.
JS error when adding flowchart.	106625	This happens only when Interact is installed AND the option 'Display a notification about every script error' is enabled in the Browsing section of the Advanced tab for Internet Options in Internet Explorer 9 and 10. By default this option is not enabled.
Mapped table/file node not displayed in Create Derived field window launched from Extract tab of Extract PB.	106626	Workaround: Create the derived field from the Source tab of the Extract process and it will be available on the Extract tab.

Chapter 4. Known issues in IBM Campaign 9.1.1

Campaign 9.1.1 includes the following known issues.

Table 2. Campaign known issues

Issue	ID	Description
Exporting output to a file does not add extra column, when extra field is added for subsequent execution	175918	When a new column (output field) is added to a pre-existing output file in the Extract process box, the title (field name) of the column does not get written to the file but the data gets written correctly. The workaround is to create a new output file when more fields need to be added to the extracted data.
Setting defaultBehaviorWhenOutputToFile to Create New File does not work if export file is changed	175825	When defaultBehaviorWhenOutputToFile is set to Create New File , it works only when you select a new output 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 .
11532 Length Exceed Error occurs when input 22 DBCS characters into User Variable Name	176876	If you input more than 21 DBCS characters into a User Variable Name , the following error message occurs: 11532 Length Exceed Error: User Variable Name exceeds 64 characters for UserVar at location[0]
Extracted fields from a top-level Segment process box are not displayed on the Derived field window of the Select process box.	177300	The Segment process box exported fields should appear under the Extract node on the Derived field window of the Select process box.
In a Segment process box, segments reshuffle incorrectly after changing Segment by field to Segment by query .	177430	This issue occurs only when fields are sorted repeatedly, several times. It does not occur if you just perform this action once or twice. When segments are moved up or down and you change between Segment by query and Segment By field , segments are reshuffled incorrectly. For example, the query of segment 1 is displayed for segment 3.
Resize_Maillist_Parameter_Assign Value: Drop-down list does not revert to inactive state when user clicks outside of the drop-down arrow	147356	This issue occurs only on Internet Explorer. It affects drop-down lists that use a tree selection widget.
Cognos reports do not work with Campaign in French	164028	You can change the product language for the specific user by setting the product language to match the language of the application report package. To set the product language, open the Cognos connection, and under User Preferences set the corresponding product language. You should not change the content language. If the content language is changed, then the corresponding xpath for the reports should also be changed.
Non-fatal error in Campaign_Install.log	178526	You can safely ignore the following error in the Campaign_Install.log. The error is logged if you interrupt and then restart the Campaign installation. "com.unica.install.ia.custom.ManagerReadConfigurationStatus: ERRORAdditional Notes: ERROR - class com.unica.install.ia.custom.ManagerReadConfiguration NonfatalInstallException The processing instruction target matching "[xX][mM][IL]" is not allowed."

Table 2. Campaign known issues (continued)

Issue	ID	Description
Mail List process box gets unconfigured with error "31606: History table are changed" on Flowchart run.	NA	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.
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.
Hot keys are not implemented on most of the windows	2968	In the Dojo implementation it is not possible to use keyboard shortcuts to activate certain functions. Instead the user must click buttons.
Summary file option in Maillist should be disabled when Export to File is unchecked.	13460	When the Export to File option is unchecked on the Fulfillment tab of the Mail List process box, the Summary File option is enabled but should not be.
There should be a way to map DCH from UI when field name for CH table is changed.	13502	There should be a way to map the UA_DtlContactHistory table after changing a column name in the UA_ContactHistory table. To map UA_DtlContactHistory, change the source table's column name accordingly (so the Source Table fields and Required Fields match) and then map the table.
Information related to associated products does not appear in offer on Marketing Operations.	TT 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.
If it was not mapped initially, the IBM Digital Analytics translation table is not available in the Segment process box.	TT DEF063392	No translation table or any other user table is available in the Segment process box, if the translation table was not mapped initially.
Clicking "Return to previous page" distorts the UI in some cases.	75262	Use the links within the products to navigate in IBM EMM products, rather than the browser controls.
Campaign Upgrade logs show error related to Optimize in the log files.	90944	When upgrading, if you see the following warnings, you can ignore them, as they are harmless: WARN upgradeTool.AC80UpgradeTask [1014] - Unable to find param: Affinium Campaign partitions partition1 Optimize DisplayFormat WARN upgradeTool.AC80UpgradeTask [1028] - Unable to find param: Affinium Campaign partitions partition1 Optimize AlgorithmTuning ConflictPredictionPercentage
Even if no changes are done to the Extract PB a message "Process run results will be lost, Continue ?" is displayed.	90956	If you open an Extract process configuration dialog and click OK without making any changes, this message appears. The message should not appear when no changes have been made.
Campaign and Interact upgrade script.	90970	Unwanted class name is displayed on upgrade script execution: "com.ibm.net.SocketKeepAliveParameters". There is no impact on functionality. You can ignore these messages.

