Version 11 Release 1
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IBM Contact Optimization
Release Notes

IBM

Contents

Chapter 1. System requirements and compatibility

Contact Optimization operates as part of the IBM® Marketing Software suite of products. Contact Optimization version 11.1 requires IBM Campaign 11.1.

This section provides the following information for this release of IBM Contact Optimization:

- Where to find system requirement and compatibility information
- Changes in support for third-party software

Contact Optimization supports 64-bit operating systems only.

Where to find complete system requirement and compatibility information

For a list of IBM Marketing Software product versions compatible with this product and a list of third-party requirements for this product, see the *Recommended Software Environments and Minimum System Requirements* document. This document is posted under Detailed System Requirements on the IBM Support Portal website: (http://support.ibm.com).

You can also access this document by selecting **Help > Product documentation** when you are logged in to IBM Marketing Software.

Chapter 2. New features and changes in version 11.1

The following new feature has been added in Contact Optimization 11.1.

IBM Contact Optimization now supports JBoss and Apache Tomcat

IBM Contact Optimization now supports JBoss and Apache Tomcat application servers.

Upgrade paths

You can upgrade to Contact Optimization version 11.1 from Contact Optimization version 11.0.1 only.

For more information on Contact Optimization upgrade paths, see the *IBM Contact Optimization 11.1 Upgrade Guide*.

For customers at 11.0 -> Fast upgrade to 11.1.

For more information on Contact Optimization Fast Upgrade, see the *IBM 11.1 Fast Upgrade Guide*.

Chapter 3. Fixed defects

This section describes the fixed defects in the 11.1 version of IBM Contact Optimization.

| HMA-289075 | When IBM Optimize Session report is accessed, it consumes more CPU and Memory and Web Application Server becomes unresponsive.

This typically happens when Optimize Session is associated with many Campaigns and report xml is of huge size |
| --- | --- |
| HMA-284827 | When the FEC Min/Max packages rule has a maximum value greater than 1, the rule does not get processed but instead is ignored |
| HMA-284823 | Loss of Treatment and Contact History data using multiple static/hidden attribute offers in post-optimize flowchart |
| HMA-288973 | Campaign Redistribution Report for Contact Optimization does not expand past the right edge of browser |
| HMA-285634 | Format of decimal numbers confuses Campaign macro - In order to calculate the score needed for the optimization a value from an custom offer attribute is taken and processed using a custom macro to give the score for optimization. Due to some changes in the way localization is handled the macro cannot be executed because of the comma as decimal delimiter. The macro gets more parameters than it expects. |
| HMA-284816 | Optimize process box execution fails with error "CODE 11335: Field width too small to hold source text data." when scores are assigned through user variables which are havin different decimal length. |

Chapter 4. Known issues

This section lists known issues in Contact Optimization 11.1.

Issue	Issue ID	Description
Scores entered manually in the score matrix are not considered while optimizing the contact list.	Defect 194109	Scores entered manually should be considered for calculation in the Customer Capacity rule. However, while applying the Customer Capacity rule, scores in the PCT are considered, and all customer records are removed in the optimized list.
Campaign Contact Optimization summary report is incorrect.	Defect 176368	If offer versions are used in a rule, the report that shows pre-optimization versus post-optimization counts will always report the pre-optimization count of records as 1. The post-optimization counts will be correct.
Listener shows login error even in the case of an expired password.	Defect 175554	For the Campaign listener and Contact Optimization listener, the user is displayed a login failure error instead of an expired password error even if the password expired.
After upgrading Campaign to 9.1, Optimize listener can no longer be stopped via ACOServer.sh.	Defect 81245	Users must upgrade Campaign and Contact Optimization together. If they cannot, they will need to stop the Contact Optimization listener manually through the task manager/kill command.
Error messages for the ACOOptAdmin utility do not display according to non-English locales.	DEF051284	When you run the ACOOptAdmin command line utility in a locale other than English, error messages do not display according to the specified locale. The error messages display only in English.
Contact Optimization listener does not automatically use the same non-English locale that is used by Campaign listener.	ENH11618	In installations where Campaign and Contact Optimization are installed with a non-English locale, the Contact Optimization listener always starts in English instead of the installed locale. To work around this issue, in the command window or batch file (ACOServer.bat or ACOServer.sh) used to start the Contact Optimization listener, set LANG=*xx_XX* as follows. • Brazilian Portuguese - pt_BR • French - fr_FR • German - de_DE • Italian - it_IT • Japanese - ja_JP • Korean - ko_KR • Simplified Chinese - zh_CN • Spanish - es_ES On UNIX systems, use the following commands. LANG=*xx_XX* export LANG
unprocessables_*sessionid*.csv might contain some customers who receive offers.	DEF054841	In some scenarios, a few of the customers who get offers might be present in the unprocessables_*sessionid*.csv file.

