IBM Unica Marketing Platform
Version 8 Release 6
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Release Notes

IBM

Contents

Chapter 1. System requirements and compatibility

This section provides information on where to find system requirement and compatibility information for this release of the IBM® Unica® Marketing Platform, and highlights changes in support for third-party software.

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 Marketing Platform version 8.6.0

The Marketing Platform version 8.6.0 has added support for the following new versions of third-party software.

Operating systems
- Solaris 11.1 (SPARC)
- RHEL 5.7 and 6.1

Application servers
- IBM WebSphere® 8.0

Browsers
- Microsoft Internet Explorer 9 on Windows 7 (32-bit only)
- Safari 4.0.4 and 5.1 on Mac OS X 10.6

  For Marketing Operations only. Campaign and products that depend on it require Internet Explorer.

Directory servers
- Windows Server 2008 R2 Active Directory

  (NTLM 2 is not yet supported.)

Reporting
- Cognos® BI 10.1.1 (32-bit)

The Marketing Platform version 8.6.0 has ended support for the following versions of third-party software.

System Table Database

- DB2® 9.1
- SQL Server 2005
- Oracle 10.2

User Table Database

- DB2 9.1
- SQL Server 2005

Operating system

- All 32-bit support
- RHEL 5.1
- RHEL 4.x
- SLES 9

Application server

- WebSphere 6.1
- WebLogic 9.2

Reporting

- CognosBI 8.4

Key third-party software support changes in Marketing Platform version 8.5.0

The Marketing Platform version 8.5.0 has added support for the following new versions of third-party software.

Operating systems

- AIX® 7.1
- WindowsServer 2008 R2

Browser

- Internet Explorer 9

The Marketing Platform version 8.5.0 has ended support for the following versions of third-party software.

Database

- Oracle 10.1

Browser

- Internet Explorer 6

Key third-party software support changes in Marketing Platform version 8.2.0

The Marketing Platform version 8.2.0 has added support for the following new versions of third-party software.

Directory Server Integration

- Active Directory 2008

Web application server
- WebLogic 11g

Database
- Oracle 11g R2

Operating system
- SLES v11

Browser
- Safari 4.0.2

Key third-party software support changes in Marketing Platform version 8.1.0

The Marketing Platform version 8.1.0 has added support for the following new versions of third-party software.

Operating systems
- AIX 6.1
- Windows 2008 Server (32-bit and 64-bit)

Database
- Oracle 11.1

The Marketing Platform version 8.1.0 has ended support for the following versions of third-party software.

Operating systems
- AIX 5.2
- RHEL 3 x86 (32-bit)

Databases
- DB2 8.1, 8.2
- Oracle 9.2

New features and changes in version 8.6.0

This section describes the new features and changes introduced in the 8.6.0 version of the Marketing Platform.

Single sign-on with IBM Coremetrics® Web Analytics is available

If your organization uses IBM Coremetrics Web Analytics, you can enable single sign-on between IBM Coremetrics and IBM Unica Marketing. Single sign-on allows users to navigate to IBM Coremetrics reports from within the IBM Unica Marketing user interface without being prompted to log in.

Also, if IBM Coremetrics reports are referenced in IBM Unica Marketing dashboards, single sign-on allows users to view these reports (if they have access to them in IBM Coremetrics).

The dashboard has been enhanced

The dashboard component has been completely revised in this release. The following enhancements have been implemented.

* There is no longer a separate WAR file for the dashboard, eliminating several manual steps that previously had to be performed during the installation process. The installation footprint is also significantly smaller. (ENH10460)
* The dashboard now integrates completely with the Marketing Platform security model. You no longer have to refresh the dashboard user list to see users who have a IBM Unica Marketing account but who have never logged in to IBM Unica Marketing. Also, administrators can now grant access to users through group membership, rather than having to grant access only on a per-user basis. (ENH10344, ENH10162, ENH11049)
* The dashboard user interface has been updated for improved usability and a more modern look and feel.
* Globalization support has been improved.
* You no longer have to restart the web application server after you enable dashboard portlets.
* Each dashboard contains a report that lists each user, group, and administrator who has access to that dashboard. (ENH10342)
* Users can now modify their own layouts of dashboards to which they have access, if user layout has been a\enabled by the dashboard administrator. (ENH10364)
* When your installation must support non-ASCII characters, you no longer have to set the `-Dfile.encoding` java option in the web application server where the Marketing Platform is deployed (WebLogic or WebSphere). This was formerly required for the dashboard.

