

Unica Journey V12.1.7 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 12.1.7 requires Unica Platform 12.1.7.

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 12.1.7, you can complete your upgrade and then install Unica Journey 12.1.7.

Where to find documentation

You can find the documentation here.

- PDFs:
- Online Help:

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.

Chapter 2. Prerequisites for Unica Journey Installation or Upgrade

Before installing Unica Journey version 12.1.7, 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, DB2 or Microsoft SQL Server as the database, you can directly install Unica Journey 12.1.7. Ensure that Unica Platform version 12.1.7 is operating correctly.

The supported upgrade path for Unica Journey 12.1.7 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 12.1.5</p>	<p>In case of Oracle, the upgrade path can be:</p> <ul style="list-style-type: none"> • 12.1.x → 12.1.7 • 12.1.0.x → 12.1.7 <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 → 12.1.7 <p>In case of DB2, the upgrade path should be:</p> <ul style="list-style-type: none"> • 12.1.4 → 12.1.7 	<ol style="list-style-type: none"> 1. Upgrade Unica Marketing Platform to 12.1.7 2. Run upgrade Unica Journey to 12.1.7 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 12.1.7</p>	<ol style="list-style-type: none"> 1. Upgrade Unica Marketing Platform and required Unica products to 12.1.7 except Journey. 2. Run clean installer of Unica Journey 12.1.7 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 12.1.7. 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, DB2 or MariaDB database then you can install Journey version 12.1.7 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 12.1.7

In Unica Journey 12.1.7, 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 12.1.7:

Journey to support multiple partitions

Unica Journey introduces support for Multi Partition. Partitions provide a way to secure data associated with different groups of users and Business Units. Once Unica Journey is configured to operate with multiple partitions, each partition appears to application users as a separate instance of the application and they can view and manage data and resources associated with their partition.

Journey-Support for additional REST elements in Journey UI

Unica Journey now supports adding additional elements dynamically while configuring REST API requests providing a way to add custom name/value pairs and QUERY PARAMETERS, HEADERS, etc

Confluent Kafka with Unica Journey

Unica Journey now supports Confluent Kafka as part of its technology stack.

As a journey designer, I should be able to specify the variable or place holder for data definition fields in query parameters, headers and url path in the rest touch point configuration

This feature now allows specifying the variable or place holder for data definition fields in query parameters, headers and url path in the rest touch point configuration. The placeholders will be replaced by actual values during Journey Execution - providing a way to customize the query parameters, headers and url paths for each audience.

Journey-Integrate Mobile Push Channel with Link

Unica Journey introduces Mobile Push messaging using Unica Link connector leveraging third party vendors like Batch.com. With this new feature, Journey now supports Push Messaging through Unica Deliver or using the Unica Link connector.

Journey-Full PII data Masking and Data Logs masking

Journey now provides a way to mask/hide the personal identifiable information data (PII) for a regular user from viewing it. Once configured, details page with processing details showing audience data is blocked completely along with disabling of deep links in the popups showing stats.

Journey-Establish a Secure REST API Connection

Unica Journey now supports Secure REST API connections

Journey-Delete Journey

Unica Journey now supports deleting Completed journeys - this allows removing completed journeys and associated audience data and responses.

[Performance] Ability to flag if the audience is to be considered New / Update / as per dedup check

With the intention to optimize audience deduplication process, Journey engine supports certain optional hints, which can be supplied along with the audience message. With this - both at data level and at audience level - Journey optimizes Dedup to handle only Inserts or Updates based on user setting in the json.

Journey-Duplicate data definition DD

Unica Journey now supports creating a new copy of an existing Data Definition.

Journey-Support for additional Methods in REST touchpoint

REST API touchpoint now supports PUT/PATCH methods

Journey-Support to add headers in REST

Support for adding Headers to REST calls is now available

Journey-Support for custom request query parameters in REST

REST API touchpoint now supports customer Request Query parameters.

Journey-Show Data Definition and Entry Source codes in Journey

Data Definition and Entry Source codes are now displayed along with their names making it easier to track them where names are similar. Hyperlinks of these codes makes it easy to navigate to their details page

Journey - Unica products communication with internalServer URL from Platform

Unica supports using Internal URL for Platform now providing a more secure way of communication with Unica products including Unica Journey

User data (audience + response) cleanup on live journey

Audience data can now be purged from the database based on configurations in the Journey application. When enabled, audience data older than the configured days will be purged from the system thus providing a way to maintain the data growth in the backend database.

