# Unica Interact V12.0 Release Notes

# Contents

# System requirements and compatibility

Unica Interact operates as part of the Unica suite of products.

**Upgrade Paths**

Users can follow the following Upgrade methods.

- In case of upgrade from version 11.1 onwards, use the in-place upgrade.
- In case of upgrade from versions 8.6.x onwards, use fast upgrade.

For instructions, see the Unica Interact 12.0 Upgrade Guide and Fast Upgrade guide.

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

For a list of third-party requirements for this product, see the HCL Unica 12.0 Supported Environments available under **Help > Product Documentation** when you are logged in to Interact, as well as from the HCL Support Portal website.

# New features and changes in version 12.0

Unica Interact 12.0 includes a number of new features and changes. These are listed underneath.

### Strategy UI Redesign

The UI for managing strategies is completely redesigned with a modern look and feel and streamlined workflow using cutting edge technologies. In addition, some highly pursued enhancements are added. They are listed below.

- Expressions can be added for evaluating both offer scores and eligibilities at run time.
- Effective date and expiration date can be specified at rule level.
- Learning can be configured at rule level.

The new UI coexists with the old strategy UI and a tool is provided for migrating strategies from the old model to the new model.

Offer driven tables (score override, default offers, and offers-by-SQL) can also support the above enhancements through either the Interact List ProcessBox in a new batch flowchart or using a provided migration tool.

### Capability of Using Campaign Segments in Strategies

Static segments created from Unica Campaign flowcharts can be directly used in strategies, which allows direct reuse of segmentation logic defined in Unica Campaign. When this is enabled, interactive flowcharts are not required any more.

### Cross Session Contact Events

Contact events can be posted to Interact for offers that were presented in previous sessions. This will allow the service layer to track offers presented to customers through asynchronous channels, such as, email, POS, and mobile push.

## Out-of-the-box Gateways

The outbound gateways, UBX, transact email, and engage push, will be included in the base Interact offering with inbuilt configuration options. Although these gateways were previously offered, but they required extra steps of download, installation, and server configuration.

## Rest API

- A set of APIs based on REST standards are added into the design time for managing major objects required by Interact, such as, interactive channels, zones, events, event patterns, and strategies.
- REST APIs are added to the run time for starting sessions, requesting offers, posting events, inspecting performance metrics, and retrieving various internal states.

## Macro Support for Dimensional Fields

Some macros are added for supporting fundamental operations on dimensional profile table fields, such as getting the index in the field values with given conditions, retrieving a value with a specific index, and getting the minimum or maximum values.

## Improved Access Control

- Read and write permissions can be set at both interactive channel level and individual strategies and flowcharts for different users.
- Multiple levels of permissions can also be set to run time with one for viewing only the status, another for metrics on activities, yet another on making API requests, etc.

## Refreshed reports with BIRT

All out-of-the-box reports previously available in Cognos are also available via BIRT, which is built into Interact design time, and hence no need for installing and maintaining additional software.

## Replacement of IBM MQ with Apache Kafka

Instead of IBM MQ, Apache Kafka will be offered as an out of the box option for sending triggered message and receiving orchestration activities.

### LDAP Support for API and RT UI Authentication

LDAP is supported for logging into the run time UI and making API requests. The required configuration is done similar to that in the design time.

### Synchronous Execution of Flowcharts

With a parameter in startSession, interactive flowcharts can be executed synchronously, which implies that startSession invocation will not return until all flowcharts complete.

### Cached Offer

With a parameter in getOffers, Unica Interact will bypass all arbitration logic and return the same offer(s) as returned during the previous getOffers call, provided the offers were returned there.

### Enhanced Parameter Support in APIs

Parameters can be set in getOffers, getOfferForMultipleInteractionPoints, getProfile, and endSession. In addition, each parameter can be designated to be effective through the remainder of the session or during the current API processing.

### Integration with Centralized Offer Manager

Interact design time can switch to use the newly added Unica family product, Centralized Offer Manager, as an offer repository for managing offers using a configuration.

