Version 9 Release 1.2
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IBM Campaign Release Notes

IBM

Contents

Chapter 1. IBM Campaign v9.1.2 system requirements and compatibility

IBM®Campaign is part of the IBM EMM suite of products. Campaign version 9.1.2 requires Marketing Platform 9.1.2. You can upgrade to Campaign 9.1.2 (including eMessage) from version 9.1.x and 9.1.1.x.

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).

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*.

IBM Campaign documentation roadmap

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

Table 1. Get up and running

Task	Documentation
Find out about new features, known issues, and limitations	*IBM Campaign Release Notes*
Learn about the structure of the Campaign system tables	*IBM Campaign System Tables and Data Dictionary*
Install or upgrade Campaign	One of the following guides: • *IBM Campaign Installation Guide* • *IBM Campaign Upgrade Guide*
Implement the IBM Cognos® reports provided with Campaign	*IBM EMM Reports Installation and Configuration Guide*

Table 2. Configure and use Campaign

Task	Documentation
• Adjust configuration and security settings • Prepare Campaign for users • Run utilities and perform maintenance • Learn about integrations	*IBM Campaign Administrator's Guide*
• Create and deploy marketing campaigns • Analyze campaign results	*IBM Campaign User's Guide*
Improve flowchart performance	*IBM Campaign Tuning Guide*
Use Campaign functions	*IBM Macros for IBM EMM User's Guide*

Table 3. Integrate Campaign with other IBM products

Task	Documentation
Integrate with IBM eMessage	*IBM Campaign Installation and Upgrade guides*: How to install and prepare eMessage components in the local environment. *IBM eMessage Startup and Administrator's Guide*: How to connect to the hosted messaging resources. *IBM Campaign Administrator's Guide*: How to configure offer integration.
Integrate with IBM Digital Analytics	*IBM Campaign Administrator's Guide*: How to configure the integration. *IBM Campaign User's Guide*: How to target web analytics segments in marketing campaigns.
Integrate with IBM SPSS® Modeler Advantage Marketing Edition	*IBM Campaign and IBM SPSS Modeler Advantage Marketing Edition Integration Guide*
Integrate with IBM Marketing Operations	*IBM Marketing Operations and IBM Campaign Integration Guide*

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

Task	Documentation
Integrate with IBM Opportunity Detect	*IBM Campaign Administrator's Guide*: How to configure the integration. *IBM Opportunity Detect Administrator's Guide* and *IBM Opportunity Detect User's Guide*: How to administer and use the product.
Integrate with IBM Silverpop Engage	*IBM Campaign and IBM Silverpop Engage Integration Guide*
Note: Additional integrations may be available that are not listed in this table. See Product tools and utilities for IBM Campaign. Also see IBM Solution Engineering Projects.	

Table 4. Develop for Campaign

Task	Documentation
Use the REST API	See the IBM Knowledge Center
Use the SOAP API	• *IBM Campaign SOAP API Guide* • JavaDocs in `devkits\CampaignServicesAPI`
Develop Java™ plug-ins or command-line executables to add validation to Campaign	• *IBM Campaign Validation PDK Guide* • JavaDocs in `devkits\validation`

Table 5. Get help

Task	Instructions
Use the IBM Knowledge Center	Go to http://www.ibm.com/support/knowledgecenter/ SSCVKV/product_welcome_kc_campaign.dita
Open online help	When using the IBM Campaign application: 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.
Get PDFs	When using the IBM Campaign application: • Choose **Help > Product Documentation** to access Campaign PDFs. • Choose **Help > All IBM EMM Suite Documentation** to access all product PDFs. • Click the links 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.

Chapter 2. What's new in IBM Campaign 9.1.2

IBM Campaign version 9.1.2 includes a number of new features and changes.

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

IBM Knowledge Center

All product documentation is now available in the IBM Knowledge Center at:

http://www.ibm.com/support/knowledgecenter/

You can browse or search within or across product families to find the topics that you need. To search within a single product, expand a product family in the Table of Contents, select a product, then enter your search term. Click the **X** in the toolbar to clear the Search Filter. For more information, click the **Help** icon at the top right of the toolbar.

Traditional Chinese support

IBM Campaign v9.1.2 supports the Traditional Chinese locale.

