

Version 10 Release 1
November 17, 2017

*IBM Marketing Operations Release
Notes*

IBM

Note

Before using this information and the product it supports, read the information in "Notices" on page 21.

This edition applies to version 10, release 1, modification 0 of IBM Marketing Operations and to all subsequent releases and modifications until otherwise indicated in new editions.

© **Copyright IBM Corporation 2002, 2017.**

US Government Users Restricted Rights – Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

Contents

Chapter 1. System requirements and compatibility.	1
Chapter 2. New features and changes in version 10.1	3
Chapter 3. Fixed defects.	5
Chapter 4. Known issues	9
Chapter 5. Known limitations	13
Chapter 6. Before you contact IBM technical support	17
Additional contact information	19
Notices	21
Trademarks	23

Privacy Policy and Terms of Use Considerations	23
--	----

Chapter 1. System requirements and compatibility

IBM® Marketing Operations operates as part of the IBM Marketing Software suite of products.

- Marketing Operations version 10.1 requires IBM Marketing Platform 10.1.
- For reporting, Marketing Operations 10.1 uses the 10.1 version of the Marketing Operations and the Marketing Operations/Campaign reports packages.

For installation instructions, see the *IBM Marketing Operations Installation Guide*.

If you have a previous version of Marketing Operations see the *IBM Marketing Operations Upgrade Guide* for upgrade instructions and supported versions for the upgrade process.

Chapter 2. New features and changes in version 10.1

IBM Marketing Operations 10.1 includes the following new features.

For more information about the new features and changes in Marketing Operations 10.1, see the Marketing Operations documentation set.

Enhanced user interface for Marketing Operations

This release updates the user interface so that it is easy to use, offers a clean, modern design, and delivers improved inline text and error messages. The new look does not change how the product works, and you can get updated documentation from the Help menu.

Dynamic Forms on Attribute Groups

You can configure forms that dynamically display or hide attribute groups based on user selections. Dynamic forms are much simpler to fill in than static forms, especially for occasional users, because users are not required to remember fields that they must fill in and fields that they can ignore. The form dynamically updates to display or hide fields based on the user's selections.

For example, if a user selects United States from the Country attribute drop-down list, the form shows the State attribute and hides other attributes, such as Province. In this case, the user is not required to know that States are associated with the United States and that Provinces are associated with other countries, such as Canada.

For information about Dynamic Forms on Attribute Groups, see Using attributes on forms.

Attribute naming process - Auto-populate internal name

For form, grid, campaign, cell, offer, and shared attribute fields in Marketing Operations, the internal name is automatically populated when users type in the Display Name field. Users can change the internal name but cannot use unauthorized characters in the name.

Performance for lists: Task listing

Performance of task listing pages is now improved.

For example, much less time is required to load a task listing page than in earlier releases.

Enhanced System logs

The process for analyzing logs is improved in Marketing Operations by the introduction of the following logging features:

- User-specific logging (excluding system logging). With user-specific logging you can generate separate log files for users.
- Ability to enable SQL logging without changing root log level to DEBUG.

- Package specific logging.
- Log File naming, size and rotation.

Note: If you do not want to enable SQL logging, then after you upgrade, you must disable SQL logging.

For more information, see [Configuring system logs](#).

Improved error messaging

When Marketing Operations is integrated with Campaign and the campaign name contains non-printable characters, such as vertical tabulation (0x1F), the creation of the Campaign fails with a Remote Exception message. The application now displays a message indicating that the name contains invalid characters.

Integration with Workflow Service

When IBM Marketing Operations and Workflow Services are integrated, you can use the Advanced Workflow capabilities in Marketing Operations to create workflows with rework loops. A rework loop includes the tasks that must be redone when an approver selects the Denied option for an approval task.

For more information see [Integration with Workflow Service on Cloud and Advanced Workflows with rework loops](#)

Configurable option to enable or disable Approve with changes at a project Level/Global Level

With the help of two new configuration parameters, `approveWithChanges` and `overrideApproveWithChanges`, users can show or hide the **Approve with changes** button in Approvals and thus decide if the **Approve with changes** option is available to approvers.

