IBM Marketing Operations
Version 9 Release 1
May 15, 2014

Release Notes

Note

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

This edition applies to version 9, release 1, modification 0 of IBM 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® Marketing Operations operates as part of the IBM EMM suite of products.

- Marketing Operations version 9.1.0 requires IBM Marketing Platform 9.1.0.
- For reporting, Marketing Operations 9.1.0 uses the 9.1.0 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 pervious version of Marketing Operations see the *IBM Marketing Operations Upgrade Guide*. You can upgrade to Marketing Operations version 9.1.0 directly from 8.5.x, 8.6.x, or 9.0.0.

For more information

Different people in your organization use IBM Marketing Operations to accomplish different tasks. Information about Marketing Operations is available in a set of guides, each of which is intended for use by team members with specific objectives and skill sets.

The following table describes the information available in each guide.

Table 1. Guides in the Marketing Operations documentation set

If you	See	Audience
• Plan and manage projects • Establish workflow tasks, milestones, and personnel • Track project expenses • Get reviews and approvals for content • Produce reports	*IBM Marketing Operations User's Guide*	• Project managers • Creative designers • Direct mail marketing managers
• Design templates, forms, attributes, and metrics • Customize the user interface • Define user access levels and security • Implement optional features • Configure and tune Marketing Operations	*IBM Marketing Operations Administrator's Guide*	• Project managers • IT administrators • Implementation consultants
• Create marketing campaigns • Plan offers • Implement integration between Marketing Operations and Campaign • Implement integration between Marketing Operations and IBM Digital Recommendations	*IBM Marketing Operations and IBM Campaign Integration Guide*	• Project managers • Marketing execution specialists • Direct marketing managers

Table 1. Guides in the Marketing Operations documentation set (continued)

If you	See	Audience
• Learn about new system features • Research known issues and workarounds	*IBM Marketing Operations Release Notes*	Everyone who uses Marketing Operations
• Install Marketing Operations • Configure Marketing Operations • Upgrade to a new version of Marketing Operations	*IBM Marketing Operations Installation Guide*	• Software implementation consultants • IT administrators • Database administrators
Create custom procedures to integrate Marketing Operations with other applications	*IBM Marketing Operations Integration Module* and the API JavaDocs available when you click **Help > Product Documentation** in Marketing Operations, and then download the `IBM <version>PublicAPI.zip` file	• IT administrators • Database administrators • Implementation consultants
Learn about the structure of the Marketing Operations database	*IBM Marketing Operations System Schema*	Database administrators
Need more information while you work	• Get help and search or browse the *User's*, *Administrator's*, or *Installation* guides: Click **Help > Help for this page** • Access all of the Marketing Operations guides: Click **Help > Product Documentation** • Access guides for all IBM Enterprise Marketing Management (EMM) products: Click **Help > All IBM EMM Suite Documentation**	Everyone who uses Marketing Operations

Chapter 2. New features and changes in version 9.1.0

IBM Marketing Operations 9.1.0 contains a new approval portlet, an option to cancel approvals quickly, support for multiple timezones, template customization options, and Integration Module installation changes. The 9.1.0 version of the IBM EMM suite also includes improvements to the installation and upgrade process.

For more information about the new features and changes in Marketing Operations 9.1.0, see the Marketing Operations documentation set.

Approval portlet

Marketing Operations 9.1.0 contains a new approval portlet. You can use the approval portlet to access the approvals that require your response from your dashboard. The new portlet streamlines the approval process and reduces approval bottlenecks that delay projects.

You can add the Manage My Approvals portlet to your dashboard to streamline your work. The approval portlet is most useful if you frequently evaluate approval processes, but do not create approval processes or submit approval processes for review.

You can perform the following actions on the approval items.

- **Send as email attachment(s)**
- **Approve all with comments**
- **Approve all with changes**
- **Approve all without comments**
- **Deny all with comments**
- **Deny all without comments**
- **Post complete response**

  Note: If the approval has line items, you cannot click **Post complete response** until you approve or deny the line items.

