

Unica Interact V12.1.1 Release Notes



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System requirements and compatibility

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

Upgrade Paths

Unica Interact supports the following upgrade paths:

- 12.1.x → 12.1.1
- 12.1.0.x → 12.1.1

Customers on versions earlier than 8.6.x must:

- perform a Fast Upgrade from existing version to version 8.6.0 (for more information, see *HCL Unica 8.6.0 Fast Upgrade Guide*).
- perform a Fast Upgrade from version 8.6.0 to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.1.

Customers on versions earlier than 11.1.x.x can:

- perform a Fast Upgrade from existing version to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.1.

Customers on versions 11.1.x.x/12.0.x.x can use one of the following options for upgrade:

- **Option 1**

- perform an in-place upgrade from existing version to version 12.1.0.
- perform an in-place upgrade from version 12.1.0 to version 12.1.1.

- **Option 2**

- perform a Fast Upgrade from existing version to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.1.

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/12.1.1/index.html>

New features and changes in version 12.1.1

Unica Interact 12.1.1 includes a number of new features and changes. These are listed underneath.

Support of offer lists in strategies

Besides using individual offers in smart rules, both static and dynamic offer lists can be used.

Offer lists are applied in rules as same way as offers, so all the currently supported features are available, such as using predicates for eligibility, scoring, and attribute parameterization. This gives a flexibility of reusing same rules with everchanging offers referenced by those rules.

There are also some differences.

- All of a specified number of offers from the offer list can be selected and join the usual arbitration process with offers from other sources.
- If there are more offers in an offer list than the specified number, a tie breaker selection policy is applied. Such policy can be one of the following.
 - Most recently updated offers
 - The values of an attribute common to these offers
 - Random selection
 - Custom implementation
- Offer lists cannot be used in the branches, FlexOffers, and A/B tests.

Enhanced Integration of Interact and Deliver

In addition to sending emails, WhatsApp and SMS messages to Unica Deliver, Mobile Push messages can also be sent to Unica Deliver. The configuration of such message is done using the same easy-to-use user interface, which provides a consistent experience while configuring different types of messages.

In addition, the restriction is lifted so that a Deliver message template can be used in multiple Interact gateways. This provides more flexibilities when reusing templates and gateway configuration

Enhancements to FlexOffers

Several enhancements are added to FlexOffers, which is a relatively new feature by itself, to make the use of it even easier.

- The rule mapping data can be automatically copied to the target server group during deployment.
- Updated rule mapping data can be imported into an existing FlexOffers entry from a file or a database table, via UI or a standalone shell script.
- The reimport of the rule mapping data is can be scheduled through Unica Platform or as a cron job.

More flexible use of segments

- Segments can be used in the predicated in rule eligibility, offer scoring, and offer attribute parameterization.
- This support is added to both strategy and FlexOffers.
- Both strategic and smart segments are supported.

Addition of FORMAT macro

- String values can be formatted with the same syntax currently supported in Unica Campaign.
- Numeric values can be formatted into strings with a number of options.

Enhancements to Deployment

- Old deployment records can be deleted from both the design time and all run time server groups. In addition, the deleted deployment records in the design time can be optionally archived to their respective tables in the Campaign database.
- Once distributed cache is configured for Ignite in a target server group, only one URL is required to be registered with the design time. This URL can either be that of a run time instance from this server group or that of the load balancer setup in front of all the run time instances.

Enhancements to External Callout

- An external callout can be implemented and configured to accept a varying number of arguments.
- An external callout can be configured to be executed asynchronously with a timeout. This avoids the processing of a flowchart and depending requests to be blocked by a long running external callout execution.

Other Miscellaneous Enhancements

- FlexOffers and Strategies that are not associated to Campaign objects are included in various reports.
- A list of Insights reports have a refresh look and feel.
- REST v2 is added to the test client UI as a supported API type.

Fixed defects

The following table lists defects that are fixed in Unica Interact V12.1.1.

Issue ID	Description
HMA-326288	Out of memory : Interact runtime servers stopped responding till restarting all of them when the traffic was high and flow-charts were designed in a certain way.
HMA-327478	IC unable to deploy in a MariaDB environment - SerializedObject value was null
HMA-327886	The strategy screen corrupted when Advanced Options was clicked and IE Zoom was set to 100%.
HMA-326446	getValue method was accidentally deleted in Interact API.
HMA-328714	Open cursors exceeded after running an interact coverage scenario.
HMA-328805	Suppressed offers were still valid when used with trigger.
HMA-224280	On Simulator UI: Input fields were not displayed for a selected API until a precise click was performed on text (API name).
HMA-327542	Interact syntax failed with 500 error if multiple audience levels were mapped.
HMA-314928	No Segments for this visitor if multiple batches (startSession + getOffers) came into Interact at the same time.

