

**Unica Centralized Offer Management  
V12.1.0.3 Release Notes**



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# Chapter 1. System requirements and compatibility

Unica Centralized Offer Management operates as part of the HCL Marketing Software suite of products. Unica Centralized Offer Management requires Unica Platform 12.1.0.3 and Unica Plan 12.1.0.3.

This section provides the following information for this release of Unica Centralized Offer Management:

- Where to find system requirement and compatibility information
- Changes in support for third-party software

Unica Centralized Offer Management supports 64-bit operating systems only.

## **Where to find complete system requirement and compatibility information**

For a list of HCL Marketing Software product versions compatible with this product and a list of third-party requirements for this product, see the Unica Recommended Software Environments and Minimum System Requirements document.

# Chapter 2. New features and changes in version 12.1.0.3

Unica Centralized Offer Management is centralized solution for Unica customers for creating and managing offers and using it across Unica's suite of products. As a strategy, the future requirements of Unica customers, related to the offer management, will be made available using the Unica Centralized Offer Management application.

For the 12.1.0.3 release, Unica Centralized Offer Management is not mandatory. Customers upgrading to 12.1.0.3 can still use the existing offer management capability that they are using. However, customers using Unica Campaign's offer management capability and Unica Plan's offer management capability are strongly advised to evaluate, and switch, to the Unica Centralized Offer Management.

We have updated the Unica Centralized Offer Management documents and you can access the latest documentation using the following links:

- **PDFs:** <http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmlzZQ==&folder=Y2VudGNvbS8xMI8xXzA=>
- **Online Help:** <https://help.hcltechsw.com/unica/COM/en/12.1.0/index.html>

The following list mentions the new features, and the changes to existing features, in Unica Centralized Offer Management 12.1.0.3:

New capabilities	<ul style="list-style-type: none"><li>• Introduced support for Offer validation plugin and Java-based custom code generator plugin.</li><li>• Introduced support for content preview for the Picker - URL attribute.</li><li>• Introduced support for offer integration with digital assets from Unica Deliver Content Library.</li></ul>
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	<ul style="list-style-type: none"> <li>• Introduced creation of dependency between Select box - Database attributes.</li> <li>• Introduced support for offers migrated from Unica Plan.</li> <li>• Introduced capability to edit offer name after Duplicate Offer.</li> </ul>
New platforms supported	<ul style="list-style-type: none"> <li>• Introduced support for HCL OneDB as system database.</li> <li>• Introduced support for WAS 8.5.5.18.</li> </ul>
Improved user experience	
Improved performance	
REST APIs	<ul style="list-style-type: none"> <li>• Introduced support to client SDK using HTTPClient for the offer management REST API</li> </ul>
Integration with Content Management System	<ul style="list-style-type: none"> <li>• Introduced support for a new third-party CMS, HCL DX Media Library, in Unica Content Integration.</li> <li>• Introduced support to search content types like archives, audio, documents, and videos from an external CMS using Unica Content Integration.</li> <li>• Introduced support to map content metadata, from third-party CMS, to offer attributes.</li> </ul>

# Chapter 3. Fixed Defects

The following table lists the fixed defects in Unica Centralized Offer Management 12.1.0.3

**Table 1. Defects fixed in 12.1.03**

<b>Issue ID</b>	<b>Description</b>
HMA-317894	Internal server error was displayed when editing a template that had Select box - Database attributes under the static attributes section.
HMA-316233	Partition ID was getting changed from Partition2 to Partition1 on the Add offer list screen, when a Partition2 user tried to save a Static Offer list or Smart Offer list in Unica Plan.
HMA-315993	No horizontal scroll bar in the Restriction tab of the Smart Offer list creation Folder.
HMA-315984	When Select box - Database attribute was used in the Static attributes section or the Hidden attributes section of offers or templates, the used key value did not exist in the database table. The behavior of the key value in the Parameterized attributes section was the expected behavior.
HMA-315812	Client SDK call failed for the getIdsByNames API.
HMA-315780	On the Edit offers screen, user could rearrange saved attributes in the Parameterized attributes section.
HMA-315767	Creating offers or updating offers with Select box - Database attribute caused performance degradation under load.
HMA-315663	Template name tag and huge template name was not properly aligned in the Offer summary screen.

<b>Issue ID</b>	<b>Description</b>
HMA-314815	Plan template was accepting IP ID and IP name in the Static attributes section. After migration to Centralized Offer Management, the template did not show the values with this bad data.
HMA-314786	Decimal places of Plan attributes of type Money were not migrated correctly to Centralized Offer Management.

# Chapter 4. Known issues

The following table lists the known issues in Unica Centralized Offer Management 12.1.0.3.

Issue ID	Description
HMA-320809	On the JBoss application server, unica.ear is not getting properly deployed as it is getting issues when using features of Centralized Offer Management.
HMA-320633	Some messages related to the new features, introduced in 12.1.0.3, are not localized and are displayed in the English language.
HMA-320628	Server start-up issue in OneDB with the flag <code>-DUNICA_PLATFORM_CACHE_ENABLED=true</code> . The issue is applicable only for OneDB database. Customers having OneDB can use the application without this flag.
HMA-320583	If customers were using Plan for offer management, and if they unknowingly added IP ID and IP name in the Static attributes section, the Plan team, from 12.1.0.3 onwards, has addressed this issue by automatically moving all such attributes to Parameterized attributes section. If such customers decide to move their offer management capability to Centralized Offer Management, a blank IP ID value will be shown as zero and the blank IP name will remain blank. However, the Save button is enabled, which should not happen.
HMA-320546	Attribute internal name and template name are case insensitive in some databases. In such databases, if you use the same name but in different cases, duplicate name error will not appear. For example, an error will not appear if you use "TemplateName", "Templatename", or



<b>Issue ID</b>	<b>Description</b>
	"templatename". We recommend that you avoid using duplicate names.
HMA-320137	If a user defines a multi-level dependency between attributes (more than 2 levels), changing the value of topmost parent refreshes the option only at immediate child level.

# Chapter 5. Known limitations

The following table lists the known limitations in Unica Centralized Offer Management 12.1.0.3.

<b>Issue ID</b>	<b>Description</b>
HMA-320808	Acoustic COM integration: Select box- Database attribute and Rich text attributes are not supported on Acoustic. Acoustic team will provide support for this in future.
HMA-320416	Intermittent error is seen when concurrent users are working on Centralized Offer Management with OneDB. This has been identified as an issue in driver for OneDB. The OneDB team will tentatively fix this issue in JDBC driver for OneDB in JDBC 8.0.0.2.
HMA-319749	Content mapping: The Filename attribute is always blank from AEM for all content type other than the Image content type. This is an AEM limitation.

# Chapter 6. Before you contact HCL technical support

If you encounter a problem that you cannot resolve by referring the documentation, your company's designated support contact can log a call with HCL 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 HCL administrator for information.

## Information to gather

Before you contact HCL 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 HCL 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 HCL 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 HCL technical support**

For ways to contact HCL technical support, see the HCL technical support website:

<https://www.hcltech.com/products-and-platforms/contact-support>