Unica Campaign V12.1 Release Notes

Contents

Chapter 1. Release Notes

Contains information about new features, defect fixes, and known issues in Unica Campaign and Optimize that HCL releases as part of a scheduled software release.

Unica Campaign 12.1 system requirements and compatibility

Unica Campaign is part of the Unica suite of products. Unica Campaign version 12.1 requires Unica Platform 12.1.

Where to find complete system requirement and compatibility information

For a list of Unica 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.).

You can also access this document by selecting **Help > Product documentation** when you are logged in to Unica.

Prerequisites for using Unica Campaign

Before you begin using Unica Campaign, confirm that your environment meets the following requirements.

- For an improved user experience, use at least a 21" screen.
- For an improved user experience, set your screen resolution to 1600 x 900. Lower resolutions can result in some information not being properly displayed. If you use a lower resolution, maximize the browser window to see more content.
- A mouse is best for navigating in the user interface.
- Do not use the browser controls to navigate. For example, avoid using the Back and Forward buttons. Instead, use the controls that are in the user interface.

- If pop-up blocker (ad blocker) software is installed on the client machine, Unica Campaign might not function properly. For best results, disable pop-up blocker software while running Unica Campaign.
- Ensure that the technical environment meets the minimum system requirements and the supported platforms.*
- The correct browser and versions must be used.*
- Clear the browser cache after upgrading or applying any fix pack. This only needs to be done once, after the application is updated.
- If you use Internet Explorer (IE) with Unica Campaign or any module that uses Unica Campaign flowcharts (Unica Deliver, Unica Optimize, Unica Interact, Unica Collaborate): To log in multiple times to view side-by-side information, open IE and log in to Unica. Then select **File > New Session** in the IE menu bar. In the new IE browser window, log in to Unica as the same or a different user.

⚠ **Important:** Do not use any other method to open multiple sessions. For example, do not open a new tab; do not open another browser session from the **Start** menu or desktop icon; and do not use **File > New Window** in IE. These methods can corrupt information that is shown in the application.

*For details on the items indicated by an asterisk, see the Unica Recommended Software Environments and Minimum System Requirements.

Unica Campaign documentation roadmap

Unica Campaign provides documentation and help for users, administrators, and developers.

Table 1. Get up and running

Task	Documentation
Find out about new features, known issues, and limitations	Unica Campaign Release Notes

Task	Documentation
Learn about the structure of the Unica Campaign system tables	Unica Campaign System Tables and Data Dictionary
Install or upgrade Unica Campaign	One of the following guides: • Unica Campaign Installation Guide • Unica Campaign Upgrade Guide
Unica Insights Reports for Unica Campaign	Unica Insights Installation and Configuration Guide
Implement the IBM Cognos® reports provided with Unica Campaign	Unica Reports Installation and Configuration Guide

Table 2. Configure and use Unica Campaign

Task	Documentation
• Adjust configuration and security settings • Prepare Unica Campaign for users • Run utilities and perform maintenance • Learn about integrations	Unica Campaign Administrator's Guide
• Create and deploy marketing campaigns • Analyze campaign results	Unica Campaign User's Guide
Improve flowchart performance	Unica Campaign Tuning Guide
Use Unica Campaign functions	Macros for HCL Unica

Table 3. Integrate Unica Campaign with other HCL products

Task	Documentation
Integrate with IBM Engage	Campaign and Engage Integration Guide for IBM Marketing Cloud
Integrate with IBM Digital Analytics	*Unica Campaign Administrator's Guide*: How to configure the integration Unica Campaign User's Guide: Targeting IBM Digital Analytics segments in campaigns
Integrate with Unica Plan	Unica Plan and Unica Campaign Integration Guide
Integrate with Opportunity Detect	*Unica Campaign Administrator's Guide*: How to configure the integration Opportunity Detect Administrator's Guide and Opportunity Detect User's Guide: How to administer and use the product
Integrate with Unica Deliver	*Unica Campaign Installation and Upgrade guides*: How to install and prepare Deliver components in the local environment. Unica Deliver Startup and Administrator's Guide: How to connect to the hosted messaging resources. Unica Campaign Administrator's Guide: How to configure offer integration.
Integrate with IBM SPSS Modeler Advantage Enterprise Marketing Management Edition	*Unica Campaign and IBM SPSS Modeler Advantage Enterprise Marketing Management Edition Integration Guide*
Integrate with IBM WeatherFX.	You can integrate WeatherFX with Campaign so that you can pull weather events into your marketing campaigns. Unica Campaign version 9

Task	Documentation
	and version 10 users can integrate with WeatherFX by using the UBX toolkit.
Integrate with Unica Director.	*Unica Director Installation Guide*: You can integrate Unica Director with Campaign so that you can get status of all the running/completed/ failed flowcharts, migrate Camapigns from one Unica Campaign environment to other, download/ delete flowchart logs etc.
Integrate with Journey	Unica Campaign can integrate with Journey so that a continuous communication with users can be established based on the inputs from Campaign. Refer Campaign Administrators guide > Unica Campaign and Unica Journeys integration
Integrate with Link	Unica Campaign uses Link capabilities of connectors which include the configuration and provisioning to connect to any delivery channel. Refer Campaign Administrators guide > Unica Campaign and Unica Link integration

> **Note:** Additional integrations may be available that are not listed in this table. See [Product tools and utilities for Unica Campaign](#).