# Fixed defects

The following table lists defects that are fixed in Unica Interact 12.0.

| Issue ID | Description |
|---|---|
| HMA-299796 | A NullPointerException was thrown when logging level is DEBUG on LockManager. |
| HMA-286001 | Event pattern could not be saved when "Extend true state for additional" parameter was left blank or had the value of 0 even though this field was optional with the default value of 0. |
| HMA-302917 | DATE macro only read 2 digit year. |
| HMA-296575 | Remapping Interact dimension table lost schema and key check mark. |
| HMA-281872 | While running ETL for contact history, duplicate CRC might be generated when parameterized numeric attribute had same name as an audience field |
| HMA-237992 | The action tab on Add-Edit Event/Pattern window became blank in some occasional cases. |
| HMA-302854 | When learning was disabled, offer related functionalities (such as suppression rules) were not processed |
| HMA-299964 | Somtimes, the following error occurred when the value of a flowchart was modified and a test run was performed.<br><br>`test execution initilization` failed: `InFlowchart test` execution: `undesignated error could not initialized proxy - noSessions` |
| HMA-301746 | When an otherwise eligible offer was suppressed by a triggered offer suppression rule, fewer than requested number of offers could be returned to the client even though there were more eligible offers available. |

| Issue ID | Description |
|---|---|
| HMA-302320 | Simulator did not accept audience IDs if they have hyphen (-) in them. |

# Known issues

The following table lists issues in Unica Interact 12.0.

| Issue | Issue ID | Description |
|---|---|---|
| If you save or test run an Interactive Flowchart, you will see the following error:<br><br>`Data too long for column 'Flowchart-XML'.` | HMA-356753 | In the UACI_IntFlowchart table, the **FlowchartXML** column has the text data type for MariaDB database. This causes an issue when you save or test the run on an Interactive Flowchart and you will see the following error:<br><br>`Data too long for column 'FlowchartXML'.`<br><br>**Workaround**<br><br>Change the data type of the **FlowchartXML** column to longtext by running the following query:<br><br>```ALTER TABLE UACI_IntFlowchart MODIFY FlowchartXML longtext;``` |
| For upgrades from version 9.1 or earlier, you must reconfigure your session timeoutinsec. | HMA-207011 | If you upgrade from version 9.1 or earlier, you must configure the timeoutinsec property for your session. The configuration property was previously found under Interact \|sessionManagement. It is now found under Interact \| cacheManagement \| caches \| InteractCache. |
| Suppression rule attribute value = [auto] for related offers does not work as expected in cross-session response tracking. | HMA-91765 | In cases where an offer is suppressed using a dynamic attribute value (attribute value = [auto]) and cross-session response tracking is used, the offer may not be suppressed as expected.<br><br>To work around this issue, use an attribute value other than [auto]. This issue may be addressed in a future release. |

| Issue | Issue ID | Description |
|---|---|---|
| Condition specified to find records for Audience Condition field of type string type is case sensitive | HMA-282764 | The audience search condition is case sensitive for DB2 and Oracle. |
| Error is thrown 'No csv file found' when export to CSV is attempted. | HMA-283000 | After a coverage scenario completed with error and the user clicked on 'Export CSV' option, a file downloaded and the 'Download' icon got enabled. |
| Jboss: Initializing monitoring service fails with JMXMP Protocol | HMA-290149 | Workaround: In case of the JBOSS Application Serve,r if you get the error "classes are not found" during the Application server initialization, you must explicitly provide a path in the specific Jboss module.xml as per the jar available in Lib. For example: Class name: GetPropertyAction Package Name: com/sun/jmx/mbeanserver Jar name: rt.jar (basically available in jdk) So add in Jboss module.xml at the location: <Jboss_Install_Dir>\modules\system\layers\base \sun\jdk\ main\module.xml |
| Java script is not working on Proxy setup | HMA-290337 | Java Script method is not working when proxy is set. It gives a message ****ERROR**** |

| Issue | Issue ID | Description |
|---|---|---|
| Unable to change market score on Strategy Rule Wizard window. | HMA-290177 | Unable to change market score on Strategy Rule Wizard window. |
| Win8-IE11: Expression disappears while adding new branch in flowchart | HMA-290084 | Win8-IE11: Expression disappears while adding new branch in flowchart. |
| Null pointer exception while saving strategy containing large number of treatment rules created by rule wizard | HMA-172332 | If you create approximately 900 rules by adding one offer and 900 segments with the rule wizard and try to save the strategy, the following error is displayed.<br><br>`java.lang.NullPointerException` |
| A persistent derived field is not profiled in a downstream Decision process in an interactive flowchart. | HMA-08870 | If you create a persistent derived field in a flowchart process, then connect the output of that process to a decision process to profile the persistent derived field, the field is not profiled.<br><br>To workaround this issue, profile the original derived field. |
| New fields added to ILPB personalization | HMA-303345 | The new fields added to ILPB personalization screen are not visible or accessible using existing ILPB. |

