HCLSoftware

Unica Deliver V12.1.7 Release Notes

Contents

Chapter 1. Release Notes

Contains information about new features, defect fixes, and known issues that HCL releases as part of a scheduled software release.

Overview

Unica Deliver includes the following features.

- Digital Channel Coverage: Seamlessly integrate with an ever-expanding eco system of digital messaging touchpoints, including: email, SMS and more.
- Unified Omni Channel Experience: Leverage the powerful context and continuity offered by the Unica Platform's system of record, ensuring that you reach your customer over the right channel at the right time.
- Flexible Communication Automation: Provides powerful lights-out productivity tools to automate even the most complicated campaigns and the flexibility to build ad hoc campaigns quickly and efficiently.
- Powerful Email & Landing Page Analysis: Analyze with a quick and easy preview of data-driven variants and click through to your landing pages to ensure that your personalization rules are applied perfectly.
- Intuitive A/B Testing: Quickly configure and conduct A/B testing to determine the most effective email design and message content for your audience.
- Insightful Reports and Analytics: Provides accurate out-of-the-box analytics and engagement insights designed to demonstrate communication success and marketing results.

Chapter 2. System requirements and compatibility

For detailed system requirements, see the *Recommended Software Environments and Minimum System Requirements* guide. This document also describes reporting requirements, added support for third-party software, and third-party software for which support is no longer available.

Unica Deliver operates with Unica Campaign. When you install Campaign, several Deliver components and tables are automatically installed as part of the Campaign installation. You cannot install Deliver software, system tables, or the Deliver report pack separately. Installing these components makes the Campaign installation ready to support hosted email. However, you cannot begin to compose, send, and track email until you subscribe to Deliver.

When you request an Deliver subscription, Unica consults with you to activate your account and establish your reputation as an email marketer with leading ISPs around the world. You can also choose other channels such as SMS, Push or Whatsapp and Unica will work with you to establish your account for respective channel. For more information about enabling and configuring Deliver after you purchase a subscription, see the *Unica Deliver Startup and Administrator's Guide*.

For more information about installing Deliver with Campaign, see the *Unica Campaign Installation Guide* and the *Unica Campaign Release Notes®*.

Unica Deliver also works seamlessly with Unica Journeys and Unica Interact to deliver messages on required channels. You can refer documentation of respective product for more information on how to integrate Unica Deliver.

Chapter 3. New features

The following are the new features or changes in existing features implemented in release 12.1.7:

Email Copies

The Email Copies feature retains records of bulk mailers sent by Deliver users. The records are in PDF format and you can only access records that are not older than 30 days. You can make these copies available for an external archiving system. Copies would be made available for Batch Emails, transaction Emails and Batch SMS mailers.

Execution of deliver mailings from deliver process box

This feature will allow users to execute the deliver emails directly from the deliver process box. There will be an option to select the particular mailing which can be executed along with the process box.

Postgre DB support

Unica Deliver On premise application now supports the Postgre as system DB.

Configuring viewing as a web page

This feature allows user to select any text in Quick View and have an option to convert it to a link which opens the email in a browser as a webpage.

Support for <br> tag

With this new enhancement user can now use
 (new line) tag inside an <a> tag along with the other allowed tags.

SMS character length calculations improvements

SMS character counting logic has been enhanced and made more robust. Character counting logic now also considers the extra control characters which was reserved by SMS vendor.

HTTP Proxy Support for RLU and RCT

From 12.1.7 release, Unica Deliver will support HTTP proxy for RCT and RLU utility.

Chapter 4. Fixed defects

This section lists fixed defects in Unica Deliver, version 12.1.7.

