

## Unica Deliver V12.1.8 Release Notes



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# 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.

### Google Chrome and Microsoft Edge configuration

Recently, the browsers Google Chrome and Microsoft Edge updated a security fix and this security fix affects the access of Unica applications. We have received some issues from our customers like:

- issues with UI
- getting logged out from Unica

These issues are observed due to the change of behavior in browsers after applying the security fix. Applying the security fix automatically enables **Origin-keyed Agent Clusters by default**. If the setting **Origin-keyed Agent Clusters by default** is enabled automatically, it prevents changes in document referrer and domain values so that malicious websites cannot execute any type of impersonation. The setting **Origin-keyed Agent Clusters by default** existed earlier as well, but was not enabled by default.

If you update Google Chrome or Microsoft Edge to the latest version, you will observe the earlier mentioned issues. Because of how Unica is designed and because the Unica suite is deployed over multiple JVMs, it is essential that you disable the **Origin-keyed Agent Clusters by default** setting for Unica to function correctly and to provide a good user experience.

As a solution, we recommend that you perform the steps mentioned in the following Knowledge Base article: [https://support.hcltechsw.com/csm?id=kb\\_article&sysparm\\_article=KB0107185](https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0107185).



**Note:** The update to Microsoft Edge browser is very recent and the Knowledge Base article is not yet updated for the Microsoft Edge browser.

The CliffsNotes solution is as follows:

1. Open your browser and navigate to one of the following URLs based on your browser:
  - **Google Chrome:** <chrome://flags/#origin-agent-cluster-default>
  - **Microsoft Edge:** <edge://flags/#origin-agent-cluster-default>
2. From the dropdown of the highlighted parameter **Origin-keyed Agent Clusters by default**, select `Disabled`.
3. At the bottom of the page, click the **Apply Changes** button.
4. Log out of Unica applications, log back in, and verify if everything is working as expected.

## Chapter 3. New features

The following are the new features or changes in existing features implemented in release 12.1.8:

### **HTML Snippet support in Quick Builder**

This feature allows users to create reusable communication components. HTML Snippets can be saved into content library and can be used across communications. Dynamic rules can be applied on HTML snippets.

### **Create and execute deliver mailings from deliver process box**

This feature will allow users to create and execute the deliver mailings directly from the deliver process box.

### **Add `contains` to the rule options in rule builder**

In Rule Builder, a new Rule Parameter named `contains` was introduced. The `contains` Rule Parameter is applicable only for text-based fields and not for numeric and date fields.

### **Updated Personalized Preview**

In Quick Builder, when saving and previewing a mailer or landing page, if you click Personalization fields link, the entire list of Personalization Fields used to appear. But now you will view only the selected Personalization Field which are part of the communication. If you want to view all the Personalization Fields, toggle the **Show All** switch to view the entire list. By default, the **Show All** toggle is off.

### **Image sizing options in Quick view for HTML Import**

This feature allows user to specify Image sizing option for image. You can resize the image for imported HTML in Quick view

### **One-click unsubscribe via list unsubscribe header**

Sets up a one-click list-unsubscribe method, in addition to the existing mailto method, as required by Gmail and Yahoo according to the new sender guidelines.

### **Dynamic text for hyperlinks**

In Quick Builder, users can dynamically change the hyperlinked text based on the defined rules.

### **URL or Landing Page to open in a new window**

Introduced a new check box in the Add Link panel named **Open link/LP in new window**. This is selected by default. If selected, the configured URL or Landing Page opens in a new window. If user deselects the checkbox, the URL or Landing Page opens in the same window,

# Chapter 4. Fixed defects

This section lists fixed defects in Unica Deliver, version 12.1.8.