A new Scheduler command line utility enables external triggers

The IBM Unica Scheduler can now respond to triggers sent by an external application. The `scheduler_console_client` utility enables this feature. This utility issues triggers that can launch one or more schedules set up to listen for that trigger. Because `scheduler_console_client` is a batch or shell script application, it can be called by external applications, possibly using another batch or shell script. (ENH09531)

Cognos reports require Cognos BI 10.1.1 (32-bit)

In version 8.6.0 of IBM Unica Enterprise products, reports that are integrated with IBM Cognos require Cognos BI 10.1.1 (32-bit).

When you upgrade the Marketing Platform to version 8.6.0, the installer implements the following changes in configuration properties that relate to reporting.

* Cognos 8.4 integration properties are disabled, and the enable flag is hidden for this integration.
* The installer imports Cognos 10.1.1 integration properties.

After you upgrade to Cognos 10.1.1, you can set the new properties to enable the integration. The Cognos 8 properties remain available for reference while you set the new properties, but to avoid future confusion you should remove them when upgrade is completed and tested. You can use the **Delete Category** link to do this.

Installers have been enhanced

The following enhancements haven been implemented in product installers.

- For unattended (silent) mode:
  - The installer no longer clears the response files, so it is easier to save them for use in unattended mode.
  - Database passwords can now be manually entered in the response files, in clear text, for use in unattended mode.
- When you re-install a product, the response files now retain the user-entered database passwords, IBM Site ID code, port number, and JDBC driver classpath, so the user does not have to re-enter this information. (ENH10292)
- When you obtain the software on physical media, you can now run the installers directly from the disk (although the installers still run faster when copied to the hard drive).
- Installer log files now include a timestamp in the file name, so earlier log files are not overwritten.
- Installer log files are now localized.

New features and changes in version 8.5.0

This section describes the new features and changes introduced in the 8.5.0 version of the Marketing Platform.

IBM Unica product language support

With release 8.5.0, IBM Unica products support the following languages:
- Brazilian Portuguese
- English
- French
- German
- Italian
- Japanese
- Korean
- Simplified Chinese
- Spanish

If your IBM Unica Marketing installation must support a language that uses non-ASCII characters, such as Simplified Chinese, Japanese, or Korean, you must add the following Java option in your web application server: -Dfile.encoding=UTF-8 (DEF056849)

See the *IBM Unica Marketing Platform Administrator's Guide* for information on setting locale preferences.

A new Scheduler button is added to the IBM Unica Marketing interface

A Scheduler button now appears in the top navigation bar of the IBM Unica Marketing user interface in areas of the IBM Unica Marketing applications where scheduling can be configured.

You can schedule IBM Unica Optimize runs with the IBM Unica Scheduler

Optimize runs can now be scheduled using the IBM Unica Scheduler in the IBM Unica Marketing Platform. You can use the new schedule box in Optimize to schedule one-time, triggered, or recurring runs. After the flowcharts within the scheduled Optimize session have completed successfully, the Optimize session will run. For additional details, see the *IBM Unica Optimize 8.5.0 User's Guide*. (ENH08265)

You can also schedule post-Optimize runs. To do this, schedule an Optimize session, and set an On Success trigger with the post-optimization flowchart. (ENH08747)

The IBM Unica Scheduler supports a greater level of precision

The IBM Unica Scheduler now lets you schedule tasks with the following level of precision: hour, minute, and second. (Previously you could schedule in half hour increments only.) For example, a task can now be scheduled to begin at 16:23:05. This new level of precision applies to all tasks, including "On a trigger" and "After a date" tasks. (ENH08430)

Localized date/time is available in the IBM Unica Scheduler

You can schedule tasks in the IBM Unica Scheduler based on the time zone in which the server is located, or any other time zone. By default, the server time zone is selected and remains at the top of the time zone selection. If you select any other time zone, that time zone applies. (ENH09378)