Table 1. Fixed Defects in 12.1.7

Issue	Issue ID	Description
Removed LP related `<script>` tags from the final Email output.	HMA-360265	Remove LP related `<script>` tags from the final Email output. This was blocking emails to gmail. This is now fixed.
Preview in Deliver communications does not evaluate null values for Personalization Field	HMA-359868	Preview in Deliver communications does not evaluate null values for Personalization Field.
Color change on mouseover was not working in Quick Builder	HMA-359363	Color change on mouseover was not working in Quick Builder.
Text formatting/hyperlink issue existed for removing spacing.	HMA-359276	Text formatting/hyperlink issue existed for removing spacing.
Problem interpreting Deliver reports	HMA-358995	There were problems in interpreting Deliver reports.
Recipient list on a mailing	HMA-358774	If the Deliver box was not executed, it was not appearing in the mailing's recipient list.
Error in Unica Deliver HTML Template Import	HMA-358765	There were errors in Unica Deliver HTML Template Import.
Problem with email integration: need to recode width of each image	HMA-358648	Deliver was breaking the HTML code and was canceling the responsive properties of the original HTML script.
Could not modify or cancel a campaign schedule	HMA-358504	Could not modify or cancel a Campaign schedule
Size attribute on input was not supported in Landing Page	HMA-357810	Size attribute on input was not supported in Landing Page.
SmartURL: Intermittently getting CassandraUnauthorizedException while shortening	HMA-357712	In case of SmartURL, while shortening the URL, a `CassandraUnauthorizedException` was appearing.
Visual image shift problem on mobile version	HMA-357602	There was a visual image shift on the mobile version sent to customers.
Wrong numbers in Deliver click report	HMA-357563	In case of Oracle database, wrong numbers were appearing in the Deliver click report.

Table 1. Fixed Defects in 12.1.7 (continued)

Issue	Issue ID	Description
Misinterpretation of links in emails in terms of tracking and personalization fields in URLs	HMA-357523	There was misinterpretation of links in emails in terms of tracking and personalization fields in URLs.
The HTML Content for this communication does not exist, while creating a landing page error	HMA-356832	When creating a landing page the following error was seen: `The HTML Content for this communication does not exist.`
SMS Calculator and special characters - RML	HMA-356822	SMS Calculator and special characters - RML.
Getting `datatype = null` for field `CampaignName` when adding in Email Template	HMA-356185	Getting `datatype = null` for field `CampaignName` when adding in Email Template.
URL changed after importing HTML in Quick Builder.	HMA-356121	After sending the email, the image clicks were redirecting but not loading the actual page. After verification it was observed that incorrect URLs were being formed.
Bold CTA text not appearing	HMA-355288	When using bold text in CTAs within quick builder, text was not bold on the proof recieved. This was applicable for all devices.
Problem with background images	HMA-354492	Background images were not loading in Message Editor after some time (even after 24 hours). This resulted in the end email, as well background images, not getting displayed.
Deliver - Edit mailing schedule - error reading writing data	HMA-354167	In case of Edit Mailing Schedule, there was error in reading and writing data.
Deliver - Edit mailing schedule - error reading writing data	HMA-354087	In case of Edit Mailing Schedule, there was error in reading and writing data.
Deliver Mailing failed with Reason: Apply suppressions failed	HMA-353787	Deliver mailings were failing and the reason for that was that Apply Suppressions was failing.
Editing URL with personalization field in Quick Builder was not properly changed	HMA-335585	Editing URL with personalization field in Quick Builder was not properly changed.

Chapter 5. Known limitations

This section lists known limitations in Deliver.

Issue	Issue ID	Description
Deliver is not supported in Google's Incognito mode	HMA-313067	Deliver is not supported in Google's Incognito mode of Chrome browser.
SMS - Single flowchart schedule cannot be used for email and SMS.	HMA-312518	A single campaign flowchart schedule can be used to schedule multiple email mailings but it does not work in same way with SMS. For SMS, single flowchart schedule cannot be used for multiple instances.
Social media icons are not displayed for "view as webpage" functionality.	HMA-310734	Sometimes, hyperlink functionality is disabled. Users can see the link name, but are unable to click it.
Document editor throws locking issue sporadically.	HMA-307315	A locking issue is sporadically observed in the Message editor. **Workaround**: Copy the content / mailing and continue.
Partition2Admin is unable to add base content.	HMA-311117	The application throws an exception when the user logs in as Partition2Admin and creates mailings. Users must first create folder and then create mailings.
Continuous RCT restart attempts on UNIX™ systems.	HMA-312474	On UNIX™ systems, if the RCT is running as a daemon and you then issue the `rct.sh start` command, the system continues to attempt to start the RCT. The expected behavior is that `rct start` should exit when it detects that the RCT is already running. This does not happen on Windows™ systems.
Email addresses cannot exceed 64 characters.	HMA-312476	Deliver will not send email messages that contain a **To:** address that