Issue	Issue ID	Description
Incorrect optimization result with Custom Capacity rule in specific circumstances.	DEF058362	A customer that satisfies the following criteria might receive fewer offers than wanted: • The customer has an even number of proposed transactions. • Each of these transactions has the same score. • This score is a low value.
Some labels display incorrectly in Japanese, Chinese, and Korean.	DEF059595	Some translated labels are displaying incorrectly. For example, when you edit the score matrix manually, the vertical label on the right side of the table displays upside down. Also, for optimization rules that contain **customers in the segment**, the **segment** label displays on two lines.
Offer filtering summary report displays an incorrect count of Proposed Contacts that are removed by each Custom Capacity rule.	DEF059805	The Offer Summary Report displays incorrect counts in the "Removed By This Rule" column for Custom Capacity rules if the participating Flowchart for this Contact Optimization session contains multiple contact dates and multiple offers that are made to each customer on different channels.
Issues with offer version query builder.	DEF060676	There are several minor issues with the offer version query builder: • For custom attributes with the Form Element Type of Select Box, the offer version query builder does not use the select box. You must enter the value manually. • When the group level is removed, the subgroup conditions are added to the parent condition, and vice versa. • All arithmetic operators are displayed for a string variable, but only equal and not equal apply. • Defined length validations for attributes are not verified upon input for conditions.
Offer version rules that contain dates do not provide expected optimization results.	DEF061554	If you create an offer version condition that includes a date, such as the offer parameter "valid end date" equals "12/31/2011", the rule containing offer version condition might not be satisfied; however, the rest of the rules will work as expected.
Rule exceptions that span calendar years give incorrect results.	DEF061639	If you create a rule exception to a Min/Max # Offers capacity rule that spans calendar years, such as 07/01/2011 to 06/30/2012, the rule containing rule exception condition will not be satisfied; however, the rest of the rules will work as expected.
Optimize: Can not Edit or Delete Exception in Min/Max # offers Capacity rules in CO session.	DEF285472	Pre: Optimize: Can not Edit or Delete Rule Exception in Min/Max # offers Capacity rules in CO session.
DOC: JBOSS: Warning "Failed to define class com.sun.jersey.api.json.JSONWithPadding in Module "deployment.Campaign.war:main"	287668	The error is displayed on JBOSS console - though it does not have any impact.

Chapter 5. Known limitations

This section lists known limitations in Contact Optimization 11.1.

Issue	Number	Description
Strings in the production or test pop-up window are not translated.	Defect 176920	In the case of a non-English setup, the strings in the production or test pop-up window are not translated.
Contact Optimization session run status should be consistent.	Defect 171288	In case of a crash of the Contact Optimization server, you will observe this inconsistency. You can click the ClearHistory button to clear the last run status. However, it also deletes history reports of the respective Contact Optimization session.
The MailList process fails with the following database error: `ORA-00999: INVALID VIEW NAME`.	Defect 170951	Change the value of `UseTempTablePool` from `TRUE` to `FALSE` in UA_SYSTEM_TABLES. The MailList run will end successfully.
Contact Optimization does not terminate the `unica_acsvr` process that is opened during a run.	Defect 164875	In case of a schedule run of a Contact Optimization session by using the Marketing Platform Scheduler, you observe multiple `unica_acsvr` login processes. These processes might terminate automatically after some time.
A DB2 database user change of system tables causes a Contact Optimization session to fail when the administrator has an index with the same name.	Defect 155876	To avoid having a session fail, the DB2 database administrator should remove indexes.
The Contact Optimization session run command is captured in recent links.	Defect 177376	If you go to a session by using recent links, you can run the session by pasting the URL directly.
In a Contact Optimization report, offers by type and segment do not get printed as desired.	Defect 102889	The following issues were noticed while printing the offers by type and segment in a Contact Optimization report. 1. The preview window does not scroll, unless it is resized. 2. While printing it does not print everything, but only what fits in A4 size. Printing options do not seem to make any difference.
Negative scores cause inaccurate rules crediting.	DEF041400	If you use negative scores, rule crediting in the Offer Filtering Summary report might not be accurate. Offers with negative scores are given to meet minimum requirements only.
Cells that are linked to TCS with offer assignments do not appear in Optimize process.	DEF061355	If the Optimize process is connected to one or more cells and the upstream cells are later linked to top-down cells defined in the Target Cell Spreadsheet process (TCS), the offers that are assigned in the TCS do not automatically appear in the Optimize process. Link to any top-down cells in the TCS before you connect those cells to an Optimize process. Otherwise, you must either manually assign the same offers within the Optimize process, or delete the Optimize process and re-create it.

Issue	Number	Description
Running the ACOOptAdmin utility with one-way SSL requires more setup.	DEF046832	You cannot use the **ACOOptAdmin** utility with one-way SSL until you register a security certificate, specify a host name and domain, and configure SSL_Options in the `ACOOptAdmin.bat` file.
Unable to run the session in first attempt when unica_acosvr process stopped.	DEF055010	If you use the **kill** command to stop `unica_acosvr`, the next time you attempt to run a Contact Optimization session, it might fail with the following error: `An unknown communication failure has occurred with the IBM Optimize server process.` **Workaround** - Run the Contact Optimization session again to complete it successfully.

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.

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