The IBM Unica Scheduler supports AND dependencies

The IBM Unica Scheduler now supports AND dependencies. Both the parent tasks and the AND conditions must be non-recurring tasks. For example, you can run IBM Unica Campaign flowchart D after flowchart A AND flowchart B AND flowchart C are complete. To do this, select the **When to Start** drop-down, and select the **On Completion of Other Tasks** option. Only non-recurring tasks appear in the list and can be selected to run. (ENH09532)

The View Scheduled Runs page is enhanced

The following enhancements have been made on the View Scheduled Runs page.
- When you navigate to the View Scheduled Runs page from a flowchart, the list now displays only that flowchart's runs, rather than all scheduled runs as in previous releases. (ENH10662)
- Scheduled items in the list are now links that take you directly to the flowchart. (ENH08957)

Multiple improvements have been made in IBM Unica Marketing installers

The following enhancement have been made in the IBM Unica Marketing installers.
- The IBM Unica master installer tests the connection to the Marketing Platform database. Because the Marketing Platform database connection information is

critical for installation success, there is now no option to continue the installation if the database connection test fails. (ENH10592)

- For all products, in installer wizard fields where you enter free-form text, the installer now trims leading and trailing spaces. This helps reduce errors during the installation process. (ENH10290)
- You can now edit the **JDBC Connection URL** field on the Platform Utilities Settings screen in the Marketing Platform installer wizard. It was previously read-only. (ENH10294)
- In previous releases, you had to perform a manual step when your database was Oracle, your web application server was WebLogic, and you planned to use the IBM Unica Scheduler. Now the Marketing Platform installer makes the necessary change in the `scheduler-config-server.xml` file in the `unica.war` file. (ENH10294)
- If you are planning to install a patch immediately after you perform a new installation of an IBM Unica product, you can place the patch installer in the directory with the base version of the product and the IBM Unica master installer. When you run the installer, you can select both the base version and the patch, and the installer will now install both in correct order. If you have multiple patches in the directory, only the latest, cumulative patch is shown, which is correct. (ENH10389)

New features and changes in version 8.2.0

This section describes the new features and changes introduced in the 8.2.0 version of the Marketing Platform.

Two new LDAP configuration properties are added

Two new configuration properties, `LDAP sync timeout (in minutes)`, and `ldapLastSyncStart`, have been added in the **Affinium Suite | Security | LDAP Synchronization** category.

- The `LDAP sync timeout (in minutes)` property specifies the maximum length of time after the start of a synchronization before the Platform marks the process ended. The Platform allows only one synchronization process to run at a time. If a synchronization fails, it will be marked as ended whether it completed successfully or not. The default interval is 10 hours.

  This is most useful in a clustered environment. For example, if the Platform is deployed in a cluster, one server in the cluster might start an LDAP synchronization and then go down before the process is marked as ended. The Platform will wait for the amount of time specified in this property, and then it will start the next scheduled synchronization.

- The `ldapLastSyncStart` property is a hidden property, used by the Platform to manage automatic synchronizations.

Two LDAP configuration properties are removed

The following LDAP configuration properties have been removed and are no longer used when you configure LDAP integration in the Marketing Platform.

- `LDAP sync detail scope`—In version 8.2.0, the LDAP search works as it did when this property was set to `SUBTREE`.
- `LDAP references for AM user creation`—The Marketing Platform formerly used this property to determine which LDAP users to create in in the Platform. Now, users are created based on membership in the LDAP groups mapped to Platform

groups using the `LDAP reference to Unica group map` property. This affects upgrade procedures: see the *IBM Unica Marketing Platform Installation Guide* for details.

