Unica Journey V12.1.0.4 Release Notes

Contents

Chapter 1. System requirements and compatibility

Unica Journey is part of the Unica suite of products. Unica Journey version 12.1.0.4 requires Unica Platform 12.1.0.4.

Where to find complete system requirement and compatibility information

For a list of Unica product versions compatible with Unica Journey and a list of third-party requirements for this product, see the Recommended Software Environments and Minimum System Requirements document.

You can also access this document by selecting **Help > Product documentation** when you are logged in to Unica.

Prerequisites for using Unica Journey

Before you begin using Unica Journey, confirm that your environment meets the following requirements:

- For an improved user experience, use at least a `21-inch` screen.
- For an improved user experience, set your screen resolution to `1600x900`. Lower resolutions can result in some information not being properly displayed. If you use a lower resolution, maximize the browser window to see more content.
- A mouse is best for navigating in the user interface.
- Do not use the browser controls to navigate. For example, avoid using the Back and Forward buttons. Instead, use the controls that are in the user interface.
- If pop-up blocker (ad blocker) software is installed on the client machine, Unica Journey might not function properly. For best results, disable pop-up blocker software while running Unica Journey.
- Ensure that the technical environment meets the minimum system requirements and the supported platforms. For more information, see the *Recommended Software Environments and Minimum System Requirements* document.

- The correct browser and versions must be used. For more information, see the *Recommended Software Environments and Minimum System Requirements* document.
- Clear the browser cache after installation. This only needs to be done once, after the application is updated.

⚠ **Important:** Do not use any other method to open multiple sessions. For example, do not open a new tab; do not open another browser session from the Start menu or desktop icon; and do not use **File > New Window** in Microsoft Internet Explorer. These methods can corrupt information that is shown in the application.

Unica Journey documentation roadmap

Unica Journey provides documentation that helps users like marketers, administrators, and developers to get their hands on the product functionality.

Table 1. Get up and running

Task	Documentation
Find out about the new features in the product	For the first release, all new features are available in the *Unica Journey User Guide*
Find out about the known issues and limitations	*Unica Journey Release Notes*
Learn about the structure of the Unica Journey system tables	*Unica Journey System Schema*
Installation and configuration of Unica Journey	*Unica Journey Installation Guide*

Table 2. Installing and Configuring Unica Link

Task	Documentation
Installation and configuration of Unica Link	*Unica Link Installation Guide*

Task	Documentation
Installing Unica Link connector app for Journey	*Unica Link Installation Guide*
Installing Unica Link connector – MailChimp	*Unica Link Mailchimp Connector User Guide*
Installing Unica Link connector – Mandrill	*Unica Link Mandrill Connector User Guide*
Installing Unica Link connector – Twilio	*Unica Link Twilio Connector User Guide*
Installing Unica Link connector – Salesforce	*Unica Link Salesforce Connector User Guide*

Table 3. Integrate Unica Campaign with other HCL products

Task	Documentation
Integration of Unica Campaign and Unica Journey	*Unica Campaign Administration Guide* and *Unica Campaign User Guide*
Integration of Unica Campaign and Unica Interact	*Unica Interact Administration Guide*
Integration of Unica Deliver with Unica Journey	*Unica Journey User Guide*

Table 4. Get Help

Task	Documentation
Unica Journey documentation	You can get Unica Journey product documentation while you logged in **Help > Product documentation**.

Unica Journey when installed with other Unica suite products

Before you start installation of Unica Journey you can refer to below sections to plan Journey installation.

Unica Journey delivery engines for Email

Unica Journey supports Unica Deliver and Unica Link for email delivery. You can use any of these integration as per your requirements. Please refer to documentation map section for appropriate documents to refer on this integration.

Unica Journey stack support

Unica suite product support to third party software like databases, operating system, application server etc., is not exactly same support with Unica Journey. Please refer to Recommended Software Environments and Minimum System Requirements guide.

For example, If your existing Unica products are installed on stack as below:

- Operating System - AIX 7.1
- Application Server - WebSphere
- Database - DB2

You can install Unica Journey on supported environments as mentioned in Recommended Software Environments and Minimum System Requirements guide and it would be compatible with existing Unica products.

Upgrading Unica products and Installing Journey

If you are upgrading from older Unica product version to 12.1.0.4, you can complete your upgrade and then install Unica Journey 12.1.0.4.

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

Chapter 2. Prerequisites for Unica Journey Installation or Upgrade

Before installing Unica Journey version 12.1.0.4, you have to ensure that a few prerequisites are met.