REST API enhancements

A new REST API method, `executeProcedure`, is added. Use this method for the execution of preexisting custom procedures through REST

Several defects have been resolved to improve the REST APIs.

Chapter 3. Fixed defects

The following defects are fixed in IBM Marketing Operations version 10.1.

Table 1. Defects corrected in Marketing Operations version 10.1

Issue ID	Description
APAR PO05300, Defect 198544	A "Publish TCS operation failed null refers to an invalid control cell" error might occur when a user publishes a TCS in a Marketing Operations - Campaign integrated environment.
APAR PO05565, Defect 204127	When a French locale user tries to send a project attachment using email, the user cannot find the "Send" button.
APAR PO05666, Defect 206929	The plan_log4j.xml file is replaced after Marketing Operations is upgraded.
APAR PO05520, Defect 212052	Campaign custom attribute in non-English characters gets truncated when exported to mapped DB table in IBM Campaign.
APAR PO05792, Defect 212852	Sorting order that is specified for the SSDB form attribute does not work at object instance level.
APAR PO05840, Defect 215020	When a user tries to delete a team member who is assigned to a task, no error message is displayed to the user.
APAR PO05934, Defect 216765	It takes a lot of time to import a .csv file into a grid of a project if the grid is defined to have dependent fields that reference lookup tables with many values.
APAR PO06036, Defect 218743	Planned rollups and the "View" icon are not present in "Program" under the Tracking tab.
APAR PO06081, Defect 219926	On applying fix pack 9121 on 912 base, the "Offer" menu is not accessible.
APAR PO06241, Defect 223878	If a project request contains recipient users who are not participants of the team, an exception is thrown when project notifications are sent to the team.
APAR PO05840, Defect 224130	When a user tries to update a PDF file in an approval using "Update from My Computer", an error message is displayed and the original file becomes unusable.
APAR PO06274, Defect 224708	A 6113 error occurs when a user deletes a project and clicks Delete twice.
APAR PO06310, Defect 225693	A JavaScript error is thrown when the view/add markup comments section contains '&' or '<' characters.
APAR PO06337, Defect 226541	None of the users were getting any email notification.
APAR PO06343, Defect 226597	After importing a form with an attribute description that contains multiple lines, the description is lost.
APAR PO006343, Defect 226597	The multi-line help text is displayed as a single line in an imported form.
APAR PO06381, Defect 227224	Form groups and attributes are not retained in IBM Marketing Operations.
APAR PO06589, Defect 227414	A generic "An invalid XML character was found in the value of attribute "name" and element is "Flowchart" error message is displayed when a user uses control characters in the project name in an environment where Marketing Operations and Campaign are integrated. A more specific error message is required.
APAR PO06400, Defect 227629	The Implementation menu item does not work if the screen is minimized in Marketing Operations.

Table 1. Defects corrected in Marketing Operations version 10.1 (continued)