Table 4. Develop for Unica Campaign

Task	Documentation
Use the REST API	See the Unica Campaign REST API
Use the SOAP API	• See the Unica Campaign SOAP API Specification

Task	Documentation
	• JavaDocs in `devkits\CampaignServicesAPI`
Develop Java™ plug-ins or command-line executables to add validation to Unica Campaign	• See the Unica Campaign Validation PDK Guide • Java-docs in `devkits\validation`

Table 5. Get help

Task	Instructions
Open online help	When using the Unica Campaign application: 1. Choose **Help > Help for this page** to open a context-sensitive help topic. 2. Click the **Show navigation** icon in the help window to display the full help. You must have web access to view context-sensitive online help. Contact Support for more information about accessing and installing Knowledge Center locally for offline documentation.
Get PDFs	When using the Unica Campaign application: • Choose **Help > Product documentation** to access Unica Campaign PDFs. • Choose **Help > All Unica documentation** to access all product PDFs. • Click the links for PDFs during the installation process.

New features and changes in version 12.1

Unica Campaign 12.1 includes a number of new features and changes. These are listed underneath.

For a list of newly supported and discontinued platforms, see the Recommended Software Environments and Minimum System Requirements guide.

Upgrade Paths

- Supported upgrade path via installers: 11.1.x -> 12.1 and 12.0.x -> 12.1.
- Customers prior to 11.1.x must perform Fast upgrade to 12.1.

Fast Upgrade

Unica Campaign 12.1 supports the fast upgrade approach. This approach allows upgrades from version 8.6 onwards to version 12.1. This helps customers bypassing the multi-step upgrade. The Fast Upgrade approach is also useful in reducing upgrade downtime. The approach is provided for Unica Platform, Campaign, Optimize, Plan, Interact for upgrade from 8.6.x version onwards. For details, see the Fast Upgrade documentation released with version 12.1.

Campaign Integration with Journey

In V12.1 Unica introduced a new product – Journey - which helps marketer to establish a continuous communication with users based on user's responses. Journey is more focused towards establishing a continuous dialog with user across multiple channels like Email, SMS and CRM.

Campaign has rich segmentation capabilities. For an enterprise organizations Campaign helps to perform segmentation of a huge customer base and identify segments of customer who can be targeted for marketing. Campaign segments / audience information could be pushed to Journey and Journey can help in continuous dialog with user. In Campaign flowchart a new process box is provided publish the audience information to Journey. This audience information will be sent via kafka instance being used by Journey application.

Please refer to Campaign Administration guide for more details.

Campaign Integration with Deliver

In V12.1 of Unica suite we have introduced Unica Deliver – EMAIL and SMS delivery solution which is tightly integrated with Unica Campaign. This has empowered Unica Campaign to run Campaign email and SMS execution seamlessly with Unica Deliver. For email deliveries Unica Deliver captures the offers contacts and responses and made them available in Campaign for drip marketing.

Unica Deliver and Campaign integration now enables marketer to:

- Conduct a targeted, measurable **Email Marketing Campaign** .
- Define and create lists of email recipients using Deliver process box in Campaign.
- Interface that allows you to edit and personalize the email you want to send emails.
- Configure, execute, and monitor Deliver mailings using a mailing tab provided in the Campaign interface.
- Send personalized email messages to a list of selected individuals.
- Tracking responses.
- Create mailboxes to accommodate responses by email.

A new process box with name "Deliver" will be available in Campaign flowchart which can be used to send communications via deliver.

Please refer to Unica Deliver documentation for more details.

Campaign with Link Integration

In V12.1 Unica introduced a new product component in Unica suite called as "Unica Link". Unica Link has extended capability of Campaign to be flexible enough to connect with any delivery channel via REST capabilities.

Along with V12.1 - Unica Link will be providing reference connectors for below delivery channels:

- Salesforce(CRM)
- MailChimp and Mandrill(email)
- Twilio(SMS)

Unica Link provides a connector framework to build any type of connector based on REST.#These capabilities can be leveraged with HCL services help in V12.1.

In Campaign application a new process box – Link is introduced. This process box will allow user to create connections to the underlying connections.

Link process box in Campaign generates an output data in flat file and shares that data with Unica Link application on a shared drive. Unica link will also capture the responses and generate the results in flat file on the same shared drive.

Unica Insights - Reporting Tool Support for MariaDB

Unica V12.1 reporting tool is rebranded with name as Unica Insight. It still operates based on BIRT reporting tool. In V12.1 reporting is extended to support MariaDB system tables.

- Unica Insights – reporting based on BIRT reporting tool.
- Campaign – out of the box reports available for MariaDB system tables using Unica Insights.
- Unica Insights tool would be default bundled and available with Unica Marketing Platform.
- Campaign provides all out the box support with Unica Insights system databases such as SQL, ORA, DB2 & MariaDB.

Please refer to Unica Insights Reporting documentation for more details.

Campaign Licensing

Starting from V12.1 Unica product suites are license enabled. Unica products will need appropriate licenses to for production use. Other than production environments do not

require to have the licenses. Each product in Unica suite license type is different. Please refer to HCL Unica Suite Licensing guide.

License definition for Unica Campaign:

- Based on numbers of marketing records processed in Campaign/Optimize.
- Track the count of the audience (lead/contact) to whom you will send the communication or any other marketing message.
- In simple words, the number of audiences who are being processed by Unica Campaign.
- Shows the consumption count of these audiences processed from Unica Campaign.
- Provides term and perpetual licenses for Campaign.

Optimize Licensing

Optimize license is based on license key – you can contact to Unica Sales / Support team to get the license for optimize. Optimize licenses are required to be applied on production and non-production environments. Please follow below steps to get the Optimize license:

1. You will need to provide the hostname of the machine where you are running Campaign listener to execute optimize sessions.
2. Once you provide this hostname support team would be providing you the license file.
3. Copy the license file in Campaign/conf directory.

Addition in Campaign REST APIs

A new API is made available to get the list of table catalog in the mentioned API. This will help marketer to details of mapped tables in the loaded table catalog and use this information while designing the process box expression.

