

Unica Interact V12.1.6 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 → 12.1.6
- 12.1.0.x → 12.1.6

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 12.1.6.

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 12.1.6.

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 12.1.6.
- **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 12.1.6.

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: <https://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmIzZQ==&folder=aW50ZXJhY3Q=>
- Online Help: <https://help.hcltechsw.com/unica/Interact/en/12.1.6/index.html>

New features and changes in version 12.1.6

Unica Interact 12.1.6 includes the following new features and changes:

Offer and Rule Scheduling

Granular control on when to apply offer arbitration rules is added to strategies, FlexOffers, and Triggered Actions.

- Up to 5 eligibility schedules can be added to each rule.
- Up to 5 suppression schedules can be added to each rule.
- In each rule, users can optionally specify the starting date and ending date.
- In each rule, users can optionally specify the starting time of the day and ending time of the day.
- In each rule, users can optionally specify the day of week.

Complex Filters in FlexOffers

The capability in FlexOffers filters is greatly expanded to support more complicated conditions, which is able to cover virtually all needs.

- Conditions can be grouped together.
- Conditions in each group can work together in either **AND** or **OR** fashion.
- Groups can be nested to as deep as needed to form a hierarchical structure.

Support of Time in Macros

New formats are added to `CURRENT_DATE` and `DATE_FORMAT` to support the use of time of the day in expressions.

- New formats include: `YMDT (yyyy-MM-dd HH:mm:ss)`, `MDYT (MM/dd/yyyy HH:mm:ss)`, `DMYT (dd/MM/yyyy HH:mm:ss)`, and `HHmmss (HH:mm:ss)`.
- When one of these formats are used in `CURRENT_DATE` macro, the returned value has the time of the day.
- When one of these formats are used in `DATE_FORMAT` macro, the input value can include the time of the day.
- The operators `>`, `<`, `>=`, `<=` are enhanced to comparing time of the day.

Support of Redis

- External deployment of Redis is used as the L2 cache behind EHCACHE when EHCACHE is configured as a distributed cache.
- Virtually all deployment modes of Redis server are supported.
- Once enabled, Redis is used to coordinate some activities among Interact run time servers.



Note: This is released as a preview feature.

Miscellaneous Enhancements

- If an offer or an offer list is deleted after it is used in an offer arbitration rule, the referencing rule will still be displayed on the UI, although the offer or offer list is marked with “deleted”. Users can change the offer or offer list or copy it to a new rule, but nothing else is editable.
- A configuration setting is added so expired or disabled rules are included in the deployment. This makes the offer information, including the suppression rules associated to the offer, referenced by those expired/disabled rules is still available in Interact run time.
- Unnecessary HTTP methods, including OPTIONS and TRACE, are disallowed for enhanced security.
- Real time attributes supports very large numeric values.
- Context sensitive help is added to all pages.
- Interact design time can be installed and deployed without Campaign. Please reference the upgrade and admin guides for the details.

Fixed defects

The following table lists defects that are fixed in Unica Interact V12.1.6.

Issue ID	Description
HMA-354622	AB Test does not reliably retrieve performance data properly for composite audience IDs.
HMA-353849	Error occurs when persisting CH/RH staging data if the audience ID field is integer.
HMA-353808	Initialization was not always invoked while executing external callout.
HMA-352684	There were issues with the profile table mapping after the physical table was modified for adding or removing columns.
HMA-352673	Ignite WARN logged for every <code>startSession</code> .
HMA-352352	Special characters are not encoded correctly in the interactive channel description box.
HMA-352319	Unnecessary and unsafe HTTP methods were not protected.
HMA-352284	Empty strategies shown in runtime server intermittently
HMA-350574	Improper handling of numeric parameters: numbers are compared in their string representation. For example, 1 and 1.0 and treated as different values.
HMA-350541	Marketer Score and Final Score is Not being logged in CHStaging tables with MariaDB.
HMA-350471	<ul style="list-style-type: none">• When the data in the Tx tables are too old, the recency weight is not adjusted correctly.• If the aggregator is v2 and sample method is v2, the RWA is calculated wrong in <code>UACI_OfferStats</code> for the records are that old (<code>StartTime=0</code>)• When the volume is so high that some records in Tx table are not processed, those old records may be prematurely deleted.• If an error occurs while persisting data into Tx tables that prevents some in-memory records from being persisted, those records are lost.

