

IBM Unica Marketing Operations
Version 8 Release 6
May 25, 2012

Release Notes



Note

Before using this information and the product it supports, read the information in "Notices" on page 23.

This edition applies to version 8, release 6, modification 0 of IBM Unica Marketing Operations and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. System requirements and compatibility

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

Marketing Operations version 8.6.0 requires IBM Unica Marketing Platform 8.6.0.

You can upgrade to Marketing Operations 8.6.0 from Marketing Operations 8.5.0. If you are using an earlier version, you must upgrade to Marketing Operations 8.5.0 as an interim step. For instructions, see the *IBM Unica Marketing Operations Installation Guide*.

For reporting, Marketing Operations 8.6.0 uses the 8.6.0 version of the Marketing Operations and the Marketing Operations/Campaign reports packages.

Where to find complete system requirement and compatibility information

For a list of IBM Unica Marketing product versions compatible with this product, see the *IBM Unica Compatibility Matrix* and any other product compatibility documents posted under Documentation on the IBM Unica Product Technical Support website: (<http://www.unica.com/about/product-technical-support>).

For a list of third-party requirements for this product, see the *Recommended Software Environments and Minimum System Requirements* document. This file is posted under Documentation on the IBM Unica Product Technical Support website: (<http://www.unica.com/about/product-technical-support>). You can also access this document by selecting **Help > Product documentation** when you are logged in to IBM Unica Marketing.

Key third-party software support changes in version 8.6.0

IBM Unica Marketing Operations version 8.6.0 adds support for the following new versions of third-party software.

Application servers

- WebLogic 10 MP1

Operating Systems

- Solaris 11
- Red Hat Enterprise Linux (RHEL) 5.6, 5.7, and 6.1
- Suse Linux Enterprise Server (SLES) 10.4 and 11.1

Browsers

- Apple Safari 4 and 5

IBM WebSphere Application Server V8.0 requires fix pack 8.0.0.2 or higher

If you plan to use the IBM WebSphere® Application Server V8.0 to deploy any IBM Unica Marketing products, you must apply fix pack 2 (also referred to as Version 8.0.0.2) or higher to address a security issue. This requirement applies to all WebSphere Application Server 8.0 packages, including the version that is bundled with some IBM Unica Marketing products.

You can obtain fix pack 2 or higher here:

<http://www-01.ibm.com/support/docview.wss?uid=swg27004980#ver80>

Note: On that page, you must select the correct fix pack before you download.

For additional information about supported WebSphere versions for deploying IBM Unica Marketing products, see the *Recommended Software Environments and Minimum System Requirements* guide.

Chapter 2. New features and changes in version 8.6.0

IBM Unica Marketing Operations 8.6.0 contains enhancements for out of office delegation, task review, project creation, and data migration. For systems that integrate with IBM Unica Campaign and that enable features for offers, the 8.6 release includes enhancements for offer organization and import.

Setting out of office preferences

All Marketing Operations users can now indicate that they are out of the office. In addition, users can delegate their tasks, approvals, and project requests to other users while they are out of the office.

To assure that team assignments are applied appropriately, an administrator defines whether users selected as delegates are added to teams for reassigned tasks automatically. This definition is made at the system level, but can be overridden at the project template level.

For more information about delegating tasks and setting the out of office preference, see the *IBM Unica Marketing Operations User's Guide*. For more information about defining whether delegates are added to teams automatically, see the *IBM Unica Marketing Operations Administrator's Guide*.

Adding Manage My Tasks to the dashboard

A new Marketing Operations portlet, Manage My Tasks, is added by the 8.6 release. When added to the dashboard, the Manage My Tasks portlet lists all tasks in Pending or Active status, and all approvals in Not Started or In Progress status. The portlet also provides an option to change the status of each item. For more information about this new portlet, see the *IBM Unica Marketing Operations User's Guide*.

Creating projects by cloning

A new option for projects allows users to create multiple similar projects from a single existing project. When a project is cloned, users can specify how many projects to create, and select which fields they want to edit before saving the new projects. A project can be cloned when it is in any status. For more information about creating projects by cloning, see the *IBM Unica Marketing Operations User's Guide*.