Under Campaign flowchart APIs are provided for Snapshot process box configuration. User can configure the snapshot process box with below configurations:

1. Output to flat file (this does not include output to file with existing data dictionary).
2. Output to database table (base/dimension/general).

3. Output to database table with append or replace operations.

4. Map the output fields in the snapshot process box.

5. Using derived fields in output via APIs is not yet supported.

Campaign Listener Clustering Supports UNC Path for Cluster Share on Windows

Campaign listener clustering on windows now support the cluster share path in below format.

You can use this path under configuration parameter: Settings for 'campaignClustering' (Affinium|Campaign|campaignClustering)

CampaignSharedHome = \\zebra39.hclpnp.com\CampaignClusterShare\partition1

Add token <KEYCOLUMNS> only for Audience ID and < TABLECOLUMNS > for table field

In earlier Campaign versions under datasource configruation – for 'TempTablePostExecutionSQL' while creating unique Index only Audience ID was considered. In V12.1 we have introduced a new token <TABLECOLUMNS> along with <KEYCOLUMNS> token. So, if you provide <KEYCOLUMNS> token in Unique Index creation query then only Audience ID will be considered and if you provide <TABLECOLUMNS> all other fields other than Audience ID will be considered. In case user wants all the fields to be considered then new query would be for 'TempTablePostExecutionSQL' CREATE unique INDEX <TABLENAME>_IX1 ON <TABLENAME> (<KEYCOLUMNS> <TABLECOLUMNS>)

Fixed defects in Unica Campaign V12.1

The following defects were fixed in Unica Campaign 12.1.

Issue key	Summary
HMA-309022	Campaign flowchart API throw Internal Server error.

HMA-312315	Effective date/expiration dates after 2020 result in bad date.
HMA-304847	Angularjs version upgrade to 1.7.9 .
HMA-311592	Fixes for Reflected Cross-Site Scripting
HMA-310375	Campaign Owner field is displaying the user ID instead of the Name in V11.1
HMA-310382	Optimize Scoring table displayed upside down.
HMA-310380	Security Vulnerability: Cross Site Scripting INC8959653.
HMA-310372	errorPageCSRF.jsp single quote problem for french message.
HMA-310622	Difference in index creation from 10.0 to 11.1.
HMA-310623	Execution of segment process box with error CODE 10613: Field not found.
HMA-307221	Fixes in Swagger Tool on Campaign.
HMA-311366	Pagination not working in Campaign advance search window.
HMA-307953	Campaign API call: Error while Creating Extract process box with criteria to select customers.
HMA-287701	Unable to add segments in Exclude/Include rules of Contact Optimize session.
HMA-279621	Spelling error on UI for contact optimization summary page.
HMA-279675	In Optimize - Analysis tab, for Offer Filtering Summary report, the blue BAR is overlapping on the Offer Count Section.
HMA-310492	Analysis tab of strategic segments.
HMA-307219	Create folder with children folder API call is not working as expected .

Known issues in Unica Campaign V12.1

Unica Campaign 12.1 includes the following known issues.

Table 6.

ID	Known issues
310343	Campaign flowcharts with old eMessage process box will not work in v12.1.
312109	Campaign upgrade installation from 12.0 to 12.1 completed with 3 non-fatal error.
300159	HTTP Communication error occurs, while saving flowchart if Unica Platform and Campaign applications are using the same JNDI. It is suggested to use separate JNDIs for Platform and Campaign applications.
295574	Deployment of Campaign application in wWebSphere application server failed due to `java.lang.NoClassDefFoundError: javax.el.ELManager`. Users are required to copy `javax.el-3.0.1b11.jar` in the Websphere application servers lib directory. They can download `javax.el-3.0.1-b11.jar` from https://mvnrepository.com/artifact/org.glassfish/javax.el/3.0.1-b11.
311916	Journey Process box: Searching in Journey PB retains its last search string. User need to manually clear the search criteria.
306110, 306108	While deploying or starting Campaign application, it throws errors related to module-info.class, and warning related to obsolete hibernate namespace. These can be ignored.
304803	Getting "jcc][t4][10217][10310][4.14.111] Connection read-only mode is not enforceable after the connection has been established." warnings in WebSphere console log. No impact on application side. These can be ignored.
306095	Production documentation links on Campaign installer are broken. See the documentation available along with product installers.

ID	Known issues
312150	Journey Process box: Search in Associated Journyes with multiple words is not working.
310126	eMessage instances in Campaign uninstall folder – these can be ignored. Unica no longer support eMessage.
312299	Campaign or Platform navigation url when contains default http or https port then recent menu's does not work. If you are using default http (80) or https (443) ports in navigation url please remove them.
312231	Campaign swagger APIs will not work only on swagger page when marketing platform login method is set to Web Access control.
303532	With MariaDB as system database Optimize, Maillist or Calllist process box execution fail with error 10646. You must enable In DB Optimization in flowchart advance settings to resolve this error.
13460	When the **Export to File** option is unchecked on the Fulfillment tab of the Mail List process, the **Summary File** option is enabled but should not be.
175825	When `defaultBehaviorWhenOutputToFile` is set to `Create New File`, it works only when you select a new output (export) file for the first time. If you try to change the existing output file and select a new output file, then the option `Append to Existing Data` gets selected by default. It can be changed manually to `Create New File`.
APAR 198495, PO05293, 198494	For a custom macro, if a user account has assigned as Not Granted permission for a stored object (Custom Macros, Flowchart Templates, Stored Derived Fields, etc.), the custom macro can be used to edit, delete, add, move all stored objects regardless of permissions.
204347	LARGE_DATA: Browser Crash - Mail List process box with 700 segments - Save with 512 offers to each segment.

