

Unica Journey V12.1.5 Release Notes



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Chapter 1. System requirements and compatibility

Unica Journey is part of the Unica suite of products. Unica Journey version 12.1.5 requires Unica Platform 12.1.5.

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 <i>Unica Journey User Guide</i>

Table 1. Get up and running (continued)

Task	Documentation
Find out about the known issues and limitations	<i>Unica Journey Release Notes</i>
Learn about the structure of the Unica Journey system tables	<i>Unica Journey System Schema</i>
Installation and configuration of Unica Journey	<i>Unica Journey Installation Guide</i>
Upgradation and configuration of Unica Journey	<i>Unica Journey Upgrade Guide</i>

Table 2. Installing and Configuring Unica Link

Task	Documentation
Installation and configuration of Unica Link	<i>Unica Link Installation Guide</i>
Installing Unica Link connector app for Journey	<i>Unica Link Installation Guide</i>
Installing Unica Link connector – MailChimp	<i>Unica Link Mailchimp Connector User Guide</i>
Installing Unica Link connector – Mandrill	<i>Unica Link Mandrill Connector User Guide</i>
Installing Unica Link connector – Twilio	<i>Unica Link Twilio Connector User Guide</i>
Installing Unica Link connector – Salesforce	<i>Unica Link Salesforce Connector User Guide</i>

Table 3. Integrate Unica Journey with other HCL products

Task	Documentation
Integration of Unica Campaign and Unica Journey	<i>Unica Campaign Administration Guide and Unica Campaign User Guide</i>
Integration of Unica Campaign and Unica Interact	<i>Unica Interact Administration Guide</i>
Integration of Unica Deliver with Unica Journey	<i>Unica Journey User Guide</i>
Integration of Unica Centralized Offer Management and Unica Journey	<i>Unica Journey User Guide</i>

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.



Note: Unica Journey does not support Silent-mode 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 7.2 TL5
- 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 12.1.5, you can complete your upgrade and then install Unica Journey 12.1.5.

Where to find documentation

You can find the documentation here.

- PDFs:
- Online Help:

Chapter 2. Prerequisites for Unica Journey Installation or Upgrade

Before installing Unica Journey version 12.1.5, you have to ensure that a few prerequisites are met.

About this task

If 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 12.1.5. Ensure that Unica Platform version 12.1.5 is operating correctly.

The supported upgrade path for Unica Journey 12.1.5 are as follows:

Table 5. This table describes the topics that are included in the Unica Journey Upgrade Guide and the list of sub-topics in the second column.

Base Journey version	Upgrade path	Tasks to be performed
<p>In case of Oracle, the base Unica Journey can be:</p> <ul style="list-style-type: none"> • 12.1.x • 12.1.0.x <p>In case of Microsoft SQL Server, MariaDB and OneDB, the base version is 12.1.0.3 and later.</p> <p>In case on Db2 Base version should be 12.1.4</p>	<p>In case of Oracle, the upgrade path can be:</p> <ul style="list-style-type: none"> • 12.1.x → 12.1.5 • 12.1.0.x → 12.1.5 <p>In case of Microsoft SQL Server, MariaDB and OneDB, the upgrade path should be:</p> <ul style="list-style-type: none"> • 12.1.0.3 → 12.1.5 <p>In case of DB2, the upgrade path should be:</p> <ul style="list-style-type: none"> • 12.1.4 → 12.1.5 	<ol style="list-style-type: none"> 1. Upgrade Unica Marketing Platform to 12.1.5 2. Run upgrade Unica Journey to 12.1.5 installer 3. Configure Journey application 4. Deploy Journey application 5. Run Journey application
<p>Clean Installing Journey on existing Unica environment when you have system tables as SqlServer, MariaDB, ONeDb and Db2 databases</p>	<p>In place upgrade to Unica Journey 12.1.5</p>	<ol style="list-style-type: none"> 1. Upgrade Unica Marketing Platform and required Unica products to 12.1.5 except Journey. 2. Run clean installer of Unica Journey 12.1.5 3. Configure Journey application 4. Deploy Journey application 5. Run Journey application



Note:

1. If Journey is not already installed on an existing Unica environment with Oracle database, install Unica Journey version 12.1.0 and upgrade to Unica Journey version 12.1.5. If Journey is already installed and the Journey version is 12.1.0, follow the upgrade path mentioned in the earlier table.
2. If you do not have Journey already installed on existing Unica environment with either MS SQL Server, OneDB or MariaDB database then you can install Journey version 12.1.5 directly as clean install.

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.
5. Back up the Unica Platform and Unica Journey database and file system directory to any temporary directory.

Chapter 3. New features and changes in version 12.1.5

In Unica Journey 12.1.5, we have introduced some new features, and we have made changes to some existing features or functionality.

The following list mentions the new features, and the changes to existing features, in Unica Journey 12.1.5:

- **Interactive WhatsApp support along with multiple branches support in Engagement split**

Journey supports WhatsApp conversational messaging via Deliver. In Journey we need some way to check if this is normal communication or two way. Depending on that the Engagement split control will have the options to check for the replies of this communication.

- **Journey support backward loop**

As a marketer when a user is on draft Journey canvas user should able to configure Loop. Depending on decision or Engagement split conditions user should able to do send email and other activities in Journey in loop for fixed number of times.

- **Take user out of Published Journey**

Marketer will be able to stop audiences matching a specified condition in a particular journey.

Customers can use this feature to stop the Journey for certain audiences.