LDAP synchronization behavior has changed

- In previous releases, user accounts that were deleted from the LDAP server were updated only during manual synchronizations. Deleted user accounts now are also updated during periodic synchronizations.
- In previous releases, changes in LDAP group membership were updated only during manual synchronizations. Group membership changes now are also updated during periodic synchronizations.
- In previous releases, the LDAP synchronization was executed when the Marketing Platform web application started. Now, when the Marketing Platform starts, LDAP synchronization starts when the next periodic synchronization is scheduled (determined by the `LDAP sync interval` property). (ENH09453)

Authentication behavior for external utilities has changed

In previous versions, when you ran a command line utility belonging to an IBM Unica product other than the Marketing Platform, and that utility accessed the Platform system tables, the Platform checked user credentials against information stored in the Platform system table database. When the Platform was integrated with an LDAP server, users' passwords are not stored in the Platform database. User accounts imported from the LDAP server all had blank passwords in the Platform database. Therefore, the Platform did not check credentials when a user imported from the LDAP server ran one of these external utilities.

In version 8.2.0, authentication works as follows when a user runs a utility belonging to an IBM Unica product other than the Platform.

- If the login mode is LDAP:
- If the login mode is not LDAP, the password comparison executes as before. The setting that determines login mode is `Login method`, located on the **Settings > Configuration** page under the **Affinium Suite | Security** category. (VER00403)

The configTool utility now enables deletion of child nodes

A new command has been added to the `configTool` utility. With the `-dc` option, all children of the node you specify in the configuration property hierarchy are deleted. This enhancement was added to make management of a large number of partitions easier. (ENH09744, ENH09744)

Corrected 7.5.1 installation guide

To upgrade from pre-7.5.0 versions of the Platform to version 8.0.0 or later, you must first upgrade to version 7.5.1. The upgrade instructions in the version of the *Affinium Manager 7.5.1 Installation Guide* that is packaged with the Affinium Manager 7.5.1 software are not correct. Before you upgrade to the Marketing Platform version 8.2.0 from pre-7.3.0 versions, you must obtain the corrected version.

You can obtain the latest version of the *Affinium Manager 7.5.1 Installation Guide* from Customer Central or by contacting IBM Unica Technical Support. To ensure that you have the corrected guide, look for a publication date of July 6, 2010 or later on the title page.

In the revised guide, the chapter "Upgrading from pre-7.3.0 versions or version 7.3.x with the embedded data store" has been corrected. The following corrections were made:

- An unnecessary procedure that creates problems with stored passwords was removed.
- A procedure was added that ensures that partitions are migrated properly.

New features and changes in version 8.1.0

This section describes the new features and changes introduced in the 8.1.0 version of the Marketing Platform.

Installation guides have been revised to correct errors in upgrade instructions

To upgrade from pre-7.5.0 versions of the Marketing Platform to version 8.0.0 or later, you must first upgrade to version 7.5.1. The installation guides packaged with the Manager 7.5.0 and 7.5.1 software contain an error. If you use either of those guides, you may have problems with the upgrade. Instead, you must follow the instructions in the corrected *Affinium Manager 7.5.1 Installation Guide*, which is available on Customer Central or by contacting IBM Unica Technical Support. (Although the software supports a direct upgrade from any 7.5.x version to 8.1.x, the upgrade instructions in the *Affinium Manager 7.5.0 Installation Guide* have not been corrected. Therefore, if your version is pre-7.5.0, you must upgrade to version 7.5.1 and use the corrected instructions.)

In the revised guide, the chapters "Upgrading from pre-7.3.0 Versions or Version 7.3.x with the Embedded Data Store" and "Upgrading from Version 7.3.x with an External Database or any Later Version" have been corrected. The following corrections were made:

- An unnecessary procedure that creates problems with stored passwords was removed from the chapter "Upgrading from pre-7.3.0 Versions or Version 7.3.x with the Embedded Data Store."
- A procedure was added to both chapters that ensures that partitions are migrated properly.

At the same time, notes that detailed these corrections to the 7.5.1 guide were removed from the *IBM Unica Marketing Platform 8.1.0 Installation Guide* because they are now in the corrected 7.5.1 guide.

You can obtain the latest versions of the *Affinium Manager 7.5.1 Installation Guide* and *IBM Unica Marketing Platform 8.1.0 Installation Guide* from Customer Central or by contacting IBM Unica Technical Support. To ensure that you have the corrected guides, look for a publication date of July 6, 2010 or later on the title pages.