Table 2. Campaign known issues (continued)

Issue	ID	Description
Campaign upgrade script execution completed with errors related to drop statements.	102958	During upgrades, there is a message "Unable to execute all SQL updates successfully, please check the log file for details." This is related to the following drop statements and does not impact the upgrade script execution: DROP TABLE UA_OfferSuppression DROP TABLE UA_RespTypeMapping.

Chapter 5. Known limitations in IBM Campaign 9.1.1

Campaign 9.1.1 includes the following known limitations.

Table 3. Campaign known limitations

Issue	ID	Description
Web application clustering constraints.	NA	Web application clustering is supported only for stand-alone Campaign (not integrated with other products). For example, do not configure a clustered web application environment if you currently use eMessage, Interact, Contact Optimization or Marketing Operations. Only Sticky sessions are supported. No session replication is done, as the focus is on scalability. Failover is not implemented.
Flowchart annotations	NA	Annotations are not affected by zoom. You cannot resize annotations. Annotations do not appear in the panning area. Annotations can be moved out of the flowchart window and the only way to access them is to move the associated process box in the direction of the annotation, then drag the annotation back to the main flowchart area and move the process box back to its original position. If an annotation overlaps a process box, drag the annotation to another position.
DB2 10.5 BLU for user DB: no indexing requirement for temp tables in Campaign datasource	176377	DB2 10.5 (with BLU feature ON) does not require indexing in Campaign. Campaign has certain properties for datasources, such as TempTablePreTruncateRunScript, TempTablePostExecutionSQL, and PostTempTableCreateRunScript, where you can provide SQL or scripts to create indexes on user database tables. If you are using DB2 10.5 as a customer database, with the BLU feature ON, you do not need to configure any of these temp table properties.
Dialog behavior	NA	In certain cases, it is necessary to click twice in order to activate a field or change a field value.
Unused configuration property	NA	The monitorEnabledForEmessage configuration property in Campaign monitoring is not currently used.
Relevant products limitation	NA	When offer management is performed from IBM Marketing Operations, the "relevant products" functionality, which relates product IDs to offers, is not available.
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.	NA	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. For details, see the following Tech Note: http://g01zciwas018.ahe.pok.ibm.com/support/dcf/preview.wss?host=g01zcidbs003.ahe.pok.ibm.com&db=support/swg/istech.nsf&unid=C4A93DC0ED188D6985257A6B00699C45&taxOC=SSCKNRB&MD=2012/08/31%2015:08:35&sid=
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.
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.
UA_UsrResponseType.Name Name field cannot contain restricted string.	NA	The UA_UsrResponseType.Name field cannot contain a left parenthesis followed by a single quote.