This feature is accessible from the Journey Canvas. Use the Stop Audience feature to create rules that stops certain audiences matching the rule.

Chapter 4. Fixed Defects

The following table lists the defects fixed in Unica Journey 12.1.5:

Defect ID	Known Issue
HMA-348439	Data Specific-Intermittent-REGRR- Upgrade 1213 to 1215 (Oracle) - journeys created on old versions are not getting copied
HMA-349475	Journey date condition is not working appropriately in Delay
HMA-349474	Journey converts numeric to exponential value when the number is length more than 7
HMA-349472	Improving performance of delay control in Journey
HMA-349469	One of the Email Control can not be deleted in it has responses in v12.1.1
HMA-349467	Date with expression not in effect in Delay control randomly in Journey
HMA-349466	Not able to fetch the Deliver email template in Journey when Proxy is used on v12.1.0.4
HMA-349465	OOM error while trying to start the Journey engine after kept Idle for 20-25 days
HMA-349464	Journey 12.1.0.4_IF01 war doesn't deploy
HMA-349462	In v12.1.3 it is possible to use the same Email Deliver template several times in Journey however this is not possible in v12.1.1
HMA-349450	In Dockerised 12.1.4 version, Journey Engine not able to create TOPICs.
HMA-344797	Upgrade 12.1.3 to 1214- On Performance tab showing multiple email links for deliver email
HMA-344635	Deliver SMS - After adding PF fields in SMS template in Deliver - in journey user not getting mapping fields and even not getting sms
HMA-344863	Journey Cluster - journey with data dedup and decision split having waiting period is not processing dedup data
HMA-344312	REGRR-CIF- If user modify the DD in configured external source its configured fields are not getting reset
HMA-344209	Deliver -LP - If user modify the LP, these changes are not getting in effected in Journey
HMA-344196	Deliver LP - Some times deliver is not sending LP data to Journey, its sending blank
HMA-343975	Need headers for the email field mapping and landing page field mapping while configuring email communication
HMA-343927	In Deliver if user adds LP in Email communication after assigning it in Journey - Then in actual email User is not getting LP

Defect ID	Known Issue
HMA-325833	EngineScript.sh and engineStatus.sh should be converted to dos2unix form and spaces removed from command mentioned

Chapter 5. Known issues

The following table lists the known issues in Unica Journey 12.1.5:

Defect ID	Known Issue
HMA-359796	Incorrect event ids in audienceresponseeventmaster
HMA-349891	Deliver responses - When deliver response event is error then audience responses are not captured by Journey TPs
HMA-349826	v12.1.5 : Journey : Journey installation failed with 1 Non-fatal error for DB2 database
HMA-349633	REGBB - Multiple responses for same offer is not getting added on UNICA_CH_RH Topic, hence in campaign table multiple responses are not getting added for same offer
HMA-349611	Inconsistent - Loop - User is not able to configure loop end point on edges
HMA-349539	User cannot save a Journey if the exit branch of a Loop start control enters the Loop end control.
HMA-349494	EngineScript.sh start command does not start the engine
HMA-349435	Pause rule count and subsequent execution fails with larger audiences data set with JDBC errors
HMA-349369	Upgrade FP4- 1215 - Email weekly link event goal link is not getting on goals page
HMA-349363	WhatsApp Interactive - In Interactive whats app "contact" event not getting quick
HMA-349354	(#573)Event change for Engagement Split configuration done for paused Journey state should be allowed as this change is done before Publish state
HMA-349300	NBO- View mode of Email touchpoint does not shows the interact field mapping with journey Field
HMA-349054	DB2-specific database file is not available within the /ddl/discover_sql_files/ folder.
HMA-349044	TPS of audiences processing gets degraded with increase in loop iterations
HMA-348752	PRE - (#583) (Imported Journey)Engagement Split should be greyed out when configured ES-Whatsapp touchpoint is deleted
HMA-348608	Pass count on loop touchpoint is incorrect along with count for each iteration and Iteration/loop count inside the loop touchpoint More option is incorrect
HMA-348604	Time taken for opening contacts/responses page of all touchpoints is very high
HMA-348546	Pause audiences processing speed needs improvement
HMA-348514	Pagination is taking time in Audiences Stopped window for large data

Defect ID	Known Issue
HMA-348485	Engagement split contacts/responses processing needs improvement
HMA-348450	Loop - audience accepted time is showing always same in all iteration on loop stats.
HMA-348431	Not able to delete the newly added path for paused journey with engagement split and whats app touchpoint
HMA-348255	In case of Loop control, if the user deletes the Decision Split after pausing the Journey then data available in Loop is not getting processed to the next Touchpoint.
HMA-348248	Loop - Some times if user tries to configure loop as forward loop UI is getting distorted
HMA-348246	Degradation observed for publish touchpoint
HMA-348238	Updating Data Definition for existing Journey is giving 500 internal server error(12.1.3/12.1.5)
HMA-342112	LandingPage - Attributes getting is response is different for Check box and radio button type fields
HMA-330092	<p>This is valid for windows installation only.</p> <p>Post Journey installation, Journey admin user must ensure paths are properly populated in below files. Here expectation is to have 2 forwards slashes and not one.</p> <p>Expected -\\</p> <p>Actual -\</p> <p>application.properties from Web</p> <p>application.properties from engine</p> <p>server.properties from KafkaStandalone config</p> <p>zookeeper.properties from KafkaStandalone config</p>

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>