Issue	Issue ID	Description
		exceeds 64 characters (excluding the domain name).
		If a mailing contains email with addresses over 64 characters long, the individual email messages will fail pre-execution validation when you run the mailing. Deliver will mark the failed emails as having invalid email addresses and send the rest of the mailing.
Navigating away from the Document Composer ends the session without saving changes.	HMA-312477	When you are editing an email or landing page document in the Deliver Document Composer, navigating to another page (for example, to view a mailing tab) ends the Document Composer session. The system prompts you to confirm that you want to leave the page, but it does not prompt you to save your changes. You changes are lost if you do not save the page before you navigate away from the Document Composer.
		To avoid this issue, save your changes before you navigate away from the Document Composer.

Chapter 6. Known issues

This section lists known issues in Unica Deliver, version 12.1.7.

Table 2. Known Issues in 12.1.7

Issue	Issue ID	Description
HTML code gets displayed in Message Editor if you apply styling in Quick Builder and configured a link to it	HMA-359986	HTML code gets displayed in Message Editor if you apply styling in Quick Builder and configured link / Webpage to it. **Workaround**: You can ignore this as it has no impact on the final mailer or its preview.
Outlook Dekstop app: Styling applied to Configure as webpage is not maintained in the end email	HMA-359890	Styling applied to **Configure as webpage** is not maintained in the final mailer. **Workaround**: Steps to style the link 1. Select the text and then style it accordingly. 2. Select the text and then convert it to a link (do not convert it to link first, else the styles will not work in Microsoft Outlook).
For the attached HTML file, extra space is getting added at the end of the template by clicking on **Save and publish**.	HMA-359805	For some HTML templates, extra space may get added at the bottom in Quick View of Quick builder. **Workaround**: You can ignore this.
Additional styling options are displayed in link name if there is an apostrophe ' in the ALT tag.	HMA-359150	In Deliver report, additional styling options are displayed in link name if there is an apostrophe ' in the ALT tag
Twitter logo is old	HMA-358849	Old Twitter logo appears in Quick Builder.
Font in generated PDF is different from the email communication created with imported HTML.	HMA-358387	For Email Archive, the font in generated PDF are differrent from the email communication created with imported HTML.

Table 2. Known Issues in 12.1.7 (continued)

Issue	Issue ID	Description
If the image size has `Auto` attribute value, the image size does not appear similar to the final mailer.	HMA-358384	For Email Archive, if the image size has `Auto` attribute value, the image size does not appear similar to the final mailer.
BCC email ID should be added to the generated email archive folders when email communication was created with BCC.	HMA-358370	For Email Archive, BCC email ID must be added to the generated email archive folders when email communication was created with BCC.
Ignore mailmonitor IDs.	HMA-358259	For Email Archive, ignore mailmonitor IDs.
Email content getting distorted on PDF file when sending email communication with attached HTML template.	HMA-358131	For Email Archive, email content gets distorted on PDF file when sending email communication with an HTML template.
If you pause a mailing event, PDFs of email copies are not generated.	HMA-358574	If you pause a mailing event, PDFs of email copies are not generated.
Distroted GIF images in PDF files	HMA-358280	If your email has GIF iamges and if you archive such emails to PDFs, the images are distorted.
Emoji in subject line replaced with UTF characters	HMA-358269	If your email subject line contains emojis and if you archive such emails to PDFs and Meta Files, the emojis in the subject line are replaced by UTF characters.
Email/Landing Page: Preview appears as blank if you use an image linked with an offer.	HMA-354556	In case of Email or Landing Page, preview appears as blank if you use an image linked with an offer.
HTML content gets distorted in the final mailer for the mentioned HTML code on Microsoft Outlook app.	HMA-353956	HTML content gets distorted in the final mailer for the following HTML code on Microsoft Outlook app: ```<v:image />', <v:textbox>, <v:rect>``` **Workaround**: If you notice issues in the final mailer, particularly in the

Table 2. Known Issues in 12.1.7 (continued)

