

Unica Plan V12.1.7 Release Notes



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Chapter 1. Release Notes for version 12.1.7

Contains information about new features, defect fixes, and known issues in Unica Plan that HCL releases as part of a scheduled software release.

System requirements and compatibility

Unica Plan operates as part of the Unica suite of products.

- Unica Plan version 12.1.7 requires Unica Platform 12.1.7.
- For reporting, Unica Plan 12.1.7 uses the 12.1.7 version of the Unica Plan and the Unica Plan Campaign reports package.

For installation instructions, see the *Unica Plan Installation Guide*.

Upgrade paths

Unica Plan supports the following upgrade paths:

- 12.1.x → 12.1.7
- 12.1.0.x → 12.1.7

Customers on versions earlier than 8.6.x must:

- perform a Fast Upgrade from existing version to version 8.6.0 (for more information, see *HCL Unica 8.6.0 Fast Upgrade Guide*).
- perform a Fast Upgrade from version 8.6.0 to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.7.

Customers on versions earlier than 11.1.x.x can:

- perform a Fast Upgrade from existing version to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.7.

Customers on versions 11.1.x.x/12.0.x.x can use one of the following options for upgrade:

- **Option 1**
 - perform an in-place upgrade from existing version to version 12.1.0.
 - perform an in-place upgrade from version 12.1.0 to version 12.1.7.
- **Option 2**
 - perform a Fast Upgrade from existing version to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
 - perform an in-place upgrade from version 12.1.0 to version 12.1.7.

Unica Plan 12.1.0 supports the fast upgrade approach. This helps in bypassing the multistep upgrade. The Fast Upgrade approach is also useful in reducing upgrade downtime. The approach is provided for Unica Platform, Campaign, Collaborate, Plan, and Interact.

We have updated the Unica Plan documents and you can access the latest documentation using the following links:

- **PDFs:** <https://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmIzZQ==&folder=bWFya2V0b3Bz>
- **Online Help:** <https://help.hcltechsw.com/unica/MarketingOperations/en/12.1.7/index.html>

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.

New features and changes in version 12.1.7

Unica Plan 12.1.7 includes the following new features:

- Improved performance and usability issues of TCS.
- Introduced the ability to hide and reorder standard columns in the Options dialog.
- In Plan Settings, for every User and for every Projects List, you can now set a default list of columns and their display order from the list of default standard columns available in all projects.
- You can now use internal URL of other Unica products to setup communication with the products.
- For Upgrade advanced search, within Unica Plan upgrade in Administrative settings, when you click the ? icon for Upgrade advanced search, the Advanced search upgrade dialog opens. In this dialog you will see updated description for Advanced search upgrade.
- The following library was added:

Library name	Version
slf4j-reload4j	1.7.36

- The following libraries were upgraded:

Library name	Version
spring-beans	5.3.29
spring-context-support	5.3.29
spring-context	5.3.29
spring-core	5.3.29
spring-expression	5.3.29
spring-jdbc	5.3.29
spring-orm	5.3.29
spring-tx	5.3.29
spring-test	5.3.29
spring-web	5.3.29
spring-webmvc	5.3.29
spring-messaging	5.3.29
spring-websocket	5.3.29
spring-security-acl	5.7.11
spring-security-config	5.7.11
spring-security-core	5.7.11
spring-security-ldap	5.7.11
spring-security-openid	5.7.11
spring-security-taglibs	5.7.11

Library name	Version
spring-security-web	5.7.11
spring-security-crypto	5.7.11
jose4j	0.9.3
guava	32.0.1
spring-hateoas	1.5.5
bcprov-jdk18on-1.74	1.74
jQuery	3.6.4
activemq-client	5.16.7
Slf4j-api	1.7.36
jackson-jaxrs-base	2.12.6
jackson-jaxrs-json-provider	2.12.6
jackson-module-jaxb-annotation	2.12.6

- The following library was removed:

Library name	Version
slf4j-log4j12	1.7.30

Fixed defects

The following defects are fixed in Unica Plan version 12.1.7:

ID	Description
HMA-358232	If you used an attribute of type <code>Image</code> , in Project or Marketing Object, the picture was getting uploaded two times without pressing the Save button, the process was throwing an error in the console, and the buttons used to disappear.
HMA-355648 / HMA-355535	When the server was configured with the header <code>X-Content-Type-Options: nosniff</code> , users could not expand template while adding projects.
HMA-355279	A Journey linked with the Plan Project was opening in a new tab instead of opening in the same frame.
HMA-354838	Plan_Offers page was inconsistent with the resize functionality compared to other plan pages.
HMA-353620	It was observed that the server was accepting the malicious character inputs and then parsing it in the output.