User interface and documentation support added in additional languages

In the Marketing Platform version 8.1.0, the user interface, Administrator's Guide, and online Help are supported in the following languages:

- English
- French
- German
- Spanish

Support is added for international data, including multi-byte data. (ENH09210, ENH09133)

Individual user search is supported

On user management pages, you can use the Search box at the top of the page to search for an IBM Unica Marketing user. You can search on the user's user name, first name, last name, or email address. (ENH09019)

Support is improved for clustered environments

The Marketing Platform now supports Marketing Operations deployed in a clustered environment.

The installation process is enhanced

The following installer enhancements are introduced.

- During the upgrade from Marketing Platform 7.5.1, the 8.x files should not be installed in the 7.5.1 installation directory. To help ensure that this does not happen, the installer checks the directory you specify for the 8.x installation. If the selected directory is the 7.5.1 installation directory, the installer displays a warning message. (ENH08626)
- For new installations, if you choose to perform a manual database setup rather than allowing the installer to create and populate the Marketing Platform system tables, you can now create the system tables manually and then re-run the installer to populate the system tables with the required security roles, default administration users, and configuration data. See the *Marketing Platform 8.1.0 Installation Guide* for detailed instructions.
- If you install the Cognos report components, the installer reminds you to place the JDBC database driver in the `\webapps\p2pd\WEB-INF\AAA\lib` directory under your Cognos installation.

A new message is displayed for disabled accounts at login

When a user whose account is disabled attempts to log in to IBM Unica Marketing, the system now displays the following message: "Login failed: User is disabled." Users who see this message must request that their account be enabled again. (ENH06576)

IBM Unica documentation is now hosted

In IBM Unica Marketing, online help and PDF files are no longer installed with the products. Instead, documentation for IBM Unica products resides on a remote server hosted by IBM. When you click one of the help links in an IBM Unica Marketing product, you access help content from the hosted server over the internet.

Because the content is hosted, IBM Unica can update and add to the content on an ongoing basis. You always have access to the most up-to-date content from your IBM Unica product. You do not need to wait for a product release to access documentation additions and corrections.

You can access IBM Unica documentation by clicking Help in the IBM Unica Marketing user interface:

- Help for this page—Click this link to access HTML content specific to the product page on which you are working.
- Product documentation—Click this link to access an index to the PDF documentation for the product with which you are currently working.
- All IBM Unica documentation—Click this link to access an index to the PDF documentation available for all IBM Unica products.

You can also access PDF manuals for all IBM Unica products using Customer Central (https://customercentral.unica.com).

Note: If you do not have internet connectivity at your site, you can download and install online documentation locally within your network. However, keep in mind that the latest documentation will always appear on the hosted documentation server. If you choose to install locally, you will not receive periodic updates. Contact IBM Unica Technical Support if you need to download a documentation package.

New features and changes in version 8.0.0

This section describes the new features and changes introduced in the 8.0.0 version of the Marketing Platform.

Affinium Manager has been renamed

With the 8.0.0 release of IBM Unica Marketing, Affinium Manager has been renamed to the Marketing Platform. The new name reflects the architecture changes implemented with this release. In addition to the security, reporting and configuration features supported by Affinium Manager, the Marketing Platform now provides a common user interface, a scheduler, and dashboards.

Affinium Reports has changed

Affinium Reports has changed in the following ways.
- Reporting is now one of the components provided by the Marketing Platform. IBM Unica Marketing reporting is no longer provided as a separate installation as it was in Affinium Reports 7.5.x.
- Customization and reporting of contact status has been added to the Campaign reporting schema, similar to the response types.
- Folder-level security is available for the IBM Cognos reports for Campaign and related products.

Application access has been replaced by roles

The application access feature of Affinium Manager has been replaced by roles in the Marketing Platform. Roles may now be assigned either by making users members of groups that have the roles (similar to the way application access was assigned in Affinium Manager), and to individual users (new in this release).

A common user interface has been implemented

The Marketing Platform now provides a common access point and user interface for IBM Unica Marketing applications. This feature includes the following benefits.
- When multiple IBM Unica Marketing products are installed, users enjoy improved navigation between products, without launching new windows.