Issue ID	Description
APAR PO06365, Defect 227670	Cannot perform operations when login method is LDAP for Marketing Operations in V10.
APAR PO06449, Defect 229397	Alerts are not generated if an approval is re-submitted for approval to a team.
APAR PO06450, Defect 229462	The second approver receives an alert for approval before the first approver approves the task.
APAR PO06465, Defect 229783	The title in the Add Project wizard does not include the step number (Step 1 of X) and the name of the Tab.
APAR PO06593, Defect 232376	Users cannot select task members for a task in a project from the workflow tab when a lot of members are already assigned to this task.
APAR PO06607, Defect 232607	Users cannot enter the Project Code manually while using the Chrome browser.
APAR 2333137, Defect 233525	The icons on the Marketing Operations user interface are not disabled when a user does not have the permissions to use the features.
APAR PO06642, Defect 233620	If a user who is not present on the People tab edits a workflow, a 5000 error occurs.
APAR PO05263, Defect 234393	Cognos messages are not displayed in user locale.
APAR PO06578, Defect 234423	Users cannot use keystrokes to select options in a drop-down list for drop-down fields when the drop-down list is displayed.
APAR PO06693, Defect 234755	Markup feature stops responding if true type fonts were not installed in the system.
APAR PO06705, Defect 234967	Alert subscriptions fail in IBM Marketing Operations.
APAR PO06722, Defect 235211	After upgrading Marketing Operations from 10.0.0.0 to 10.0.0.1, an error occurs for the My project health status portlet and the following messages is displayed: "5000: An unexpected error has occurred due to a problem with database integrity. Please check system logs and contact the system administrator(s)."
APAR PO06117, Defect 238440	The 'Copy with Markup' option would not copy the .Annot file to new location.
APAR PO05300, Defect 238516	When publishing TCS in UMO/UC integrated environment, a "Publish TCS operation failed null referes to an invalid control cell" error now.
APAR PO03474, Defect 238522	A newly created Marketing Object is not displayed properly in the menu navigation in a multi-locale environment even after completing menu synchronization and restarting the web application.
APAR PO06825, Defect 238945	Usability/SVC - Options are missing for UMO Reports when UnicaAuthenticationProvider is set to Authenticated or Authenticated Per User.
APAR PO07215, Defect 241030	Markup on PDF attached to approvals are not displayed when the user attempts to save the added markup or load a document containing markup with MCM.
APAR PO06938, Defect 243128	The scroll bar is not available in the pop-up window that shows the list of roles for assignment in a project.
APAR N/A, Defect 243751	The wrong timezone details are shown for Marketing Objects for every instance. Note:- This fix does not update timezone for already existing Marketing Operations instances. Only new instances that are created will show the correct timezone.
APAR PO07002, Defect 244722	While using the Internet Explorer 11 (IE11) browser for the 10.0 version of the application, users cannot navigate through a grid properly by using the keyboard tab key.
APAR PO07048, Defect 246003	Dependent drop-down field didn't populate data when set under recipient option of a request.

Table 1. Defects corrected in Marketing Operations version 10.1 (continued)

Issue ID	Description
APAR 243279, Defect 246584	A 5000 error occurs when a user links a Program that has a hidden program attribute to a plan.
APAR PO06589, Defect 247027	An error occurs while creating a linked campaign from a project if control characters are used in the project name.
APAR PO06959, Defect 247034	A user cannot re-size the pop-up windows in Marketing Operations.
APAR PO07077, Defect 247202	IMO scripting tool does not correctly handle the workflow branching when the API creates projects.
APAR PO06589, Defect 248100	An error occurs while creating a linked campaign from a project if control characters are used in the project name.
APAR PO06705, Defect 248101	The security policy is not applied correctly when a user navigates to the Marketing Operations > My Tasks screen and some icons that should not be enabled are enabled.
APAR PO04554, Defect 248104	Alerts were not sent to the manager of a team after a request was accepted from a previous member of a different team.
APAR PO06419, Defect 248106	When a validation error message is displayed due to a trigger validation prompt, the browser and the application stop responding and a blue screen is displayed.
APAR PO06570, Defect 248108	While editing the People tab in Projects, when a user opens the Select Team Member popup, only one third of the screen of roles is visible.
APAR PO06758, Defect 248109	When a user uploads an image in the Summary tab of a project, the image disappears when the user clicks the upload image button.
APAR PO06578, Defect 248110	No values are returned when a user searches for a value in SSDB attribute using the keyboard.
APAR PO06241, Defect 248111	Invalid characters are displayed when approvals with Cyrillic characters are edited.
APAR PO06817, Defect 248114 / 248072	Excessive code comments was observed in penetration test findings.
APAR PO06379, Defect 268411	Some user interface issues are observed when editing the grid.
APAR PO06642, Defect 268414	An error occurs when a user saves the changes on the Workflow tab.
APAR PO07215, Defect 268800	Dependent drop-down field didn't populate data when set as "Radio button" option.
APAR 268628, Defect 268818	After upgrading from version 7.3, the Marketing Operations application cannot access the workflow templates.
APAR 244007, Defect 270641	Grid attributes cannot be used as dependent fields.
APAR 229110, Defect 271036	The server path for a file is included in the error message when the error message includes the name of a file.
APAR 269994, Defect 27209	Real time offer suppression is not working correct with MO & Interact integration.

