

IBM Marketing Platform
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 11.

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

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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® 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 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

This section describes the new features and changes introduced in the 9.0.0 version of the Marketing Platform.

The name of the application has changed

The Unica Marketing Platform is now known as the IBM Marketing Platform. References to “Unica” have been removed from the product.

Russian translation is now available

The Marketing Platform user interface and documentation is now available in Russian as well as in the previously available languages.

Alerts and notifications are enhanced

The existing notification feature has been enhanced as follows. The toolbar now displays the number of notifications waiting for a user, and users can now manage their notifications from the toolbar. Distributed Marketing and Marketing Operations currently send notifications.

Alerts are a new feature. Alerts are presented in a pop-up window when users log in. At the time of the 9.0.0 release of the Marketing Platform, no products are using the alerts feature, but it is available for adoption by IBM EMM products.

Administrators can also configure the Marketing Platform to send email versions of notifications and alerts.

Dashboards are enhanced

The following enhancements are implemented for dashboards.

- Quick links are a new feature. Quick Links are pre-defined links to IBM EMM products. Some quick links enable users to perform basic actions in the IBM EMM product within the dashboard, without navigating to the product. Administrators can configure portlets that contain a set of quick links that they choose. The same security considerations apply for quick links as for pre-defined portlets.

As of the 9.0.0 release, only Marketing Operations provides quick links.

- Pre-assembled dashboards are a new feature. Pre-assembled dashboards include portlets appropriate for various audiences. Pre-assembled dashboards are available as soon as the Marketing Platform is installed. However, to fully implement these dashboards you must also install any products required to support the portlets they include.
- Dashboards now support Flash-based IBM Digital Analytics reports.

Chapter 2. Fixed defects

This section describes the fixed defects in the 9.0.0 version of the Marketing Platform.

RTC7285 (formerly DEF064072)	<p>When you installed previous versions of the Marketing Platform, non-fatal error messages sometimes appeared. These messages were confusing and did not indicate a serious problem, so they were removed.</p> <p>The following four errors were removed.</p> <ul style="list-style-type: none">• Install Action: SQL Script '\$ManagerSchema_SqlServer.sql' Status: ERROR Additional Notes: ERROR - ZeroGahc - An error occurred while running the script: (2714) There is already an object named 'USM_USER' in the database.• Install Action: SQL Script '\$ManagerSchema_SqlServer_CreateFKConstraints.sql' Status: ERROR Additional Notes: ERROR - ZeroGahc - An error occurred while running the script: (2714) There is already an object named 'FK_USM_RR_MAP_ROLE' in the database.• Install Action: SQL Script '\$quartz_sqlServer.sql' Status: ERROR Additional Notes: ERROR - ZeroGahc - An error occurred while running the script: (2714) There is already an object named 'QRTZ_CALENDARS' in the database.• Custom Action: com.unica.install.ia.custom.ConfigurationTool Status: ERROR Additional Notes: ERROR - class com.unica.install.ia.custom.ConfigurationTool NonfatalInstallException Duplicate configuration path name: "Affinium suite uiNavigation".
DEF063223	You no longer have to adjust Internet Explorer 8 settings to see the Excel version of Cognos® reports.
DEF051431	Non-ASCII characters are now supported for role and policy names.

Chapter 3. Known issues

This section describes the known issues in the 9.0.0 version of the Marketing Platform.

Location of installer logs is incorrectly displayed for AIX	RTC7408	The location of the installer logs stdout and stderr is incorrectly displayed in the installer wizards when the home directory of user is set to /, which is the case for the root user on AIX. It is not a requirement to run the IBM EMM installers as root. If you do run the installers as root on an AIX system, you can find the logs in the // directory.
Limitation on clustering	RTC8834	If you use the Marketing Platform in a cluster, and if you are using the scheduler in this cluster, the scheduler does not always work as expected. If you are using the scheduler to schedule flowcharts, you should not cluster the Marketing Platform.
Installer allows unsupported in-place upgrade	RTC9846	Although direct, in-place upgrade from version 7.5.x to version 9.0.0 is not supported, the installer performs the installation to the same directory where the earlier version was installed without giving any error messages or confirmation prompts. Follow the instructions in the <i>IBM Marketing Platform Installation Guide</i> to upgrade to version 9.0.0.
64-bit version of Cognos 10.1.1 is not supported	RTC11447	If you install Cognos 10.1.1, note that only the 32-bit version of the application is supported. However, a 32-bit version of Cognos may be installed on a 64-bit operating system.
Links to recently viewed pages sometimes do not work	RTC10141	<p>Links to recently viewed pages in Campaign sometimes do not work. This occurs most often when Campaign is localized to a multi byte language. Campaigns are stored in folders, and the folders contain flowcharts. To create the recent items list, the names of campaigns, folders, and flowcharts are stored in a cookie. Cookies have a size limitation of 4K, which can be exceeded, especially when the system uses multi byte characters.</p> <p>One workaround is to give shorter names to campaigns, folders, and flowcharts, and to avoid creating deeply nested folder structures for campaigns. An alternative workaround is to clear cookies and log out. This resets the recent items list.</p>