Issue	Issue ID	Description
Tracked links problem.	HMA-362707	Links were not getting tracked if the <code>title</code> attribute had french character. This is now fixed.
Message Archiving - CSV file change request.	HMA-361830	If user was adding a comma after the subject line, the column was not moving into next right column in the CSV file.
After cancelling the scheduled mailing, customer was getting an error.	HMA-360827	Scheduled mailing can now be cancelled without any error.
Link target blank section was getting removed in imported content.	HMA-360697	Link target blank section was getting removed in imported content.
Personalization fields list dropdown was not appearing in edit URL section.	HMA-360509	Personalization fields list dropdown was not appearing in edit URL section.
Twitter logo was the old logo.	HMA-358849	Twitter logo has been updated to the new logo.
SMS report showed that data was pending.	HMA-352981	SMS report showed that data was pending.
SMS channel is not licensed was being displayed in the SMS Message Summary Report for Cognos Report.	HMA-346943	SMS channel is not licensed was being displayed in the SMS Message Summary Report for Cognos Report.

## 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.  <b>Workaround:</b> 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 <code>rct.sh start</code> command, the system continues to attempt to start the RCT. The expected behavior is that <code>rct start</code> 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 <b>To:</b> address that



Issue	Issue ID	Description
		<p>exceeds 64 characters (excluding the domain name).</p> <p>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.</p>
<p>Navigating away from the Document Composer ends the session without saving changes.</p>	<p>HMA-312477</p>	<p>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. Your changes are lost if you do not save the page before you navigate away from the Document Composer.</p> <p>To avoid this issue, save your changes before you navigate away from the Document Composer.</p>

# Chapter 6. Known issues

This section lists known issues in Unica Deliver, version 12.1.8.

**Table 1. Known Issues in 12.1.8**

Issue	Issue ID	Description
PF changes if it is added using <code>&lt;uaepf&gt;</code> tag on snippet	HMA-363976	Personalization field is case sensitive. So <code>&lt;uaepf&gt;Age&lt;/uaepf&gt;</code> , <code>&lt;uaepf&gt;age&lt;/uaepf&gt;</code> , and <code>&lt;uaepf&gt;AGE&lt;/uaepf&gt;</code> are all different Personalization Fields. If you use the incorrect format of the Personalization Field, it will appear in the <b>Save and Preview</b> and page but fails when you publish and use the Personalization Field.
Personalization Field not appearing in the end email and Landing Page if added through <code>&lt;UAEPF&gt;</code> tag or <code>%%</code> Pattern.	HMA-363596	If you add a Personalization Field using uppercase <code>&lt;UAEPF&gt;</code> tag or using the <code>%%</code> pattern, the Personalization Field will not appear in the final Email or the Landing Page.
If you stop SMSIB after sending a Push and restarting it after some time, the Response Type <code>In-App Sent</code> is not getting posted.	HMA-363584	If you stop SMSIB after sending a Push and restarting it after some time, the Response Type <code>In-App Sent</code> is not getting posted.
Incorrect validation message when user tries to create an app with correct FCM key.	HMA-363579	When you create an app with an incorrect FCM key, you will see an incorrect validation message. The incorrect validation message is as follows: <pre data-bbox="1040 1493 1422 1581">Error creating Push app for provider KONY as app name already exists</pre>
The app name is being saved in the database even when user creates an app with an invalid certificate.	HMA-363578	When creating an app from deliver, if you try to upload a DEVELOPER certificate in PROD mode, an error appears on the deliver screen. Even though the resulting app is not created in Unica Deliver, you cannot use the same app name again to

Table 1. Known Issues in 12.1.8 (continued)

Issue	Issue ID	Description
		create an app in Unica Deliver. You must provide a new app name if you are attempting to recreate an app from Unica Deliver.
If you create a snippet with an image, the image gets cut at the end of the mailer.	HMA-363572	<p>If you create a snippet with an image, in case of Microsoft Outlook app, the image gets cut at the end of the mailer.</p> <p><b>Workaround:</b> In Microsoft Outlook, line-height works differently as it sets the line height to even values for images. This is not the case with browser-based email clients.</p> <p>To fix this issue in Microsoft Outlook (for Desktop), wrap the image inside a table tag as follows:</p> <pre data-bbox="1040 1010 1425 1619"> &lt;!--[if mso   IE]&gt;&lt;table border="0" cellpadding="0" cellspacing="0" style="border-collapse:collapse ;border-spacing:0px;"&gt; &lt;tbody&gt; &lt;tr&gt; &lt;td&gt;&lt;![endif--&gt; &lt;img style="mso-line-height-rule:at -least; line-height: normal;" src="https://encrypted-tbn0.gst atic.com/images?q=tbn:ANd9GcSyrM 7HACYILY3XwSLD28M-56_1suNI6_MeQ &amp;usqp=CAU" alt="Flowers in China" width="460" height="345"&gt; &lt;!--[if mso   IE]&gt;&lt;/td&gt; &lt;/tr&gt; &lt;/tbody&gt; &lt;/table&gt;&lt;![endif--&gt; </pre>
The Personalization Field format does not change if user adds it using %% on Email and Landing page snippet.	HMA-363560	On Email Snippet and Landing Page Snippet, if you add Personalization Fields using the %% characters, it does not get changed.