Chapter 4. Known issues

This table contains known issues in IBM Marketing Operations version 10.1.

Table 2. Known issues in Marketing Operations version 10.1

Issue	Issue ID	Description
Multiple scroll bars are displayed on the Workflow tab.	Defect 244873	Multiple scroll bars are displayed on the Workflow tab even if the user does not have to scroll to view the entire content in the window.
Marketing Operations settings appears twice in the menu.	Defect 268538	After upgrading the Marketing Operations, 'Marketing Operations Settings' appears twice in the menu.
The Project menus are not seen in the Marketing Operations application user interface.	Defect 270652	The Project menus are not seen in the Marketing Operations application user interface when the user clicks Clone this item and the Clone this project pop-up window opens.
Message is displayed multiple times in console mode installation while upgrading from version 10.0.	Defect 271642	Doc Defect : Fatal error observed in common installer logs .A "Please wait....." message is displayed multiple times in console mode installation while upgrading from version 10.0.
After upgrading the Required field in the form rule is reset.	Defect 272141	If you have used the required attributes feature in previous versions and have upgraded to version 10.1, the rules for required features are not retained in version 10.1. To make an attribute required, you must edit the attribute and select the Required option for the attribute. However, this makes the attribute a required attribute on all the forms that it is included in.
Error occurs when performing certain actions on setup integrated with Tivoli Access Manager.	N/A	When integrated with Tivoli Access Manager, under select circumstances, an "Incomplete Reply from server" error might occur when performing certain actions in the application (for example, configuring form attributes).
REST API support is not available for all APIs in V10.	N/A	REST API support is not available for all APIs. To see supported APIs in V10, see IBM Marketing Operations REST APIs.
NOT EXISTS produces duplicate results in DB2® v10.1.	N/A	In systems that use DB2 v10.1, the NOT EXISTS operator produces duplicate results. Results can be incorrect for queries that include a NOT EXISTS clause. As a workaround, you can set the DB2_ANTIJOIN registry parameter to NO and restart the DB2 server. For example, <DB2-HOME>\BIN>db2set DB2_ANTIJOIN=NO
Error on Return to Previous Page.	1054	An error results when a user with no security permissions clicks Return to Previous Page on the Dashboard.
An error occurs in the fill-down feature of the workflow if user selects localized user or team.	71853	In some non-English locales, on the workflow page, the cell fill-down feature does not save values if the users or teams have special characters in their names. Special characters include: "^," "%," and "&."

Table 2. Known issues in Marketing Operations version 10.1 (continued)