ID	Description
HMA-351919	It was observed that the application was using a cache that did not include every query parameter in the cache key. This meant that the cache could be manipulated into saving responses that were influenced by the parameters.
HMA-351917	It was observed that the application was throwing a database error message when SQL payloads were passed to the parameters.
HMA-351899	The application was using jQuery and Angularjs which had some vulnerabilities.
HMA-332834	Resource Task Load had input fields mentioned as Optional as well as Mandatory .

Known limitations

This table contains known limitations in Unica Plan version 12.1.7

Issues	Issue ID	Description
5000 error occurs on Oracle when form attribute string is too long.	175488	The Oracle database limits the form attribute string to 30characters. Exceeding this length causes a 5000 error.
Incorrect asset URLs	177613	Adding forms to asset templates can cause errors on URLs
Relevant products related to offers from Campaign are not migrated over to Plan	Defect 62333	Campaign offers have a relevant products feature, Plan offers does not have this feature. Therefore, relevant products are not migrated from Campaign to Plan.
Safari browser downloads data migration files directly to Downloads folder	DEF063699	When you perform a data migration import, while using Plan 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	Plan 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.

Issues	Issue ID	Description
The task pane allows users to edit the Summary tab even if the project is canceled or completed	DEF057121	If a project is cancelled 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.
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).
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.

Issues	Issue ID	Description
Metrics formulas are not validated	DEF057726	If an invalid formula is specified for a metric, an exception error results when Unica Plan finalizes values entered on the Tracking tab of an object instance that uses the metric. See the product documentation for information about valid operators and operands.
Limitations in importing offer templates	DEF059793	Offer templates are not imported in the following cases: 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.
Requirement for reason for denying an approval feature cannot be disabled	N/A	When Unica Plan 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
Plan single URL configuration does not support the analysis tab for plans and programs	Defect 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 Plan-Campaign integrated systems, the single URL feature has limited functionality	Defect 177309	For a single URL configured campaign project, the implementation tab is not visible. The single URL feature is not implemented for campaign tabs
Plan approvals on mobile IOS systems have layout problems	Defect 178600	The post-complete response button and file names are difficult to see on IOS devices.

Issues	Issue ID	Description
AcquireLock API does not throw an exception even if a user has opened the people tab and other tabs in edit mode.	Defect 166474	When using the Unica Plan 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	Defect 19733	This issue occurs only when the user mentioned in the data source is not the one who has created the database tables
Sorting of Projects-Under supporting Projects and requests On page 2 Try to sort any one column (say Last date) then the page refreshes and moves to page 1	Defect 801917	Sorting on Page 2 for the Supporting Projects and requests will refresh the page and navigate to the first page.

Known issues

This table contains known issues in Unica Plan version 12.1.7:

Issue ID	Description
HMA-356133	In a Docker environment with Apache Tomcat server, if you do not access Plan for more than 24 hours, the database closes the connection due to timeout and Plan does not establish any new connections making it inaccessible.
HMA-349432	In the Marketing Object menu, if you create an instance or click an existing instance, it changes the left menu to Planning Workspace and other menus.
HMA-348874	Cannot open the offers window on TCS.
HMA-348388	If All Active Invoices is the recent accessed page, then clicking on My Active Invoices or All Invoices from the Favourites menu, makes the system navigate to All Active Invoices.
HMA-348325	If All Plans is the recent accessed page, then clicking on Active Plans from the Favourites menu, makes the system navigate to All Plans.