If a you are a new user, and if you have HCL OneDB, MariaDB, or Microsoft SQL Server as the database, you can directly install Unica Journey 12.1.0.4. Ensure that Unica Platform version 12.1.0.4 is operating correctly.

The supported upgrade path for Unica Journey 12.1.x.x are as follows:

Source Version	Upgrade path to 12.1.0.3	Prerequisites for Oracle Database
12.1.0	Directly upgrade to 12.1.0.4	If you are upgrading Unica Journey from version 12.1.0 to 12.1.0.4, ensure that Unica Platform and Unica Journey version 12.1.0 are operating correctly.
12.1.0.1	Directly upgrade to 12.1.0.4	If you are upgrading Unica Journey from version 12.1.0.1 to 12.1.0.4, ensure that Unica Platform, and Unica Journey version 12.1.0 and 12.1.0.1 are operating correctly.
12.1.0.2	Directly upgrade to 12.1.0.4	If you are upgrading Unica Journey from version 12.1.0.2 to 12.1.0.4, ensure that Unica Platform, and Unica Journey version 12.1.0 and 12.1.0.2 are operating correctly.
12.1.0.3	Directly upgrade to 12.1.0.4	If you are upgrading Unica Journey from version 12.1.0.2 to 12.1.0.4, ensure that Unica Platform, and Unica Journey version 12.1.0 and 12.1.0.2 are operating correctly.

To prerequisites for installation, or upgrade, of Unica Journey are as follows:

1. Ensure that all users are logged out.
2. Stop Unica Journey, Unica Platform, and all applications that are deployed with it. Also, stop all other components, for example Journey Engine, Kafka server, etc.
3. Undeploy Unica Platform and Unica Journey web application from the application server.
4. Stop the application server and clean the application server cache. For more information, see Cleaning the Apache Tomcat application server cache *(on page 6)*.
5. Back up the Unica Platform and Unica Journey database and file system directory to any temporary directory.

Cleaning the Apache Tomcat application server cache

1. Access the Instance location used for Unica Journey. For example, `/opt/Tomcat/instance1`.
2. Delete the contents of the folders `webapps` and `work`.

Chapter 3. New features and changes in version 12.1.0.4

In Unica Journey 12.1.0.4, we have introduced some new features, and we have made changes to some existing features or functionality.

The following list mentions the support for new platforms, in Unica Journey 12.1.0.4:

- Supports IBM WebSphere Application Server and Red Hat JBoss Enterprise Application Platform.
- Supports Kafka on windows operating system. To configure Kafka on Windows operating system, see https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0085551.

The following list mentions the new features, and the changes to existing features, in Unica Journey 12.1.0.4:

- **Milestone Analysis**
  - Milestones Analysis tab provides details like drop between milestones, the average time taken to achieve milestones, and overall milestone status, even if a goal is not added.
  - On hover, you can view the number and percent drops.
  - There are two views with a toggle switch to change the view.
- **Enhancement to Integrate WhatsApp Channel with Deliver**

  Marketer can send a message, and on runtime, the message is delivered to the WhatsApp number of the user.
- **Enhanced the ability to export report**

  Journey Analysis tab exports Journey performance to a PDF file and marketers can share it for approval, etc.
- Add Database Support to execute SQL via Link so that marketers can call link connector for type DB, which allows queries to be executed in the Journey flow.
- Journey supports GDPR and CCPA Compliance for the following databases:

- MariaDB
- SQL Server
- OneDB

- **LinkedIn response streamlining**

LinkedIn responses are modified and the following responses are available on the configured LinkedIn touchpoint:

- Audience size
- Matched count
- Audience status

Unica Link sends the responses to Journey and depending on the response from Unica Link, the Audience size, Matched count, and Audience status will be available on LinkedIn Touchpoint.

Chapter 4. Fixed Defects

The following defects were fixed in Unica Journey version 12.1.0.4.

