

IBM Unica Optimize  
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 9.

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

© **Copyright IBM Corporation 2003, 2012.**

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

---

# Contents

<b>System requirements and compatibility</b>	<b>1</b>
New features and changes in version 8.6.0 . . . . .	2
IBM Unica product language support . . . . .	2
Fixed defects . . . . .	2
Known issues . . . . .	3
Known limitations . . . . .	5

<b>Contacting IBM Unica technical support</b>	<b>7</b>
<b>Notices</b> . . . . .	<b>9</b>
Trademarks . . . . .	11



---

## System requirements and compatibility

This section provides the following information for this release of IBM® Unica® Optimize:

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

Optimize operates as part of the IBM Unica Marketing suite of products.

Optimize version 8.6.0 requires Campaign 8.6.0.

You can upgrade to Optimize 8.6.0 from Optimize version 7.x or later. For instructions, see the *IBM Unica Optimize Installation 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.

### Key third-party software support changes in version 8.6.0

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

- Solaris 11.1 (SPARC)
- Red Hat Enterprise Linux 5.7
- Red Hat Enterprise Linux 6.1
- IBM WebSphere® 8.0
- Microsoft Internet Explorer 9 on Windows 7 (32-bit only)

**Note:** Optimize supports 64-bit operating systems only for production installations.

Optimize version 8.6.0 drops support for the following versions of third-party software.

- All 32-bit operating systems
- SUSE Linux Enterprise Server 9
- Red Hat Enterprise Linux 4.x
- Red Hat Enterprise Linux 5.1
- Oracle WebLogic 9.2
- IBM WebSphere 6.1

- DB2® 9.1
- SQL Server 2005
- Oracle 10.2

---

## New features and changes in version 8.6.0

The following new features and changes are introduced in version 8.6.0 of IBM Unica Optimize.

### Min/Max # Offers Capacity and Custom Capacity rules support offer versions

When creating Min/Max # Offers Capacity and Custom Capacity rules, you can now select offer versions. These offer versions work the same as for other rule types. See the *IBM Unica Optimize User's Guide* for more details.

### 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.

---

## Fixed defects

This section lists defects fixed in IBM Unica Optimize 8.6.0, sorted by defect number then by incident number (if applicable).

Issue ID	Description
DEF045761	You could save two different rules with the same name.
DEF046384	You could not select segments from subfolders from the list view of Add/Remove Segments dialog.
DEF052781, INC71531	Optimize overwrote the Interact subcomponent version from About Page.
DEF059372	Rule Exception dialog error displayed incorrectly.
DEF059768	Unable to support users with Chinese, Japanese, or Korean (CJK) characters in user name simultaneously with users without CJK characters in their user name

Issue ID	Description
DEF059950	Unable to run Optimize utility or schedule an Optimize session for IBM Tivoli® or SiteMinder user
ENH10876	Custom session settings did not include ExtraVerbose.
ENH10877	Rule Exception End date calendar selector did not show the same month as selected in the start date.
DEF060264	Scheduled optimization sessions did not reflect session name changes.
DEF060404, INC69993	When an Optimize session is run, the notes on the General tab in the Optimize process configuration were deleted.
DEF060582	Results of Optimize sessions run by the scheduler were not displayed correctly.

## Known issues

This section lists known issues in Optimize 8.6.0.

Issue	Issue ID	Description
Create Optimize session fails with multi-byte audience level name	DEF023178	If a non-English language with multiple-byte characters is used to name an audience level, Optimize fails to create Optimize sessions that contain that audience level. To work around this issue, use English or single-byte character sets to name your audience levels.
Running a Create Segment process on an unmapped segment membership table can impact the results of the Optimize session	DEF050437	If you have not mapped an audience level system table to a segment membership table, running the Create Segment process against the table populates the system table, but not the segment membership table. This results in inaccurate optimization results. If you map the system and segment membership tables later, you must rerun the Create Segment process.
Error messages for the ACOOptAdmin utility do not display according to non-English locales	DEF051284	When running 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.
Optimize listener does not automatically use the same non-English locale used by Campaign listener.	DEF051876	<p>In installations where Campaign and Optimize are installed with a non-English locale, the Optimize listener always starts in English instead of the installed locale.</p> <p>To work around this issue, in the command window or batch file (ACOServer.bat or ACOServer.sh) used to start the Optimize listener, set <code>LANG=xx_XX</code>, as follows.</p> <ul style="list-style-type: none"> <li>• Brazilian Portuguese - pt_BR</li> <li>• French - fr_FR</li> <li>• German - de_DE</li> <li>• Italian - it_IT</li> <li>• Japanese - ja_JP</li> <li>• Korean - ko_KR</li> <li>• Simplified Chinese - zh_CN</li> <li>• Spanish - es_ES</li> </ul> <p>On UNIX systems, use the following commands.</p> <pre>LANG=xx_XX export LANG</pre>

