

# **Unica Campaign V12.1.1 Release Notes**



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# Chapter 1. Release Notes for version 12.1.1

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.

## System requirements and compatibility

Unica Campaign is part of the Unica suite of products. Unica Campaign version 12.1.1 requires Unica Platform 12.1.1

### **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
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:

**Table 1. Get up and running (continued)**

Task	Documentation
	<ul style="list-style-type: none"> <li>• Unica Campaign Installation Guide</li> <li>• Unica Campaign Upgrade Guide</li> </ul>
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
<ul style="list-style-type: none"> <li>• Adjust configuration and security settings</li> <li>• Prepare Unica Campaign for users</li> <li>• Run utilities and perform maintenance</li> <li>• Learn about integrations</li> </ul>	Unica Campaign Administrator's Guide
<ul style="list-style-type: none"> <li>• Create and deploy marketing campaigns</li> <li>• Analyze campaign results</li> </ul>	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 Acoustic	Campaign and Acoustic Integration Guide for IBM Marketing Cloud

**Table 3. Integrate Unica Campaign with other HCL products (continued)**

Task	Documentation
Integrate with Coremetrics	<p><i>Unica Campaign Administrator's Guide</i>: How to configure the integration</p> <p>Unica Campaign User's Guide: Targeting IBM Digital Analytics segments in Campaigns</p>
Integrate with Unica Plan	Unica Plan and Unica Campaign Integration Guide
Integrate with Opportunity Detect	<p><i>Unica Campaign Administrator's Guide</i>: How to configure the integration</p> <p>Opportunity Detect Administrator's Guide and Opportunity Detect User's Guide: How to administer and use the product</p>
Integrate with Unica Deliver	<p><i>Unica Campaign Installation and Upgrade guides</i>: How to install and prepare Deliver components in the local environment.</p> <p>Unica Deliver Startup and Administrator's Guide: How to connect to the hosted messaging resources.</p> <p>Unica Campaign Administrator's Guide: How to configure offer integration.</p>
Integrate with IBM SPSS Modeler Advantage Enterprise Marketing Management Edition	<i>Unica Campaign and IBM SPSS Modeler Advantage Enterprise Marketing Management Edition Integration Guide</i>
Integrate with IBM WeatherFX.	You can integrate IBM WeatherFX with Campaign so that you can pull weather events into your marketing campaigns. Unica Campaign version 9 and version 10 users can integrate with WeatherFX by using the UBX toolkit.

**Table 3. Integrate Unica Campaign with other HCL products (continued)**

Task	Documentation
Integrate with Unica Director.	<i>Unica Director Installation Guide:</i> You can integrate Unica Director with Campaign so that you can get status of all the running/completed/failed flowcharts, migrate Campaigns 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
 <b>Note:</b> Additional integrations may be available that are not listed in this table. See <a href="#">Product tools and utilities for Unica Campaign</a> .	

**Table 4. Develop for Unica Campaign**

Task	Documentation
Use the REST API	See the Unica Campaign REST API
Use the SOAP API	<ul style="list-style-type: none"> <li>• See the Unica Campaign SOAP API Specification</li> <li>• JavaDocs in <code>devkits\CampaignServicesAPI</code></li> </ul>

**Table 4. Develop for Unica Campaign (continued)**

Task	Documentation
Develop Java™ plug-ins or command-line executables to add validation to Unica Campaign	<ul style="list-style-type: none"> <li>• See the Unica Campaign Validation PDK Guide</li> <li>• Java-docs in <code>devkits\validation</code></li> </ul>

**Table 5. Get help**

Task	Instructions
Open online help	<p>When using the Unica Campaign application:</p> <ol style="list-style-type: none"> <li>1. Choose <b>Help &gt; Help for this page</b> to open a context-sensitive help topic.</li> <li>2. Click the <b>Show navigation</b> icon in the help window to display the full help.</li> </ol> <p>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.</p>
Get PDFs	<p>When using the Unica Campaign application:</p> <ul style="list-style-type: none"> <li>• Choose <b>Help &gt; Product documentation</b> to access Unica Campaign PDFs.</li> <li>• Choose <b>Help &gt; All Unica documentation</b> to access all product PDFs.</li> <li>• Click the links for PDFs during the installation process.</li> </ul>



# New features and changes in version 12.1.1

Unica Campaign 12.1.1 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

Unica Campaign supports the following upgrade paths:

- 12.1.x → 12.1.1
- 12.1.0.x → 12.1.1

Customers on versions earlier than 8.6.x must:

- perform a Fast Upgrade from existing version to version 8.6.0 (for more information, see *HCL Unica 8.6.0 Fast Upgrade Guide*).
- perform a Fast Upgrade from version 8.6.0 to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.1.