- Users can view a listing of the pages that they have recently visited, and navigate back to any of those pages.
- Users can select a home page as the first page they see when they log in to IBM Unica Marketing.

A new scheduler feature has been added

The new IBM Unica Scheduler enables you to configure a process to run at intervals that you define. Currently, you can use the IBM Unica Scheduler to schedule Campaign flowchart runs and eMessage mailings.

A dashboard feature has been added

Dashboards are configurable pages that contain information useful to groups of users who fill various roles within your company. You create dashboards and configure them by adding components called portlets.

IBM Unica Marketing portlets provide key metrics that may be important for IBM Unica Marketing users to track, and lists of links that provide a convenient way to access IBM Unica Marketing pages. Dashboards can contain pre-defined IBM portlets or user-created portlets. User-created portlets can be IBM Unica Marketing pages, pages on your company intranet, or pages on the internet.

Installers have been enhanced

All of the IBM product installers have been enhanced. When you install multiple products, you no longer have to run multiple separate installers. Instead, you place all of your downloaded products in one directory, along with the master IBM installer, and then you can select which products and product components to install and where to install them.

The new installer now supports creation of EAR files for any combination of installed products that you select.

The Marketing Platform installer now has the ability to create and populate the Marketing Platform system tables automatically, and supports in-place upgrade of data from 7.5.x installations of Affinium Manager.

IBM Unica documentation is now hosted

In IBM Unica Marketing, online help and PDF files are no longer installed with the products. Instead, documentation for IBM Unica products resides on a remote server hosted by IBM. When you click one of the help links in an IBM Unica Marketing product, you access help content from the hosted server over the internet.

Because the content is hosted, IBM Unica can update and add to the content on an ongoing basis. You always have access to the most up-to-date content from your IBM Unica product. You do not need to wait for a product release to access documentation additions and corrections.

You can access IBM Unica documentation by clicking Help in the IBM Unica Marketing 8.0.0 user interface:
- Help for this page—Click this link to access HTML content specific to the product page on which you are working.

- Product documentation—Click this link to access an index to the PDF documentation for the product with which you are currently working.
- All IBM Unica documentation—Click this link to access an index to the PDF documentation available for all IBM Unica Marketing 8.0.0 products.

You can also access PDF manuals for all IBM Unica Marketing products using Customer Central (https://customercentral.unica.com).

Note: If you do not have internet connectivity at your site, you can download and install online documentation locally within your network. However, keep in mind that the latest documentation will always appear on the hosted documentation server. If you choose to install locally, you will not receive periodic updates. Contact IBM Unica Technical Support if you need to download a documentation package.

Chapter 2. Fixed defects

This section describes the fixed defects in the 8.6.0 version of the Marketing Platform.

DEF042336	In UNIX, the EAR file prompt no longer appears after you cancel an installation in console mode.
DEF043744, DEF051161, DEF051659	Confusing, non-fatal errors no longer appear in the installation log.
DEF047541	The installer now handles extra spaces in input.
DEF047599	The list of users on the Administration dashboard now sorts correctly.
DEF047850	The dashboard administrator no longer has to populate the administration dashboard on AIX-DB2 9.1.
DEF047905	Campaigns deleted from Marketing Operations no longer appear in Campaign reports.
DEF051839	A non-fatal error no longer occurs during Marketing Platform upgrade.
DEF056300	NetInsight portlets that have been enabled for use in dashboards are no longer missing from the list of enabled portlets.
DEF057728	The `partitionTool` utility now works with multi-byte characters.
DEF059838	When you use the GUI version of the installer to create the response file for unattended mode, automatic system table creation now works.
DEF059936, DEF050894	Dashboards now support user names that contain non-ASCII characters or the @ character, or that start with a number. Also, dashboard and portlet names can now contain non-ASCII characters.
DEF060856	The **Restore** option has been removed from dashboard configuration because it did not work.

Chapter 3. Known issues

This section describes the known issues in the 8.6.0 version of the Marketing Platform.

