

Unica Audience Central 12.1.7 Release Notes



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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 → 12.1.7



Note: 12.1.7 can be clean installed without installing the base version.

Google Chrome and Microsoft Edge configuration

Recently, the browsers Google Chrome and Microsoft Edge updated a security fix and this security fix affects the access of Unica applications. We have received some issues from our customers like:

- issues with UI
- unable to edit flowcharts
- getting logged out from Unica

These issues are observed due to the change of behavior in browsers after applying the security fix. Applying the security fix automatically enables **Origin-keyed Agent Clusters by default**. If the setting **Origin-keyed Agent Clusters by default** is enabled automatically, it prevents changes in document referrer and domain values so that malicious websites cannot execute any type of impersonation. The setting **Origin-keyed Agent Clusters by default** existed earlier as well, but was not enabled by default.

If you update Google Chrome or Microsoft Edge to the latest version, you will observe the earlier mentioned issues. Because of how Unica is designed and because the Unica suite is deployed over multiple JVMs, it is essential that you disable the **Origin-keyed Agent Clusters by default** setting for Unica to function correctly and to provide a good user experience.

As a solution, we recommend that you perform the steps mentioned in the following Knowledge Base article: https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0107185.



Note: The update to Microsoft Edge browser is very recent and the Knowledge Base article is not yet updated for the Microsoft Edge browser.

The CliffsNotes solution is as follows:

1. Open your browser and navigate to one of the following URLs based on your browser:
 - **Google Chrome:** <chrome://flags/#origin-agent-cluster-default>
 - **Microsoft Edge:** <edge://flags/#origin-agent-cluster-default>
2. From the dropdown of the highlighted parameter **Origin-keyed Agent Clusters by default**, select `Disabled`.
3. At the bottom of the page, click the **Apply Changes** button.
4. Log out of Unica applications, log back in, and verify if everything is working as expected.

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 12.1.7 release are as follows:

Support for PostgreSQL

Audience Central now supports PostgreSQL as system database. It does not support PostgreSQL as a user datasource.



Note: PostgreSQL support is not available if you are upgrading to 12.1.7. It is only available for clean installation of 12.1.7.

Chapter 3. Fixed Defects

The following table lists the fixed defects in Unica Audience Central 12.1.7:

Issue ID	Description
HMA-354700	Some labels or messages were not translated.
HMA-354292	Audience profile listing page was taking time to load. To overcome this, the record count for mapped based tables is cached. A cron job is also introduced which refreshes the record count for mapped based tables at regular interval of 30 minutes. This means that the record count could be stale upto 30 minutes. If count calculation for the first time is in progress and not yet available, the UI displays "Not yet available" value under the "Records" column.
HMA-351450	In case of Oracle 12c database, the identifier names were too long and the following error used to appear: <code>ORA-00972: identifier is too long.</code>

Chapter 4. Known issues

Unica Audience Central 12.1.7 includes the following known issues:

Issue ID	Description
HMA-359410	If you upload a CSV file of significant size, when you click Done on the last screen, the loader appears and the UI becomes interactive even before the completion of the CSV file upload.
HMA-354246	Unicode letters are not allowed in table display name.

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>