Table 3. Campaign known limitations (continued)

Issue	ID	Description
Use unique TempTablePrefix for each data source when mapping multiple data sources to same physical database.	NA	<p>If you mapped multiple data sources in Campaign to the same physical database, and you use the same TempTablePrefix for more than one of the data sources, when you use the cleanup utility to delete orphaned temp tables, it may falsely identify temp tables as orphaned, when they are in fact legitimate temp tables defined from a different Campaign data source.</p> <p>Any deleted temp tables will automatically be recreated when you rerun affected flowcharts, but as a best practice, use a unique TempTablePrefix for each data source when mapping multiple data sources to the same physical database.</p> <p>If the data sources defined in Campaign map to different schemas in the database, another solution is to ensure that the database user who runs the cleanup utility does not have privileges to drop tables in other schemas in the same database.</p>
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 <i>Campaign Installation Guide</i> .
Several dialog boxes cannot be resized	11162	Most dialog boxes can now be resized but several dialogs that might not contain a large amount of data or are not commonly used cannot be resized or maximized.
Error 19024: Cannot delete segment folder if the segment was deleted from the folder.	17202	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.
If the same flowchart is edited in multiple locales, undesired behavior can occur.	18991	This situation occurs only if two (or more) users with different language settings edit the same flowchart. Users with different locales should not edit the same flowchart that was created by a user with a different locale since this can lead to undesired behavior. The preferred approach is to create and edit flowcharts with users having the same language settings.
Copy and paste behavior in process boxes and other dialogs	84147	For security reasons, some browsers do not allow applications to copy and paste via the Clipboard. This affects the General tab of the Segment process configuration and other areas of the application where copy and paste might be used.
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. 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 EMM Reports Installation and Configuration Guide* that is supplied with IBM Marketing Platform.

The IBM Campaign Reports Package contains the following items:

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

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

Reporting Schemas

The following reporting schemas are provided:

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

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

Templates

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

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

Reports

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

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

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

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

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

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

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

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

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

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

Chapter 7. IBM Campaign documentation roadmap

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

Table 4. Get up and running

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

Table 5. 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	<i>IBM Campaign Administrator's Guide</i>
<ul style="list-style-type: none">• Create and deploy marketing campaigns• Analyze campaign results	<i>IBM Campaign User's Guide</i>
Improve flowchart performance	<i>IBM Campaign Tuning Guide</i>
Use Campaign functions	<i>IBM Macros for IBM EMM User's Guide</i>

Table 6. Integrate Campaign with other products

Task	Documentation
Integrate with eMessage	The <i>IBM Campaign Installation and Upgrade guides</i> explain how to install and prepare eMessage components in the local environment. The <i>IBM eMessage Startup and Administrator's Guide</i> explains how to connect to the hosted messaging resources. The <i>IBM Campaign Administrator's Guide</i> explains how to configure offer integration.
Integrate with Digital Analytics	<i>IBM Campaign Administrator's Guide</i>
Integrate with IBM SPSS® Modeler Advantage Marketing Edition	<i>IBM Campaign and IBM SPSS Modeler Advantage Marketing Edition Integration Guide</i>
Integrate with Marketing Operations	<i>IBM Marketing Operations and IBM Campaign Integration Guide</i>
Integrate with Opportunity Detect	<i>IBM Opportunity Detect User's Guide</i>
Integrate with Silverpop Engage	<i>IBM Campaign and IBM Silverpop Engage Integration Guide</i>

Table 7. Develop for Campaign

Task	Documentation
Develop custom procedures with the API	<ul style="list-style-type: none"> • <i>IBM Campaign Services API Specification</i> • JavaDocs in devkits\CampaignServicesAPI
Develop Java™ plug-ins or command-line executables to add validation to Campaign	<ul style="list-style-type: none"> • <i>IBM Campaign Validation PDK Guide</i> • JavaDocs in devkits\validation

Table 8. Get help

Task	Instructions
Open online help	<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.
Obtain PDFs	<p>Use any of the following methods:</p> <ul style="list-style-type: none"> • Choose Help > Product Documentation to access Campaign PDFs. • Choose Help > All IBM EMM Suite Documentation to access all available documentation. • Access all documentation during the installation process from the IBM EMM installer.
Get support	Go to http://www.ibm.com/ and click Support & downloads to access the IBM Support Portal.

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.

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 installed IBM applications.

You can access the About page by selecting **Help > About**. If the About page is not accessible, check for a `version.txt` file that is located under the installation directory for your application.

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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