You must adjust Internet Explorer 8 settings to see the Excel version of Cognos reports	DEF063223	If you use Internet Explorer version 8.x, you must make the following adjustment in your browser settings if you want to use the Excel option in a Cognos-based report. 1. In Internet Explorer, select **Tools > Internet Options**. 2. On the Security tab, select the **Internet** zone and click **Custom level** to open the Security Settings window for that zone. 3. Scroll down to the **Downloads** section and select **Enabled** for **Automatic prompting for file downloads**.
Non-ASCII characters are not supported for role and policy names	DEF051431	If you attempt to use non-ASCII characters in security role or policy names, you see the following error message: Please use only alphanumeric characters. You should not use non-ASCII characters in these names.

Known limitations

This section describes the known limitations in the 8.6.0 version of the Marketing Platform.

Reports folder permissions are synchronized across partitions	DEF045222	In a multi-partition environment, if you synchronize reports folder permissions in one partition, the folder permissions for other partitions are also added to that partition. The synchronization of folders that do not belong to the current partition does not cause any authorization problems.

Some Campaign configuration properties are incorrect after upgrade	DEF045746	After you upgrade Campaign from version 7.x to 8.1.0, some configuration properties are incorrect.
		
		• "Affinium" appears in some property display names. This naming inconsistency does not affect functionality.
		
		• Under the Campaign category, the `unicaUdiSvr` category and its properties appear, although they are not used in Campaign 8.1.0.
		
		You can use the `configTool` utility to remove "Affinium" from display names or remove the `unicaUdiSvr` category. Here is an example of how you would do this
		
		• Open a command window in the `tools/bin` directory under your Marketing Platform installation.
		
		• Use `configTool` to export all the Campaign properties to a file. The following example command exports the properties to a file named `campaignProperties.xml` in the `tools/bin` directory.
		
		`configTool -x -p "Affinium|Campaign" -f campaignProperties.xml`
		
		• Edit the exported file in a text or XML editor.
		
		• Use `configTool` to import the revised file, using the overwrite option. For example:
		
		`configTool -i -p "Affinium" -f campaignProperties.xml -o`

Partition memberships are lost during 7.2.x to 7.5.x upgrade	DEF046155, DEF046162	If your version of Affinium Manager is earlier than 7.5.x, you must upgrade to 7.5.1 before you upgrade to the Marketing Platform version 8.1.0. The upgrade scripts for Affinium Manager 7.5.1 do not automatically preserve partition membership. Instead, you must manually restore partition membership before you upgrade to the Marketing Platform 8.1.0. This process is described in the *Marketing Platform Installation Guide*.
Active Directory users cannot log in to NetInsight or Customer Insight	DEF046778	When the Marketing Platform is integrated with Active Directory, a user synchronized from Active Directory or an LDAP server cannot log in to NetInsight or CustomerInsight.
Uninstalling an IBM Unica Marketing application does not remove its menu items	DEF047048	If you uninstall an IBM Unica Marketing application, the menu items for that application remain on the Configuration page. You can remove them by going to the Configuration page, locating the appropriate menu settings under the Platform	Platform-wide navigation category, and clicking Delete category.
Deleting an LDAP group mapping does not remove users from the mapped group	DEF047290	When you delete an LDAP group mapping on the Configuration page, users that were imported into the mapped group are not removed from that group. You should remove the users from the group manually.

An error occurs when you cancel a report run	DEF047550	When you cancel a running report and then try to run another report, an error message is displayed. You should select the Analytics menu and run the report again.
Uninformative error message appears when you enter a role name that exceeds length limit	DEF047639	When you enter a role name longer than 120 characters (the length limit), the error that appears reads "Error 500--Internal Server Error." The message should indicate the length limit.
Logout link is redundant with Windows integrated login	DEF047870	When the Marketing Platform is integrated with Windows Active Directory and Windows integrated login is enabled, you can not log out using the **Log Out** link. When you click **Log Out**, your browser session ends and it appears that you are logged out of IBM Unica Marketing, but then you are automatically logged in again. You should close your browser when you log out of IBM Unica Marketing.
When you use Edit Preferences to set a Start page, you cannot use an IBM Unica Marketing URL	DEF050523	If you set a Start page for a user using the Edit Preferences page for that user, you should not use the initial IBM Unica Marketing login URL (`http://host:port/unica`), or you will encounter problems.
Non-ASCII characters not allowed in throttling group names	DEF050689	When you create a throttling group for the scheduler, an error message appears if you use non-ASCII characters. Use only ASCII characters in throttling group names.
Localization issues on the Configuration page	DEF048882, DEF050265, DEF050787	The following localization issues exist on the Configuration page. • IBM Unica Marketing product names on the Configuration page are localized, and they should not be localized. Also, some other content that should be localized is not localized. • When you access the Settings menu from the Configuration page, the menu items are not localized. • Non-ASCII characters are not supported for category names created using category templates.

