

IBM Opportunity Detect
Version 9 Release 1.1
November 26, 2014

Release Notes



Note

Before using this information and the product it supports, read the information in "Notices" on page 5.

This edition applies to version 9, release 1, modification 1 of IBM Opportunity Detect (product number 5725-D16) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Introducing IBM Opportunity Detect

This section introduces the first release of the completely re-written IBM® Detect, which has a new name: IBM Opportunity Detect.

Highlights of this release:

- Opportunity Detect now uses IBM InfoSphere® Streams technology for enhanced performance.

Streams is an advanced analytic platform that allows Opportunity Detect to quickly ingest, analyze and correlate information as it arrives from batch and real time sources. The solution can handle very high data throughput rates.

- Opportunity Detect can produce outcomes that are designed to be used with Campaign.

The new Expanded Outcome data source connector writes outcomes to database tables structured in a form that is readily consumed by Campaign.

- For interactive marketing, Opportunity Detect can process data using your organization's customized plugins.

The new Web Service data source connector provides a web service for feeds and a web servlet for outcomes.

- Component references enable true reuse of trigger system logic by allowing you to copy a component and all of the other components upon which it depends from one workspace to another, in a single operation.

Where to find complete system requirement and compatibility information

For a list of IBM EMM product versions compatible with this product and a list of third-party requirements for this product, see the *Recommended Software Environments and Minimum System Requirements* document. This document is posted under Detailed System Requirements on the IBM Support Portal website: (<http://support.ibm.com>).

Note: To access the IBM EMM documentation from the Support Portal, you must log in with an IBM account. This account must be linked to your IBM customer number. To learn more about associating your account with your IBM customer number, see **Support Resources > Entitled Software Support** on the Support Portal.

You can also access this document by selecting **Help > Product documentation** when you are logged in to IBM EMM.

IBM ExperienceOne Knowledge Center

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

- search across all documentation for a particular product.
- search across all of the products in the suite.
- bookmark topics.

- share links to specific topics.
- access IBM support and educational resources.

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

Known issues

This section describes the known issues in the 9.1.1 version of Opportunity Detect.

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| When a Batch run is performed in Recovery mode, duplicate outcomes are sometimes generated | RTC 95405 | If a batch run is performed in Recovery mode, duplicate outcomes are sometimes generated for Pattern components and multiple audience feed data. You should wait at least three minutes before attempting to re-start the run, to ensure that the automatic save has time to complete. |
| No warning is displayed when you change the type of data source connector | RTC 164287 | No warning is displayed when you change the type of data source connector within a deployment configuration. When you change the type of the data source connector used by a data source, you must re-deploy any deployment configuration that uses the changed data source before you run the deployment. |
| Forward Inactivity components do not fire after the specified time span following the incoming event when transactions use the Web Service data source connector | RTC 175922 | When transactions use the Web Service data source connector, and if a valid incoming event occurs for a Forward Inactivity component, the component does not fire as soon as specified time span has elapsed. Instead, the Forward Inactivity component fires when a new set of transactions is processed. |

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| <p>An undefined error occurs during deployment</p> | <p>RTC 176388</p> | <p>When your system is integrated with Tivoli Access Manager (TAM), you might see an undefined error when you deploy a deployment configuration.</p> <p>Deployment time can vary due to the capacity of the machine on which it is running, and also the number of concurrent applications that run on the same machine. TAM, authenticates, authorizes, forwards requests to the Opportunity Detect server and forwards the server response to clients. TAM interprets a response that is received outside its timeout interval as a failure from the Opportunity Detect server, and sends a failure response.</p> <p>However, the deployment is successful despite the undefined error message.</p> <p>To correct this issue, perform the following procedure in TAM configuration to extend the TAM timeout.</p> <ol style="list-style-type: none"> 1. Update the <code>webseald-default.conf</code> file with the following parameters. Because deployment time varies, you should modify the values shown below to reflect your environment. Observe your deployment time and add 2 minutes as the timeout interval in your TAM settings. <ul style="list-style-type: none"> • <code>http-timeout = 600</code> • <code>https-timeout = 600</code> • <code>client-connect-timeout = 600</code> • <code>intra-connection-timeout = 600</code> 2. Restart TAM. For example: <code>pdweb restart</code> |
| <p>The database password is not updated when you install Interact Advanced Patterns over Opportunity Detect</p> | <p>RTC 177556</p> | <p>If you install Interact Advanced Patterns over Opportunity Detect, and you select the manual option, you must manually update the password attribute of the <code>properties</code> tag in the <code>server.xml</code> file. This file is located in the <code>InteractService/wlp/usr/servers/InteractService</code> directory under your Opportunity Detect installation.</p> <p>You can use the <code>securityUtility</code> located under the <code>InteractService/wlp/bin</code> directory under your Opportunity Detect installation to encrypt the password. For example:</p> <pre>./securityUtility encode your_password</pre> |
| <p>An error occurs when referenced Container components in the same workspace have the same name</p> | <p>RTC 178235</p> | <p>When you are building triggers, it is a common practice to copy component references from multiple test workspaces into the same production workspace. If two Container components from two different workspaces have the same name, the Streams log shows the following error, and Outcomes are produced for only one of the Containers.</p> <p>The table definition already exists: Container</p> <p>To avoid this issue, give your Container components names that are unique across all workspaces.</p> |

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| When you use the Internet Explorer browser you can not add output functions on Select fields used in a Container component | RTC 178313 | When you use the Internet Explorer browser to work with a Container component that uses fields from a Select component, when you try to apply a function that changes the output data type, the page refreshes intermittently and you can not select a function on any field. The drop down select box is not available and there are no values in the field. The workaround is to use the Chrome browser, where this issue does not occur. |
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Before you contact IBM technical support

If you encounter a problem that you cannot resolve by consulting the documentation, your company's designated support contact can log a call with IBM technical support. Use these guidelines to ensure that your problem is resolved efficiently and successfully.

If you are not a designated support contact at your company, contact your IBM administrator for information.

Note: Technical Support does not write or create API scripts. For assistance in implementing our API offerings, contact IBM Professional Services.

Information to gather

Before you contact IBM technical support, gather the following information:

- A brief description of the nature of your issue.
- Detailed error messages that you see when the issue occurs.
- Detailed steps to reproduce the issue.
- Related log files, session files, configuration files, and data files.
- Information about your product and system environment, which you can obtain as described in "System information."

System information

When you call IBM technical support, you might be asked to provide information about your environment.

If your problem does not prevent you from logging in, much of this information is available on the About page, which provides information about your installed IBM applications.

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

Contact information for IBM technical support

For ways to contact IBM technical support, see the IBM Product Technical Support website: (http://www.ibm.com/support/entry/portal/open_service_request).

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