

Unica Link V12.1.3 Release Notes



Contents

- Chapter 1. System requirements and compatibility..... 1**
- Chapter 2. About the product..... 2**
- Chapter 3. Defect Articles..... 4**
- Chapter 4. Known limitations..... 5**
- Chapter 5. Known issues..... 6**
- Chapter 6. Before you contact HCL technical support..... 9**

Chapter 1. System requirements and compatibility

Unica Link system requirements and compatibility details.

This section provides the following information for this release of Unica Link:

- Where to find a quick summary of system requirements and prerequisites
- Where to find system requirement and compatibility information

Unica Link supports 64-bit operating systems only.

Where to find a quick summary of system requirements and prerequisites

For a quick summary of system requirements and prerequisites, see the Chapter "Unica Link prerequisites" in the Unica Link Installation Guide

Where to find complete system requirement and compatibility information

For a list of HCL Marketing Software product versions compatible with this product and a list of third-party requirements for this product, see the Unica Recommended Software Environments and Minimum System Requirements document.

Chapter 2. About the product

Unica Link provides both design-time and runtime services. It is invoked at design-time when an administrator configures a Link connection, or when you configure a process box in the Unica Campaign application, or a touchpoint in the Unica Journey application.

Unica Link is a component that can be installed separately from the Unica application. It must be installed in a Linux environment that can be remote from the Unica platform.

In release 12.1.3, Unica Link:

- now provides support for connections via Proxy server.
- fixed security issues related to iframe.
- Unica v12.1.3 now uses `log4j v2.17.1`. This version addresses the critical vulnerabilities identified in `log4j`. It includes the security fixes mentioned in the following Unica Knowledge base article:

https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0095491

For more details related to the fixes in `log4j 2.17.1`, see <https://logging.apache.org/log4j/2.x/security.html>.

Unica Link supports the following connectors:

- **Twitter connector** - The Twitter connector uploads contact information into an existing audience or new audience in Twitter.
- **Facebook AdTech** - The Facebook connector uploads contact information into an existing, or new audience in Facebook.
- **Google AdTech** - The Google Ads connector uploads contact information into an existing/new audience in Google Ads.
- **JDBC connector** - JDBC connector performs database operations like `insert`, `delete`, `update` and `upsert`. Additionally, it also executes SQL queries.
- **LinkedIn AdTech** - The LinkedIn connector uploads contact information into an existing, or new audience in LinkedIn.
- **Mailchimp connector** - The Mailchimp connector uploads contact information to an audience in Mailchimp, populating the merge field defined for the Audience. It then

creates a segment of the audience for the uploaded contacts, and optionally runs or schedules a Mailchimp campaign to target the segment. The connector then polls Mailchimp on a scheduled basis to gather the results of the campaign, and to report back whether emails were delivered, bounced, opened or links clicked within the emails.

- **Mandrill connector** - The Mandrill connector sends email using a defined template on a Mandril account, populating the merge field defined in that template. The connector then polls Mandrill to report whether emails were bounced, opened, or links clicked within the email.
- **Salesforce connector** - Salesforce (CRM) saves and updates details about users. Salesforce supports two operations, 'Create' and 'Update', as well as two objects 'Lead' and 'Contact'. Also supported are two objects, 'Lead' and 'Contact'.
- **Twilio connector** - The Twilio connector sends SMS to a destination device and fetches the status of the sent SMS.

Chapter 3. Defect Articles

The following issues were fixed in the 12.1.3 release of Unica Link:

- Garbled Japanese characters were visible on 'Create New Action' and 'Create New Connection' screen.
- Updated steps for updating the table using JDBC adapter.
- When working on custom connector, four connection errors and the following two errors "Type Error" and "Uncaught Type Error" were seen.
- The error "No field mapping provided for Link process box" was resolved.
- Users were unable to deploy a package to the HCL Link Rest API.
- Using the decision node to filter data was not providing the expected result.
- When creating a Journey users were getting null pointer exception.
- In Microsoft Windows, Unicode characters were not working.
- Emails were getting processed even if address field was used in the email subject field or in the body of the template.