Issue ID	Description
HMA-325649	When the deployment error passed from RT, it was "silenced" if DT encountered another error while parsing the response.
HMA-327476	Session variable changed value after every re-segment call even it was defined in a branch that was not supposed to be executed.
HMA-327304	Unable to post events in embedded session.
HMA-315521	sessionTime out displayed on getoffers when no interactive flowchart is associated with this interactive channel
HMA-325814	A zone with several IPs was displayed multiple times on Zones tab of left pane on Strategy UI.
HMA-325234	FlexOffers UI - Calendar week did not start on right day for some locales.
HMA-327484	FlexOffers UI : Corresponding offer code did not display automatically for some offers while adding rule.
HMA-325055	Performance issue occurred when deploying an interactive channel with a lot of Score Override table data.
HMA-329880	If delimit file had only OfferName or OfferCode, UI did not allow to create FlexOffers.

Issue ID	Description
HMA-327206	For SSDB, COM Offer Attribute got null Type in GetOffer call.
HMA-327206	If users copies 50 to 60 rules and tried to scroll down to check if the data was properly copied or to change any specific rule and used the scroll bar, it refreshed the page and the data was lost before the Rules were saved.
HMA-326743	Event processing stopped with error in initializing Flink service.
HMA-326157	Only 10 Journey DD were displayed for selection, while creating Journey gateway in Interact.
HMA-325597	DT AciUpgrade tool failed while upgrading from version 12.1.0.3 with old Strategy data.
HMA-325318	There was an issue with EventPattern UI - Pattern type "great equal " string andText box layout for different locales.
HMA-325236	There was a Label layout issue for Japanese in EventPattern Action UI.
HMA-325235	In Event Pattern Action UI, users had to scroll top to view the error message on syntax check.
HMA-325233	In FlexOffer UI, there were extra spaces before or on Summary tab for few locales.

Issue ID	Description
HMA-325231	In FlexOffer UI, buttons were overlapping on Offer Attribute tab for German locale.
HMA-325207	With ABT Filter enabling using Refresh button Acceptance Rate data was not updated on UI.
HMA-325903	Pre-validation must be present on the criteria name added on Flex OfferMapping
HMA-324560	In German locale EventPattern Events Conditions_ Truncation
HMA-324100	The COM offers for which visibility rules were set and true were still visible in Interact, but with a blank value.

Known issues

The following table lists issues in Unica Interact 12.1.1.

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.

Issue ID	Description
HMA-356753	<p>In the <code>UACI_IntFlowchart</code> table, the FlowchartXML column has the <code>text</code> 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:</p> <pre>Data too long for column 'FlowchartXML'.</pre> <p>Workaround</p> <p>Change the data type of the FlowchartXML column to <code>longtext</code> by running the following query:</p> <pre>ALTER TABLE UACI_IntFlowchart MODIFY FlowchartXML longtext;</pre>
HMA-324100	<p>The COM offers for which visibility rules are set and true are still visible in Interact, but with a blank value.</p>
HMA-330388	<p>On the Strategy page, if multiple rules are deleted individually, only the last deleted rule is deleted.</p> <p>Work around: Select all the rules to be deleted and use batch action to delete them. In addition, save the whole strategy after each delete operation.</p>
HMA-330372	<p>MessageConnector and WebConnector are not working with a 400 Status Code for API.</p> <p>Workaround: Copy the following three jar files from Interact lib directory to WEB-INF/lib in MessageConnector.war and jsConnector.war, respectively.</p>

	<ul style="list-style-type: none"> • httpclient-4.5.13.jar • commons-httpclient.jar • httpcore-4.4.13.jar
HMA-327138	Newly added rules on strategy are lost when pagination is changed from 50 to 10.
HMA-330357	In the Offer List popup box, the offer list type is incorrect and the description is not displayed. This issue is specific to a case when COM is integrated.
HMA-329365	<p>The following error occurs while upgrading the design time MariaDB database from 12.1 to 12.1.1.</p> <p>"ERROR upgradeTool.ACMigSysDBUpgradeTask [] - SQL execution failed: (conn=1771631) Unknown column 'Name' in 'uaci_smartrule'" Solution: verify a column "RuleName" exists and column "Name" does not in the table UACI_SmartRule.</p> <p>This error can be ignored.</p>
HMA-330281	<p>In FlexOffers UI, if you uncheck the box to mark a Boolean typed column and have the value False, it is not properly saved to the database table. As a result, filters with a condition requiring this column to have the value False does not return expected results.</p> <p>Work around: Instead of using condition <code>BooleanColumn=False</code>, use <code>BooleanColumn<>True</code>.</p>
HMA-327134	Duplicate multiple rules or rows on FlexOffers do not work correctly.
HMA-324587	EPETLReport: For EventPattern ETL report for New EP, SQL exception occurs while processing EP State
HMA-323938	Syntax check fails when Strng_concat function is used in Interactive-Flowchart with numeric values.
HMA-322890	In the Event Pattern report, the advanced event pattern name is getting truncated for long strings.

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>
HMA-327384	IE-11: Rows on FlexOffers get refreshed one by one when scrolled up down or edited advanced option for a particular row.
HMA-311334	When EffectiveDate or ExpirationDate is used in a FlexOffers filter condition, using variables will cause run time error, while using a date constant selected from the datepicker works.
HMA-310853	REST API Swagger: Search criteria condition and multiple attribute sorting is not working from Swagger.
HMA-309271	Unable to create OM by selecting CSV file from Swagger UI
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.
HMA-329791	Slowness when working on Advanced Options of strategy and FlexOffers when there are a large number of offers, segments, and/or profile attributes.