

Unica Interact V12.1.8 Release Notes



Contents

System requirements and compatibility.....	1
Google Chrome and Microsoft Edge configuration.....	2
New features and changes in version 12.1.8.....	3
Fixed defects.....	4
Known issues.....	6

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 → 12.1.8
- 12.1.0.x → 12.1.8

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 12.1.8.

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 12.1.8.

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 12.1.8.
- **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 12.1.8.



Important: Although we have introduced support for PostgreSQL in 12.1.8, it is available only for clean installation of 12.1.8 and not when upgrading to 12.1.8.

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/12.1.8/index.html>

Google Chrome and Microsoft Edge configuration

Recently, the browsers Google Chrome and Microsoft Edge updated a security fix and this security fix affects the access of Unica applications. We have received some issues from our customers like:

- issues with UI
- unable to edit flowcharts
- getting logged out from Unica

These issues are observed due to the change of behavior in browsers after applying the security fix. Applying the security fix automatically enables **Origin-keyed Agent Clusters by default**. If the setting **Origin-keyed Agent Clusters by default** is enabled automatically, it prevents changes in document referrer and domain values so that malicious websites cannot execute any type of impersonation. The setting **Origin-keyed Agent Clusters by default** existed earlier as well, but was not enabled by default.

If you update Google Chrome or Microsoft Edge to the latest version, you will observe the earlier mentioned issues. Because of how Unica is designed and because the Unica suite is deployed over multiple JVMs, it is essential that you disable the **Origin-keyed Agent Clusters by default** setting for Unica to function correctly and to provide a good user experience.

As a solution, we recommend that you perform the steps mentioned in the following Knowledge Base article: https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0107185.



Note: The update to Microsoft Edge browser is very recent and the Knowledge Base article is not yet updated for the Microsoft Edge browser.

The CliffsNotes solution is as follows:

1. Open your browser and navigate to one of the following URLs based on your browser:
 - **Google Chrome:** <chrome://flags/#origin-agent-cluster-default>
 - **Microsoft Edge:** <edge://flags/#origin-agent-cluster-default>
2. From the dropdown of the highlighted parameter **Origin-keyed Agent Clusters by default**, select `Disabled`.
3. At the bottom of the page, click the **Apply Changes** button.
4. Log out of Unica applications, log back in, and verify if everything is working as expected.

New features and changes in version 12.1.8

Unica Interact 12.1.8 includes the following new features and changes:

Support for PostgreSQL

PostgreSQL v13.1 and v14.10 are supported in Interact as:

- Design time system database
- Run time system database
- Profile database
- Learning database



Important: Although we have introduced support for PostgreSQL in 12.1.8, it is available only for clean installation of 12.1.8.



Note: PostgreSQL is not supported as the report database.

Enhancements to batch operation in FlexOffers

A **Select all** option is added to the FlexOffers UI. Once checked, the following operations can be performed onto all records in this FlexOffers rules, regardless of whether they are currently visible on UI.

- Enable/disable selected rules.
- All actions on **Advanced Options**.
- Deletion



Note: All inline editing, including offers, cells, and customer fields, are disabled when **Select all** is checked.

Delayed actions for event patterns

Delayed effect of actions offer suppression and segment qualification can be directly configured for event patterns.

Miscellaneous Enhancements

- The UI of strategy and FlexOffers are enhanced such that a rule is greyed out if it references a deleted/expired offer or segment.
- The UI of global learning is rewritten and some issues there are fixed.
- A new configuration setting `smoothFactor` is added to self-learning to fine tune the impact of new vs existing data.
- Risky characters like `<` and `>` are disallowed for input fields.

Fixed defects

The following table lists defects that are fixed in Unica Interact V12.1.8.

Issue ID	Description
HMA-363028	The CPU usage was increasing when event patterns and/or suppression rules were used.
HMA-362673	Connections leak and threads were not reclaimed when browsing the JMX page on the run time UI.
HMA-362449	Wrong version of Interact was displayed in the message for Interact Design Time and Interact Run Time Upgrade tool.
HMA-362144	<code>NullPointerException</code> was occurring when invoking <code>getOffers</code> API if there were strategies that were deployed in v11 or an earlier version.
HMA-361912	Errors used to occur while moving cross session response records when those records were tied to offers that had suppression rules associated.
HMA-361539	If some exception occurred during <code>postEvent</code> , the exception was not getting populated in the response.
HMA-361296	Some classes were missing in the <code>interact_client.jar</code> file.
HMA-360923	Extra jar files were required when referencing <code>interact_client.jar</code> .
HMA-360797	Distributed option was not available under <code>EHcache</code> .
HMA-360538	Deployment history status was loading slowly.
HMA-360358	Wrong version of Interact DT was being displayed in the Interact DT Upgrade tool.
HMA-360307	Acceptance rate was not displayed on the A/B test UI for rules without setting Start date and End Date.
HMA-360306	Error used to occur while opening deployment info page if A/B testing existed in at least one of the deployed smart rules.
HMA-360187	When nested session was used, offers were returned only for the child audience ID and not the parent audience ID.
HMA-360172	Offer Attribute Expression was not displayed under Parameterized Offer Attributes Column on Deployment page.
HMA-360107	Errors, slowness, and GC-OOM were observed during longevity runs with <code>LocalEHCache</code> .
HMA-358317	In Swagger, for the API <code>Get Outbound channels</code> , the following error was seen: <code>Internal Server Error</code> .

