

**Unica Interact  
V12.1.0.4 Release Notes**



# Contents

- Chapter 1. Release Notes for version 12.1.0.4..... 1**
- System requirements and compatibility..... 1
- New features and changes.....2
- Fixed defects.....5
- Known issues.....6

# Chapter 1. Release Notes for version 12.1.0.4

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 12.1.0.4 includes a number of new features and changes. These are listed underneath.

### Enhancements to Event and Event patterns

As a continuation to version 12.1.0.3, more functionalities are added related to events and event patterns.

- New action for suppressing offers.
  - Suppression can be enforced on a particular offer.
  - Suppression can be enforced on a group of offers defined by having the same value with a configured attribute.
  - Configuration can be done as a result of posting an event or when the condition of an event pattern is satisfied.
- New action for qualify segments.
  - A static or smart segment can be made eligible.
  - Configuration can be done as a result of posting an event or when the condition of an event pattern is satisfied.
- Conditions can be defined on event pattern items, such as a posted event is counted towards an event pattern only when all the configured conditions are met.

### Integration of Interact and Deliver

An easy method for sending messages to Unica Deliver is added to streamline the communication from Interact directly to the end customers.

- Out-of-the-box outbound gateway for sending messages to Unica Deliver via Interact Triggered Messages.
- User friendly user interface for mapping the fields in Deliver templates and Interact fields.
- Supported Deliver channels include: email, SMS, and WhatsApp.

## Out-of-the-box gateways

In order to expedite the integration of a third party endpoint for sending messages to Interact and/or receiving message from Interact, Interact provides out-of-the-box implementation of inbound and outbound gateways.

- The inbound gateway receives messages from a Kafka server with a customizable JSON format.
- The mapping between Interact fields and the message fields, which is used when the inbound gateway interprets incoming messages, is done through the user-friendly “Generic inbound gateway” user interface.
- The outbound gateway sends messages to a Kafka server using a customizable JSON format.
- The mapping between Interact fields and the message fields, which is used when the outbound gateway populates outgoing messages, is done through the user-friendly “Generic outbound gateway” user interface.

## Enhancements to A/B testing

- The selection mode is included on the A/B Testing user interface after the completion of the test period, when the view mode is selected.
- More information is included in the A/B Testing report, such as the sampling percentage, selection mode, etc.

## Enhancements to Macros

- DISTANCE macro allows calculating the distances between one position to multiple positions in a single invocation.
- GET supports nested expressions as the index parameter.
- STRING\_CONCAT supports directly using numeric values as the parameters.

## **Enhancements to FlexOffers**

- Segment can be optionally added so the eligibility of a FlexOffer mapping is limited to the eligible segments in the current Interact session.
- Event patterns can be optionally added so the eligibility of a FlexOffer mapping is limited to the status of an event pattern in the current Interact session
- In Delimited Input file , users can set cell id as following.
  - If set cellid = 0, the cellcode = new cell, system will generate new cell.
  - If set cellid = -1 or empty or null, the cell code = default cell

## **Support event patterns in advanced options**

Event patterns can be used in advanced options for fine tuning the eligibility and score of each mapping with the states with one or more event patterns. They are also available for parameterizing offer attribute via advanced options. This applies to both strategy and FlexOffers.

## **Track and suppress duplicate contact and response events**

Duplicate contact and/or response events can be optionally tracked and suppressed when such events are posted.

## **Monitoring of thread activities**

A new page “Thread Info” is added to the administration user interface of Interact runtime with information about all live threads in that Interact runtime instance.

## **Support redrafted list for offer**

When Interact is integrated with Unica Centralized Offer Management, the new offer state “Redraft” is supported.

- Offers in redraft state are unavailable for adding into strategies, FlexOffers, and triggered messages.
- Offers which are already used in strategies, FlexOffers, and triggered messages are changed to redraft state, the containing rules are marked “redraft” and are excluded in the next deployment so that they are unavailable in the Interact runtime instances.

## New REST API for Interact API auditing feature

REST APIs are added to support the retrieve of following:

- All API invocations of a given audience ID.
- All API invocations of a given session ID.
- The offer arbitration information of a given audience ID.

## Fixed defects

The following table lists defects that are fixed in Unica Interact, version 12.1.0.4.