Issue ID	Description
HMA-344825	The <code>installerproperties</code> file is missing for OneDb in <code>Plan response.tar.gz</code> .
HMA-344805	Any Plan menu added under Financial appears as a separate entity instead of a menu item within planning workspace.
HMA-344788	Clicking on Offer attachments from Manage my approvals dashboard report gives 5001 error.
HMA-344753	Cannot edit TCS Tab of two projects at the same time.
HMA-344559	UI Task alignment issues is seen if task is opened from the right pane.
HMA-343362	In case of PDF Embed API, the create version without-markup is not working and the downloaded PDF file does not show any markup changes.
HMA-343138	Cannot assign a member to a project request for failed delegations.
HMA-343043	Adobe cloud should not be blocked in the network if you are trying to access markup with PDF Embed API.
HMA-342918	In case of Tasks, hovering on task attachments doesn't magnify the thumbnail.
HMA-342794	For Safari browser, the thumbnails are not getting generated.
HMA-338603	<p>On Google Chrome and Microsoft Edge browser, <code>PATCH</code> and <code>DELETE</code> methods are not working on an ISAM setup.</p> <p>Workaround:</p> <p>This issue can be resolved by making the following CORS configurations:</p> <pre>Access-Control-Allow-Origin <plan ISAM url > Access-Control-Allow-Methods GET, POST, OPTIONS, PUT, DELETE, PATCH Access-Control-Allow-Headers accept, authorization, content-type, x-requested-with Access-Control-Allow-Credentials true Access-Control-Max-Age 1</pre>
HMA-338197	In case of Enhanced calendar, when using a Safari browser, it does not display the scroll for the current time.

Issue ID	Description
HMA-337095	A Slack user (Plan admin) can assign themselves to a project, but cannot access the slack channel from Communicate.
HMA-334654	If using a Safari browser, the Manage selections in the workflow approval displays two sections.
HMA-334635	When using Slack, if a non-slack admin user tries to add a member to a project, an incorrect error message appears.
HMA-332834	On Plan Reports, the Resource Task Load has some input fields that are mentioned as Optional as well as Mandatory.
HMA-332833	There is no progress bar to know if the Birt report is loading or not.
HMA-332411	When creating or copying Campaign projects, high response times observed.
HMA-332406	When publishing Offers or Offer lists, High response times observed.
HMA-332405	Some degradation seen when accessing Plan > Offers .
HMA-330115	Deleting approvers, from the selected steps, does not unblock the users from selection after the steps are deleted.
HMA-329839	In Unica Insights Reports, today's date is not mentioned at the bottom of the excel exported file type.
HMA-329451	When two or more users are using Plan simultaneously, the UI language of the Plan's section displays the last logged in user's language.
HMA-328588	Offer revision history not getting localized.
HMA-326549	Approvals should not be automatically delegated when it is in Not started state.
HMA-326322	Pasting to a Cell fails, if the Cell has a "Control Cell" assigned where the control cell is recently created.
HMA-325768	In multiple cases, Task list sorting is lost.
HMA-325720	For Plan objects, Logout option is not working as expected.

Issue ID	Description
HMA-324429	In some cases, the To-do preview points to incorrect To-do when clicked multiple times.
HMA-319048	When adding items for approval from an external CMS, the application was getting logged out.
HMA-307200	On the enhanced workflow UI, you cannot move stages using drag-and-drop.
HMA-283675	When URL value is used in a single select attribute value, all attribute values display.
HMA-283523	When an OOO user tries to assign the task to himself, delegation fails.
Defect 272141	<p>If you use the required attributes feature in versions before 10.1 and have upgraded to version 12.0, the rules for required features are not retained in version 12.0. 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.</p> <p>This issue does not occur if you upgrade from version 10.1 or newer version.</p>
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).
N/A	REST API support is not available for all APIs. To see supported APIs in V12, see the Unica Plan REST APIs documentation.
N/A	<p>The 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.</p> <p>As a workaround, you can set the <code>DB2_ANTIJOIN</code> registry parameter to NO and restart the DB2 server. Foreexample,</p> <pre><DB2-HOME>\BIN>db2set DB2_ANTIJOIN=NO</pre>
HMA-303714	When the rich text is at screen bottom and users need to scroll down the screen to reach it, use of tools of Rich Text makes the scroll to back to the top of the screen.

Issue ID	Description
	When the rich text field has a scrollbar and a table is inserted at the bottom of this field, the user needs to scroll the field to see the contextual menu of table when they selects a cell.
HMA-176872, HMA-176873	During installation, uppercase database credentials cause errors. Workaround: Enter database details for the host name and domain name in lower case characters.
N/A	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. 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.