You can perform the following actions on individual approval line items.

- **Send as email attachment(s)**
- **Approve with comments**
- **Approve with changes**
- **Approve without comments**
- **Deny with comments**
- **Deny without comments**

Cancel approval

If approvers do not want to handle an approval process under any circumstance, they can cancel the approval. Open the approval, and click **Cancel Approval**.

Support for multiple time zones

In earlier versions of Marketing Operations, all dates and times are shown in the timezone of the server. In 9.1.0, Marketing Operations shows dates and times in the time zone of the user. If there are users in multiple time zones, then the dates and times for the same marketing object are shown to each user in their individual time zones. This feature makes understanding the timeline for assigned tasks, requests, and approvals easy for users in multiple time zones.

Template attribute customization

In Marketing Operations 9.1.0, plan, program, and project templates now have an Attributes tab. Administrators use the Attributes tab to customize the standard attributes on templates. This customization determines how the standard attributes appear on the Summary tab when you create a plan, program, or project.

On the Attributes tab, you can determine whether the attributes on the Properties tab are required, standard, or hidden. You can also add a custom help-tip, which appears on hover. If your organization supports multiple locales, you can also translate the attribute labels and the help-tip for each label.

Installing the Integration Module

Starting in Marketing Operations, you must specifically install the IBM Marketing Operations Integration Services module. The IBM Marketing Operations Integration Services module is a separate, paid component. If you purchase the Integration Services module, you must install it.

IBM EMM installation and upgrade improvements

The improvements to the installation and upgrade process include:

- Installation guides for all products have been rewritten and reorganized into separate installation and upgrade guides, to make information easier to find and use.
- The installers have been enhanced to include better descriptions of the information you need to enter and to clarify what steps to take during each stage of the installation.
- Each installer now provides links directly to the product's installation and upgrade guides, in either PDF or HTML formats.

New features for IBM Marketing Operations- Campaign systems

For IBM Marketing Operations systems that integrate with IBM Campaign the 9.1.0 release includes a new feature to automatically copy project attributes to campaign attributes.

Copy project attributes to campaign attributes

In version 9.1.0, creators of projects and project requests in Marketing Operations that are linked to campaigns can push more data through to Campaign automatically. This feature lessens the risk of data entry error and accelerates the process of creating campaign-projects.

You can configure campaign-project templates that automatically copy project information from projects to campaigns. You can automatically copy the description, Start date, and End date so you do not need to enter this information twice. When you create a campaign-project template, select the **Copy project attributes to campaign attributes** check box to automatically copy project attributes to Campaign.

If the **Copy project attributes to campaign attributes** check box in the template is not selected on the template, users can still copy the information with one click in the object instance. When you create instances from templates without the check box selected, the **Copy project attributes to campaign attributes** link copies project attributes to Campaign.

Chapter 3. Fixed defects

The following defects are fixed in IBM Marketing Operations version 9.1.0.