Issue	Issue ID	Description
When zoom feature of the Calendar object is used, the view does not show the current Quarter and Month values.	91722	On the Calendar object, when a user zooms from the weekly view to a more granular timeline option, the correct span of weeks is not displayed. In Quarterly view, Quarter 1 is displayed on screen instead of the current quarter. In Monthly view, January is displayed for the Monthly view instead of the current month.
Process flow chart layout issue in workflow designer and project workflow.	163452	The process flow chart layout does not render correctly in Internet Explorer 10.
An approval with dependencies enforced can be canceled even if its dependent task is not yet finished.	163730	The user should receive an error and not be able to cancel the approval until the dependent task is finished.
Columns moved to Selected columns still display in Available Columns .	163736	After you add columns to Selected columns , the columns should not appear in Available Columns .
Marketing Operations does not inform the user what deactivation does to the project or request.	166376	Marketing Operations should include information or confirmation about what deactivation means to a project or request.
Incorrect icon on Marketing Operations mobile.	171038	The same icon displays for Marketing Operations forms, form tasks, and budget line items.
Export file name formatted incorrectly.	174130	The export file name is incorrectly formatted for programs and projects. Other tabs do not display.
The workflow process view does not show tasks in correct order.	175909	In a case when 3 tasks depend on 1 task, the dependency arrow is missing from user interface. This issue occurs only on Internet Explorer 10. This problem does not occur in Spreadsheet view.
The delete row and undo mix on workflow is distorting the tasks and its sequence.	175966	In the workflow edit mode, when you undo a bulk task delete operation, it does not work properly. To workaround this issue, click the cancel button on the workflow instead using undo.
Offers can display multiple times in certain cases in integrated Marketing Operations- Campaign systems.	176049	In certain cases, clicking search or remove in the TCS can cause duplicate copies of the offers in the Browse section
Budget version menu closes automatically in Chrome 37.	176713	If users have multiple budget versions and hover over the Mark this version active checkbox, the budget version menu collapses when using Chrome 50 or later.
During installation, uppercase database credentials cause errors.	176872, 176873	To work around this issue, enter database details for the host name and domain name in lower case characters.
The single URL feature for opening objects with all tabs in read only mode has a small number of cases in which the objects opened are either editable or displayed without the full set of tabs.	172846, 172847, 172489, 172856	The situations described include the links in the project's hierarchy in an object opened by a single URL, a single URL link within the window opened by a single URL, single URLs pointing to assets or account objects, the analysis tab of a plan or program object clicked as a single URL, or an attachment tab.
Invalid values cause user interface distortion in the advanced search pop-up.	177317	Search result numbers display incorrectly when invalid values are present. The Advanced Search pop-up is distorted.
5000 error occurs when saving more than one form with the same URL attribute to an asset template.	177680	This error does not affect plans.
User Folders incorrectly displays "None".	N/A	User Folders displays a non-existent folder labeled "None." You can ignore this entry.

Table 2. Known issues in Marketing Operations version 10.1 (continued)

Issue	Issue ID	Description
A saved form is not editable in a Safari browser when users drag the attribute element on the form palate, and immediately after try to click any button.	220089	To avoid this issue, after dragging the attribute element on form palate, if the user clicks somewhere else in form editor palate before they click any button, and then click Save and Exit , Save Changes , Preview , or Cancel , users can edit the form.
In a Safari browser, when you click Download Original in the markup window, the file is saved successfully on disk. However, it opens a blank tab window along with every download. This is a Safari browser issue.	224272	To avoid this issue you can try to hold the Option key and click Download Original to download without opening new blank tab. You can also right click Download Original to open a context pop-up menu. Click Save Image As... to save the file to the desired location. It does not open a new tab.
XML tags are displayed in the Active Plans window.	235781	XML tags are displayed in the Active Plans window when a user clicks Operations > Plans for the first time after installation.
Marketing Operations offers cannot be associated with eMessage assets from Marketing Operations.	N/A	After you create an offer inMarketing Operations and publish it to Campaign, the offer can only be looked up and related to the asset ineMessage. You cannot associate offers with eMessage from Marketing Operations.

Chapter 5. Known limitations

This table contains known limitations in IBM Marketing Operations version 10.1.

