

IBM Contact Optimization
Version 9 Release 0
January 15, 2013

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 9, release 0, modification 0 of IBM Contact Optimization and to all subsequent releases and modifications until otherwise indicated in new editions.

© **Copyright IBM Corporation 2003, 2013.**

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

Contents

System requirements and compatibility	1
New features and changes in version 9.0.0	1
Using Campaign with multiple browser windows	2
Fixed defects	3
Known issues	3
Known limitations	5

Contacting IBM technical support	7
Notices	9
Trademarks	11
Privacy Policy and Terms of Use Considerations	11

System requirements and compatibility

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 operates as part of the IBM EMM suite of products.

Contact Optimization version 9.0.0 requires Campaign 9.0.0.

You can upgrade to Contact Optimization 9.0.0 from Contact Optimization version 8.5 or later. For instructions, see the *IBM Contact Optimization Installation Guide*.

Contact Optimization supports 64-bit operating systems only for production installations.

Where to find complete system requirement and compatibility information

For a list of IBM EMM 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>).

Note: To access the IBM EMM documentation from the Support Portal, 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.

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

New features and changes in version 9.0.0

The following new features and changes are introduced in version 9.0.0 of IBM Contact Optimization.

IBM Unica® Optimize renamed

IBM Unica Optimize is now known as IBM Contact Optimization.

The default installation directory is renamed to ContactOptimization.

Optimize sessions are now labeled Contact Optimization sessions.

ContinueOnGenerationLoopError

There is a new configuration property, `ContinueOnGenerationLoopError`. You can use `ContinueOnGenerationLoopError` to continue a Contact Optimization session if

you receive the The generation loop was unable to eliminate all slack and surplus variables error. See the *IBM Contact Optimization Troubleshooting Guide* for more details.

Flowchart changes

The IBM Campaign flowchart workspace is redesigned to change the look and feel and improve usability.

The framework is now based on a Dojo component instead of Active-X.

The redesign includes changes to the appearance of flowchart and report components, including toolbars, dialog boxes, progress indicators, and related controls. The overall functionality is unchanged. However, some minor functionality is different. For details, see the *IBM Campaign Release Notes* and the *IBM Campaign User's Guide*.

Russian language support

The Russian language is now supported. For information about setting locale preferences, see the *IBM Marketing Platform Administrator's Guide*.

Using Campaign with multiple browser windows

To use multiple browser windows with IBM Campaign 9.0.0, you must use **File > New Session** to open additional Internet Explorer windows.

Internet Explorer 9.0 (32-bit) on Windows Vista or Windows 7 clients is the only supported browser for IBM Campaign 9.0.0 flowcharts.

If you want to log in to IBM Campaign multiple times to view side-by-side information, you must use the following method to open multiple browser sessions.

Important: Do not use any other method to open multiple browser sessions. For example, do not use a new tab in Internet Explorer; do not open another browser session from the **Start** menu or desktop icon; and do not use **File > New Window** in Internet Explorer. If you use these methods, IBM Campaign treats the new browser instance as the same browser session. Use of these methods can confuse or corrupt information that is shown in the application.

1. Open Internet Explorer 9 from the **Start** menu or desktop icon.
2. Log in to IBM Campaign.
3. In the browser window that you opened in Step 1, select **File > New Session** in the Internet Explorer menu bar.

A new Internet Explorer instance opens.

4. In the new browser window, log in to Campaign as the same or different user.

Remember: You must disable any pop-up blockers in your browser or browser add-ons, such as toolbars. Pop-up blockers prevent the flowchart window from opening.

Fixed defects

This section lists defects that are fixed in IBM Contact Optimization version 9.0.0. The defects are sorted by defect number then by incident number (if applicable).

Issue ID	Description
DEF063320	Top third of "All Optimize Sessions" title was truncated in Chinese, Japanese, and Korean locales
RTC11540, PMR47204	Optimize server crash due to FEC Min/Max rule on AIX®

Known issues

This section lists known issues in Contact Optimization 9.0.0.

Issue	Issue ID	Description
Create Contact Optimization 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, Contact Optimization fails to create Contact Optimization 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 Contact Optimization 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 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.	DEF051876	<p>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.</p> <p>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.</p> <ul style="list-style-type: none">• 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 <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 Contact Optimization is installed in a path that contains directory names with spaces. Workaround - In ACOOptAdmin.bat specify the values for the variables OPTIMIZE_HOME and JAVA_HOME with double quotation marks.
Contact Optimization session run fails to start with specific non-ascii user credentials.	DEF054275	Contact Optimization session fails to start if the Marketing Platform user name or password contains the Euro (€) symbol. This behavior happens on UNIX platforms only. Workaround - 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.
Contact Optimization session fails with TRYING TO REMOVE STALE PROPOSED RECORDS FROM PCT error.	DEF057685, INC62199	In some scenarios, the Contact Optimization session attempts to create indexes on the PCT that already exist.
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"> • 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.
Contact Optimization session fails if there are conflicting rules.	DEF060267	If you create conflicting rules in your Contact Optimization 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.
Issues with offer version query builder.	DEF060676	There are several minor issues with the offer version query builder: <ul style="list-style-type: none"> • 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.