Migrating metadata between servers

Features for transferring data structures (metadata) efficiently from one Marketing Operations system to another are added by the 8.6 release. Administrators can transfer the metadata for templates, security policies and related user roles, marketing object types, and teams from one system to another. The source and target systems can use different operating systems and different types of database servers, although they must be running the same version of Marketing Operations. For more information about migrating metadata between servers, see the *IBM Unica Marketing Operations Administrator's Guide*.

Organizing offers with folders and lists

When offer integration is enabled on a Marketing Operations-Campaign system, offer folders and lists are now available to perform the same functions in Marketing Operations as in Campaign. In integrated systems, users create and manage offers, offer lists, and offer folders in Marketing Operations by selecting **Operations > Offers**.

- Offer folders group offers for reporting: when you select an offer folder as the target for a report, all of the offers contained in that folder are included in the report.
- Offer lists group offers so that multiple offers can be assigned to a TCS cell, flowchart, and so on. Offer lists can be static or dynamic.

For more information about offer lists and offer folders, see the *IBM Unica Campaign User's Guide*. For more information about enabling integration between Marketing Operations and Campaign, see the *IBM Unica Marketing Operations and Campaign Integration Guide*.

Importing offers from Campaign

Marketing Operations now offers a utility to import all offer metadata (including templates, attributes, offer lists, and offer folders) and offer data from Campaign when you enable offer integration.

For more information about importing offers from Campaign, see the *IBM Unica Marketing Operations and Campaign Integration Guide*.

Where to find complete system requirement and compatibility information

For a list of IBM Unica Marketing product versions compatible with this product, see the *IBM Unica Compatibility Matrix* and any other product compatibility documents posted under Documentation on the IBM Unica Product Technical Support website: (<http://www.unica.com/about/product-technical-support>).

For a list of third-party requirements for this product, see the *Recommended Software Environments and Minimum System Requirements* document. This file is posted under Documentation on the IBM Unica Product Technical Support website: (<http://www.unica.com/about/product-technical-support>). You can also access this document by selecting **Help > Product documentation** when you are logged in to IBM Unica Marketing.

IBM Unica product language support

With this IBM Unica release, virtually all of the product documentation, as well as the product user interfaces, is available in the following languages:

- Brazilian Portuguese
- English
- French
- German
- Italian
- Japanese
- Korean

- Simplified Chinese, including compliance with GB18030 requirements
- Spanish

See the *IBM Unica Marketing Platform Administrator's Guide* for information about setting locale preferences within your IBM Unica product.

Note: Use of the **Help** menu to open the online help and other documentation uses the locale setting to display the documentation in the matching language automatically, where available.

Chapter 3. Fixed defects

The following defects are fixed in IBM Unica Marketing Operations version 8.6.0.

Table 1. Defects corrected in Marketing Operations version 8.6.0

Issue ID	Description
DEF060265	Use of an apostrophe (') character in the name of a marketing object no longer results in an error.
DEF060567	The asset description field now allows entry of up to 1024 characters.
DEF060622	During project creation, users can now add attachments from the document library.
DEF061074	All of the pages presented during the creation of a project request now include "Add Request" in the title.
DEF061277	Forms that contain shared single-select attributes now are imported into Marketing Operations successfully.
DEF061379	If the last modified date of a project approval is null, errors no longer occur.
DEF061745	When you work with single-select attributes, a maximum of 60 characters now appears in the Default value dropdown. On mouse over, a tool tip is available to display the complete string for values longer than 60 characters.
DEF062099	The maximum length for single-select attributes is now 200 characters. For custom offer single-select attributes, the maximum length is 1024 characters.
VER00885	The list of values for dependent fields is now presented correctly when the parent field has a default selection.
VER00886	For systems with specific directory and login services, following a link in an email alert to log in to Marketing Operations resulted in a security flaw. Users could log out of the system and then access Marketing Operations again without authenticating. These subsequent unauthenticated sessions now are prevented.
VER00887	Search criteria now map to database queries, rather than using in-memory filtering, to improve performance.
VER00888	<p>Previously, the system did not save any Adobe Acrobat markup comments that included the &, >, or < characters. To resolve this problem, a new JavaScript source code file is now available. At installations that use Adobe Acrobat markup, you upgrade each client computer by replacing the existing sdkSOAPCollabSample.js file with the new UMO_Markup_Collaboration.js file.</p> <p>For more information about installing this file, see the <i>IBM Unica Marketing Operations Installation Guide</i>.</p>
VER00889	The updateAttributes() API call included validation to prevent changes to the project code attribute. This validation is no longer performed.