**Table 1. Known Issues in 12.1.8 (continued)**

Issue	Issue ID	Description
		<p><b>Workaround:</b> In 12.1.8, we support two ways of adding Personalization Fields:</p> <ul style="list-style-type: none"> <li>• In HTML snippet code as  <code>&lt;UAEPF&gt;PF&lt;/UAEPF&gt;</code></li> <li>• In snippet text mode using #</li> </ul>
In case of HTML snippet, you cannot create a new Personalization Field using <code>&lt;UAEPF&gt;</code> tag.	HMA-363107	In case of HTML snippet, you cannot create a new Personalization Field using <code>&lt;UAEPF&gt;</code> tag.
If you run a flowchart for Push communication, you will see an error.	HMA-362997	If you run a flowchart for Push communication, you will see an error because by default the value <code>ksid</code> is passed for the <b>Source for mobile app user ID (XID)</b> field but when you run the flowchart the system takes the value <code>xid</code> for the mailing page.
If user pauses the flowchart run, the flowchart still runs in the background and sends the mails.	HMA-362928	If you pause the flowchart run, it still keeps running in the background and continues to send emails.
If user stops the flowchart run, the mailing still gets triggered with the status as <code>Complete</code> .	HMA-362927	If user stops the flowchart run, the mailing still gets triggered with the status as <code>Complete</code> .
Deliver script must be executed manually for PostgreSQL database.	HMA-362890	<p>For on-premises setup, if you have PostgreSQL, Deliver scripts do not run automatically. You must manually run the scripts. Also, a DDL error appears when you run the Poplate Table script.</p> <p><b>Workaround:</b> Perform the following steps:</p> <ol style="list-style-type: none"> <li>1. Navigate to the installation folder.</li> <li>2. Copy  <code>ace_op_systab_pgsql.sql</code>  1 from</li> </ol>

Table 1. Known Issues in 12.1.8 (continued)

Issue	Issue ID	Description
		<p>&lt;CAMPAIGN_HOME&gt;\Deliver\ddl.</p> <p>3. In your Campaign system database, run &lt;CAMPAIGN_HOME&gt;\Deliver\ddl\ace_op_systab_pgsql.sql.sql and ace_op_populate_systab_pgsql.sql.</p> <p>4. In your Campaign system database, run &lt;CAMPAIGN_HOME&gt;\Deliver\ddl\upgrade\ace_op_delete_systab_pgsql.sql and ace_upgrade_pgsql.sql.</p> <p>5. To map tables, navigate to <b>Setting &gt; Campaign settings &gt; Manage table mappings.</b></p>
404 error when opening a Landing Page link.	HMA-362805	When you open a Landing Page link from Preview, you will see a 404 error.
The Outbound rate limit field is not editable once user run flowchart and reopen deliver process box.	HMA-362804	If you run th flowchart and reopen the <b>Deliver Process Box</b> , you cannot edit the <b>Outbound Rate Limit</b> field.
Personalization Field not available in personalization fields list when adding it in Email Setting, Subject Line, and Link.	HMA-362665 / HMA-362623	When adding Personalization Field in Email Setting, Subject Line, and Link. it is not available in device preview in Personalization Fields list.
App must be open to generate and post responses in database.	HMA-361821	In case of simple push notification, users must keep the app open to generate and post responses in database.
Not receiving Push Delivered event from Android.	HMA-361563	Unica Journey is not receiving Push Delivered event from Android.
Special characters like { and } in In-app Push will result in an error.	HMA-361429	If you add special characters like { and } in In-app Push