Table 3. Known limitations in Marketing Operations version 10.1

Issue	Issue ID	Description
While using the Chrome browser users cannot edit the attribute because the Edit attribute link is not displayed.	Defect 246314	While using the Chrome browser, after selecting an attribute from Administrative settings > Template configuration > Form definitions, users cannot edit the attribute because the Edit attribute link is not displayed. This occurs if the zoom level is set to more than 100%.
While using the Chrome browser user interface issues occur for some pop-up windows.	Defect 266552	While using the Chrome browser, the following issues occur for some pop-up windows: The buttons at the bottom of the window are not visible. After pressing F11, the buttons are partially visible and the user must move the window to view the entire button. The search attributes in the Search windows are not displayed correctly.
User interface issues occur when a user creates numerous Marketing objects from the Marketing Operations settings > Marketing object type settings menu.	Defect 267053, 267054, 267056	When a user creates numerous Marketing objects from the Marketing Operations settings > Marketing object type settings menu, the following user interface issues occur: <ul style="list-style-type: none"> • The menu objects do not fit in the browser window and the user cannot scroll to see or access all the menu items. • The Save changes and Cancel buttons are not completely visible in the Add Marketing object type window. • The Save changes and Cancel buttons are not completely visible in the Add Template window.
The value for a single select attribute is not saved when the grid is saved.	Defect 267800	When a single select attribute is used in a grid, the value is not saved when the grid is saved if the Single select attribute value contains special characters.
Multiple scroll bars for dashboard portlets	3066	If you reduce the size of the browser window, dashboard portlets can display with two scroll bars. Both Marketing Operations and Marketing Platform add the scroll bar control.
Unable to add forms with accented characters.	8027	Users cannot add forms with accented characters in the form name or table name fields. This issue is now fixed.
5000 error occurs on Oracle when form attribute string is too long.	175488	The Oracle database limits the form attribute string to 30 characters. Exceeding this length causes a 5000 error.
Incorrect asset URLs	177613	Adding forms to asset templates can cause errors on URLs.
Projects and subprojects must be cleared manually	5817	When you request the Project Health (Monthly) report, you can select the Projects and Sub Projects to include. If you select a value in either of these lists, and then want to make other selections, you must clear all of the projects or subprojects before you make your other selections.

Table 3. Known limitations in Marketing Operations version 10.1 (continued)

Issue	Issue ID	Description
Relevant products related to offers from Campaign are not migrated over to Marketing Operations	62333	Campaign offers have a relevant products feature, Marketing Operations offers does not have this feature. Therefore, relevant products are not migrated from Campaign to Marketing Operations.
Exception when comments exceed the defined limit	DEF062980	A database exception occurs when a user enters a text string into a field that exceeds the limit imposed by the database. For example, on a system that uses a DB2 database, an attempt to save a project description of longer than 1,048,576 results in an error. This limitation is imposed by the database server.
Safari browser downloads data migration files directly to downloads folder	DEF063699	When you perform a data migration import while using Marketing Operations with the Safari browser, you are not prompted for a destination folder. Imported files are downloaded directly to the folder designated for downloads in Safari.
Users cannot add marketing objects in languages other than English	DEF057079	Marketing Operations does not allow multibyte characters in the marketing object type name.
Unable to add forms or templates with non-English characters in the form name, form attribute name, or table name fields	DEF057100	Form and template fields with non-English characters cannot be saved.
The task pane allows users to edit the Summary tab even if the project is canceled or completed	DEF057121	If a project is canceled or completed on the Summary tab while the task pane is open at the right side of the page, you can continue to edit project forms in the task pane, even though it is no longer active.
Primary key violation when a legacy metrics template is mapped to new template	DEF057563	In Marketing Operations version 8.5.0, the external metrics editor was moved into the application. Metrics templates created in version 8.5.0 must specify a type, which corresponds to plans, programs, or projects. Although Marketing Operations keeps legacy metrics templates for use with plan, program, or project templates created before version 8.5.0, these legacy metrics templates cannot be used in new object templates because they do not have this type information. When creating new plan, program, or project templates, users must select a metrics template that has the same type. If users need to use a legacy metrics template in a new object template, they must recreate it using the new internal metrics configuration feature.
Default dates on the grid do not always localize correctly	DEF057605, DEF040170	The date selection control for grids is not localized for non-English locales, so the default value for a grid date attribute is not always populated for some non-English language locales (such as Japanese).

Table 3. Known limitations in Marketing Operations version 10.1 (continued)