Table 2. Defects corrected in Marketing Operations version 9.1.0

Issue ID	Description
1031	When a user changes the status of a project, the system initiates the process. If the same user or another user immediately attempts to change the project status again, the dialog is not refreshed correctly and a blank page displays.
1082	The QuickLinks portal can include an **Add Invoice** link. Previously, this link was presented to, and was usable by, users who do not have permission to access the Financial Management module.
1095	Previously, the response history for a stand-alone approval that was denied displayed incorrectly on the Analysis tab. The status changes were not sequenced correctly. The Status Changed message displayed as "Waiting to Denied" rather than "Denied."
1209	An error can occur when a user views the list of Active Projects and Requests and then attempts to view the calendar.
1818	This issue applies to workflow templates that have the **Project/Approval Owner can add and/or delete approvers** option cleared for any approval, and that are imported into one Marketing Operations system into another. When such a template are imported, the system-defined approver settings are not imported from the source system. Because the **Project/Approval Owner can add and/or delete approvers** option is cleared, users cannot add or remove approvers for those approvals. To work around this issue, verify that the **Project/Approval Owner can add and/or delete approvers** option is selected in the workflow templates you import, and add any required users.
2500, 9071	When the Project Health (Monthly) or Project Health (Trend) report was requested for a large number of projects (>750), a blank report page sometimes displayed instead of an error message. A blank page sometimes also displayed when users cancelled the Project Health (Trend) report.
3545, 5503	The Percentage Completed value is not updated in the My Health Portlet when users click **Refresh**. In addition, an error can occur when users click **Refresh** for this portlet.
5489	The Project Health (Monthly) report displays only the first 48 characters of project names as labels on the X axis. However, project names in multibyte character sets that are longer than 48 characters do not display.
6058	When a user is in spreadsheet view mode on the project Workflow tab and opens an approval task, the system locks the approval. If the user clicks the dialog close icon (**X**) to close the approval, the lock remains in effect. As a workaround, users can click **Cancel** to close this dialog.
6182	When a user attempts to import a workflow template into a project or project template, a list of the workflow templates displays. The creation dates that display for the templates are in the format for the system locale, rather than for the user locale.
6236	The Project Health (Monthly) report (drilldown) includes a title that is not correctly localized. It includes the words "Health Report" in English.
6381	The system does not validate the values in a workflow template when it is imported into a project template or instance.

Table 2. Defects corrected in Marketing Operations version 9.1.0 (continued)

Issue ID	Description
7367, 7572, 9200, 9235	The space that is allocated for the labels of icons on the project Workflow tab is not large enough for the text labels of every supported language. As a workaround for labels that are difficult to read because of this problem, place your cursor over the icon to see a tooltip. In addition, icons display in two rows at the top of the project Workflow tab rather than as a single horizontal toolbar.
9314	Previously, the dialog for selecting project templates for health rules was not localized. The dialog for selecting project templates for health rules displayed the default rule in English for a user with the Spanish locale setting. The rule now displays in the correct language.
9311	If the pt_BR locale is selected during the installation of Marketing Operations, an error occurs.
12741	When you click **Operations > Tasks** and select a task, the project displays on the left side of the window and task details open in a dialog on the right. When you click **Return to the Task List** on the dialog, an error results.
13604	When you add an approval and click **Add item(s) to approve**, you can specify different types of objects. If you select one of the custom marketing objects on your system, an error results when you save the new approval.
13681	During an upgrade from IBM Marketing Operations version 8.x to 9.0.0 using either manual or automatic database setup, a non-fatal error can be reported. This error can occur when the config_migration utility imports the new Marketing Operations configuration properties into Marketing Platform. This error has no functional effect and can be ignored.
DEF062180	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.

Fixed defects in integrated systems

This table contains fixed defects in IBM Marketing Operations systems that are integrated with Campaign in version 9.1.0.

Issue ID	Description
5468	In an advanced search, if a user selects an offer template that does not include values for IBM Digital Recommendations settings, those attributes display in the search results.
8053	An exception error occurs when users who have Chinese set as their locale attempt to publish a target cell spreadsheet.
8437	If edits are made to the **Coremetrics URL** or **Coremetrics Client IDs for the template** in an offer template after offer instances exist, no warning displays when users work with one of the offer instances.
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.

Issue ID	Description
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.
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.
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.

Chapter 4. Known issues

This table contains known issues in IBM Marketing Operations version 9.1.0.