**Table 1. Known Issues in 12.1.8 (continued)**

Issue	Issue ID	Description
		communications, you will see an error.
KSID value in Unica Campaign must be in TEXT format for the PUSH to work correctly.	HMA-361364	In Unica Journey, if the Entry Source is Campaign, the KSID value in Unica Campaign must be in TEXT format for the PUSH to work correctly from Unica Campaign.
Notifications are not getting populated in the App.	HMA-361342	If the App is open in an Android device and if the user sends PUSH notification, the notification is not getting populated in the App.
Even if the Auto Play is On, the video does not play automatically in In-app Push notification.	HMA-361069	In iOS, even if the Auto Play is On in Unica Deliver, the video does not automatically play within the In-app Push notification.
For iOS, when user receives In-App notification containing video and other content, the video automatically opens in a new window and occupies the whole screen.	HMA-360959	For iOS, when user receives In-App notification containing video and other content, the video automatically opens in a new window and occupies the whole screen. Only when you close the video, the push message with all the content is visible.
For In-app Push notification on iOS, app must be open.	HMA-360675	To receive In-app Push notification on an iOS device, you must keep the app open.
Uninstalling and reinstalling the app on iOS changes the KSID value.	HMA-360668	On an iOS device, if you uninstall and reinstall the app, the KSID value will change.
The video Play icon and the string <code>deliverIP.ngrok.io</code> appears on the locked device screen	HMA-360490	If an In-app Push contains video, the video Play icon and the string <code>deliverIP.ngrok.io</code> appears on the locked device screen.
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.

**Table 1. Known Issues in 12.1.8 (continued)**

Issue	Issue ID	Description
		<b>Workaround:</b> You can ignore this as it has no impact on the final mailer or its preview.
For the attached HTML file, extra space is getting added at the end of the template by clicking on <b>Save and publish</b> .	HMA-359805	For some HTML templates, extra space may get added at the bottom in Quick View of Quick builder. <b>Workaround:</b> 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
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 different from the email communication created with imported HTML.
If the image size has <code>Auto</code> attribute value, the image size does not appear similar to the final mailer.	HMA-358384	For Email Archive, if the image size has <code>Auto</code> 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.
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.
Distorted 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

**Table 1. Known Issues in 12.1.8 (continued)**

Issue	Issue ID	Description
		to PDFs and Meta Files, the emojis in the subject line are replaced by UTF characters.
In iOS, if the app expires, you cannot add a renewed certificate.	HMA-357903	For iOS devices, if the app expires, there are no provisions in Unica Deliver for adding a renewed certificate.
'Right' spacing set in editor does not reflect in the In-App push received by the user.	HMA-356404	If you set 'Right' spacing in editor, the same does not reflect in the In-App push message received by the user.
Visual difference in previewed message and the Push message received by users.	HMA-356384	There is a visual difference between the previewed message and the Push message received by users on their mobile.
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	<p>HTML content gets distorted in the final mailer for the following HTML code on Microsoft Outlook app:</p> <pre data-bbox="1040 1213 1425 1276">&lt;v:image /&gt;', &lt;v:textbox&gt;, &lt;v:rect&gt;</pre> <p><b>Workaround:</b> If you notice issues in the final mailer, particularly in the Microsoft Outlook app, please remove VML specific tags like: <code>&lt;v:image /&gt;</code>, <code>&lt;v:textbox&gt;</code>, <code>&lt;v:rect&gt;</code>, etc.</p>
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.



Table 1. Known Issues in 12.1.8 (continued)