ID	Known issues
211253	File-based input with multiple columns containing date in different format does not read the date correctly.
212890	Boolean type column on Amazon Redshift is recognized as 'Test' field type in table mapping.
220474	When the column name of the source table contains Non-ASCII characters and is long (probably longer than 10 x 3bytes characters in UTF8), the Snapshot process does not run because the temp table is not created.
220705	Profiling count for Dimension table fields is incorrect and profiling percentage is displayed as 100% even if profiling is in progress.
APAR 222047, PO06172, 222049	Unica Campaign extract process does not write to DB2 database when flowchart is configured with two extract processes and the second extract process contains a derived field that uses French accented characters in the name of the derived field.
APAR 225568, PO06304, 225572	`temptablepostexecutionsql` is not run when selecting coremetrics segment.
230340	Inconsistent behavior for the Mail list process is observed when the data filter is assigned to **Effective date** on the Parameters tab in a new Mail list process when compared to an edited existing Mail list process. The Mail list process does not output a datetime derived field in the output log file. Changing the effective date parameter values might cause execution failure of the Mail list.
230606	In a flowchart where fields are extracted and used in a Mail list process, the fields under **Extract Node** on the Personalization tab of the Mail list process are different before and after running the process.

ID	Known issues
231859	While using the Chrome browser, it takes around 20 seconds to respond while loading the Personalization tab of the Mail list process if it contains large number of treatments and offers assigned. For example, a Mail list process with 250 cells, each cells with multiple offers, each offer having multiple attributes.
232502	A Mail list performance issue occurs when the user changes the input in any way and there is a delay when initially switching tabs. After the user changes the input and switches to the Treatment or Process tab for the first time, there is a delay of around 10-15 seconds depending on the number of inputs selected. After this initial delay, there is no delay until the input is changed.
232835	The Campaign application performance is affected and sometimes an exception error message is displayed on the Campaign pages when the application is used for a longer time (some days) with continuous usage. You must restart your Campaign web application and Campaign Listeners
238789	While using the Chrome browser, when a user opens a Mail list with 600 cells having multiple offers assigned to each cell, the application stops responding. While using the Internet Explorer 11 browser, nothing is displayed in the Mail list process box.
239142	When the Audience process fails because of an incorrect Count filter expression, and the user removes the filter expression, adds a Condition, and runs the Audience process again, the process fails. The Condition is not considered and instead the previous Count filter expression is used resulting in the failure. To run the Audience process successfully, you must re-open the Audience process configuration window, click the Condition, Save and Close. The Audience process now considers the Condition and runs successfully.

ID	Known issues
APAR 243895, PO06966, 243897	A space character is converted to ＇＇ while profiling.
PMR 223848, 245664	Irrelevant flowcharts turned up in a Campaign when different users access different flowcharts at the same time, the wrong flowchart seems to be displayed.
248007	Hive Performance: PRE -Single Insert statements executed for loading data in temp tables (extract) when used with Hive takes 19 minutes for 2000 records.
PMR 269280, 269765	Truncate does not function for the DB2 database. The `DeleteAsTruncate` property specifies whether, when an output process is configured to `REPLACE TABLE`, Campaign uses `TRUNCATE TABLE` or deletes from the table. When the value is `TRUE`, Campaign runs a `TRUNCATE TABLE` from the table. When the value is `FALSE`, Campaign runs a `DELETE FROM` from the table. The default value depends on the database type, with a large number of clients moving from Oracle to DB2 the difference in performance is extremely noticeable. The comparison in performance in Snapshots and Mail lists for customers leaving Oracle to DB2 is drastic.
269785	For the Chrome and Safari browsers, when the locale is set as Japanese, the labels overlap the buttons in the Save template window.
270528	**Use** and **Profile** buttons remains enabled for the Select process when the user selects some table fields and then applies the search filter in the Select process such that it does not return any matching table.
270814	Users cannot select values from the On a trigger drop down by using the mouse on the Scheduler page.

ID	Known issues
271642	A `"Please wait....."` message is displayed multiple times in console mode installation while upgrading from version 10.1 and also for new Installation
271676	The Extract table on the DB2 and Oracle databases is not deleted when In-DB optimization is unchecked.
272253	The Campaign application performance is affected when a user opens the Table mapping window and more than 500 tables are mapped.
2968	Hot keys are not implemented on most of the windows. In the Dojo implementation it is not possible to use keyboard shortcuts to activate certain functions. Instead the user must click buttons.
PMR 266519, 75262	Clicking **Return to previous page** distorts the user interface in some cases. Use the links within the products to navigate, rather than the browser controls.
N/A	When Unica Campaign is deployed in an application server cluster environment with 80 port, the Campaign navigation URL should not contain this port number. For example: `http://<host>.<domain>:80/ Campaign` should be changed to `http://<host>.<domain>/ Campaign`. Change the value of the `serverURL` property under Campaign| navigation on the **Settings > Configuration** page.
N/A	Mail List process box gets unconfigured with error `"31606: History table are changed"` on Flowchart run. 1. There is no issue if the history tables are mapped prior to building a flowchart and adding a Mail List process. 2. If you do not follow step 1, you can still map the history tables after the error appears. If you edit the flowchart and configure the process box, the process will run.