Chapter 4. Known issues

This table contains known issues in IBM Unica Marketing Operations version 8.6.0.

Table 2. Known issues in Marketing Operations version 8.6.0

Issue	Issue ID	Description
Subgroup authentication	DEF022909, INC20721	Creating an Admin subgroup in IBM Unica Marketing Platform does not automatically add the users in that subgroup as Marketing Operations administrators. You must specifically grant Admin access to the subgroup.
Legacy metrics mapped to response history retain deleted values	DEF046008, INC55503	If the response history table is cleared in Campaign, any metrics in Marketing Operations that are mapped to the response history table retain those deleted values.
Wrong database and port information populated on the installer screen	DEF060953	<p>When upgrading to version 8.6, the default values that display on the Marketing Platform and Marketing Operations installation screens are not valid. Variables added for the 8.6 release cause this problem.</p> <p>As a workaround, you can use:</p> <p><code>-DUNICA_REPLAY_DIR="D:\unica\qa\plan85\UM085_310ct\installers"</code></p> <p>or, edit <code>installer.properties</code> to add:</p> <p><code>UNICA_REPLAY_DIR=D:\\unica\\qa\\plan85\\UM085_310ct\\installers</code></p>
Upgraded server issue	DEF063700	<p>After upgrading to version 8.6, the Internet Explorer browser can render certain user interface controls incorrectly. These problems include:</p> <ul style="list-style-type: none">• The icon for Clone this project, Rename folder, or Add offer list does not display• Shared attributes in forms are not accessible• Offer folders cannot be moved <p>To resolve these problems, reset your personal settings in Internet Explorer:</p> <ol style="list-style-type: none">1. In Internet Explorer, select Tools > Internet options.2. Click the Advanced tab.3. Click Reset.4. Select Delete personal settings and then click Reset.5. Restart Internet Explorer.
Out of office delegation does not apply to ready to start tasks	DEF061374	Marketing Operations users can now define out of office settings, including specifying delegates for their activities. When all of the dependencies for a task are in Finished or Skipped status, the task is "ready to start". Tasks that are assigned to a user who is out of the office when they become ready to start are reassigned to the delegate automatically. However, tasks that are ready to start and then manually assigned to a user who is out of the office are not automatically reassigned to the delegate.
Unsupported operand for project advanced search	DEF061734 / DOC00615	On the Projects list page, performing an advanced search on a Single-Select - Database attribute or Multiple-Select - Database attribute can result in an error. The error occurs if the attribute has an ID or Display column with a type of bigint through the lookup table.
Exception while loading My Task portlet	DEF061982 / DOC00616	An error can occur when a user with numerous assigned tasks displays a dashboard that includes the My Tasks portlet and multiple other portlets.

Table 2. Known issues in Marketing Operations version 8.6.0 (continued)