Issue	Issue ID	Description
<p>RLU: Failed to load class</p> <pre>org.slf4j.impl.StaticLoggerBinder</pre> <p>while running RLU.</p>	HMA-349665	<p>When running RLU utility, the following messages may be displayed:</p> <pre>SLF4J: Failed to load class   ""org.slf4j.impl.StaticLoggerBi   nder"".</pre> <p>SLF4J: Defaulting to no-operation (NOP) logger implementation.</p> <p>SLF4J: See <a href="http://www.slf4j.org/codes.html#StaticLoggerBinder">http://www.slf4j.org/codes.html#StaticLoggerBinder</a> for further details.</p> <p>MLog initialization issue: slf4j found no binding or threatened to use its (dangerously silent) NOPLogger. We consider the slf4j library not found.</p> <p><b>Workaround:</b> You can ignore it as this has no impact.</p>
<p>URL does not gets converted to a short link if Personalization Fields exist in the URL</p>	HMA-347128	<p>If you use Message Editor to create an SMS with URLs having Personalization Fields, the URLs will not be shortened in the delivered SMS.</p> <p><b>Workaround:</b> If SMS' has URLs with Personalization Fields, create the SMS using Quick Builder.</p>
<p>Landing page preview not working when published using Message Editor</p>	HMA-345771	<p>Preview for landing pages does not work in the following scenarios:</p> <ul style="list-style-type: none"> <li>• when landing pages are created and published using Message Editor</li> <li>• when landing pages are created in Quick Builder and published using Message Editor</li> </ul>
<p>SMS delivered from Journey does not send the latest URL configured in the SMS template of Unica Deliver.</p>	HMA-344547	<p>SMS delivered from Journey does not send the latest URL configured in the SMS template of Unica Deliver.</p> <p><b>Workaround:</b></p>

**Table 1. Known Issues in 12.1.8 (continued)**

Issue	Issue ID	Description
		<p>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.</p>
<p>In case of Landing Pages, the attributes getting response is different for checkbox and radio button type fields when integrated with Unica Journey.</p>	<p>HMA-344443 / HMA-342759 / HMA-342112</p>	<p>Attributes getting response is different for checkbox and radio button type fields when integrated with Unica Journey.</p> <p><b>Workaround:</b></p> <p>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.</p>
<p>On OneDB database, lots of SQLWarnings are observed in deliver_rct.log</p>	<p>HMA-339726</p>	<p>In case of OneDB database, lots of SQLWarnings are seen in deliver_rct.log. An example is as follows:</p> <pre data-bbox="1040 1228 1429 1894"> 2022-04-22 20:41:06,861 INFO   C3P0PooledConnectionPoolManager   [identityToken-&gt;2we9w9aob175d01n   07qw - Database selected   java.sql.SQLException: Database   selected     at     com.informix.util.IfWarnMsg.ge   tSQLException(IfWarnMsg.java:117)   ~[onedb-jdbc-8.0.0.1-complete.j   ar:8.0.0.1]     at     com.informix.jdbc.IfSqlConnec   t.addWarning(IfSqlConnect.java   :2237)   ~[onedb-jdbc-8.0.0.1-complete.j   ar:8.0.0.1]     at     com.informix.jdbc.IfSqlConnec   t.setWarnings(IfSqlConnect.jav   a:4076)   ~[onedb-jdbc-8.0.0.1-complete.j   ar:8.0.0.1]                 </pre>

Table 1. Known Issues in 12.1.8 (continued)

Issue	Issue ID	Description
		<p><b>Workaround:</b></p> <p>You can ignore the warnings as they have no impact.</p>
<p>Out-of-the-box Built-in Landing pages are not displayed for Partition2 user.</p>	<p>HMA-338362</p>	<p>Out-of-the-box Built-in Landing pages are not displayed for partition2 user or users that do not belong to partition1.</p> <p><b>Workaround:</b></p> <p>Contact HCL support to receive assistance in activating out-of-the-box Built-in Landing pages for multiple partitions.</p>
<p>SMS delivered from Journey does not send the latest URL configured in the SMS template in Deliver</p>	<p>HMA-338279</p>	<p>SMS delivered from Journey does not send the latest URL configured in the SMS template in Deliver.</p> <p><b>Workaround:</b></p> <p>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.</p>
<p>Search results do not appear for ASCII name and English characters</p>	<p>HMA-338249</p>	<p>In <b>Select a Communication</b> dialog, for the <b>Communication to search</b> field, the search does not display results if the search query contains a combination of non-ASCII name and English characters.</p>
<p>Error converting data type nvarchar to bigint appears when executing drop scripts for GDPR on SQL server database</p>	<p>HMA-337904</p>	<p>On Microsoft SQL Server database, the GDPR DELETE query throws the following error:</p> <div data-bbox="1040 1661 1435 1724" style="background-color: #f0f0f0; padding: 5px;"> <p>Error converting data type nvarchar to bigint.</p> </div> <p><b>Workaround:</b></p> <p>For Microsoft SQL Server, from the GDPR delete script, replace:</p>