Errors occur during upgrade from 7.5.x to 8.1.0	DEF050735	When you upgrade from Affinium Manager 7.5.x to Marketing Platform 8.x, the data source keys stored in your existing Manager system tables must be un-encrypted and then re-encrypted to be stored in the database for 8.x.
		If you have changed your keystore password in 7.5.x using (encryptPasswords -k), and if Platform is not installed on AIX, you can use the following procedure to correct the problem.
		Note that this workaround does not apply when the Platform is installed on AIX. In that case, you must log in to IBM Unica Marketing and change data source passwords manually.
		This procedure ensures that you have the latest Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files 5.0.
		Download these files here: http://java.sun.com/javase/downloads/index_jdk5.jsp
		Scroll to Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files 5.0 and do the following.
		1. Ensure that the JRE in your Manager 7.5.x installation has the updated JCE Unlimited Strength Jurisdiction files. Follow instructions in the download to copy the `local_policy.jar` and `US_export_policy.jar` to the `jre/lib/security` directory.
		2. Use encryptPasswords -k to encrypt your keystore password again.
		3. If you are NOT using the JRE provided in the Platform installer, also update the JCE Unlimited Strength Jurisdiction files for the JRE you intend to use.
		4. Run the Platform installer and your keys will be migrated to 8.x.
		If the JCE updates are not made, or if you were unable to use the workaround because your Platform system table database is AIX, you may see these errors:
		Cannot retrieve the key from the file [<INSTALL_DIR>\Affinium\Manager\conf\kfile], cause: Illegal key size
		javax.crypto.BadPaddingException: pad block corrupted
		If these errors occur, log in to IBM Unica Marketing and change data source passwords manually.
User names cannot contain spaces or punctuation characters	DEF051877	If a user's login name contains a space or punctuation character, a JavaScript error appears on every page, although the user can navigate and use IBM Unica Marketing normally. Do not include spaces or punctuation characters in login names of user accounts.

Non-ASCII characters are not supported for group, role, and policy names	DEF051431	If you attempt to use non-ASCII characters in group, role, or policy name, you see the following error message: Please use only alphanumeric characters. You should not use non-ASCII characters in these names.
Duplicate role names are not allowed	DEF051895	In Affinium Manager 7.5.x, duplicate role names were allowed. Starting with Marketing Platform 8.0.0, duplicate role names are not allowed. If you upgrade from 7.x to 8.x, and you have multiple roles with the same name, you should rename roles so that no duplicates exist before you upgrade.
Installer message for directory to upgrade Platform 7.5.x is confusing	DEF051952	When you upgrade the Marketing Platform 7.5.x to 8.1.0, the installer prompts you to specify the directory where the 7.5.x version is installed. If the installer cannot find the installation registry in that directory, it displays the following message: Manager Upgrade directory specified [directory] was not found by the installer. If you see this message during upgrade, you should verify that the specified directory is the correct one, and then proceed with the upgrade.

Issues related to third-party software

This section describes the issues in the 8.6.0 version of the Marketing Platform that are related to third-party software.

Generating materialized view SQL fails on some Oracle versions	DEF041909	Using the reporting SQL generator to create a materialized view fails when the Marketing Platform system table database is certain version of Oracle. This is due to Oracle defect 6485782. The issue is fixed in Oracle versions 10.2.0.5 (Server Patch Set) and 11.1.0.7 (Server Patch Set).

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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

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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.

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