

**Unica Interact V12.1.0.3  
Release Notes**



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# Chapter 1. Release Notes for version 12.1.0.3

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

## 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 12.1 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 12.1 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 Recommended Software Environments and Minimum System Requirements Guide available under **Help > Product Documentation** when you are logged in to Interact, as well as from the HCL Support Portal website.

### Where to find documentation

You can find the documentation here.

- PDFs: <http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmlzZQ==&folder=aW50ZXJhY3QvMTJfMV8w>
- Online Help: <https://help.hcltechsw.com/unica/Interact/en/12.1.0/index.html>

## New features and changes

Unica Interact 12.1.0.3 includes a number of new features and changes. These are listed underneath.

### New platforms

- Interact version 12.1.0.3 supports HCL OneDB as system database. For more information about installing Unica version 12.1.0.3 with system tables on HCL OneDB, see the Unica V12.1.0.3 Installation Guide for OneDB.
- Interact version 12.1.0.3 supports WAS 8.5.5 FP18.

### Enhancements to Event patterns

- Time bound is supported for event patterns with all types, Counter, Match-all, and Weighted counter.
- Rolling time evaluation is supported for event patterns with all types, Counter, Match-all, and Weighted counter.
- Suspending events can be added into an event pattern so the evaluation of the pattern is suspended for a configurable time.
- Negative actions can be created for an event pattern so they are invoked if the condition of the pattern is not met in a configurable time.
- Actions can be scheduled at a later time for an event or event pattern.

### Enhancements to A/B testing

- An option is added to the A/B testing configuration such that Interact automatically chooses the branch with the highest Acceptance rate to proceed after the testing period expires.
- A new report is added into Unica Insights to display the performance information of A/B testing across all strategies in the selected Interactive channel.

## **New user interface for configuring gateways**

A new tab is added under "Interactive channel" to configure the following gateways, which saves the hassle of editing and configuring properties files.

- Journey outbound gateway
- Generic outbound gateway
- Generic inbound gateway

## **Custom delimiters are allowed when importing files into a FlexOffers mapping**

While importing files into a FlexOffer mapping, customer delimiters can be provided.

## **Support of Linked Audience Sessions**

Using this feature Sessions can be created in the context of another session, with a different or the same audience ID. Offers can be retrieved from multiple audience IDs in a single getOffers request.

## **API auditing**

- The details of each API request can be optionally logged into a database table.
- The offer arbitration summary can be optionally logged into a database table and/or included in the responses of getOffers and getOffersForMultipleInteractionPoints API requests.

## **MariaDB is supported for all Interact reports in Unica Insights**

In version 12.1.0.3, MariaDB is supported for all Unica Insights reports for Interact.

## **OneDB is supported in all Interact features, including Unica Insights Reports**

OneDB is supported for all Interact features including Unica Insights reports.

## Custom reports are supported in Unica Insights

Custom reports for Interact are supported in Unica Insights.

## The vulnerable Apache Struts libraries are replaced by Spring and Apache Tiles

## The old strategy UI is removed, and the migration to new strategies is included

To enhance user experience and usability, new strategies are introduced and the old strategy UI is removed.

## Fixed defects

The following table lists defects that are fixed in Unica Interact, version 12.1.0.3.

Issue ID	Description
HMA-318937	Some Interact segments caused all segments in a folder to not display.
HMA-316493	Configuration validation from API Admin page failed for scoreOverride table.
HMA-316261	Interact getProfile type column was null when values were null.
HMA-318976	For SOAP API if removeAllSuppressions parameter was set to false it removed set offer Suppression rule from UI.
HMA-318345	Users were unable to specify multiple values in the UACIOfferFields and UACIOfferFieldsExclude.

## Known issues

The following table lists issues in Unica Interact, version 12.1.0.3.

Issue ID	Description
HMA-320863	Unable to copy Gateway having effective date and expiration date on the Gateway UI.
HMA-320669	In case of using delimiter other than comma, .csv extension for input file is not required.
HMA-318673	Increment Decrement value icons on General tab of Add-Edit Gateway missing on IE-11.
HMA-320538	Error handling delayed inferred event action when Ignite is used.
HMA-320604	Event pattern can be passed as event for event mapping while creating generic inbound.
HMA-320422	Interact files under folder 'conf' in 'Interact_home' are overwritten after upgrade.
HMA-320554	Advanced event patterns do not display in the Event pattern ETL report.
HMA-319739	OneDB rowsize to exceed the allowable limit