Issue	Issue ID	Description
After security import, sequence of roles changes	DEF062118	If security metadata is exported and then imported into the same system, the sequence of the roles changes.
Approval sent to reviewers with same out of office delegates	DEF062180 / DOC00624	If more than one user designates the same individual as the out-of-office delegate for approvals, an unanticipated situation can occur. When all of those users are out of the office and an approval is sent to them, that approval is delegated for the first out-of-office user only. For subsequent out-of-office users, delegation fails and the message "Delegated user is already a reviewer of the approval" displays.
Using different user interface controls for approvals results in different prompting	DEF062770 / DOC00641	When an approval with the "If approval is edited/resubmitted, approval owner selects the reviewers who need to re-approve" rule is denied by a reviewer and resubmitted through workflow, the system prompts for reviewers as expected. However, if the approval is resubmitted through the task pane at the right side of the page, the system resubmits the approval to all reviewers immediately without prompting.
Exception error for rollup metrics in program metrics templates	DEF044430 / DOC00335	If no metric groups are defined, and a metric with Roll-up selected is added directly to a program metrics template, an error occurs. To avoid this error, either: <ul style="list-style-type: none"> • Create a metric group for the affected program template. • In addition to selecting Roll-up for the metric, define a formula for it that includes the ROLLUP aggregator.
Import sequence for data migration	DEF063701	<p>Import sequence for data migration:</p> <ol style="list-style-type: none"> 1. Marketing Object Types <p>Marketing object types are imported first. As a result, when templates are imported, marketing object templates are also imported.</p> 2. Templates <p>Note:</p> <ul style="list-style-type: none"> • Templates that use a security policy that is not present in the system are assigned the global security policy on import. <p>After the import, you can manually update the security policy of imported templates as needed, or reimport the templates.</p> • Templates with defined rules that involve users who are not present in the system are not imported. • Templates with defined rules that involve teams in rule builder that are not present in the system are imported, but do not function. <p>After the import, you can manually change the rules or reimport the templates.</p> 3. Security Policies <p>Note:</p> <ul style="list-style-type: none"> • Teams and users that are not present in the system are not updated in limit resource. • Templates are assigned the default security policy. 4. Teams <p>After the import, you can modify rules that involve the teams and the security policy where teams are used under limit resource functionality.</p>

Chapter 5. Known issues in integrated Marketing Operations-Campaign systems

This table contains known issues that affect IBM Unica Marketing Operations systems integrated with Campaign in version 8.6.0.

Table 3. Known issues in integrated Marketing Operations-Campaign version 8.6.0

Issue	Issue ID	Description
For installations that enabled offer integration in 8.5, publishing a template with channel and channel type attributes deletes all values for those attributes in Campaign	DEF063702	This issue affects integrated Marketing Operations-Campaign systems that enabled offer integration in version 8.5. After the upgrade to 8.6, publishing a template with channel and channel type attributes deletes all values that exist in Campaign for those attributes from the database attribute table. After such an import occurs, you must manually add the deleted values back: in Campaign use the Attribute Settings link in the Admin Section, or use the Form Editor in Marketing Operations and republish.
Integrated Campaign-Marketing Operations budget costs display quarterly data only	DEF054904, DEF055000	This problem occurs due to the database design changes done for the Financial Planning module in the Marketing Operations 8.2.0 release. To manually (report upgrade cases) change the Campaign Offer Financial Comparison: <ol style="list-style-type: none"> 1. Open the report in Report Studio. 2. Edit the Report Query. 3. Edit the Budget Total query item definition to pull from Campaign Project by Offer > Campaign Project > Budget Total 4. Change aggregation to be Total/None. 5. Edit the Committed Total query item (in Report query) to pull from Campaign Project by Offer > Campaign Project > Committed Total. 6. Change aggregation to be Total/None.
Precision can change for currency attribute after offer import	DEF060846	When you import an offer template that includes a currency attribute, the precision for that attribute is reset based on the currency locale of the server. For example, when an attribute with a precision of other than 2 is imported to a server with a currency locale of en_US, the precision of the attribute is set to 2 in Marketing Operations.
Error while working with published folder if folder permission denied	DEF060881, DEF060882	If a Campaign security policy specifically denies the Edit folder or Move folder permission for a role, an error occurs when a user with that role attempts to edit or move a published folder in Marketing Operations.
Application asks to publish destination folder while moving offer in Redraft state	DEF060940	If an offer folder is created in Marketing Operations but not published, and then a user moves a published offer into that folder, the system prompts to publish the folder. This prompt also displays if an offer that is in Redraft status is moved into an unpublished folder. However, this prompt does not display if an offer that is in Draft status is moved into an unpublished folder. <p>Note: Offers in Redraft status were previously published to Campaign; therefore, they have the same effect on unpublished offer lists as published offers do.</p>

Table 3. Known issues in integrated Marketing Operations-Campaign version 8.6.0 (continued)

