Unica Journey V12.1.8 Release Notes

Contents

Chapter 1. System requirements and compatibility

Unica Journey is part of the Unica suite of products. Unica Journey version 12.1.8 requires Unica Platform 12.1.8.

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*
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 12.1.8, you can complete your upgrade and then install Unica Journey 12.1.8.

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

If a 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 12.1.8. Ensure that Unica Platform version 12.1.8 is operating correctly.

The supported upgrade path for Unica Journey 12.1.8 are as follows:

Table 5. This table describes the topics that are included in the Unica Journey Upgrade Guide and the list of subtopics 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 → 12.1.8 • 12.1.0.x → 12.1.8 In case of Microsoft SQL Server, MariaDB and OneDB, the upgrade path should be: • 12.1.0.3 → 12.1.8 In case of DB2, the upgrade path should be: • 12.1.4 → 12.1.8	1. Upgrade Unica Marketing Platform to 12.1.8 2. Run upgrade Unica Journey to 12.1.8 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 12.1.8	1. Upgrade Unica Marketing Platform and required Unica products to 12.1.8 except Journey. 2. Run clean installer of Unica Journey 12.1.8 3. Configure Journey application 4. Deploy Journey application 5. Run Journey application

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. (continued)

In case of Postgres, the base Unica Journey can be: 12.1.8	Upgrade not applicable	1. Upgrade Unica Marketing Platform and required Unica products to 12.1.8 except Journey. 2. Run clean installer of Unica Journey 12.1.8 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 12.1.8. 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, MariaDB or PostgreSQL database then you can install Journey version 12.1.8 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 12.1.8

In Unica Journey 12.1.8, 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 12.1.8:

PostgreSQL support for Journey

In version 12.1.8, Unica Journey introduces compatibility by adding support for Postgres as the SystemDB. This enhancement provides users with the flexibility to seamlessly integrate Unica Journey with Postgres, offering a robust and scalable solution for managing system databases.

Link Multiple partitions support

Journey now supports Link multi partition.

Support latest version of facebook graph api and google apis

Link Connectors - Latest facebook Graph and Google API support

Applicable to connectors -

- Facebook
- Google

Support the latest version of facebook graph APIs and Google APIs.

> **Note:**
>
> 1. User need to manually add/update LinkedIn Version in LinkedIn connection as ->202304
> 2. User need to manually add/update Facebook version in Facebook connection as -> v17 e.g. https:// graph.facebook.com/v17.0.

Chapter 4. Fixed Defects

The following table lists the defects fixed in Unica Journey 12.1.8:

Defect ID	Known Issue
HMA-361368	Journey rejected the correct emails - Validation error. This issue was for @hcl.software domain and is fixed.
HMA-352328	Inconsistent (12.1.4) - sales setup - Some time Journey is not getting copied

Chapter 5. Known issues

The following table lists the known issues in Unica Journey 12.1.8:

Defect ID	Known Issue
HMA-363543	Loop - when user modify the loop end points or after deleting loop adds again in paused journey journey is not getting republished.
HMA-363278	pre: DB2-Rest TP stats showing special characters
HMA-363337	Observing java.lang.ArrayIndexOutOfBoundsException error for com.hcl.journey.engine.scheduler.transformers.JourneyAudienceReportTransformer.
HMA-363277	DB2 -(inconsistent) Link Salesforce goals count is not updating on goals page.
HMA-363193	Data cleanup - for stop audiences when audiences are in Pausedaudiences table - data is not getting cleaned up.
HMA-362217	Pre12.1.7 - Journey settings is lost for partition setting in case of Imported Journeys.
HMA-362161	Pre12.1.7 - Imported Journey is expected to be created inside folder when folder is selected and imported but it gets created in Journeys list screen.
HMA-362126	Postgres - Error observed when trying to create Duplicate copy for Imported Journey.
HMA-362107	Pre12.1.7 - Journey settings is lost for partition setting when created from Templates.
HMA-361192	Director Multipartition setup - Journey Uploaded/Output files count shown is not partition specific.
HMA-361899	For Pre-nodbspecific PostgreSQL – When milestone date condition is imported in Journey, the Milestone conditions are store value as "Invalid date". Hence, milestones do not work on imported Journeys. **Work around** Manually edit the milestones value.
HMA-359255	QueryTimeoutException is observed and journey delete scenario gets stuck when large data is present in all the tables. **Work around** User needs to create the following indexes in the mentioned database tables:

Defect ID	Known Issue
	• create index MY_UJR_IDX_LAF on LoopAudienceFlow(audienceId); • create index MY_UJR_IDX_BIDADM on BatchIDAudiencedataMap(audienceId); • create index MY_UJR_IDX_JAG on JourneyAudienceGoal(audienceId); • 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(audienceId); • create index MY_UJR_IDX_JAF on JourneyAudienceFlow(audienceId); • create index MY_UJR_IDX_AWS on AudienceWaitState(audienceId); • create index MY_UJR_IDX_JDRM on JourneyDeliverResponseMaster(audienceId); • create index MY_UJR_IDX_JAM on JourneyAudienceMilestone(audienceId);

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