Table 3. Known issues in Marketing Operations version 9.1.0

Issue	Issue ID	Description
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.
Unable to add forms with accented characters.	8027	Users cannot add forms with accented characters in the **form name** or **table name** fields.
Daylight Savings Time can cause times to display differently in Marketing Platform and Marketing Operations.	49742	The user settings page shows time zones from a static list, but time offset info for users is generated using Java™ APIs. Marketing Platform does not consider Daylight Savings Time. Therefore, Marketing Platform and Marketing Operations sometimes off by an hour when Daylight Savings Time is turned ON.
When Marketing Operations is deployed on the default SSL port, some recent links do not work.	66673	When Marketing Operations is deployed on the default SSL port, some of the recent links on some administration pages do not work. Recent links for users and non-administration functions do work. To work around this issue, navigate through the normal UI instead of using recent links for these administration pages
SOAP based Markups are not supported on Adobe Professional XI on Windows 7 and 8 using Internet Explorer.	71602	Adobe XI does not support SOAP based APIs for doing markups in Internet Explorer. This problem impacts Windows 7 and 8 OS and IE browsers 9, 10. This feature works on MacOS with Safari browser. To work around this issue, use Adobe X on Windows 7 and 8 OS for SOAP based markups.
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 "&."
On Microsoft Internet Explorer 9 & 10 browsers, Marketing Operations supports a zoom level of up to 150%.	72048	Above 150% zoom, user interface rendering problems might occur.
Importing templates and adding attachments might cause errors when WebLogic 12c is installed with a generic installer.	91446	A user trying to import sample templates and add attachments on Marketing Operations objects might encounter errors. This issue appears only when WebLogic 12c is installed using a generic installer instead of a OS specific installer. To work around this issue, WebLogic 12c must always be installed with a OS specific installer for Windows Server OS, Solaris, Linux, etc.

Table 3. Known issues in Marketing Operations version 9.1.0 (continued)

Issue	Issue ID	Description
User time zone is not displayed for the recipient in the Project Request Edit mode.	91709	The name of the recipient in the Project Request Edit mode does not display the user's time zone. The user's time zones can be seen in Project Request View mode.
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.

Known issues in integrated Marketing Operations-Campaign systems

This table contains known issues that affect IBM Marketing Operations systems that are integrated with Campaign in version 9.1.0.

Table 4. Known issues in integrated Marketing Operations-Campaign version 9.1.0

Issue	Issue ID	Description
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.
The Interact offer suppression functionality is only available on Campaign offers.	N/A	Marketing Operations offers support only two attributes of Interact : Interaction Point ID and Interaction Point Name. The offer suppression functionality in Interact is only available on offers made in Campaign, not on offers made in Interact.

Chapter 5. Known limitations

This table contains known limitations in IBM Marketing Operations version 9.1.0.

Table 5. Known limitations in Marketing Operations version 9.1.0

Issue	Issue ID	Description
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.
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.
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.

Table 5. Known limitations in Marketing Operations version 9.1.0 (continued)

Issue	Issue ID	Description
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	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. 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.
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 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.
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.
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.

Chapter 6. IBM Marketing Operations Reports Package

About the IBM Marketing OperationsReports Package

The IBM 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 Health (Monthly)
- Project Health (Trend)
- 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
- Deny Reason Analysis Report for Workflow Approvals
- Deny Reason Analysis Report for Standalone Approvals

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:
- Invoice Summary List
- Budget Summary by Quarter

For projects:
- All revisions
- Approval Responses
- Invoice Summary List

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

For teams:
- Revision History
- Work Assigned to Team
- Work Assigned to Team Member

Administrators can review and enable report 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
- My Project Health

New features and changes

The monthly and trend reports for Project Health, the Deny Reason Analysis Reports for workflow and stand-alone approvals, and the My Project Health report portlet are new in this release.

Known issues

There are no known issues in this release.

Chapter 7. IBM Marketing Operations-Campaign Reports Package

About the IBM Marketing Operations-Campaign Reports Package

The IBM 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 Campaign Reports Package and the IBM 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 6. Known issues in IBM 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: • Offer fixed cost • Offer fulfillment cost • Response revenue

Chapter 8. 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.

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.

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