Issue	Issue ID	Description
Forms can be edited even after offer instances are created	DEF061105	After you add a form to an offer template and use that template to create offers, a message indicates that the form cannot be edited. However, this limitation applies only to certain parameters on the form: specifically, you can no longer add or delete attributes, or edit the options, name, description, or default values.
Smart offer list does not display query builder in view mode in Marketing Operations	ENH11486	In Campaign the query builder displays in the offer list summary. In Marketing Operations, the query builder displays in edit mode only, not in view mode.
Publishing a smart offer list does not publish draft offers	DEF061212 / DOC00592	If a query is used to populate an unpublished smart offer list, and then the status of one of the included offers changes to Draft, when the offer list is published the Draft offer is not also published. Note: Offer lists that use a query search only in Campaign for offers to include. The query does not search in Marketing Operations for offers that are not published. As a result, publishing an offer list does not publish offers.
Exception while trying to publish a folder into different partition	DEF061274	When an offer folder created in a partition by one Marketing Operations user is published to Campaign by another user who does not have privileges to that partition, an error results.
User who imports offers and offer lists becomes their owner	DEF061262	When offer data and metadata is imported from Campaign, the user who performs the import becomes the owner of the offers and offer lists in Marketing Operations.
Exception on setting offer saved search as the Marketing Operations home page	DEF061337 / DOC00595	In a saved search for offers, you can navigate to the directory level and then set the resulting page as the home page. However, each time you log in, the home page displays search results in the root directory, rather than in the specific subdirectory selected.
Status of offer templates not included in template import	DEF061371	When you import an offer template in to Marketing Operations, the status of the template is not imported. As a result, templates that are retired in Campaign are available for use in creating offers.
No edit check on expiration date less than effective date	DEF061838	If you create an offer template that includes standard offer attributes and you provide an Effective Date and an Expiration Date, Marketing Operations does not verify that the Effective Date is before the Expiration Date.
Marketing Operations does not display associated product information for offers	DEF062333	When you import offer data and metadata into Marketing Operations, offers do not display the Relevant Products that are associated with them in Campaign.
Unable to publish offer if underlying template and form are changed but not published	DEF062814 / DOC00642	When you change the default value for an offer attribute that is already in use, you must publish both the form that the attribute is on and the offer template that includes the form. Otherwise, when a user creates an offer from the template and attempts to publish that offer, an error occurs.
Offer folder reimport issue	DEF062944	If a network or other issue interrupts the import of offer data and metadata from Campaign to Marketing Operations, you can begin the import process again. However, if the failure occurred during the import of offer folders, the error message "FOLDER_WITH_SAME_NAME_ALREADY_PRESENT" displays.

Table 3. Known issues in integrated Marketing Operations-Campaign version 8.6.0 (continued)

Issue	Issue ID	Description
Deleted folders can continue to display	DEF063069	When the root folder of a set of hierarchical offer folders is deleted, that folder and its contents are removed from the database. However, the folder can continue to display in the user interface due to browser caching, and an error can occur if a user clicks to select that folder.

Chapter 6. Known limitations

This table contains known limitations in IBM Unica Marketing Operations version 8.6.0.

Table 4. Known limitations in Marketing Operations version 8.6.0

Issue	Issue ID	Description
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.
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 Campaign's offer management. 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.
Only ASCII names are allowed in template ID	DEF057394	Template_id is an internal name for the template, which accepts only simple alphanumeric English characters, excluding spaces and special characters. Users cannot enter localized (non-ASCII) inputs for the Workflow Template Name, Icon Name, Rule Name, or data mapping file name.
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 templates 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 4. Known limitations in Marketing Operations version 8.6.0 (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.
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.
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.

Chapter 7. IBM Unica Marketing Operations Reports Package

About the IBM Unica Marketing Operations Reports Package

The IBM Unica Marketing Operations Reports Package delivers an IBM Cognos® model, a set of IBM Cognos reports, and a set of IBM Cognos report portlets.

Specification documents for the provided reports are installed automatically along with the Reports Package, in the ReportsPackMarketingOperations/cognos<version>/docs/ path.