Issue ID	Description
HMA-350274	Records not moving from cross session response table to RH staging table if the related offer history does not have parameterizable attributes.
HMA-350025	Error happens when invoking startSession with SOAP API with audience ID field that is string type.
HMA-350014	Persistence to <code>UACI_Treatment</code> fails when Details is created as <code>CLOB</code> .
HMA-349999	<code>CampaignID = 0</code> is logged in <code>UACI_CHStaging</code> table if DB loader is enabled
HMA-349970	The REST API <code>api/interact/rest/v2/channels/<channel ID>/simulationscenarios</code> only gets coverage scenarios, instead of all simulation scenario
HMA-349918	Cancel button is not working for confirmation when we change Audience from coverage.
HMA-349910	Filtered audience data is not displayed from Coverage in some cases when we upgrade the app server from 12.1. to 12.1.5
HMA-349814	If strategic segments are used in Interact and retrieval of strategic segment information is long, such information is not saved into the session in the case distributed Ignite cache is configured.
HMA-349737	CSRF token is included in some URLs.
HMA-349734	Runtime GDPR script is having wrong table name (<code>UACI_CHOfferAttrib</code>) if created using GDPR tool
HMA-349236	When the time zone on the Interact run time server is different than the one configured for the default Interact user, the expiration date and effective date of various objects may be off for a few hours.
HMA-349212	Interact RT needs to restart if Kafka server is restarted.
HMA-342231	Zones in the strategy automatically changes after specific steps.
HMA-301665	Performance issue when retrieving staging contact history data.

Known issues

The following table lists issues in Unica Interact 12.1.6.

Issue ID	Description
HMA-357528	<p>The Duplicate entry 184884-1-0-0 for key PRIMARY exception is seen when you run aciUpgradeTool_runtab.sh to upgrade Interact Run Time.</p> <p>Workaround:</p> <p>To add the Distributed option, run the following command:</p> <pre data-bbox="834 684 1443 1325"><?xml version="1.0" encoding="UTF-8"?> <!-- To add the Distributed option, run the following command: configTool.bat -vp -p "Affinium interact cacheManagement Cache Managers EHCache Parameter Data cacheType" -f ehcache-cacheType-dropdown.xml In case an issue occurs while adding values, run the following command before the above command. configTool.bat -d -p "Affinium interact cacheManagement Cache Managers EHCache Parameter Data cacheType value" -o --> <property name="value" type="dropdown" width="40"> <value predefined="false" selected="true">Local</value> <value predefined="false" selected="false">Distributed</value> </property></pre>
HMA-356753	<p>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:</p> <pre data-bbox="818 1530 1260 1556">Data too long for column 'FlowchartXML'.</pre> <p>Workaround</p> <p>Change the data type of the FlowchartXML column to longtext by running the following query:</p> <pre data-bbox="834 1724 1443 1776">ALTER TABLE UACI_IntFlowchart MODIFY FlowchartXML longtext;</pre>
HMA-356144	<p>A Cross-Site Request Forgery (CSRF) error is seen when you generate Interact Analytics reports.</p>