ID	Known issues
N/A	After migrating non-ASCII data to Campaign, in some cases you cannot open Campaign flowcharts on the target system. Session flowcharts open successfully. To work around this issue, remigrate the campaigns in overwrite mode. You can then open the flowcharts.
TT 062333	Information related to associated products does not appear in offer on Marketing Operations. When an offer created in Campaign with products associated with it is imported in Marketing Operations, information about the associated products is not available in Marketing Operations.
270655	Table Mapping : Table name containing @ is supported while mapping a table, special characters like @ are should not be supported in Table names. Since Table name containing @ is supported since some time, this functioning is not updated now.
283637	When user has one maillist PB configured in the flowchart and he adds another maillist PB in the same flowchart, it is observed that All the values from already configured in treatment tab, Parameters tab, Personalisation tab of new Maillist PB appear automatically in any new dragged maillist PB.
281389	While running Campaign in the Upgrade mode, the installer should read the installation properties files from the previous version response files as we had that response available at the install location from the previous installation. However, it does not read the installation properties files from the earlier version response files.
280623	In Sample PB if we specify '3' in "# of Samples/Output Cells" field and Configure [sample1] with 3 samples having sample sizes as 50%, 50% and "All remaining records" respectively based on "Random Sample method" then after running Flowchart if we reopen the Sample PB

ID	Known issues
	"Process run results will be lost. Continue?" message is displayed in sample PB when remaining All check boxed is check.
283101	CHROME: "Unable to notify roles/permission changes to Campaign, Deliver OD may be out of sync". On clicking save changes for the Security Policy displays the following pop-up, this happens just first time after user logs in and changes anything in the policy and clicks save changes. Also, this is reproducible just on CHROME. Tested on Chrome V64 and V65.
282844	Campaign Offer doesn't sort on 'Channel' & 'Eff./Exp.Dates'. After clicking on every column the offers below it should be sorted in ascending order. If you click on the same column the second time, the offers beneath it should be sorted in the descending order.
283695	Segment process box execution failed with extract enabled to User database for the IMPALA user DB. This error does not reproduce when extracting to Unica Campaign server.
284436	Platform.war and campaign.war in ear file deployment will not work in Weblogic 12.2.1, work around is to deploy campaign.war and unica.war separately
288228	If the date field uploaded to IMC side is not in mm/dd/yyyy format, the email process box fails to execute. This data format is required by IMC Importlist API. It works accurately if DELIM_M_D_YYYY(mm/dd/yyyy) format is used for date while uploading to IMC using importlist API.
289135	TOMCAT : Occasionally Unica Platform or Campaign does not gets started after deploying in tomcat application server. Workaround : delete Campaign and Platform directory available inside Tomcat webapps directory and delete the content of work directory from the path where Tomcat is installed.

ID	Known issues
304945	Refresh command does not refresh the master listener priority or weight, if you need to make changes in priority or weight you require to take a downtime and restart the application.
312445	Link Process box - sending data only for the first input cell selected to link.
UL-285	Connection Salesforce - Subsequent Salesforce actions are failing for Update (Lead/Contact) intermittently.
UL-250	Connection Mandrill - Intermittenly stop sending emails to targeted audiences.
UL-281	Connection Mandrill - Subject line with non english characters - mandrill not sending email to user.
UL-259/UL-242	Connection Mailchimp/Mandril - results would be available for 1000 users only.
UL-214	MailChimp/Mandril - Audience value is getting changed to id field after selection or reopening process box.
UL-194	MailChimp/Mandril - In Mandrill template if merging field added as localized character - personalization is not working.
UL-257	Link Connections page takes time to load in the Campaign process box.
UL-231	Twilio Connection - Only 5 fields are supported for personalization in SMS body/text area.
UL-279	Connection MailChimp - Branch run or single link process box run is not supported with Link process box with Mailchimp connection. You will need to execute complete flowchart.
UL-287	Link process box fails when no output data.

ID	Known issues
NA	Unica Campaign and Unica Link applications urls should be having same domain names. Unica Campaign and Link applications deployed on different domains will not work.
UL-189	Connection Mandrill/MailChimp- Emojis are not working in Mandrill and MailChimp connector Mail Subject line.
313650	Platform Scheduled flowcharts are not getting executed afterupgrade.Use the quartzjobtool to update scheduler jobs. This is a requiredstep. If this upgrade tool is not run, any existing scheduled job willfail to start. The quartzjobtool is in the tools\bin directory underUnica Platform installation. Run this utility from the tools \bindirectory.Example command (Windows): quartzjobtool.batExample command (Unix): ./quartzjobtool.sh
306383	UBX registration utility is failing with error Caused by: java.lang.ClassNotFoundException: org.jboss.logging.BasicLogger error
316802	12.1 FP2 MariaDB]:CODE 704: File write error. while extracting extracted fields and table fields to database server through Segment PB

Known issues in Optimize V12.1

Issue	Issue ID	Description
Scores entered manually in the score matrix are not considered while optimizing the contact list.	Defect 194109	Scores entered manually should be considered for calculation in the Customer Capacity rule. However, while applying the Customer Capacity rule, scores in the PCT are considered, and all customer records are

Issue	Issue ID	Description
		removed in the optimized list.
Campaign Optimize summary report is incorrect.	Defect 176368	If offer versions are used in a rule, the report that shows pre-optimization versus post-optimization counts will always report the pre-optimization count of records as `1`. The post-optimization counts will be correct.
After upgrading Campaign to 9.1, Optimize listener can no longer be stopped via `ACOServer.sh`.	Defect 81245	Users must upgrade Unica Campaign and Unica Optimize together. If they cannot, they will need to stop the Unica Optimize listener manually through the task manager/kill command.
Error messages for the ACOOptAdmin utility do not display according to non-English locales.	DEF051284	When you run the ACOOptAdmin command line utility in a locale other than English, error messages do not display according to the specified locale. The error messages display only in English.

Issue	Issue ID	Description
`unprocessables_sessionid.csv` might contain some customers who receive offers.	DEF054841	In some scenarios, a few of the customers who get offers might be present in the `unprocessables_sessionid.csv` file.
Incorrect optimization result with Custom Capacity rule in specific circumstances.	DEF058362	A customer that satisfies the following criteria might receive fewer offers than wanted: • The customer has an even number of proposed transactions. • Each of these transactions has the same score. • This score is a low value.
Some labels display incorrectly in Japanese, Chinese, and Korean.	DEF059595	Some translated labels are displaying incorrectly. For example, when you edit the score matrix manually, the vertical label on the right side of the table displays upside down. Also, for optimization rules that contain **customers in the segment**, the **segment** label displays on two lines.