Issue	Issue ID	Description
		Microsoft Outlook app, please remove VML specific tags like: `<v:image />`, `<v:textbox>`, `<v:rect>`, etc.
Security vulnerability javascript injection in Message Editor.	HMA-353264	Security vulnerability javascript injection in Message Editor.
Icons or emojis do not appear in emails received by users, if emails are created using imported templates.	HMA-350468	When using Quick Builder, if you import HTML files containing emojis and icons (if emojis or icons are entered in hexadecimal format), the final email will not display them.
RLU: Failed to load class `org.slf4j.impl.StaticLoggerBinder` while running RLU.	HMA-349665	When running RLU utility, the following messages may be displayed: ```\nSLF4J: Failed to load class\n ""org.slf4j.impl.StaticLoggerBi\nnder"".\nSLF4J: Defaulting to\n no-operation (NOP) logger\n implementation.\nSLF4J: See\n http://www.slf4j.org/codes.html\n#StaticLoggerBinder for further\n details.\nMLog initialization issue: slf4j\n found no binding or threatened\n to use its (dangerously silent)\n NOPLogger. We consider the\n slf4j library not found.\n``` **Workaround**: You can ignore it as this has no impact.
URL does not gets converted to a short link if Personalization Fields exist in the URL	HMA-347128	If you use Message Editor to create an SMS with URLs having Personalization Fields, the URLs will not be shortened in the delivered SMS. **Workaround**: If SMS' has URLs with Personalization Fields, create the SMS using Quick Builder.
Landing page preview not working when published using Message Editor	HMA-345771	Preview for landing pages does not work in the following scenarios:

Table 2. Known Issues in 12.1.7 (continued)

Issue	Issue ID	Description
		• when landing pages are created and published using Message Editor • when landing pages are created in Quick Builder and published using Message Editor
SMS delivered from Journey does not send the latest URL configured in the SMS template of Unica Deliver.	HMA-344547	SMS delivered from Journey does not send the latest URL configured in the SMS template of Unica Deliver. **Workaround**: To add a URL in the SMS template, create a copy of the original template, add the URL in it, and use the updated template in Journey Touchpoint. You will receive an updated message with the added link.
In case of Landing Pages, the attributes getting response is different for checkbox and radio button type fields when integrated with Unica Journey.	HMA-344443 / HMA-342759 / HMA-342112	Attributes getting response is different for checkbox and radio button type fields when integrated with Unica Journey. **Woraround**: In Unica Journey, the user needs to configure LP fields one after the other for checkbox otherwise the user cannot implement an effective Decision split with the existing behavior.
On OneDB database, lots of SQLWarnings are observed in deliver_rct.log	HMA-339726	In case of OneDB database, lots of SQLWarnings are seen in deliver_rct.log. An example is as follows: ``` 2022-04-22 20:41:06,861 INFO C3P0PooledConnectionPoolManager [identityToken->2we9w9aob175d01n 07qw - Database selected java.sql.SQLWarning: Database selected ```

Table 2. Known Issues in 12.1.7 (continued)

Issue	Issue ID	Description
| | | ```
        at
 com.informix.util.IfxWarnMsg.ge
tSQLWarning(IfxWarnMsg.java:117)
  ~[onedb-jdbc-8.0.0.1-complete.j
ar:8.0.0.1]
        at
 com.informix.jdbc.IfxSqliConnec
t.addWarning(IfxSqliConnect.java
:2237)
  ~[onedb-jdbc-8.0.0.1-complete.j
ar:8.0.0.1]
        at
 com.informix.jdbc.IfxSqliConnec
t.setWarnings(IfxSqliConnect.jav
a:4076)
  ~[onedb-jdbc-8.0.0.1-complete.j
ar:8.0.0.1]
``` **Workaround**: You can ignore the warnings as they have no impact. |
Out-of-the-box Built-in Landing pages are not displayed for Partition2 user.	HMA-338362	Out-of-the-box Built-in Landing pages are not displayed for partition2 user or users that do not belong to partition1. **Workaround**: Contact HCL support to receive assistance in activating out-of-the-box Built-in Landing pages for multiple partitions.
SMS delivered from Journey does not send the latest URL configured in the SMS template in Deliver	HMA-338279	SMS delivered from Journey does not send the latest URL configured in the SMS template in Deliver. **Workaround**: To add a URL in SMS template, create a copy of the original template, add the URL in it, and use the updated template in Journey Touchpoint. This results in an updated message the added link.
Search results do not appear for ASCII name and English characters	HMA-338249	In **Select a Communication** dialog, for the **Communication to search** field, the search does not display

Table 2. Known Issues in 12.1.7 (continued)

Issue	Issue ID	Description
		results if the search query contains a combination of non-ASCII name and English characters.

`Error converting data type nvarchar to bigint` appears when executing drop scripts for GDPR on SQL server database	HMA-337904	On Microsoft SQL Server database, the GDPR DELETE query throws the following error:
		
		 ```Error converting data type nvarchar to bigint.```
		