Issue ID	Defect
HMA-320706	Journey is mono partition. "Access Denied " Error displayed for user from different partitions while accessing the Journey
HMA-320622	(Regbb) While editing the non frequency based goal it should not allow to select checkbox 'mark journey as completed' when target and actual goal target is same
HMA-320585	Incorrect counts observed for stats view for journey
HMA-320300	Target object must not be null error observed for performance runs with MariaDB
HMA-320207	Document Defect : In journey "Recommended Software Environments and Minimum System Requirements" document , either first section should be of Journey or for each products should be specified.
HMA-319576	Milestone reorder is not working for pause and republish
HMA-315896	Localization Issues with journey application
HMA-320456	Db specific database information should be available in Engine application.properties file
HMA-321141	When there are leading and trailing spaces in milestone name , it is getting added as new milestone
HMA-320870	License - Entitlement consumption shown on license details page is not as per Usage report for journey
HMA-311595	Some times kafka is getting stopped and not getting restart again

Chapter 5. Known issues

The following table lists the known issues in Unica Journey 12.1.0.4:

Issue ID	Known Issue
HMA-325591	While upgrading journey for Oracle DB to Fixpack FP4 - installer is not taking backup of log4j.properties in GDPR folder
HMA-320980	Sort by date does not show latest in journey can date be spelt out as india and america format is confusing
HMA-320721	Observing ignite error when sending large number of audiences for processing
HMA-320932	(License) If Link License not available then data is not processed by journey but not showing any valid message/error why data data not getting processed
HMA-320720	On Goal analysis page its showing one extra record for period specific date/last 3 months /last 12 months/ last 30 days
HMA-320719	Historic goal page count mismatch issue
HMA-320703	On goal analysis page - Last generated on information is not as per journey time zone
HMA-312551	Engine - \ is not getting replaced by /
HMA-320872	Journey encryption utility is not capable of doing encryption of special characters like - $ &
HMA-325643	Help context sensitive Help - Journey 12.1.0 Fp4 New pages
HMA-325450	GDPR- installer is not doing backup of log4j.properties in GDPR
HMA-325222	GDPR - User not able to delete the user data from Published Kafka topic, CSV files created by Publish touchpoints, and file type entry sources using GDPR tool

Issue ID	Known Issue
HMA-325188	GDPR- MSSQL - After deleting records using GDPR tool - on Goal historical page and performance page its showing old records
HMA-325185	GDPR- MSSQL - After deleting records using GDPR tool - On canvas touchpoint count and start point count getting mismatch
HMA-324952	FR- Translation - On Milestone Analysis page some strings are getting truncated and not in center of funnel
HMA-324769	FP4 : Required restart of JourneyEngine to take place changes from the log4j2.xml
HMA-324657	For frequency based goals, responses before goal creation are considered
HMA-324592	Translation-FR - On milestone analysis page some strings are not translated
HMA-324278	FP4 - Zookeeper Jar needs to be upgraded from 3.4.13 to 3.5.09
HMA-324230	On Goal analysis page X-axis date format is not consistent with other date format on same page
HMA-323788	Installer - DB Username property for journey and journey reports is not updated by Installer in Install logs
HMA-323713	KafkaInstanceAlreadyExists Exception found in web logs while staring journey web on WAS setup
HMA-323095	Nomenclature of Upgrade folder structure should be displayed like upgrade wise.
HMA-323023	Response time on Audiences tab inside journey is high with large number of audiences

Issue ID	Known Issue
HMA-322999	Journey gives 'Internal server error' frequently with JBOSS
HMA-324043	Export Report - Audience Tab - y-axis values are different in graph on UI and report
HMA-324036	Export Report - Audience Tab - circles are not shown on edges of graph for last 12 months timeframe in report
HMA-325833	EngineScript.sh and engineStatus.sh should be converted to dos2unix form and spaces removed from command mentioned

Chapter 6. Before you contact HCL technical support

If you encounter a problem that you cannot resolve by referring the documentation, your company's designated support contact can log a call with HCL technical support. Use these guidelines to ensure that your problem is resolved efficiently and successfully.

If you are not a designated support contact at your company, contact your HCL administrator for information.

Information to gather

Before you contact HCL technical support, gather the following information:

- A brief description of the nature of your issue.
- Detailed error messages that you see when the issue occurs.
- Detailed steps to reproduce the issue.
- Related log files, session files, configuration files, and data files.
- Information about your product and system environment, which you can obtain as described in "System information."

System information

When you call HCL technical support, you might be asked to provide information about your environment.

If your problem does not prevent you from logging in, much of this information is available on the **About** page, which provides information about your installed HCL applications.

You can access the **About** page by selecting **Help > About**. If the **About** page is not accessible, check for a `version.txt` file that is located under the installation directory for your application.

Contact information for HCL technical support

For ways to contact HCL technical support, see the HCL technical support website:

https://www.hcltech.com/products-and-platforms/contact-support