Issue	Issue ID	Description
Offer filtering summary report displays an incorrect count of Proposed Contacts that are removed by each Custom Capacity rule.	DEF059805	The Offer Summary Report displays incorrect counts in the "Removed By This Rule" column for Custom Capacity rules if the participating Flowchart for this Unica Optimize session contains multiple contact dates and multiple offers that are made to each customer on different channels.
Issues with offer version query builder.	DEF060676	There are several minor issues with the offer version query builder: • For custom attributes with the Form Element Type of Select Box, the offer version query builder does not use the select box. You must enter the value manually. • When the group level is removed, the subgroup conditions are added to the parent condition, and vice versa. • All arithmetic operators are displayed for a string variable, but only

Issue	Issue ID	Description
		equal and not equal apply. • Defined length validations for attributes are not verified upon input for conditions.
Offer version rules that contain dates do not provide expected optimization results.	DEF061554	If you create an offer version condition that includes a date, such as the offer parameter "valid end date" equals "12/31/2011", the rule containing offer version condition might not be satisfied; however, the rest of the rules will work as expected.
Rule exceptions that span calendar years give incorrect results.	DEF061639	If you create a rule exception to a Min/Max # Offers capacity rule that spans calendar years, such as 07/01/2011 to 06/30/2012, the rule containing rule exception condition will not be satisfied; however, the rest of the rules will work as expected.
`<unica_svradm>` refresh command does not reflect the change.	HMA-304945	On a running environment, after changing the master listener priority, `<unica_svradm>` refresh

Issue	Issue ID	Description
		command does not reflect the change.
`<unica_svradm>` refresh command does not delete the node from cluster.	HMA-305764	If you delete a listener node from existing cluster, `<unica_svradm>` refresh command does not delete the node from cluster. Execution requests are still observed going to the deleted node. Restarting the listener solves this issue. Will be fixed in upcoming fixpack.
Users are still able to manually interfere in the running flowchart when flowchart execution is in progress through SVRADMIN utility.	HMA-306037	When flowchart execution is in progress through SVRADMIN utility or using scheduler, user is still able to manually interfere in the running flowchart. Will be fixed in upcoming fixpack.

Known limitations in Unica Campaign V12.1

Unica Campaign 12.1 includes the following known limitations.

Table 7. Unica Campaign known limitations

ID	Known limitation
304128	Platform login method or users authentication from third party directory services is not supported with Campaign or Optimize APIs. Users require to use the Unica Platform user to use with APIs.
305130	The flowchart template is not imported, if it contains data source name more than 256 character length. Save the flowchart template again by changing the datasource name with less than 256 chars.
305764	For any reason, if users delete the Campaign listener node configuration from listener cluster configuration in Unica Platform, while the application is up and running then users connected to this listener node are not redirected to another listener. You must restart the Campaign web application. If you require to delete the listener node, take a downtime and restart Campaign web and listener components.
17202	Error 19024: Cannot delete segment folder if the segment was deleted from the folder. A segment that is deleted from a folder remains as an inactive segment in the folder. Folders with inactive segments cannot be deleted. This is working as intended.
185854	Big data: Campaign integration with Hadoop-based Hive big data as a user data source is not tested on MS Windows operating system.
190621	Big data: Campaign with Hive big data as a user database does not support user table mapping with Base and Dimension levels up to the fourth level hierarchy. If you map a Base record table with four levels of dimension tables in a Select process box, then build a query based on the fourth level Dimension table, the query fails with Error 11528. This issue should not affect big data users because multiple dimensions should not be needed. By definition, a big data source has a large table of records split across Hadoop nodes (such as HDFS).

ID	Known limitation
194095	For Redshift database, the error message "Unsupported type timestamps with time zone" is displayed when exporting data from a Snapshot process box. Timestamp with timezone is an unsupported PostgreSQL data type on Amazon AWS.
195581	While running a Campaign flowchart, if listener crashes or is stopped, user is not able to access the running flowchart from the UI. Requests are being served by another node of the cluster but while accessing the flowchart, a pop-up message says "listener failover occurred..." It may be necessary to restart the master listener.
232032	User can start only one Campaign listener on one server (machine) in case of Listener clustering.
PMR 243195, 244148	When a column that has the Greek Letters A and B is profiled in Campaign, the system returns only A along with the count of all the records. After the fix, some of the non-English characters, which differ only in case (like é and É in French), are counted as two different values in profiling. English language characters are not counted as case sensitive.
244482	Deep search lists all the Campaigns that are created through Marketing Operations projects when Campaign - Marketing Operations integration is on. Campaigns that are created through Marketing Operations projects when Marketing Operations - Campaign integration is enabled) are not listed on Campaign list page and are only available on the Marketing Operations project listing page. Users who do not have the permission to access Marketing Operations are able to access campaigns which are created through Marketing Operations projects through Deep search results.
248943	If the user profile database is changed (change in the table column values of audience record) for fields other than sync fields and the

ID	Known limitation
	user runs the Email process again, a negative count is returned for the DUPLICATES parameter from Engage in the Campaign flowchart log.
N/A	Big data: To perform the UPDATE operation on any process boxes in a flowchart, ensure that your HIVE tables are configured as transactional tables such that they support the ACID property. This is a key feature introduced in HIVE version 0.14.
N/A	Interact when configured with IBM WebSphere Application Server: You must configure IBM WebSphere JVM to use JDK 1.7. When IBM WebSphere Application Server 8.5.5.x is configured with JDK 1.7 and HTTPS communication, you must use IBM JAVA SDK version 7.0.8.10 or higher.
N/A	Using multiple SQL statements for raw SQL queries is not currently supported on big data user datasources. For related information, search the IBM Knowledge Center for Hive query language conformance.
N/A	Dialog behavior: In certain cases, it is necessary to click twice in order to activate a field or change a field value.
N/A	The `monitorEnabledForDeliver` configuration property in `Campaign|monitoring` is not currently used.
N/A	Relevant products limitation: When offer management is performed from Unica Plan, the "relevant products" functionality, which relates product IDs to offers, is not available.
N/A	Blank or incorrect results from derived fields in a Mail List process. This can occur in a process box that uses a derived field that calls a Generated field (UCGF) that changes value. Do not use a UCGF in a Mail List derived field if the UCGF is not constant. Also, from the Parameters tab, do not create a derived field to call a UCGF to populate offer attributes.