**Table 1. Known Issues in 12.1.8 (continued)**

Issue	Issue ID	Description
		<pre>SELECT CustomerID INTO {Temp_Table} FROM &lt;Campaign_Schema&gt;.dbo.UA Contac tHistory WHERE 1 = 0;</pre> <p>by:</p> <pre>SELECT cast(CustomerID as nvarchar) CustomerID INTO {Temp_Table} FROM &lt;Campaign_Schema&gt;.dbo.UA Contac tHistory WHERE 1 = 0;</pre> <p>After the replacement, save the script and execute it.</p>
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	<p>When user creates an In App push on Safari and adds videos from Content picker, the videos do not add or get loaded.</p> <p>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.</p>
Some videos may not play in final In App Push notification in Android or iOS devices	HMA-333918	<p>Some videos may not play in an In App Push notification received on Android or iOS devices.</p> <p>Workaround : Videos must be formatted according to codec required by such device so that they can play. The general requirements</p>

**Table 1. Known Issues in 12.1.8 (continued)**

Issue	Issue ID	Description
		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 CTRL+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 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.  <pre data-bbox="1027 1570 1429 1755">select * from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=&lt;&gt;)</pre> Specify actual partition id in above query, default for partition1, partition id =1, it varies for multiple partitions.

**Table 1. Known Issues in 12.1.8 (continued)**

Issue	Issue ID	Description
		<p>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.</p> <pre>delete from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=&lt;&gt;) and parent_role_id=&lt;partition_id&gt;</pre> <p>For example , for partition id =1</p> <pre>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</pre>
<p>An error occurred while linking offer to the content in Google Chrome browser.</p>	<p>HMA-318695</p>	<p>An error occurred while linking offer to the content in Google Chrome browser due to "sameSite" security feature introduced by Google for Chrome browser.</p> <p>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.</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>

Table 1. Known Issues in 12.1.8 (continued)

Issue	Issue ID	Description
		<ul style="list-style-type: none"> <li>◦ Create the following custom property on WAS admin console at <b>Enterprise Applications &gt; Campaign war &gt; Session management &gt; Add NewCustom property</b>. Custom Property Name: CookieSameSite Custom Property value: None</li> <li>◦ Restart WebSphere.</li> <li>• If Campaign is deployed in Tomcat: Offer integration works only if Campaign is configured for SSL along with the following settings. <ul style="list-style-type: none"> <li>◦ Add the following sameSiteconfiguration in context.xml file for Tomcat. <pre>&lt;CookieProcessor sameSiteCookies="None " /&gt;</pre></li> <li>◦ Restart Tomcat.</li> </ul> </li> <li>• 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.</li> </ul>
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

**Table 1. Known Issues in 12.1.8 (continued)**

Issue	Issue ID	Description
		integration, no CMS other than Deliver CMS is supported.
Unable to access Message Editor or Quick Builder on Safari browser.	HMA-324964	<p>Users are unable to access Message Editor or Quick Builder on Safari browser.</p> <p>Workaround: To access Message editor or Quick Builder in Safari browser, apply the following settings in Safari browser.</p> <ol style="list-style-type: none"> <li>1. Navigate to <b>Safari &gt; Preferences &gt; Privacy</b> tab.</li> <li>2. Deselect first cross site check box.</li> <li>3. Relaunch Safari.</li> </ol>
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 communications 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	HMA-323244	In Quick Builder while creating email communications, if a droppable zone is added and if the same email



**Table 1. Known Issues in 12.1.8 (continued)**

Issue	Issue ID	Description
and they cannot be edited in legacy Message Editor as well.		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	<p>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.</p> <p>While designing email in Quick Builder, if a value is provided for the width of an image and if the same email is opened in legacy Message Editor, the width is always shown as 100%, although user can edit it manually.</p>
		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 image is 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.