Users can also select **Traditional Chinese** when installing IBM EMM products.

Flowchart tab redesign

IBM Campaign v9.1.2 has the following flowchart tab design change.

If a campaign has many flowcharts, they are displayed in a single row, in a tabbed interface. Use the icons (**First**, **Previous**, **Next**) to the right of the tabs to navigate to other flowchart tabs. To see all flowchart tabs, click the **Expand** icon (+), then use the **Collapse** icon (-) to return to the single-row view.

You can use the browser search function (for example, **Ctrl+F**) to search for a flowchart tab. You may need to expand the view (+) in order to see the highlighted search result.

IBM Campaign REST API

IBM Campaign v9.1.2 introduces a REST API for interacting with campaigns, offers, offer lists, attributes, and target cell objects.

Information about the IBM Campaign REST API is provided in the IBM Knowledge Center.

IBM Marketing Platform provides the security framework for the API. Choose **Settings** > **Configuration** and use the configuration properties in the **IBM Marketing Platform | Security |API management** category.

IBM dashDB as a user data source

IBM dashDB is supported as a user data source for IBM Campaign v9.1.2.

IBM dashDB is a fully managed cloud data warehousing service that is available through Cloudant and Bluemix platforms.

IBM dashDB uses the existing **DB2Template.xml** in IBM Campaign. The dashDB data structure is similar to IBM DB2 BLU.

HP Vertica as a user data source

HP Vertica is supported as a user data source for IBM Campaign v9.1.2.

Use the existing **PostgreSQLTemplate.xml**. All basic (standard) data types are supported. The COPY command is not supported in the current version of this release.

Amazon Redshift as a user data source

Amazon Redshift is supported as a user data source, using the **PostgreSQL ODBC driver**.

Use the newly introduced **PostgreSQLTemplate** as the data source template in IBM Campaign.

Amazon Redshift user database with Campaign is supported on Windows and Linux operating systems only. Amazon Redshift database is not supported for system tables.

For information about using Amazon Redshift as a data source, see the following documentation or search the IBM Knowledge Center:

Document	Information about Amazon Redshift support
IBM Campaign Release Notes	• Changes to IBM Campaign configuration settings for 9.1.2 • Known issues and limitations
Recommended Software Environments and Minimum System Requirements	Details about supported versions
IBM Campaign Installation Guide	Preparing Amazon Redshift user data sources for Campaign
IBM Campaign Administrator's Guide	• Using Amazon Redshift user data sources with IBM Campaign • Supported data types for Amazon Redshift • Configuration settings for PostgreSQLTemplate (Campaign|partitions|partition[n]|dataSources)

Big data integration using Apache Hive over Hadoop as user datasource

Apache Hadoop Hive is supported as a user data source, using either the **Cloudera ODBC Driver for Hive** or the **DataDirect Apache Hive ODBC driver**.

Use the newly introduced **BigDataODBCHiveTemplate** as the data source template in IBM Campaign.

Hive-based big data integration with Campaign is supported on the Linux operating system only. Campaign and Hive-based big data as a user database is not tested with Campaign installed on MS Windows. Big data Hive-based database is not supported for system tables.

For information about using Apache Hadoop Hive as a Campaign data source, see the following documentation or search the IBM Knowledge Center:

Document	Information about Hive support
IBM Campaign Release Notes	• Requirements and restrictions for Hive-based Hadoop data sources • Configuration settings related to Hive support • Known issues and limitations related to Hive support
Recommended Software Environments and Minimum System Requirements	Details about supported versions.
IBM Campaign Installation Guide	• Requirements and restrictions for Hive-based Hadoop data sources • Preparing Apache Hadoop Hive user data sources for Campaign, including installing and configuring a Hive ODBC driver, importing and configuring the BigDataODBHHiveTemplate data source in Campaign, mapping the Hive data source in Campaign, and configuring SSH on the Campaign listener server. • Overview of the Campaign integration with Hadoop • Integration architecture • Terminology and resources for Hive Hadoop
IBM Campaign Administrator's Guide	• Using Hive-based Hadoop data sources with Campaign • Exporting data from Campaign to a Hive-based Hadoop system • Hive query language conformance • Supported data types for Apache Hadoop Hive • Configuration settings for BigDataODBCHiveTemplate (Campaign|partitions|partition[n]|dataSources)

Requirements and restrictions for Hive-based Hadoop data sources

The following requirements and restrictions apply to using Hive-based Hadoop data sources with IBM Campaign.