		 Workaround:
		
		 For Microsoft SQL Server, from the GDPR delete script, replace:
		
		 ```SELECT CustomerID INTO {Temp_Table} FROM <Campaign_Schema>.dbo.UA_ContactHistory WHERE 1 = 0;```
		
		 by:
		
		 ```SELECT cast(CustomerID as nvarchar) CustomerID INTO {Temp_Table} FROM <Campaign_Schema>.dbo.UA_ContactHistory WHERE 1 = 0;```
		
		 After the replacement, save the script and execute it.

Image preview not working for built-in landing page	HMA-337748	For built-in preference landing pages, the image preview is not working for toggle block, dropdown, textarea, and button.
All the simple and In App Push communications created in Quick builder are listed and displayed in Message Editor.	HMA-333372	All the simple and In App Push communications created in Quick builder are listed and displayed in Message Editor. You should avoid opening or updating this communications from Message Editor as this will lead to issues.
For In App Push communication, videos browsed from Content picker does not get added or loaded on Safari.	HMA-334105	When user creates an In App push on Safari and adds videos from Content picker, the videos do not add or get loaded.

Table 2. Known Issues in 12.1.7 (continued)

Issue	Issue ID	Description
		Workaround: Use chrome on Mac to create In APP Push having videos or use public videos on Safari and do not add from Content picker.
Thumbnail generated content is not clear in IE browser.	HMA-332554	It is a browser specific compatibility issue, in which IE 11 does not support image with letters or words in it when compressed. So, the images get distorted.
Some videos may not play in final In App Push notification in Android or iOS devices	HMA-333918	Some videos may not play in an In App Push notification received on Android or iOS devices. Workaround : Videos must be formatted according to codec required by such device so that they can play. The general requirements for videos to play on Android or Ios devices are h264 encoding. Only MP4 / H264 videos are supported for In APP Push notifications, youtube videos public links are not supported. |
CTRL + Z operation changes selected personalization field to undefined in email, SMS, and Push	HMA-334051	On performing CRTL+Z, the selected personalization field changes to undefined in email, SMS, and Push. Do not do Ctrl + Z, otherwise you may face issues|.
Two delivered responses for a In APP Push sent - push.delivered and inApp.delivered	HMA-333512	For every In App push delivered, two response events are received. For example – If "In APP Push" communication is sent to one user and it is delivered then we will get two delivered responses for this one recipient, that is, push.delivered and inApp.delivered in uace_mobileevent campaign system table and also two delivered responses are displayed

Table 2. Known Issues in 12.1.7 (continued)

Issue	Issue ID	Description
		on Push Message Summary Report for In APP Push Mailing. Also, custom responses for In APP Push are not supported for Push Message Summary Report. This is not applicable to Simple Push.|
User is not able to log in to Platform after upgrade to 12.1.3, in case Deliver is configured.	HMA-330433	Execute the following query on Platform database. `select * from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=<>)` Specify actual partition id in above query, default for partition1, partition id =1, it varies for multiple partitions. If above result in more than one row, contact HCL support to help in executing the following delete query. Delete one of the duplicate record of "Deliver_admin" role by running below query. `delete from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=<>) and parent_role_id=<partition_id>` For example , for partition id =1 `delete from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=1) and parent_role_id=1`

Table 2. Known Issues in 12.1.7 (continued)

Issue	Issue ID	Description

An error occurred while linking offer to the content in Google Chrome browser.	HMA-318695	An error occurred while linking offer to the content in Google Chrome browser due to"sameSite" security feature introduced by Google for Chrome browser.
		