Issue	Issue ID	Description
A reviewer who has not yet responded cannot continue an "On Hold" Approval from right task pane	DEF057650	<p>If a reviewer has not responded to an approval in the On Hold state, then the task pane on the right cannot be used to continue that approval. The Approve, Approve w/changes, and Deny buttons display for the approval in the task pane, but the continue and cancel buttons do not display. In contrast, an approver who has already responded to the approval can continue it from right pane.</p> <p>This scenario occurs because the buttons on the right pane are driven by the role of the user: Approver or Approval owner. If the approver and the owner are the same user, approver actions take precedence.</p>
Formulas for computing metrics must be in English	DEF057660	When adding metrics to metrics templates, the user can specify them as Planned or Rollup . If the user enters a formula in the Computed by Formula field, the formula must be in English. An error results if a user enters a translated string instead of ROLLUP.
Metrics formulas are not validated	DEF057726	If an invalid formula is specified for a metric, an exception error results when Marketing Operations finalizes values entered on the Tracking tab of an object instance that uses the metric. Please see the product documentation for information about valid operators and operands.
Groups do not upgrade in custom forms with database table names that use uppercase	DEF058551	This limitation applies to installations that upgrade from 7.5.x to 8.5 and then to 9.0 (a two-step process). Custom forms that include attributes in custom groups and that include an uppercase character in the form table name do not upgrade correctly. The custom groups are deleted and the attributes are moved to the default group.
Offers are not available in the Marketing Object Type dropdown when adding a SSOR/MSOR attribute	DEF059340	Marketing Operations version 8.5 has a default marketing object 'Offers' (uap_sys_default_offer_comp_type) for integration with the offer management in Campaign. If a single-select object reference attribute referring to the marketing object type "Offers" is created with the auto-create option, it causes problems since some essential fields (for example: Campaign offer code) are not generated with the auto-created offers. To avoid these subsequent problems, the SSOR and MSOR attributes are not allowed to refer to Offers. Offers are not made available in the 'Marketing Object Type' dropdown while adding a SSOR/MSOR attribute.
Limitations in importing offer templates	DEF059793	<p>Offer templates are not imported in the following cases.</p> <ul style="list-style-type: none"> • An offer template with the same ID exists. • An offer template with the same ID was published and deleted. • Any form with same name is used in an offer template.
Require reason for denying an approval feature cannot be disabled	N/A	When Marketing Operations is configured to require a reason when users deny an approval, users must select a value for the deny reason. After users begin to use this feature, the system cannot be re-configured to disable this feature.

Table 3. Known limitations in Marketing Operations version 10.1 (continued)

Issue	Issue ID	Description
Marketing Operations single URL configuration does not support the analysis tab for plans and programs	172856	If the analysis tab for a plan and program object is configured as single URLs, after clicking these URLs the user interface does not display the tabs to navigate to other parts of the plan or program objects.
In Marketing Operations- Campaign integrated systems, the single URL feature has limited functionality	177309	For a single URL configured campaign project, the implementation tab is not visible. The single URL feature is not implemented for campaign tabs
Marketing Operations approvals on mobile IOS systems have layout problems	178600	The post-complete response button and file names are difficult to see on IOS devices.
AcquireLock API does not throw an exception even if a user has opened the people tab and other tabs in edit mode.	166474	When using the IBM Marketing Operations API, it is not possible to acquire a tab level lock on an object. The API only allows object level locking, whereas the GUI allows tab level locking.
Form creation, publishing, and usage does not work when DB2 owner and user different	19733	This issue occurs only when the user mentioned in the data source is not the one who has created the database tables.

Chapter 6. Before you contact IBM technical support

If you encounter a problem that you cannot resolve by consulting the documentation, your company's designated support contact can log a call with IBM 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 IBM administrator for information.

Note: Technical Support does not write or create API scripts. For assistance in implementing our API offerings, contact IBM Professional Services.

Information to gather

Before you contact IBM 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 IBM 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 IBM 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 IBM technical support

For ways to contact IBM technical support, see the IBM Product Technical Support website: (http://www.ibm.com/support/entry/portal/open_service_request).

Note: To enter a support request, you must log in with an IBM account. This account must be linked to your IBM customer number. To learn more about associating your account with your IBM customer number, see **Support Resources > Entitled Software Support** on the Support Portal.

Additional contact information

For recommendations for product improvements, contact IBM at:
cm_feedback@us.ibm.com

If you need product assistance, contact the IBM Client Support Center:
<https://support.ibmcloud.com>

You can also contact the IBM office for your region.