Issue ID	Description
HMA-358092	Some threads were still running when shutting down Tomcat normally.
HMA-355805	On Safari browser, for FlexOffer Offer preview, the window was getting truncated.
HMA-354812	Occasionally, the state of a coverage simulation run remained at <code>REQUESTED</code> even if the actual simulation was not started or completed. Users had to make a copy of the scenario and start new runs from the new scenario.
HMA-349786	On Jboss 7.4, Interact Design Time Swagger was not working.
HMA-337853	All rules could not be bulk update to enable or disable on FlexOffers tab after bulk duplication of rules.
HMA-325763	An error was occurring on Trigger message tab of Interactive channel, when users configured Journey Outbound Channel on version 12.1 under <code>Affinium Campaign partitions partition1 Interact outboundChannels</code> . Users had to delete the previously created outbound channels and create new channels with the same name. Mappings could be done from the user interface on the Gateway tab of Strategy.
HMA-305646	Swagger was not getting POST /deployments API response in time.
HMA-283876	Contact History ETL was unable to process <code>Next Best Offer</code> triggered messages due to missing IPName and IPID.

Known issues

The following table lists issues in Unica Interact 12.1.8.

Issue ID	Description
HMA-363906	The wrong version (12.1.7 instead of 12.1.8) appears in the Upgrade tool.
HMA-363887	PostgreSQL installer fails for ETL scripts and asks for user name as is it does not run through the installer.
HMA-363611	Confirmation message for unsaved changes is missing when you navigate away from Rules to Filters tab in FlexOffer.
HMA-363494	In Strategy, redrafted Plan Offers are not getting greyed out or struck out.
HMA-363437	In Chrome browser and for Russian locale, the string Expiration Date is not completely visible in the A/B Testing Advanced Options page within Interact > Interactive Channel > Strategy > Add/Modify Rules .
HMA-363436	In Chrome browser and for Russian locale, the string AB Testing is not completely visible in the Add/Modify Rules page within Interact > Interactive Channel > Strategy .
HMA-363435	In Chrome browser and for Russian locale, the string AB Testing is not completely visible in the Strategy page within Interact > Interactive Channel .
HMA-363338	Flowchart validation exception is seen at Interact Startup for Event Pattern.
HMA-363335	In getOffers results, Numeric SSDB Offer Attribute value is returned as 0.0.
HMA-363322	When in use, you cannot delete the RTA.
HMA-363261	If user passes double apostrophe in the title attribute, then the URL is does not converted to the IRS URL.
HMA-363065	In FlexOffer rules, there are performance issues in Select all and Enable, Disable, or Modify rules.
HMA-362985	For Germal locale, UI alignment of Cancel button is not proper in validation message when user tries to delete the undeployed FlexOffer.

Issue ID	Description
HMA-362979	You cannot save the filter for FlexOffer because of the duplicate key of offer status.
HMA-362303	On an Apache Tomcat and PostgreSQL setup, when taking performance runs, we observed <code>DataSourceException</code> duplicate key value that violates the unique constraint <code>uaci_eventpatternstate_pkey</code> error.
HMA-362236	WL14 crashes if you delete <code>interactDT.war</code> from the console.
HMA-362052	On the FlexOffers UI, if user updates a single rule, all rules that are selected get updated.
HMA-361887	A smart rule cannot be edited if it references a segment that is redrafted in Segment Central.
HMA-361685	When editing learning attribute bins, only dot (.) can be used as the decimal point.
HMA-359203	<p>If Message Connector is deployed in the same application server instance as Interact run time, the following error appears only when you restart the Message Connector application:</p> <pre>[ServletContext@1932695468[app:MessageConnector module:MessageConnector.war path:null spec-version:4.0]] Servlet failed with an Exception java.lang.IllegalStateException: Cache[MessageConnectorCache] is closed</pre> <p>Workaround</p> <p>Restart the whole application server instance.</p>
HMA-357528	<p>The Duplicate entry <code>184884-1-0-0</code> for key <code>PRIMARY</code> exception is seen when you run <code>aciUpgradeTool_runtab.sh</code> to upgrade Interact Run Time.</p> <p>Workaround: To add the Distributed option, run the following command:</p> <pre>configTool.bat -vp -p "Affinium interact cacheManagement Cache Managers EHCache Parameter Data cacheType" -f ehcache-cacheType-dropdown.xml</pre>