Issue ID	Description
HMA-355664	The version in splash screen of the Interact Reports Package is not updated.
HMA-355126	<p>An error is seen while deploying <code>unica.ear</code> file on JBoss.</p> <p>Workaround: Add the following line of code in <code><EAR-File>.ear\META-INF\jboss-deployment-structure.xml</code></p> <pre data-bbox="834 575 1437 611"><module name="org.apache.logging.log4j.api"/></pre> <p>Make similar changes to <code>unica.ear</code> in sub-deployment.</p>
HMA-355067	When adding Eligibility or Suppression, if you tried to save the rule, an intermittent error is seen only on the first attempt.
HMA-355052	In case of Interact installer, the EAR file generation does not ask for InteractDT.
HMA-354932	<p>An error may be returned when cancelling a long running coverage analysis simulation.</p> <p>Workaround: Ignore it and come back later to check if it is canceled.</p>
HMA-354901	Log file for Simulator and Coverage Scenario is not getting generated.
HMA-354812	<p>Occasionally, the state of a coverage simulation run remains at <code>REQUESTED</code> even the actual simulation is not started or completed.</p> <p>Workaround: Make a copy of this scenario and start new runs from the new scenario.</p>
HMA-354746	Cannot deploy message connector WAR file on Oracle WebLogic.
HMA-354743	Occasionally, same offers are returned even tiebreaker is set to random if there are multiple offers with the same score.
HMA-354721	Deployment fails when the name of the interactive channel to be deployed contains single quote (').
HMA-354698	The newly added time related formats, <code>YMDT</code> , <code>MDYT</code> , <code>DMYT</code> , and <code>HHmmss</code> , are not supported in the validation of interactive flowcharts.

Issue ID	Description
	Workaround: Ignore the validation error. They will work once being deployed to the run time.
HMA-354615	If the name of an object is all numeric, it may not be retrieved from the server. This could happen to both Interact UI and the REST API exposed by Interact design time.
HMA-354565	Offer attribute value is not getting updated in Interact Run Time, if the attribute name and internal attribute name are different. Workaround: When creating custom attributes, ensure that the Display name and Internal name are the same.
HMA-352971	An empty IntearctDT folder is created on a setup only Interact run time is installed.
HMA-352587	Installer creates both DT and RT folders even if user chooses only one of them.
HMA-352144	If Interact Design Time is deployed with a URL different than that of Campaign, the configuration <code>Affinium InteractDT navigation</code> needs to be updated accordingly after installation.
HMA-349786	On Red Hat JBoss Enterprise Application Platform 7.4, Interact Design Time Swagger does not work. Workaround: 1. Open the URL: <code>http://host:port/Campaign/swagger-ui.html</code> 2. Update the base URL in the prompt: <code>http://host:port/Campaign/api/interact/rest/v2/</code>
HMA-348915	If Interact run time crashes or the connection to the Campaign database is lost while running a coverage analysis simulation, the simulation status needs to be manually updated in the database.
HMA-338570	Within Flex Offers, after clicking Add Rule/Criteria and selecting Add Rule , when you pick an offer that is listed beyond the 10th option, the Offer Code does not populate.

Issue ID	Description
	You can still click Add but the system still displays Offer Code as required.
HMA-337853	Bulk update does not work properly after bulk copy. Workaround: Save the strategy after each bulk operation.
HMA-337028	WebSphere 8.5.5 - GDPR API returnZip functionality creates corrupted or blank zip file. To return the generated SQL scripts, WebSphere 9.0 or later releases are required. To work around, set the returnZip flag to false, which makes the API to return SQL statements in a JSON format embedded in the response.
HMA-329365	The following error occurs while upgrading the design time MariaDB: <pre data-bbox="829 877 1437 1087"> database from 12.1. "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. </pre> You can ignore this error.
HMA-327191	For the Safari browser, the right side grid on the event pattern popup window may be distorted after some series of operations. Workaround: Close the popup window and reopen it.
HMA-325763	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 . Workaround: Delete the previously created outbound channels and create newchannels with the same name. Mappings can be done from the user interface on the Gateway tab of Strategy.
HMA-323938	Syntax check fails when Strng_concat function is used in InteractiveFlowchart with numeric values.

Issue ID	Description
	Workaround: Use FORMAT macro to convert numeric values to strings and then use STRING_CONCAT.
HMA-322890	In the Event Pattern report, the advanced event pattern name is getting truncated for long strings.
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-287552	In an expression, if you use a table name or field name that begins with IN, the evaluation of the expression fails.