Known limitations

This section describes the known limitations in the 9.0.0 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.
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Some Campaign configuration properties are incorrect after upgrade	DEF045746	<p>After you upgrade Campaign from version 7.x to 8.1.0, some configuration properties are incorrect.</p> <ul style="list-style-type: none"> "Affinium" appears in some property display names. This naming inconsistency does not affect functionality. Under the Campaign category, the <code>unicaUdiSvr</code> category and its properties appear, although they are not used in Campaign 8.1.0. <p>You can use the <code>configTool</code> utility to remove "Affinium" from display names or remove the <code>unicaUdiSvr</code> category. Here is an example of how you would do this</p> <ul style="list-style-type: none"> Open a command window in the <code>tools/bin</code> directory under your Marketing Platform installation. Use <code>configTool</code> to export all the Campaign properties to a file. The following example command exports the properties to a file named <code>campaignProperties.xml</code> in the <code>tools/bin</code> directory. <pre>configTool -x -p "Affinium Campaign" -f campaignProperties.xml</pre> <ul style="list-style-type: none"> Edit the exported file in a text or XML editor. Use <code>configTool</code> to import the revised file, using the overwrite option. For example: <pre>configTool -i -p "Affinium" -f campaignProperties.xml -o</pre>
Partition memberships are lost during 7.2.x to 7.5.x upgrade	DEF046155, DEF046162	<p>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.x. 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.x. This process is described in the <i>Marketing Platform Installation Guide</i>.</p>
Active Directory users cannot log in to NetInsight or Customer Insight	DEF046778	<p>When the Marketing Platform is integrated with Active Directory, a user synchronized from Active Directory or an LDAP server cannot log in to Digital Analytics for On Premises or CustomerInsight.</p>
Uninstalling an IBM EMM application does not remove its menu items	DEF047048	<p>If you uninstall an IBM EMM 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.</p>
Deleting an LDAP group mapping does not remove users from the mapped group	DEF047290	<p>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.</p>
An error occurs when you cancel a report run	DEF047550	<p>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.</p>

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 EMM, but then you are automatically logged in again. You should close your browser when you log out of IBM EMM.
When you use Edit Preferences to set a Start page, you cannot use an IBM EMM 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 EMM login URL (<code>http://host:port/unica</code>), 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	<p>The following localization issues exist on the Configuration page.</p> <ul style="list-style-type: none"> • IBM EMM 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.x	DEF050735	<p>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.</p> <p>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.</p> <p>Note that this workaround does not apply when the Platform is installed on AIX. In that case, you must log in to IBM EMM and change data source passwords manually.</p> <p>This procedure ensures that you have the latest Java™ Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files 5.0.</p> <p>Download these files here: http://java.sun.com/javase/downloads/index_jdk5.jsp</p> <p>Scroll to Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files 5.0 and do the following.</p> <ol style="list-style-type: none"> 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. <p>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:</p> <p>Cannot retrieve the key from the file [<INSTALL_DIR>\Affinium\Manager\conf\kfile], cause: Illegal key size</p> <p>javax.crypto.BadPaddingException: pad block corrupted</p> <p>If these errors occur, log in to IBM EMM and change data source passwords manually.</p>
User names cannot contain spaces or punctuation characters	DEF051877	<p>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 EMM normally. Do not include spaces or punctuation characters in login names of user accounts.</p>

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 9.0.0 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 version 11.1.0.7 (Server Patch Set).
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If you are not a designated support contact at your company, contact your IBM administrator for information.

Information to gather

Before you contact IBM technical support, gather the following information:

- A brief description of the nature of your issue.
- Detailed error messages that you see when the issue occurs.
- Detailed steps to reproduce the issue.
- Related log files, session files, configuration files, and data files.
- Information about your product and system environment, which you can obtain as described in "System information."

System information

When you call IBM technical support, you might be asked to provide information about your environment.

If your problem does not prevent you from logging in, much of this information is available on the About page, which provides information about your installed IBM applications.

You can access the About page by selecting **Help > About**. If the About page is not accessible, 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.

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