- One of the following drivers is required. The customer is responsible for obtaining the driver.
  - DataDirect Apache Hive ODBC driver from Progress.com: DataDirect Connect64(R) for ODBC Release 7.1.5.
  - Cloudera ODBC Driver for Apache Hive Version 2.5.16 for Apache Hadoop Hive from Cloudera, Inc.
- The following Hadoop distributions are supported, with Apache Hive as the connection point: Cloudera, Hortonworks, IBM BigInsights ™, MapR.
- Minimum supported Hive version: 0.14
- The integration is currently supported on Linux RHEL 6.3 or higher.
- Hive-based Hadoop is supported as a user data source only. It is not supported for Campaign system tables.
- The integration does not currently support the IBM Campaign Cube, Optimize, or Interact List process boxes or eMessage Landing Pages in an Extract process box.
- You can use a Hive-based Hadoop user data source on an IBM Campaign system that is integrated with IBM SPSS-MA Marketing Edition and also with an IBM Campaign and Digital Analytics integration.

Changes to Campaign dataSource configuration settings for 9.1.2

To support Apache Hadoop Hive and Amazon Redshift as user data sources, two new data source XML templates were added, and related changes were made to the `Campaign|partitions|partition[n]|dataSources|<dataSourcename>` configuration settings.

Two new data source XML templates were added:
- To support Amazon Redshift as a user database: ..Campaign\conf\ **PostgreSQLTemplate.xml**
- To support Hive-based big data as a user database: ..Campaign\conf\ **BigDataODBCHiveTemplate.xml**

The following configuration changes are related to the new templates. To access configuration settings, choose **Campaign** > **Settings** and select `Campaign|partitions|partition[n]|dataSources|<dataSourcename>`.

For details about configuration settings, see the *IBM Campaign Administrator's Guide*.

- A new configuration property called **HiveQueryMode** was added. This property is used only for Hive-based Hadoop data sources (BigDataODBCHiveTemplate). It provides a way to switch between the DataDirect and Cloudera drivers. For **DataDirect**, select **Native**. For **Cloudera**, select **SQL**.
- New configuration properties called **LoaderPreLoadDataFileCopyCmd** and **LoaderPostLoadDataFileRemoveCmd** were added. These properties are only for Hive-based Hadoop data sources (BigDataODBCHiveTemplate). These properties are used to copy and remove temporary data files as part of the Campaign and Apache Hive-based Hadoop big data integration.

- For **DateFormat**, note the following information if you are using Hive-based Hadoop big data data sources: All Date strings (Date, DateFormat, DateTimeFormat, DateTimeOutputFormatString) must use the dash "-" character to format dates. Hive does not support any other characters for dates. Example: %Y-%m-%d %H:%M:%S
- Hive-based Hadoop does not support the Tab (/t) character as a **LoaderDelimiter** value.
- The **LoaderDelimiter** value must match the ROW format delimiter that was used when the big data database table was created. This applies to both Hive and Amazon Redshift. In the following example, a comma is used:

  ```
  ROW FORMAT DELIMITED FIELDS TERMINATED BY ',' ;"
  ```
- The **Type** property supports two new types for customer tables: **BigDataODBC_Hive** and **PostgreSQL**.
- The **UseExceptForMerge** property must be FALSE for Hive-based Hadoop big data. Hive does not support the EXCEPT clause, so a setting of TRUE can result in process failures.

Chapter 3. Fixed defects in IBM Campaign 9.1.2

The following defects were fixed in Campaign 9.1.2.