To access the following cross-object reports after the Marketing Operations Reports Package is installed, click **Analytics > Operational Analytics**:

- Marketing Activity Report
- Overdue Milestone Report
- Program Tasks and Milestones
- Project On Time Analysis
- Project Performance Crosstab (Custom)
- Project Performance Summary
- Project Performance Summary (Custom)
- Project Tasks
- Resource Task Load
- Resource Utilization Summary
- System Programs
- System Projects
- System Users
- Task On Time Analysis
- Vendor Spend Summary

To access single-object reports, click the object name then on the Analysis tab use the **Report Type** list. The single-object reports available from the Analysis tab are:

For plans:

- Budget Summary by Quarter

For programs:

- Budget Summary by Quarter
- Invoice Summary List

For projects:

- Budget Summary by Quarter
- Approval Responses
- Invoice Summary List
- Marketing Object Cross-Reference
- Approval and Compliance Listing
- Budget Summary by Quarter
- Detailed Expense Breakout

For teams:

- Work Assigned to Team
- Work Assigned to Team Member

Administrators can review and enable portlets by clicking **Settings > Dashboard Portlets**. Users create dashboards and add report portlets to them on the Dashboard tab.

- My Approval Summary
- My Task Summary
- Budget by Project Type
- Completed Projects by Quarter
- Forecast by Project Type
- Marketing Financial Position
- Projects Requested and Completed
- Spend by Project Type
- Manager Approval Summary
- Projects by Project Type
- Projects by Status
- Manager Task Summary
- My Tasks
- Approvals Awaiting Action
- My Active Projects
- My Requests
- My Alerts
- Projects Over Budget
- Manage My Tasks

New features and changes

The Marketing Activity Report cross-object report and the Manage My Tasks report portlet are new in this release.

Known issues

There are no known issues in this release.

Chapter 8. IBM Unica Marketing Operations-Campaign Reports Package

About the IBM Unica Marketing Operations-Campaign Reports Package

The IBM Unica Marketing Operations-Campaign Reports Package delivers a set of reports that combine information from both Marketing Operations and Campaign. The reports in this package retrieve data from the Campaign system tables. To use these reports, you must enable Marketing Operations-Campaign integration and install both the IBM Unica Campaign Reports Package and the IBM Unica Marketing Operations Reports Package.

Specification documents for the provided reports are installed automatically along with this Reports Package, in the ReportsPackCampaignMarketingOperations/cognos<version>/docs/ path.

The reports package contains the following IBM Cognos reports.

- Campaign Cell Financial Comparison
- Campaign Offer Financial Comparison
- Campaign Offer by Channel Financial Comparison

You can run these reports as cross-object reports by clicking **Analytics > Operational Analytics**, or as single-object project reports by clicking a project name, then on the Analysis tab use the **Report Type** list.

New features and changes

There are no new features or changes to the IBM Cognos reports in this release.

Known issues

Table 5. Known issues in IBM Unica Marketing Operations-Campaign Reports Package

Issue	Issue ID	Description
Campaign Offer Financial Comparison report is displayed blank if campaign is assigned an offer with no attribute	DEF046423	If a campaign project's linked campaign contains a flowchart configured with cells assigned to an offer that has no offer attributes, the report is displayed blank. For this report to display correctly, offers assigned to cells must contain the following attributes: <ul style="list-style-type: none">• Offer fixed cost• Offer fulfillment cost• Response revenue

Chapter 9. Contacting IBM Unica 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 Unica technical support. Use the information in this section to ensure that your problem is resolved efficiently and successfully.

If you are not a designated support contact at your company, contact your IBM Unica administrator for information.

Information to gather

Before you contact IBM Unica technical support, gather the following information:

- A brief description of the nature of your issue.
- Detailed error messages 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 Unica 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 Unica applications.

You can access the About page by selecting **Help > About**. If the About page is not accessible, you can obtain the version number of any IBM Unica application by viewing the `version.txt` file located under the installation directory for each application.

Contact information for IBM Unica technical support

For ways to contact IBM Unica technical support, see the IBM Unica Product Technical Support website: (<http://www.unica.com/about/product-technical-support.htm>).

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