ID	Known limitation
N/A	Profiling a Campaign Generated Field (UCGF) does not yield correct results. Some UCGFs have a value according to the cell or the offer being processed. For cell-related UCGFs, only the value associated with the first cell appears during profiling.
N/A	The default value for a custom cell attribute does not appear when you open the target cell spreadsheet. Although the default value is not initially displayed, it will be used. The value can be displayed or changed by clicking or opening and editing the custom cell attribute in the target cell spreadsheet.
N/A	The `UA_UsrResponseType.Name` field cannot contain a left parenthesis followed by a single quote.
N/A	Use unique `TempTablePrefix` for each data source when mapping multiple data sources to same physical database. If you mapped multiple data sources in Unica Campaign to the same physical database, and you use the same `TempTablePrefix` for more than one of the data sources, when you use the cleanup utility to delete orphaned temp tables, it may falsely identify temp tables as orphaned, when they are in fact legitimate temp tables defined from a different Unica Campaign data source. Any deleted temp tables will automatically be recreated when you rerun affected flowcharts, but as a best practice, use a unique `TempTablePrefix` for each data source when mapping multiple data sources to the same physical database. If the data sources defined in Unica Campaign map to different schemas in the database, another solution is to ensure that the database user who runs the cleanup utility does not have privileges to drop tables in other schemas in the same database.

ID	Known limitation
161323	The error "Login failed. Error 10553" can occur if you try to log in to the Campaign utilities when the **Unica Platform** | **Security** | **login** method is set to **Windows integrated login** or **Web access control**. To avoid this issue, change the login type to **LDAP** or **Platform** prior to using the Campaign utilities..
176377	DB2 10.5 BLU for user DB: No indexing requirement for temp tables in Unica Campaign datasource. DB2 10.5 (with BLU feature ON) does not require indexing in Unica Campaign. Unica Campaign has certain properties for datasources, such as TempTablePreTruncateRunScript, TempTablePostExecutionSQL, and PostTempTableCreateRunScript, where you can provide SQL or scripts to create indexes on user database tables. If you are using DB2 10.5 as a customer database, with the BLU feature ON, you do not need to configure any of these temp table properties.
201,968,200,241	If two process boxes are moved very close together in a flowchart, the direction of the connection arrow changes. This limitation affects the visual representation of the arrow. The process data flow is not affected. The workaround is to move the process boxes farther apart so the arrowhead changes back to the correct direction.
211293	In Unica Campaign, the built-in macro Current_Date() results in an error when executed against a Hive 1.2 based Big Data instance. The Hive ODBC driver does not support the Current_Date macro to obtain interval values. For example, executing the following query results in a Hive error: SELECT DISTINCT customerid FROM Customer_date WHERE ((Customer_date.my_date_mmdyyyy - CURRENT_DATE()) >= 7) Error: Hive 2 Internal error: unsupported conversion from type: interval_day_time

ID	Known limitation
	Workaround: To use the Current_Date function in a RAW SQL query on Hive with Hortonworks, execute SQL in the following format: SELECT DISTINCT customerid FROM Customer_date WHERE (current_date() - my_date_mmddyyyy) = interval '0 0:0:0' day to second
310769	In Unica Campaign, the built-in macro `Current_Date()` results in an error when executed against Impala data source. The Impala ODBC driver does not support the Current_Date macro to obtain interval values. For example, executing the following query results in an error: INSERT INTO TABLE UAC_133824_5 SELECT DISTINCT store_id, d_customer_key FROM srvacammo.bast_segment WHERE (srvacammo.bast_segment.ba_last_trans_date > (CURRENT_DATE - 2)) Error: Error while executing a query in Impala: [HY000] : AnalysisException: Could not resolve column/field reference: 'current_date' Workaround: In raw SQL query, the `Current_Date` would not work with Impala, so instead of `current_date`, users can use `now()` or `current_timestamp()`.
213088	If Campaign is installed in a secured environment but IBM Cognos is in an unsecured environment, Cognos reports will not display when you use Microsoft Internet Explorer 11. Workaround: If Unica Campaign is configured with HTTPS, also configure IBM Cognos on HTTPS.
217488	IBM can support the Database Loader for Redshift until the moment Campaign triggers the Loader Script. Any problems in execution of the loader script are not supported by IBM.
223716	Authentication Bypass Using HTTP Verb Tampering Instead of applying theHttpVerbFilter.class patch, you can use the following workaround to ensure application security. Complete the following steps to update web.xml.