Table 6. Campaign fixed defects

ID	Fixed defect
195733	Inferred response tracking is very slow.
193991	Failed flowchart appears twice in monitoring.
193992	Code 11506 while creating OLT table.
193960	OLT table reference in eMessage process box is corrupt after generating a user variable in a flowchart.
193958	User variable node is not displayed in eMesage box after assigning input cell on Source tab.
193948	Stored XSS issue found via manual security testing.
193944	10404 error when opening certain Audience process boxes.
193952	IFRAME injection security issue.
193987	Process box becomes configured in error during some other branch run.
193985	Time to show list of tables is very high: When trying to map a table from database that has 10000 or more tables in a new flowchart, it takes about 5 to 7 seconds to display table list drop down, but in subsequent attempts of table mapping to same flowchart from same database it takes more than 25 seconds to display table list.
193980	Dimension table with campaign name is not seen in Select process.
181861	When using Tivoli Access Manager, request to ico_BatchFlowchrt.gif doesn't use WebSEAL junction, causes CSRF error when going into edit mode of flowchart.
193947	PO04588 - General tab in Select process box is truncating comments.
195744	A user without "clear contact history" permission could clear the CH table.
193982	Audience levels not in alphabetical order when mapping tables.
193954	Make error message "Field Name contains illegal character" localized for other languages.
193946	Unable to see table relationships when remapping table.
193975	Unable to add more than one key field and click Next when remapping multi-keyed dimension table when changing 2+ key field names.
193976	Table remapping pop-up warning not appearing when remapping dimension tables.
193979	Changing output database table in Snapshot fails when outputting same-named fields from different tables.
193949	Not possible to use SQL that contains Tab character in pre- and post-processing of Select process.
193989	Scrollbar missing in "Save under" dropdown when creating custom macro in IBM Campaign.
193945	Target cell spreadsheet uses only half of the browser window height.
195742	User can run trigger through flowchart even when "Run Triggers" permission is Denied.
195454	Not able to save the flowchart after removing annotation.
195377	Not able to kill processes unless unica_svradm connect to listener host for a non-clustered setup.
193990	PO05019 - Campaign takes a long time to open Mail List process for configuration.
193951	When UMO_UC_integration is True, eMessage process box cannot be executed due to Error 10164: This process cannot handle cells from the TCS that are control cells.

Chapter 4. Known issues in IBM Campaign 9.1.2

Campaign 9.1.2 includes the following known issues.

Table 7. Campaign known issues

ID	Known issue
194989	Campaign server process crashed with error 10404 while executing Segment process box. Workaround: For all Segment process boxes that have **Create Extract tables** checked: 1. Uncheck the **Create Extract tables** option in the Segment process box. 2. Add an Extract process box downstream of the Segment process box and use this extract output in subsequent processes.
195836	Clicking a session flowchart displays the error message "Please wait for the page to load." This issue occurs in the following specific scenario: If you are in session flowchart edit mode, click Save and Exit flowchart, navigate to the Session summary page, and then click the flowchart tab again. Workaround: Navigate to the All sessions page and then visit the flowchart again to open it in view mode.
196761	Chrome/IE11: The Available Fields box overlaps the Use and Profile buttons on the Select process box and Extract process box in some locales. This issue occurs for all locales other than English and French on Chrome and IE11 browsers only. This issue does not occur on IE10. Workaround: Resize the Select / Extract process box to avoid the overlap.
198739	Track and Response process box execution failed with error 10404 and a stack trace was generated when **Use In-DB Optimization** was selected under flowchart Advanced Settings. Workaround: Disable **Use In-DB Optimization** in the flowchart that contains the Track or Response process box along with other process boxes. If that is not possible, create a new flowchart and configure only Select and Track and /or Response in the new flowchart and you can enable **Use In-DB Optimization** here.
185658	Big data: Unable to copy data to big data output tables when loader delimiter is "\t" Hive-based Hadoop big data does not support the Tab (/t) character. Do not use the Tab character as the LoaderDelimiter value (Campaign|partitions|partition[n]|dataSources|dataSourcename).
194575	Big data: Segment process box execution fails with error when **Create Extract Tables** option is checked. Workaround: Extract within Segment can be achieved by placing the Extract process downstream of the Segment process.
194516	Upgrade: For a listener cluster upgrade from 9.1.1 to 9.1.2, the installer screen to copy files from Campaign/partition to Listener Shared Home should not appear. This issue affects upgrading a listener cluster from 9.1.1 to 9.1.2. If the base installation is a Listener Clustered environment, the Upgrade installer should not show the screen "Move Listener Files to Shared Network Location" because the listener files are already at the shared network location. Workaround: Select the **Manual** radio button on the screen "Move Listener Files to Shared Network Location" if the base setup is already configured for listener clustering.
NA	Big data: The temporary data file upload location on the Hive server must be /tmp. The property **LoaderPreLoadDataFileCopyCmd** (Campaign|partitions|partition[n]|dataSources|dataSourcename) is used for Hive-based Hadoop data sources (BigDataODBCHiveTemplate). This property uses SCP to copy data from IBM Campaign to a temp folder on the Hive-based Hadoop system. Currently, the location must be called /tmp. This must be the file system location, not the HDFS location.
175825	When **defaultBehaviorWhenOutputToFile** is set to **Create New File**, it works only when you select a new output (export) file for the first time. If you try to change the existing output file and select a new output file, then the option **Append to Existing Data** gets selected by default. It can be changed manually to **Create New File**.