Chapter 4. Fixed Defects

The following table lists the defects fixed in Unica Journey 12.1.7:

Defect ID	Known Issue
HMA-359192	Unable to input 3 digits value for Delay expression
HMA-358455	Journey Under integrations > Categories > Database > Create Connection , no response is coming
HMA-358336	No data follow through Rest API Touch Point when the Journey is re-publish after pausing
HMA-358166	Delay in showing accepted record details/result page in Journey
HMA-355487	Missing data at Journey when paused and republish journey while the data still flowing from campaign
HMA-355401	Unica Journey Archival Performance Improvement
HMA-354657	Unica Journey code does not support Rest-Endpoint API call over SSL
HMA-352234	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 12.1.7:

Defect ID	Known Issue
HMA-360381	Delete Journey - If rest TP is having responses, journey is not getting deleted
HMA-354530	LOOP- Iteration counts available on kafka topics are not get added on iteration wise on deliver TP stats
HMA-359421	If you add an invalid password for the generated certificates, REST Touchpoint does not process the data.
HMA-348450	Loop - audience accepted time is showing always same in all iteration on loop stats
HMA-356986	In case of a REST Touchpoint, the GET API key operation is not executing because of an authorization error.
HMA-360403	<p>Delete Journey does not work for DB2 if data is processed through it .</p> <p>Work around</p> <p>Schema name must be replaced with actual schema name on which schema the script will run.</p> <p>Script is as below, highlighted text should replace with actual schema name:</p> <pre> DECLARE CURSOR c_syscate_ref IS SELECT ref.* from syscat.references ref WHERE ref.tabname IN ('EMAILUNSUBSCRIBEDLIST', 'ENDJOURNEYAUDIENCE', 'JOURNEYAUDIENCES', 'JOURNEYAUDIENCEMILESTONE') AND ref.REFTABSCHEMA='TESTUSER' AND ref.REFTABNAME IN ('AUDIENCERESPONSE', 'JOURNEYS', 'JOURNEYMILESTONE'); r_syscate_ref c_syscate_ref%rowtype; BEGIN IF NOT c_syscate_ref%isopen THEN OPEN c_syscate_ref; END IF; LOOP FETCH c_syscate_ref INTO r_syscate_ref; EXIT WHEN c_syscate_ref%notfound; EXECUTE IMMEDIATE 'ALTER TABLE ' r_syscate_ref.tabname ' DROP CONSTRAINT ' r_syscate_ref.constname; END LOOP; CLOSE c_syscate_ref; END&& </pre>
HMA-360359	Pre - Dedup_End_Audience=No flag- audiences getting rejected in multiple of accepted records
HMA-360094	REGBB- If journey having milestone and try to update journey name its showing erro
HMA-359891	REGBB- Some times on deliver email tp after click not showing Publish view

Defect ID	Known Issue
HMA-359811	W & W : Cluster - When user do engine services starts and stop in proper sequence also at certain time while starting any secondary node its showing server1 instead of 2
HMA-359786	Data_clean- Mileston- After running cleaning script milestone count is not getting updated, though audience data gets deleted
HMA-359692	Mobile Push Channel with Link performance needs improvement
HMA-358913	Cluster setup - If Journey Web is up and running Journey engines not getting started
HMA-358869	Installation - Cluster - showing warning message in installation logs while installation Engine
HMA-357508	After configuring Rest TP with post method and some headers, not saving response mapping fields
HMA-355590	Incorrect formation in application.properties on windows
HMA-355496	Publish touchpoint - audiences count issue with multiple journeys being paused/re-published
HMA-355002	Listing pages for journey on New UI not displayed with ISAM login method
HMA-353676	Decision Split processing tps needs improvement if complex rule builder is used
HMA-352729	Full-audiences_POC_build - All audiences are not getting inserted into JourneyAudiences table
HMA-352728	Audience processing with dedup needs improvement and consistency
HMA-352525	Observing database errors for insertion into audiences table during longevity runs
HMA-359255	<p>QueryTimeoutException is observed and journey delete scenario gets stuck when large data is present in all the tables.</p> <p>Work around</p> <p>User needs to create the following indexes in the mentioned database tables:</p> <ul style="list-style-type: none"> • create index MY_UJR_IDX_LAF on LoopAudienceFlow(audienceld); • create index MY_UJR_IDX_BIDADM on BatchIDAudiencedataMap(audienceld); • create index MY_UJR_IDX_JAG on JourneyAudienceGoal(audienceld); • create index MY_UJR_IDX_ARHD on AudienceResponseHTTPDetail(audienceResponseId); • create index MY_UJR_IDX_ARMD on AudienceResponseMetaData(audienceResponseId); • create index MY_UJR_IDX_ARI on AudienceResponseInteraction(audienceResponseId); • create index MY_UJR_IDX_AR on AudienceResponse(audienceld);

Defect ID	Known Issue
	<ul style="list-style-type: none"> • create index MY_UJR_IDX_JAF on JourneyAudienceFlow(audienceld); • create index MY_UJR_IDX_AWS on AudienceWaitState(audienceld); • create index MY_UJR_IDX_JDRM on JourneyDeliverResponseMaster(audienceld); • create index MY_UJR_IDX_JAM on JourneyAudienceMilestone(audienceld);
HMA-358913	Cluster setup - If Journey Web is up and running Journey engines not getting started
HMA-354578	SalesForce Goals - Goals set for Salesforce counting failuer count also

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>