Chapter 4. Known limitations

The following table lists the known limitations in Unica Link 12.1.3

Product	Description
Mailchimp connector	Mailchimp response API has a limitation to report only maximum 1000 email records at a specific time. Refer to the element (List email activity---->count) on Mailchimp API link (response API to capture email activities) - https://mailchimp.com/developer/marketing/api/email-activity-reports/
Mandrill connector	The User Mail Open/Click responses are available on the Mandrill site only, post a delay ranging from 10 to 15 hours. This is a limitation of the Mandrill service.
JDBC Connector	No select Query in RAW SQL.
JDBC Connector	Database drivers comply only with JDBC 4.2 or later specifications.
JDBC Connector	Only <code>INSERT</code> , <code>DELETE</code> , <code>UPDATE</code> , and <code>UPSERT</code> operations can be performed on the Table option.
Google AdTech Connector	All fields on the field mapping screen are mandatory.

Chapter 5. Known issues

The following table lists the known issues in Unica Link 12.1.3

Product	Description
Link	<p>Removing a Unica application does not remove the artifacts created for the application.</p> <p>Workaround:</p> <p>Inside the <code><install_dir></code> or the Unica installation directory, run the script remove_application.sh.</p> <p>To execute the remove_application.sh script, run the following command: <code>remove_application.sh <base-url> <username> <password> <application></code></p> <p>where:</p> <ul style="list-style-type: none">• <code><base-url></code> is the base URL for Link server. This should be of form: <code>https://<host-name>:8443</code>. If defaults were used during installation, then the default port is 8443.• <code><username></code> and <code><password></code> are the credentials for an administrative user for Unica Link.• <code><application></code> is the name of the application. <p>When the command execution is successful, it provides details about the deleted project and packages. An example is as follows:</p> <pre data-bbox="675 1598 1386 1864">\$ remove_application.sh https://localhost:8443 admin ***** journey { "application": "journey", "deleted_project": {</pre>

Product	Description
	<pre data-bbox="673 281 1372 737"> "_id": "5ed6b1de2ab79c0001a7e36d", "name": "_app_journey", "version": 1 }, "deleted_packages": ["_package__app_journey_act1", "_package__app_journey_act23"] } </pre>
Facebook AdTech connector	<p data-bbox="662 779 1377 968">The Connection is failed. The returned status is 400 with response {"error":{"message": "(#2635) then you are using an out of date Ads API version. Please update to the latest version v12.0.</p> <p data-bbox="662 1003 837 1035">Workaround:</p> <p data-bbox="662 1071 1357 1205">Update Base URL connection property on UI to include the correct version as stated in the error message.</p> <p data-bbox="662 1241 1232 1325">Base URL: URL plus version: <code>https://<FB site>/<Version></code></p> <p data-bbox="662 1360 1362 1392">For example - <code>https://graph.facebook.com/v11.0</code></p> <p data-bbox="662 1428 1357 1614">So, if your base URL is <code>https://graph.facebook.com/v11.0</code> and you click on test connection then it shows the above error message and it says to use v12.0, then update it in base-URL for the following.</p> <p data-bbox="662 1638 1170 1669"><code>https://graph.facebook.com/v12.0</code></p>
JDBC Connector	<p data-bbox="662 1707 1373 1787">JDBC connector will automatically truncate the input data if it exceeds the size of the database field.</p>

Product	Description
	For example, If the input data is 20 characters in length and the database field length is 15 characters, Link will only write first 15 characters into the database field.
Mandrill connector	In Mandrill, non-Latin alphabetic characters are not supported in Merge fields.
Mandrill connector	This issue involves, Email Delivered and Email Sent events which are not received for Mandrill.

Chapter 6. Before you contact HCL technical support

If you encounter a problem that you cannot resolve by referring the documentation, your company's designated support contact can log a call with HCL technical support. Use these guidelines to ensure that your problem is resolved efficiently and successfully.

If you are not a designated support contact at your company, contact your HCL administrator for information.

Information to gather

Before you contact HCL 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 HCL 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 HCL applications.

Contact information for HCL technical support

For ways to contact HCL technical support, see the HCL technical support website:

<https://www.hcltech.com/products-and-platforms/contact-support>