| Issue | Issue ID | Description |
|-------|----------|-------------|
| not visible using existing ILPB. | | |
| Pattern with reject event though turned true, value not written to Learning Table | HMA-286800 | After posting Contact and Reject event the pattern turns true. But in UACI_OfferStats table, the patterns attribute Value is still displayed as 0 when it should be 1. |
| Inconsistent behavior observed for patterns data logged in UACI_offerStats table. | HMA- 286951 | When contact and response events are posted in the same batch, they are unable to record the intermediate state for learning that a contact happened but not the response. This is because learning data for events is processed asynchronously, thus at the time Interact prepares the contact event for persistence, the response event has already happened. |
| Real-Time Attributes with long name String should wrap in InteractGlobal-Definition menu. | HMA- 289248 | A limitation exists in case of the IE browser. A character shows on the title attribute. IE supports just 64 characters in title attribute so in the case of long strings when you hover the cursor on the string, only 64 characters are displayed in the tooltip. |
| Constraint - no remaining available offers once RT server is restarted | HMA-203692 | If there is a constraint on number of times offers can be served in an IC, Interact considers that the limit reaches when the runtime server is restarted. |
| Authentication failure for UnDeploy Interactive | HMA-303363 | After changing the authentication method from Unica Platform to LDAP or vice versa on the run time en- |

| Issue | Issue ID | Description |
|---|---|---|
| Channel with LDAP user | | vironment, restarting the run time server is required in order for the change to be effective. |
| Real-time usage in new strategies | | Real-time attributes used in new strategies are not reflected in the usage information of Real-Time Attribute UI. |
| EXTERNAL-CALLOUT Macro for Dimension Table did not work with operator Name in Expression | HMA-304136 | The indexOf external callout does not accept operators or macros in the expression of its conditions. For example, the following expression throws an error as it has the IS operator. `EXTERNALCALLOUT('indexOf',interact_customer_profile.interact_customer_profile_dim.abc IS NULL)` |
| Empty strategy created from old UI gets created in new UI and not displayed in Old UI | HMA-305219 | A strategy created using the old UI with no contents is not visible on the old strategy UI. Instead, it is visible on the new strategy UI. |
| Offer updates are reflected after considerable time lag in the treatment rules | HMA-305110 | Offers updated through Common Offer Manager may require a few minutes to be effective, which causes the changes unavailable in Interact. |
| Upgraded batch flowcharts with Interact List ProcessBox | HMA-304662 | An Interact List ProcessBox created in a version 11.1 or earlier and then upgraded to v12.0 does not have the new fields (SCOREPREDICATEENABLED, SCOREPREDICATE, ELIGIBILITYPREDICATEENABLED, and ELIGIBILITYPREDICATE). Users must delete it and create a new one in order to use these fields. |

| Issue | Issue ID | Description |
|---|---|---|
| In expression builder on new strategy UI, Macro/TableColumn adding using Drag Drop added at End | HMA-304311 | While using expression builders on the new strategy UI, items dragged from the left panel can be dropped only to the end of the existing expression. |
| JMS API on test client UI requires extra parameters | HMA-306000 | When the JMS API is selected on the test client UI, the activityReceiver and activityGateway parameters are required in startSession for specifying the names of the receiver and inbound gateway to be used for processing this request. |
| Locale issue in Interact RT with sample process box | HMA-290911 | If a locale is used while creating a Sample Process-Box in an interactive flowchart and a different locale is used, the flowchart test run may not behave as expected, if the underlying database is DB2. |
| Changing offer in smart rules clears existing offer attribute parameterization | HMA-306001 | On the new strategy UI, when changing the offer of an existing smart rule, the parameterized offer attributes are reset to their default values as defined in the new offer. In addition, if an offer attribute is used in the eligibility or score predicate, it may become invalid and manual validation and update are required. |
| There are two 'httpConnectionConfig' files on upgraded setup | HMA-305629 | If an outbound gateway is used for triggered messages, a new set of property files are added to conf \gateways\outbound. The previous property files under OMO\conf\outbound will still be effective. However, it is recommended to move those files to the corresponding ones under the new directory and update the gateway parameters accordingly. |

| Issue | Issue ID | Description |
|---|---|---|
| Syntax check fails for valid currency/decimal values in offer attributes | HMA-305810 | Only numeric and string literals are supported. So, the corresponding numeric values must be used instead of a number in the currency format. For example, 12,345.00 is invalid even the system may add it automatically in expression builders, while 12345.00 is valid. Also, the date macro must be used for transforming a date literal value, which is given as a string. |
| Japanese locale: New Strategy page is giving Internal Server Error | HMA-305777 | If a user's username or password contains none-ASCII characters, Strategy tab for an Interactive Channel cannot be loaded. |