Issue	Issue ID	Description
ACOOptAdmin fails with NoClassDefFoundError error.	DEF054145	Unable to run ACOOptAdmin when Optimize is installed in a path that contains directory names with spaces  <b>Workaround</b> - In ACOOptAdmin.bat specify the values for the variables OPTIMIZE_HOME and JAVA_HOME with double quotation marks.
Optimize session run fails to start with specific non-ascii user credentials	DEF054275	Optimize session fails to start if the Marketing Platform user name or password contains the Euro (€) symbol. This behavior happens on UNIX platforms only.  <b>Workaround</b> - Do not use the Euro symbol in the Marketing Platform user name and password.
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.
Optimize session fails with TRYING TO REMOVE STALE PROPOSED RECORDS FROM PCT error	DEF057685, INC62199	In some scenarios, the Optimize session attempts to create indexes on the PCT that already exist.
Cannot successfully make edits to a Custom Capacity Rule after canceling a Rule Exception change in Internet Explorer 7	DEF057778	If you make changes to the Edit Rule Exception dialog and click <b>Cancel</b> , you might not be able to edit the Custom Capacity Rule page you return to.  If you navigate to a different page, then return to the Edit Custom Capacity Rule page, all of your changes from the dialog should be saved and you can continue editing the Custom Capacity Rule.
Incorrect optimization result with Custom Capacity rule in specific circumstances	DEF058362	A customer that satisfies the following criteria might receive fewer offers than wanted: <ul style="list-style-type: none"> <li>• The customer has an even number of proposed transactions.</li> <li>• Each of these transactions has the same score.</li> <li>• This score is a low value.</li> </ul>
Edit score matrix label displays incorrectly in Japanese.	DEF059595	When you edit the score matrix manually, the vertical label on the right side of the table displays upside down. The correct label is 全顧客 .
Offer filtering summary report displays an incorrect count of Proposed Contacts 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 Optimize session contains multiple contact dates and multiple offers made to each customer on different channels.
Optimize session fails if there are conflicting rules	DEF060267	If you create conflicting rules in your Optimize session, you are not warned and the session fails. The only notification is in the log file: (9232) [E] [INTERFACE] ERROR: The generation loop was unable to eliminate all slack and surplus variables: CODE 999: Extended Error.

Issue	Issue ID	Description
Issues with offer version query builder	DEF060676	There are several minor issues with the offer version query builder: <ul style="list-style-type: none"> <li>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.</li> <li>When the group level is removed, the subgroup conditions are added to the parent condition, and vice versa.</li> <li>All arithmetic operators are displayed for a string variable, but only equal and not equal apply</li> <li>Defined length validations for attributes are not verified upon input for conditions</li> </ul>
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", Optimize does not return the expected result.
Optimize session run fails with Response XML is missing the data xml element error	DEF061116	If you receive this error, contact Technical Support. You also need to send your Optimize server logs for analysis.
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, Optimize does not return the expected result.
Top third of "All Optimize Sessions" title is truncated in Chinese, Japanese, and Korean locales	DEF063320	The top third of the text "All Optimize Sessions" is truncated.

## Known limitations

This section lists known limitations in Optimize 8.6.0.

Issue	Number	Description
Negative scores cause inaccurate rules crediting		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 linked to TCS with offer assignments do not appear in Optimize process	DEF027481, DEF061355	If the Optimize process is connected to one or more cells and the upstream cells are subsequently linked to top-down cells defined in the Target Cell Spreadsheet process (TCS), the offers assigned in the TCS do not automatically appear in the Optimize process. Link to any top-down cells in the TCS before connecting those cells to an Optimize process. Otherwise, you need to either manually assign the same offers within the Optimize process, or delete the Optimize process and recreate it.
Unattended installation clears installer properties file	DEF042448	When you run the IBM Unica Marketing installer in unattended mode, the installer properties files are deleted. Make backup copies of all the .properties files under the IBM Unica Marketing installation directory before running the IBM Unica Marketing installer in unattended mode for the first time, and restore them each time you run the installer in unattended mode.

Issue	Number	Description
Running the ACOOptAdmin utility with one-way SSL requires additional 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.
Channel is a required offer attribute	DEF051136	Any offer optimized within IBM Unica Optimize must include a channel offer attribute (for example, any offer template used with IBM Unica Campaign must have the "channel" offer attribute included). Channel can be a hidden offer attribute if you choose (see the <i>IBM Unica Campaign Administrator's Guide</i> for more information about setting offer template attributes).
Optimize session performance degrades if logging level set to ALL	DEF054539	If you set your logging level to ALL, it takes longer for your Optimize session to run due to the high volume of data written to the log file. Set your logging level to ALL only if you are trying to determine the cause of unexpected results or other errors.
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 an Optimize session, it might fail with the following error An unknown communication failure has occurred with the IBM Unica Optimize server process.  <b>Workaround</b> - Run the Optimize session again to complete it successfully.
Repeated starts and stops of an Optimize session might cause the session run to hang or the Optimize server process to crash	DEF057799	If you start and stop an Optimize session several times with the Optimize UI, the ACOOptAdmin utility, and again with the UI, the session run might hang or the Optimize server process might crash. This behavior is not consistently reproducible, but has been observed on Solaris.
Any customer with a score equal to zero is removed by any Min/Max # Offers Capacity rule.	DEF060320, INC68786	Do not use scores equal to zero in Optimize sessions.

---

## 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>).



---

## Notices

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

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

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

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

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

Intellectual Property Licensing  
Legal and Intellectual Property Law  
IBM Japan Ltd.  
1623-14, Shimotsuruma, Yamato-shi  
Kanagawa 242-8502 Japan

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

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

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

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

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

IBM Corporation  
170 Tracer Lane  
Waltham, MA 02451  
U.S.A.

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

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

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

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

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

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

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

#### COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not

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

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

---

## Trademarks

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







Printed in USA