USA	
IBM 1001 E Hillsdale Boulevard Foster City, CA 94402 Toll Free: 1.866.493.2673	IBM Austin 11501 Burnet Road Building 905, Floor 2 Austin, TX 78758-3400 Toll Free: 1.866.493.2673
IBM Dallas 750 W John Carpenter Freeway Irving, TX 75039 Toll Free: 1.866.493.2673	
Europe	
IBM United Kingdom Limited 3 Furzeground Way Stockley Park Uxbridge Middlesex UB11 1EZ U.K. Tel: 020 8867 8003	IBM GmbH Beim Strohause 17 D-20097 Hamburg Germany Tel: 0800-180-2597
IBM France 17 Avenue de l'Europe 92275 Bois Colombes Cedex France Tel: 0800 91 4912	
Asia Pacific	
IBM Hong Kong Limited Silvercord Tower 2 Room 907 30, Canton Road Tsim Sha Tsui Kowloon Hong Kong SAR, China Tel: +852 8201 0823 Fax: +852 8201 0832	IBM Australia and New Zealand 60 Southgate Ave Southgate VIC 3006 AUSTRALIA (Aus) 1800 69 CORE (NZ) 0800 69 CORE

IBM welcomes your comments

You may send your comments to the following address.

IBM Bay Area Lab
1001 E Hillsdale Boulevard
Foster City, California 94404
USA

You can send us comments electronically by using one of the following methods:

Toll free

1+866-493-2673

Support Center:

<https://support.ibmcloud.com>

World Wide Web:

www.ibm.com/marketing-solutions/

If you would like a reply, be sure to include your name, address, telephone number, or FAX number. Make sure to include the following information in your comment or note:

- Title of this document
- Page number or topic related to your comment

When you send information to IBM, you grant IBM a nonexclusive right to use or distribute the information in any way it believes appropriate without incurring any obligation to you.

Notices

This information was developed for products and services offered in the U.S.A.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785
U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing
Legal and Intellectual Property Law
IBM Japan, Ltd.
19-21, Nihonbashi-Hakozakicho, Chuo-ku
Tokyo 103-8510, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation
B1WA LKG1
550 King Street
Littleton, MA 01460-1250
U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating

platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample programs are provided "AS IS", without warranty of any kind. IBM shall not be liable for any damages arising out of your use of the sample programs.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Trademarks

IBM, the IBM logo, and [ibm.com](http://www.ibm.com) are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at www.ibm.com/legal/copytrade.shtml.

Privacy Policy and Terms of Use Considerations

IBM Software products, including software as a service solutions, ("Software Offerings") may use cookies or other technologies to collect product usage information, to help improve the end user experience, to tailor interactions with the end user or for other purposes. A cookie is a piece of data that a web site can send to your browser, which may then be stored on your computer as a tag that identifies your computer. In many cases, no personal information is collected by these cookies. If a Software Offering you are using enables you to collect personal information through cookies and similar technologies, we inform you about the specifics below.

Depending upon the configurations deployed, this Software Offering may use session and persistent cookies that collect each user's user name, and other personal information for purposes of session management, enhanced user usability, or other usage tracking or functional purposes. These cookies can be disabled, but disabling them will also eliminate the functionality they enable.

Various jurisdictions regulate the collection of personal information through cookies and similar technologies. If the configurations deployed for this Software Offering provide you as customer the ability to collect personal information from end users via cookies and other technologies, you should seek your own legal advice about any laws applicable to such data collection, including any requirements for providing notice and consent where appropriate.

IBM requires that Clients (1) provide a clear and conspicuous link to Customer's website terms of use (e.g. privacy policy) which includes a link to IBM's and Client's data collection and use practices, (2) notify that cookies and clear gifs/web beacons are being placed on the visitor's computer by IBM on the Client's behalf along with an explanation of the purpose of such technology, and (3) to the extent required by law, obtain consent from website visitors prior to the placement of cookies and clear gifs/web beacons placed by Client or IBM on Client's behalf on website visitor's devices

For more information about the use of various technologies, including cookies, for these purposes, See IBM's Online Privacy Statement at: <http://www.ibm.com/privacy/details/us/en> section entitled "Cookies, Web Beacons and Other Technologies."



Printed in USA