HCLSoftware

Unica Journey V12.1.6 Release Notes

Contents

Chapter 1. System requirements and compatibility

Unica Journey is part of the Unica suite of products. Unica Journey version 12.1.6 requires Unica Platform 12.1.6.

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*

Table 1. Get up and running (continued)

Task	Documentation
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*
Upgradation and configuration of Unica Journey	*Unica Journey Upgrade Guide*

Table 2. Installing and Configuring Unica Link

Task	Documentation
Installation and configuration of Unica Link	*Unica Link Installation Guide*
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 Journey 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*
Integration of Unica Centralized Offer Management and 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.

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 12.1.6, you can complete your upgrade and then install Unica Journey 12.1.6.

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 12.1.6, you have to ensure that a few prerequisites are met.

About this task

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 12.1.6. Ensure that Unica Platform version 12.1.6 is operating correctly.

The supported upgrade path for Unica Journey 12.1.6 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
In case of Oracle, the base Unica Journey can be: • 12.1.x • 12.1.0.x In case of Microsoft SQL Server, MariaDB and OneDB, the base version is 12.1.0.3 and later. In case on Db2 Base version should be 12.1.5	In case of Oracle, the upgrade path can be: • 12.1.x → 12.1.6 • 12.1.0.x → 12.1.6 In case of Microsoft SQL Server, MariaDB and OneDB, the upgrade path should be: • 12.1.0.3 → 12.1.6 In case of DB2, the upgrade path should be: • 12.1.4 → 12.1.6	1. Upgrade Unica Marketing Platform to 12.1.6 2. Run upgrade Unica Journey to 12.1.6 installer 3. Configure Journey application 4. Deploy Journey application 5. Run Journey application
Clean Installing Journey on existing Unica environment when you have system tables as SqlServer,MariaDB,ONeDb and Db2 databases	In place upgrade to Unica Journey 12.1.6	1. Upgrade Unica Marketing Platform and required Unica products to 12.1.6 except Journey. 2. Run clean installer of Unica Journey 12.1.6 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 12.1.6. 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 12.1.6 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 12.1.6

In Unica Journey 12.1.6, 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 12.1.6:

- **New Platform Navigation - Platform-Open Journey in same window of Unica**

  Journey is now part of Unica UI and is launched and managed within the same window like Campaign and other products. It is no longer launched in a separate screen.

- **Kerberos Authentication support for KAFKA in Journey**

  Journey now supports Kerberos Authentication for KAFKA.

- **Improve data ingestion timing in journey engine**

  Various improvements were done to the Journey db to improve data ingestion including tracking status in separate table, indexes, avoiding redundant data transformations, and other enhancements.

- **When Contact Central is unreachable, improve retry mechanism for handling waiting stage audiences and showing meaningful error message**

  Journey integration with Contact Central is improved with retry mechanism when Contact Central is unreachable.

- **DS Rule builder UI Enhancement**

  Journey's Decision Split touchpoint now supports creating complex rules based on Data Definition fields and pre-defined set of macros like Add, Subtract, Comparing strings, Date calculations. This allows making more complex calculations when deciding on the audience' next path.

- **Journey-Full PII data Masking and Data Logs masking**

  Journey now supports fully masking PII data in the Journey Audience screen and also in the log files. Partial masking of data is also supported.

Chapter 4. Fixed Defects

The following table lists the defects fixed in Unica Journey 12.1.6:

Defect ID	Known Issue
HMA-353135	Non Released version of .jar file in Journey WAR
HMA-352669	Journey not sending the records properly to kafka-link
HMA-352962	Journey Dedup setting - discards records instead of updating
HMA-352226	Journey eye preview Error Deliver : Something went wrong on the Deliver side. Please contact Deliver administrator.

Chapter 5. Known issues

The following table lists the known issues in Unica Journey 12.1.6:

Defect ID	Known Issue
HMA-359796	Incorrect event ids in audienceresponseeventmaster
HMA-355198	cluster - 1216 - engagement split not processing data after getting responses also
HMA-348450	Loop - audience accepted time is showing always same in all iteration on loop stats
HMA-355188	1216_Cluster -Import Journey export Journey is not working
HMA-349054	DB2-specific database file is not available within the `/ddl/discover_sql_files/` folder.
HMA-348752	(Imported Journey)Engagement Split should be greyed out when configured ES-Whatsapp touchpoint is deleted
HMA-349354	Event change for Engagement Split configuration done for paused Journey state should be allowed as this change is done before Publish state
HMA-349383	Audience accepted time is showing always same in all iteration on loop stats
HMA-349494	EngineScript.sh start command does not start the engine
HMA-352777	Engagement Split warning message always displays wait time of 30 mins irrespective of time set for 'Engagement_Split_Waittime' variable.
HMA-354338	NPN - Performance is very slow, Journeys listing loads in more than a min when launched.
HMA-354578	SalesForce Goals - Goals set for Salesforce counting failuer count also
HMA-354760	NBO- View mode of Email touchpoint partially displays mapped Interactive channel fields
HMA-354762	Inconsistent (facebook) - Some times after copying journey with Facebook TP , Faceboolk TP configurations gets lost
HMA-354809	REGBB - EngagementSplit configuration persists and journey gets published too when mapped WhatsApp touchpoint is deleted for Copied and Imported Journey
HMA-350649	ComplexBuilder-Numeric- On Decision split with Numeric type function #SUM($CustomerID ,10,20) is not null - not working
HMA-338279	SMS delivered from Journey do not send latest URL configured in SMS template in deliver
HMA-355004	If user selects only engine, templates and kafka its showing error in journey installation log

Defect ID	Known Issue
HMA-355002	Listing pages for journey on New UI not displayed with ISAM login method
HMA-354994	SQL exceptions in engine logs for REST TP when jouney field is not mapped with API response field
HMA-348238	Updating Data Definition for existing Journey is giving 500 internal server error(12.1.3/12.1.5)
HMA-355068	Cluster -1216- If user stops the services of any secondery node - primary and other secondary node stops processing records and gets hanged

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