Table 7. Campaign known issues (continued)

ID	Known issue
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]`
177300	Extracted fields from a top-level Segment process box are not displayed on the Derived field window of the Select process box. The Segment process box exported fields should appear under the Extract node on the Derived field window of the Select process box.
177430	In a Segment process box, segments reshuffle incorrectly after changing **Segment by field** to **Segment by query**. 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.
147356	Resize_Maillist_Parameter_Assign Value: Drop-down list does not revert to inactive state when user clicks outside of the drop-down arrow. This issue occurs only on Internet Explorer. It affects drop-down lists that use a tree selection widget.
164028	Cognos reports do not work with Campaign in French. 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.
178526	You can safely ignore the following non-fatal 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][lL]" is not allowed."
NA	Mail List process box gets unconfigured with error "31606: History table are changed" on Flowchart run. 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.
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.
2968	Hot keys are not implemented on most of the windows. In the Dojo implementation it is not possible to use keyboard shortcuts to activate certain functions. Instead the user must click buttons.
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.
13502	There should be a way to map DCH from the UI when field name for CH table is changed. 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.
TT DEF062333	Information related to associated products does not appear in offer on Marketing Operations. When an offer created in Campaign with products associated with it is imported in Marketing Operations, information about the associated products is not available in Marketing Operations.
TT DEF063392	If it was not mapped initially, the Digital Analytics translation table is not available in the Segment process box. No translation table or any other user table is available in the Segment process box, if the translation table was not mapped initially.
75262	Clicking "Return to previous page" distorts the UI in some cases. Use the links within the products to navigate, rather than the browser controls.

Table 7. Campaign known issues (continued)

ID	Known issue
90956	If you open an Extract process configuration dialog and click **OK** without making any changes, the message "Process run results will be lost, Continue?" appears. The message should not appear when no changes have been made.

Chapter 5. Known limitations in IBM Campaign 9.1.2

Campaign 9.1.2 includes the following known limitations.

Table 8. Campaign known limitations

ID	Known limitation
NA	Big data: To perform the UPDATE operation on any process boxes in a flowchart, ensure that your HIVE tables are configured as transactional tables such that they support the ACID property. This is a key feature introduced in HIVE version 0.14.
190621	Big data: Campaign with Hive big data as a user database does not support user table mapping with Base and Dimension levels up to the fourth level hierarchy.
	If you map a Base record table with four levels of dimension tables in a Select process box, then build a query based on the fourth level Dimension table, the query fails with Error 11528. This issue should not affect big data users because multiple dimensions should not be needed. By definition, a big data source has a large table of records split across Hadoop nodes (such as HDFS).
185854	Big data: Campaign integration with Hadoop-based Hive big data as a user data source is not tested on MS Windows operating system.
194095	For Redshift database, the error message "Unsupported type timestamps with time zone" is displayed when exporting data from a Snapshot process box. Timestamp with timezone is an unsupported PostgreSQL data type on Amazon AWS.
194806	BLU: Snapshot process box execution fails with error when records are exported with option **Replace All Records**. The error occurs with BLU DB2 database and only when **Replace All Records** is selected. It does not occur for **Append to Existing**.
NA	IBM Interact when configured with IBM WebSphere Application Server: You must configure IBM WebSphere JVM to use JDK 1.7. When IBM WebSphere Application Server 8.5.5.x is configured with JDK 1.7 and HTTPS communication, you must use IBM JAVA SDK version 7.0.8.10 or higher.
NA	Using multiple SQL statements for raw SQL queries is not currently supported on big data user datasources. For related information, search the IBM Knowledge Center for *Hive query language conformance*.
195581	While running a Campaign flowchart, if listener crashes or is stopped, user is not able to access the running flowchart from the UI. Requests are being served by another node of the cluster but while accessing the flowchart, a pop-up message says "listener failover occurred..." It may be necessary to restart the master listener.
196487	DataDirect + Cloudera: Snapshot process box execution fails when some of the output table column fields are not mapped. This is related to a known issue with the Hive 0.14 database. Workaround: To extract fewer than the fields in the mapped database table, fill them with derived fields or uservars and fill them with the default desired values, such as NULL.
184919	Big data: Mail List process execution fails with error: unique constraint (UCDUC9111.CCONTACTHIST_PK) violated.
	Mail List / Call List process box execution completes successfully when User Database table - Audience Level is BigInt. However:
	• When a user profile table contains Audience ID in Decimal format, this error will occur.
	• When a user profile table is created by export from File to Database then by default all numeric fields are created as Decimal.
	For big data: The user profile database table audienceID should be of BigInt type when used with DB2 databases. If the user profile database table audienceID is Decimal, the Mail List / Call List process box execution will have errors.

