HCLSoftware

Unica Audience Central 12.1.6 Release Notes

Contents

Chapter 1. System requirements and compatibility

Unica Audience Central system requirements and compatibility details.

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

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

Unica Audience Central 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 *Unica Audience Central 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.

Upgrade Paths

Supported upgrade path via installers:

- 12.1.4 / 12.1.5 → 12.1.6

   Note: 12.1.6 can be clean installed without installing the base version.

Chapter 2. About the product

Unica Audience Central is a centralized tool to create and maintain audience levels that can be targeted by a campaign. Unica Audience Central integrates with Unica Campaign and Unica Interact.

Features

The list of features in Audience Central for the 12.1.6 release are as follows:

Supporting CSV upload as Audience list

In the earlier releases, Audience Central supported the fetching of Audience records only via user database. From release 12.1.6, Audience Central supports the following options:

- Using the existing CSV present in the home loaction of Audience Central.
- Uploading CSV, which does not exceed a size of 500 MB, from the user's computer.

Create segments from Audience Central

From release 12.1.6, you can use Audience Central to create Segments.

Chapter 3. Fixed Defects

The following table lists the fixed defects in Unica Audience Central 12.1.6

Issue ID	Description
HMA-347284	API documentation page does not open for WebSphere and JBoss

Chapter 4. Known issues

Unica Audience Central 12.1.6 includes the following known issues:

Issue ID	Description
HMA-354700	Some labels or messages are not translated.
HMA-354292	Audience profile listing page takes some time to load.
HMA-354246	Unicode letters are not allowed in table display name.
| HMA-351450 | While upgrading to Unica Campaign to 12.1.6, if the database is Oracle 12.c (12.1.0), you will see the following error:<br><br>```
ORA-00972: identifier is too long

00972. 00000 - "identifier is too long"

UA_AUDIENCE_TABLE_FIELDS_ID_SEQ
USC_BATCH_STEP_EXECUTION_CONTEXT
USC_BATCH_JOB_EXECUTION_CONTEXT
```<br><br>**Workaround**: If possible, upgrade Oracle to version 12.2.0. |

Chapter 5. 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