ID	Known limitation

	1. Update the web app tag and set the xsd version to 3.0.
	
	``
	<web-app xmlns:xsi="http://www.w3.org/2001/XMLSchema-
	instance"
	  xmlns="http://java.sun.com/xml/ns/javaee"
	  xsi:schemaLocation="http://java.sun.com/xml/ns/
	javaee
	  http://java.sun.com/xml/ns/javaee/web-app_3_0.xsd"
	  id="Platform" version="3.0" metadata-
	complete="true">
	``
	
	2. Add the following in web.xml.
	
	``
	<!--[start] WhiteList Http Verbs -->
	<security-constraint>
	  <web-resource-collection>
	  <web-resource-name>Unica_WhiteList_Http_Verbs</web-
	resource-name>
	  <url-pattern>/*</url-pattern>
	  <http-method-omission>GET</http-method-omission>
	  <http-method-omission>POST</http-method-omission>
	  <http-method-omission>TRACE</http-method-omission>
	  <http-method-omission>PUT</http-method-omission>
	  <http-method-omission>DELETE</http-method-omission>
	  <http-method-omission>PATCH</http-method-omission>
	  <http-method-omission>OPTIONS</http-method-omission>
	  <http-method-omission>HEAD</http-method-omission>
	  </web-resource-collection>
	  <auth-constraint/>
	</security-constraint>
	<!--[end] WhiteList Http Verbs -->
	``

ID	Known limitation
283805	IBM Websphere Application Server 8.5.5 Fix Pack 12 requires IFPI85892 to run HCL Unica application.
283544	On Oracle 12.2 database server following parameters needs to be added in sqlnet.ora file located under ORACLE_HOME/network/admin/ SQLNET.ALLOWED_LOGON_VERSION_SERVER

User will need to consult with DBA to provide appropriate value to this parameter. Please refer this link for details: https://docs.oracle.com/ database/121/NETRF/sqlnet.htm#NETRF2016 |
N/A	Campaign Integration with Watson Marketing Assistant is not supported on Internet Explorer.
286705	Two events get generated on the Campaign history tab when user pauses the Campaign flowchart from Operational monitoring.
287100	History tab data remains in UA_History table even after deleting the Campaign
290172	Cutting off right contents from Relevant offers window.

Workaround: The size of text, apps and other items - under Display should be set to 100%. |
| 312318 | Campaign flowchart run - when executed as complete flowchart generates a unique runID and its executed the flowchart along with mailchimp process box.

Next time when Campaign user tries to run the single process box - it does not generate unique runID and thus process box execution failed. |
| 312296 | HTTPS(Invalid certificate) HIP instance is not supported in IE11 for Link PB and Manage Link Connections page. |
| 312320 | MailChimp - Audience value is getting changed to other format f239295fe8 (in alphanumeric format) if we re-open correctly configured |

ID	Known limitation
	Link PB. The workaround is to hit the Fetch button adjacent to the field which will refresh the value of the user-friendly string value.

312567	Campaign installer failed to update Insights report files when installed using non-root user on Unix environment. To overcome this user would need to update Insights report file manually after installation is completed.
	
	1. Navigate to <PLATFORM_HOME>/Insights/tools/bin/
	
	2. For UNIX:
	
	   • Grant read, write, and execute permissions to `-bPath=<Report folder path>` for the installation user.
	   • Grant execute permission to the installation user using the following command.
	
	    `chmod 755 insightsDBUtil.sh`
	
	3. Execute command to update the Campaign Insights report files.
	
	./insightsDBUtil.sh -ds=CampaignDS -bPath=<Report folder path> -DBType=<databasetype> -URL=JDBC connection URL> -user=<database user> -pwd=<database password>
	
	For more details refer UnicaInsights12_1InstallationConfigurationGuide

313216	Link: Unica application on HTTPS and unica Link on HTTP does not render the Manage links connections page.

Known limitations in Unica Optimize V12.1

Issue	Number	Description
Strings in the production or test pop-up window are not translated.	Defect 176920	In the case of a non-English setup, the strings in the production or test pop-up window are not translated.
The MailList process fails with the following database error: `ORA-00999: INVALID VIEW NAME`.	Defect 170951	Change the value of **UseTempTablePool** from `TRUE` to `FALSE` in UA_SYSTEM_TABLES. The MailList run will end successfully.
Unica Optimize does not terminate the `unica_acsvr` process that is opened during a run.	Defect 164875	In case of a schedule run of a Unica Optimize session by using the Unica Platform Scheduler, you observe multiple `unica_acsvr` login processes. These processes might terminate automatically after some time.
A DB2 database user change of system tables causes a Unica Optimize session to fail when the administrator has an index with the same name.	Defect 155876	To avoid having a session fail, the DB2 database administrator should remove indexes.
In a Unica Optimize report, offers by type and segment do not get printed as desired.	Defect 102889	The following issues were noticed while printing the offers by type and segment in a Unica Optimize report. 1. The preview window does not scroll, unless it is resized.

Issue	Number	Description
		2. While printing it does not print everything, but only what fits in A4 size. Printing options do not seem to make any difference.
Negative scores cause inaccurate rules crediting.	DEF041400	If you use negative scores, rule crediting in the Offer Filtering Summary report might not be accurate. Offers with negative scores are given to meet minimum requirements only.
Cells that are linked to TCS with offer assignments do not appear in Optimize process.	DEF061355	If the Optimize process is connected to one or more cells and the upstream cells are later linked to top-down cells defined in the Target Cell Spreadsheet process (TCS), the offers that are assigned in the TCS do not automatically appear in the Optimize process. Link to any top-down cells in the TCS before you connect those cells to an Optimize process. Otherwise, you must either manually assign the same offers within the Optimize process, or delete the Optimize process and re-create it.
Running the ACOOptAdmin utility with one-way SSL requires more setup.	DEF046832	You cannot use the ACOOptAdmin utility with one-way SSL until you register a security certificate, specify a host name and domain, and configure SSL_Options in the `ACOOptAdmin.bat` file.
Unable to run the session in first attempt when	DEF055010	If you use the kill command to stop `unica_acosvr`, the next time you attempt to run a Unica Optimize session, it might

Issue	Number	Description
unica_acosvr process stopped.		fail with the following error: `An unknown communication failure has occurred with the  Optimize server process.` **Workaround** - Run the Unica Optimize session again to complete it successfully.