		 Workaround: Offer integration, that is, assigning Campaign offers to content (either in Quick Builder or in existing Message Editor) will work on Chrome and Safari browsers with the following settings depending on the application server where Campaign is deployed.
		
		 • If Campaign is deployed in Websphere. Offer integration works only if Campaign is configured for SSL and WebSphere version is 8.5.5.18 or higher along with the following settings.
		   ◦ Create the following custom property on WAS admin console at **Enterprise Applications > Campaign war > Session management > Add NewCustom property**.
		    Custom Property Name: CookieSameSite
		    Custom Property value: None
		   ◦ Restart WebSphere.
		 • If Campaign is deployed in Tomcat: Offer integration works only if Campaign is

Table 2. Known Issues in 12.1.7 (continued)

Issue	Issue ID	Description
		configured for SSL along with the following settings. ◦ Add the following sameSiteconfiguration in context.xml file for Tomcat. `<CookieProcessor sameSiteCookies="None"/>?` ◦ Restart Tomcat. • If Campaign is deployed in JBOSS or WebLogic: Offer integration works if Campaign is configured for SSL and only in IE11 and Safari. It will not work on Chrome.
Images donot display in email and onlyDeliver CMS issupported for Offer integration.	HMA-324983	In Quick Builder, the images from CMS other thanDeliverCMS do not display in email, if link is assigned to those images. Also, with offer integration, no CMS other than Deliver CMS is supported.
Unable to access Message Editor or Quick Builder on Safari browser.	HMA-324964	Users are unable to access Message Editor or Quick Builder on Safari browser. Workaround: To access Message editor or Quick Builder in Safari browser, apply the following settings in Safari browser. 1. Navigate to **Safari> Preferences > Privacy** tab. 2. Deselect first cross site check box. 3. Relaunch Safari.

Table 2. Known Issues in 12.1.7 (continued)

Issue	Issue ID	Description
Extra rows as universal link gets added inucc_containerURLtable, if URL conditioning is done in email.	HMA-325523	If URL conditioning is implemented in email, then some extra rows gets populated in ucc_container URL table which may impact Detailed link by cell report and Detailed link report.
On Safari browser background screen gets distorted, when you choose image while creating Push communication in Quick Builder.	HMA-325498	On Safari browser, the background screen gets distorted, when you choose image while creating Push communication in Quick Builder. This is the background screen which gets distorted hence you can ignore this.
No global search for communications in Quick Builder.	HMA-323184	Communications searched in Quick Builder is not global, the search is only applied on the selected folder.
Interoperability :Email comunications created, edited or saved in legacy Message Editor are not supported in Quick Builder.		You can observe some issues if the email communications created, edited, or saved in legacy Message Editor is opened in Quick Builder.
Interoperability :Droppable zone is not displayed for duplicated block and they cannot be edited in legacy Message Editor as well.	HMA-323244	In Quick Builder while creating email communications, if a droppable zone is added and if the same email communication is opened in legacy Message Editor, then droppable zone for duplicate block is not displayed and they cannot be edited as well.
Interoperability :Formating issues for Image tool box in legacy Message Editor.	HMA-323218, HMA-323234	If border, width, and radius is applied to an image while designing email in Quick Builder and if same email is opened in the legacy Message Editor, the border, width, and radius are not displayed. While designing email in Quick Builder, if a value isprovided for the width of an image and if the same email is opened in legacy Message Editor, the width is always shown

Table 2. Known Issues in 12.1.7 (continued)

Issue	Issue ID	Description
		as 100%, although user can edit it manually.
		While designing an email in Quick Builder, if a link is provided to an image and if the same email is opened in legacy Message Editor, the image is not displayed.
		While designing an email in Quick Builder, if an imageis added and if the same email is opened in the legacy Message Editor, then a link with "#" as a value gets assigned to the image.
		Sometimes, you may observe issues, if emails are saved and published in the legacy Message Editor which were designed in Quick Builder.