Issue ID	Description
	<p>If there is an issue while adding values, run the following command before running the earlier command:</p> <pre>configTool.bat -d -p "Affinium interact cacheManagement Cache Managers EHCache Parameter Data cacheType value" -o</pre>
HMA-355974	<p>If you use Safari browser, the Cancel and Add buttons do not appear in the Add New Rule window for FlexOffer.</p>
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><module name="org.apache.logging.log4j.api"/></pre> <p>Make similar changes to <code>unica.ear</code> in sub-deployment.</p>
HMA-355052	<p>In case of Interact installer, the EAR file generation does not ask for InteractDT.</p>
HMA-354698	<p>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.</p> <p>Workaround: Ignore the validation error. They will work once being deployed to the run time.</p>
HMA-352971	<p>An empty InteractDT folder is created on a setup only Interact run time is installed.</p>
HMA-352587	<p>Installer creates both DT and RT folders even if user chooses only one of them.</p>
HMA-352144	<p>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.</p>
HMA-349786	<p>On Red Hat JBoss Enterprise Application Platform 7.4, Interact Design Time Swagger does not work.</p> <p>Workaround:</p>

Issue ID	Description
	<p>1. Open the URL:</p> <pre>http://host:port/Campaign/swagger-ui.html</pre> <p>2. Update the base URL in the prompt:</p> <pre>http://host:port/Campaign/api/interact/rest/v2/</pre>
HMA-349258	<p>The bin folder is missing in the <Interact_Home>/Interact/tools location if you only install RT. You may also see the following error:</p> <pre>ERROR [LicenseUpdater] com.unicacorp.interact.dao.jdbc.TrackItemDAOJdbcImpl Error serializing data for item - <item details> java.nio.file.NoSuchFileException: C:\Install\RT222Aug\Interact\tools\bin\ProcessInfo.dat</pre> <p>Workaround</p> <p>Manually create an empty folder bin under <Interact_Home>/Interact/tools.</p>
HMA-348915	<p>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.</p>
HMA-337028	<p>Websphere 8.5.5 - GDPR API returnZip functionality creates corrupted or blank zip file.</p> <p>To return the generated SQL scripts, WebSphere 9.0 or later releases are required.</p> <p>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.</p>
HMA-329365	<p>The following error occurs while upgrading the design time MariaDB:</p> <pre>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> <p>You can ignore this error.</p>

Issue ID	Description
HMA-327191	<p>For the Safari browser, the right side grid on the event pattern popup window may be distorted after some series of operations.</p> <p>Workaround: Close the popup window and reopen it.</p>
HMA-323938	<p>Syntax check fails when Strng_concat function is used in InteractiveFlowchart with numeric values.</p> <p>Workaround: Use FORMAT macro to convert numeric values to strings and then use STRING_CONCAT.</p>
HMA-322890	<p>In the Event Pattern report, the advanced event pattern name is getting truncated for long strings.</p>
HMA-310853	<p>REST API Swagger: Search criteria condition and multiple attribute sorting is not working from Swagger.</p>
HMA-309271	<p>Unable to create OM by selecting CSV file from Swagger UI.</p>
HMA-287552	<p>In an expression, if you use a table name or field name that begins with IN, the evaluation of the expression fails.</p>
290149	<p>Jboss: Initializing monitoring service Failed with JMXMP Protocol.</p> <p>Workaround: In case of the JBOSS Application Server if you get the 'classes are not found' Error during the Application server initialization, you must explicitly provide a path in the specific Jboss module.xml as per the jar available in Lib.</p> <p>Example:</p> <p>Class name: <code>GetPropertyAction</code></p> <p>Package Name: <code>com/sun/jmx/mbeanserver</code></p> <p>Jar name: <code>rt.jar</code> (basically available in jdk)</p> <p>So add in Jboss module.xml at the location:</p> <pre><Jboss_Install_Dir>\modules\system\layers\base\sun\jdk\main\module.xml</pre>