Table 8. Campaign known limitations (continued)

ID	Known limitation
186489	Big data: "Record exported = Unknown" is displayed on Snapshot process box if cell size Limit is used in preceding Select process box. (1) Count of records is unknown when a Snapshot is populated through INSERT INTO SELECT FROM queries. If you want a record count, map it as Base table, in which case Campaign will compute the record count. (2) Count of records will be known and updated in case of loader (LOAD DATA) invocation. No need to map the table.
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.
NA	Flowchart 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.
176377	DB2 10.5 BLU for user DB: No indexing requirement for temp tables in Campaign datasource. DB2 10.5 (with BLU feature ON) does not require indexing in Campaign. Campaign has certain properties for datasources, such as 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.
NA	Dialog behavior: In certain cases, it is necessary to click twice in order to activate a field or change a field value.
NA	The **monitorEnabledForEmessage** configuration property in **Campaign|monitoring** is not currently used.
NA	Relevant products limitation: When offer management is performed from IBM Marketing Operations, the "relevant products" functionality, which relates product IDs to offers, is not available.
NA	Blank or incorrect results from derived fields in a Mail List process. This can occur in a process box that uses a derived field that calls a Generated field (UCGF) that changes value. Do not use a UCGF in a Mail List derived field if the UCGF is not constant. Also, from the Parameters tab, do not create a derived field to call a UCGF to populate offer attributes. 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=
NA	Profiling a Campaign Generated Field (UCGF) does not yield correct results. Some UCGFs have a value according to the cell or the offer being processed. For cell-related UCGFs, only the value associated with the first cell appears during profiling.
NA	The default value for a custom cell attribute does not appear when you open the target cell spreadsheet. Although the default value is not initially displayed, it will be used. The value can be displayed or changed by clicking or opening and editing the custom cell attribute in the target cell spreadsheet.
NA	The **UA_UsrResponseType.Name** field cannot contain a left parenthesis followed by a single quote.

Table 8. Campaign known limitations (continued)

ID	Known limitation
NA	Use unique `TempTablePrefix` for each data source when mapping multiple data sources to same physical database. If you mapped multiple data sources in Campaign to the same physical database, and you use the same `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.
11162	Several dialogs that might not contain a large amount of data or are not commonly used cannot be resized or maximized.
17202	Error 19024: Cannot delete segment folder if the segment was deleted from the folder. A segment that is deleted from a folder remains as an inactive segment in the folder. Folders with inactive segments cannot be deleted. This is working as intended.
18991	If the same flowchart is edited in multiple locales, undesired behavior can occur. This situation occurs only if two (or more) users with different language settings edit the same flowchart. Users with different locales should not edit the same flowchart that was created by a user with a different locale since this can lead to undesired behavior. The preferred approach is to create and edit flowcharts with users having the same language settings.
84147	Copy and paste behavior in process boxes and other dialogs: 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.
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.
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

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- Detailed steps to reproduce the issue.
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