Issue ID	Description
HMA-325476	HttpsSSLSocketFactory is missing in interact_client.jar, which prevents Interact client from using https with proxy.
HMA-324882	Error handling disabled profile data source.
HMA-324758	An error occurred when Flink initialized, which prevented events from being processed.
HMA-323794	Error processing upgraded event patterns having no reset criteria
HMA-323790	Open cursor issue occurred in Interact for connecting to oracle database 19C.
HMA-323782	Triggered Message with a Customer Gateway implementation did not work after upgrading to 12.1.0.4.

HMA-323240	Tomcat : Open cursor count for triggered messages increased to max.
HMA-323226	Interact simulator did not work if test run and prod run datasource were on different database.
HMA-322813	Length limitation was not applied to the default value in Journey gateway.
HMA-322377	setDebug method did not work when used independently.
HMA-321434	An error occurred while running aciUpgradeTool.sh for Design time with Error: SQL execution.  failed: ORA-00972: identifier is too long
HMA-320538	Error handling delayed inferred event action when Ignite was used.
HMA-320466	A bad exception occurred in case of Learning data is not configured in Interact.
HMA-309171	Out of memory issue observed in case of huge deployment history.

## Known issues

The following table lists issues in Unica Interact, version 12.1.0.4.

Along with the following known issues, the known issues mentioned under the "Known issues" section of Unica Interact, version 12.1 Release Notes document are also applicable.

<b>Issue ID</b>	<b>Description</b>
HMA-327216	For SSDB COM Offer Attribute gets null Type in GetOffer call
HMA-327206	If user copies 50 to 60 rules and tries to scroll down to check if the data is properly copied or to change any specific rule and uses the scroll bar, it refreshes the page and the data is lost before the Rules are saved.
HMA-327138	Newly added rules on strategy are lost when pagination is changed from 50 to 10.



Issue ID	Description
HMA-327134	Duplicate multiple rules or rows on FlexOffers do not work correctly.
HMA-326743	Event processing stops with error in initializing Flink service.
HMA-326157	Only 10 Journey DD are displayed for selection, while creating Journey gateway in Interact.
HMA-325814	A zone with several IPs is displayed multiple times on the Zones tab on the left pane of Strategy UI.
HMA-325597	DT AciUpgrade tool fails while upgrading from version 12.1.0.3 to version 12.1.0.4 with old Strategy data.  Workaround: See the Interact Upgrade guide.
HMA-325318	There is an issue with EventPattern UI - Pattern type "great equal " string and Text box layout for different locales.
HMA-325236	There is a Label layout issue for Japanese in EventPattern Action UI.
HMA-325235	In EventPattern Action UI, users have to scroll top to view the error message on syntax check.
HMA-325234	In FlexOffer UI, calendar week does not start on the right day for few locales.
HMA-325233	In FlexOffer UI, there are extra spaces before : on Summary tab for few locales.
HMA-325231	In FlexOffer UI, buttons are overlapping on Offer Attribute tab for German locale.
HMA-325207	With ABT Filter enabling using Refresh button Acceptance Rate data is not updated on UI.
HMA-325196	In Rule Edit mode with ABT Filter enabling, Selection mode and Acceptance Rate columns are overlapping.

Issue ID	Description
HMA-325093	Pre-validation must be present on the criteria name added on Flex OfferMapping.
HMA-324587	EP ETLReport: For EventPattern ETL report for New EP, SQL exception occurs while processing EP State
HMA-324560	In German locale EventPattern Events Conditions_ Truncation
HMA-324100	COM Offers for which visibility rules are set and true are still visible in Interact, but with a blank value.
HMA-323938	Syntax check fails when Strng_concat function is used in InteractiveFlowchart with numeric values.
HMA-322980	PRE: In the Event Pattern report the advanced event pattern name is getting truncated for long strings.
HMA-322676	Flex Offer: IC is getting deployed with invalid expression which is used in OfferScore, Eligibility, OfferAttribute.
HMA-321599	On searching Offer or Segment for 'Suppress Offer' and 'Qualify Segment' action, Offer and Segment Folders are displayed.
HMA-325763	<p>An error occurs on Trigger message tab of Interactive channel, when the users configure Journey Outbound Channel on version 12.1 under Affinium  Campaign partitions partition1 Interact outboundChannels.</p> <p>Workaround:</p> <p>Delete the previously created outbound channels and create new channels with the same name. Mappings can be done from the user interface on the Gateway tab of Strategy.</p>