Issue	Issue ID	Description
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", Contact Optimization does not return the expected result.
Contact Optimization session run fails with a Response XML is missing the data xml element error.	DEF061116	If you receive this error, contact Technical Support. Also, send your Contact Optimization 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, Contact Optimization does not return the expected result.

Known limitations

This section lists known limitations in Contact Optimization 9.0.0.

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 that are 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 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.
Unattended installation clears installer properties file.	DEF042448	When you run the IBM EMM installer in unattended mode, the installer properties files are deleted. Before you run the IBM EMM installer in unattended mode for the first time, make backup copies of all the .properties files under the IBM EMM installation directory. Restore the .properties files each time that you run the installer in unattended mode.
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.
Channel is a required offer attribute.	DEF051136	Any offer that is optimized within IBM Contact Optimization must include a channel offer attribute (for example, any offer template that is used with IBM Campaign must have the "channel" offer attribute included). Channel can be a hidden offer attribute if you choose. For more information about setting offer template attributes, see the <i>IBM Campaign Administrator's Guide</i> .
Contact Optimization session performance degrades if you set the logging level to ALL.	DEF054539	If you set your logging level to ALL, it takes longer for your Contact Optimization session to run because of the high volume of data that is 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.

Issue	Number	Description
Unable to run the session in first attempt when unica_acosvr process stopped.	DEF055010	<p>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.</p> <p>Workaround - Run the Contact Optimization session again to complete it successfully.</p>
Repeated starts and stops of a Contact Optimization session might cause the session to hang or the Contact Optimization server process to crash.	DEF057799	<p>If you start and stop a Contact Optimization session several times with the Contact Optimization UI, the ACOOptAdmin utility, and again with the UI, the session run might hang or the Contact Optimization server process might crash. This behavior is not consistently reproducible, but has been observed on Solaris.</p>
Any customer with a score equal to zero is removed by any Min/Max # Offers Capacity rule.	DEF060320, INC68786	<p>Do not use scores equal to zero in Contact Optimization sessions.</p>

Contacting 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. To ensure that your problem is resolved efficiently and successfully, you collect information before you log your call.

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 IBM 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 application by viewing the `version.txt` file that is located under the installation directory for each 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. If possible, 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.

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.
19-21, Nihonbashi-Hakozakicho, Chuo-ku
Tokyo 103-8510, 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://www.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.

Privacy Policy and Terms of Use Considerations

IBM Software products, including software as a service solutions, ("Software Offerings") may use cookies or other technologies to collect product usage information, to help improve the end user experience, to tailor interactions with the end user or for other purposes. A cookie is a piece of data that a web site can send to your browser, which may then be stored on your computer as a tag that identifies your computer. In many cases, no personal information is collected by these cookies. If a Software Offering you are using enables you to collect personal information through cookies and similar technologies, we inform you about the specifics below.

Depending upon the configurations deployed, this Software Offering may use session and persistent cookies that collect each user's user name, and other personal information for purposes of session management, enhanced user usability, or other usage tracking or functional purposes. These cookies can be disabled, but disabling them will also eliminate the functionality they enable.

Various jurisdictions regulate the collection of personal information through cookies and similar technologies. If the configurations deployed for this Software Offering provide you as customer the ability to collect personal information from end users via cookies and other technologies, you should seek your own legal advice about any laws applicable to such data collection, including any requirements for providing notice and consent where appropriate.

IBM requires that Clients (1) provide a clear and conspicuous link to Customer's website terms of use (e.g. privacy policy) which includes a link to IBM's and Client's data collection and use practices, (2) notify that cookies and clear gifs/web beacons are being placed on the visitor's computer by IBM on the Client's behalf along with an explanation of the purpose of such technology, and (3) to the extent required by law, obtain consent from website visitors prior to the placement of cookies and clear gifs/web beacons placed by Client or IBM on Client's behalf on website visitor's devices

For more information about the use of various technologies, including cookies, for these purposes, See IBM's Online Privacy Statement at: <http://www.ibm.com/privacy/details/us/en> section entitled "Cookies, Web Beacons and Other Technologies."



Printed in USA