Customers on versions earlier than 11.1.x.x can:

- perform a Fast Upgrade from existing version to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.1.

Customers on versions 11.1.x.x/12.0.x.x can use one of the following options for upgrade:

- **Option 1**
  - perform an in-place upgrade from existing version to version 12.1.0.
  - perform an in-place upgrade from version 12.1.0 to version 12.1.1.
- **Option 2**

- perform a Fast Upgrade from existing version to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.1.

## Fast Upgrade

Unica Campaign 12.1 supports the fast upgrade approach. 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.

## Optimize Campaign Decoupling

In V12.1.1 Unica Campaign suite, user can decouple campaigns from the Optimize session without having to modify flowchart.

## Custom DB Function

Unica Campaign V12.1.1 supports custom DB functions for ORACLE, DB2, Oracle ODBC and MSSQL

## Concurrent flowchart access depiction

When users access a flowchart already in edit mode they will get status on flowchart toolbar **<user name> is working**. On clicking the edit button in the flowchart toolbar, user will get a message **Flowchart is in use by user <user name>. Do you still want to continue? If you click OK, changes made by user <user name> will be lost.**

## Campaign support for Journey CH/RH

Unica Campaign V12.1.1 supports Contact History and Response history from Unica Journey.

## Campaign REST APIs to share segments with other tools

New REST API provided to query strategic segments related data from third party tools.

## Return cell counts from flowchart and process box APIs

New REST API provided to query status of process boxes in a flowchart and related cell counts

## Kafka as output data source

Snapshot process box can be configured to export selected fields in JSON format to a Kafka. This provides a way for third party tools to consume data from a flowchart

## Insights- Enhance reports from Campaign product

Enhanced UI of Insights reports under Campaign Analytics. With this change, reports are consistent visually and properly spaced to improve readability.

## Send time optimization

Unica Open Insights provides the best hour of day for the email recipients based on their past interactions. This information can be used in the upcoming Deliver campaigns. For more details on implementing send time optimization, see the Unica Campaign User Guide.

## Fixed defects in Unica Campaign V12.1.1

The following defects were fixed in Unica Campaign 12.1.1.

Issue ID	Description
HMA-323311	Phishing via Content Spoofing
HMA-326516	Process box configuration and Flowchart options are Blank-12.1.1
HMA-270339	Screen jumps in certain cell selections in IE11
HMA-135346	Campaign Waterfall report shows unknown for segment counts
HMA-322073	Not able to use table field as integer value in ADD_MONTHS macro

HMA-222618	Error Control cell not linked to any target
HMA-327746	No warning/error message on UI while deleting optimize session linked to flow-chart
HMA-218314	Defect to fix 10404 error
HMA-318518	Parameter, 'SegmentTablePostExecute-SQL', is missing in MariaDB datasource.
HMA-291963	Browse table in table mapping feature not to be used
HMA-325862	Flowchart log process count doesn't match UI result
HMA-326477	Installer - Campaign configuration change for campaign_log4j.xml
HMA-90239	SCROLLING ISSUES WHILE MAPPING TABLES
HMA-319040	Inconsistent Date Format
HMA-310769	Current_date() macro is not compatible with impala datasource
HMA-319036	Error in exporting data to Cloudera data-source via snapshot
HMA-325765	Blank process box page when followed specific path for Non en_US locale
HMA-329369	Stored Cross-Site Scripting in Cell Code in TCS
HMA-326014	Some of the Process boxes cross out after indicating successful flowchart run

HMA-325486	UBX download ETL: Could not obtain WebSphere Liberty transaction manager
HMA-326748	Tables are highlighted in blue to appear as they are selected even when they are not within Select process box
HMA-327010	Problems with Segment process after upgrade to 12.1.0.FP4
HMA-328565	Problem with SSL and kafka
HMA-328513	unica_acsesutil processes are running out of control; spawning indefinitely over time eventually crashing the server
HMA-322608	advSrchAgent.sh" fails with error, "Error: Partition specified is not correct!"
HMA-325071	UCGF.rundate value when used in string concat function gives null output
HMA-324058	Missing *spring_update.xml files for Campaign 12.1.0.0 fast upgrade guide.
HMA-323759	"OPEN JDK 1.8.0.275" incompatibility issues during UNICA 12.x upgrade
HMA-246488	DOCUMENT DEFECT REGARDING CLASS LOADER SETTINGS
HMA-325067	CODE 10634: Incompatible sort order detected.

## Known issues in Unica Campaign V12.1.1

Unica Campaign 12.1.1 includes the following known issues.

Issue ID	Description
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HMA-326854	Incorrect date format written to UA_OFFERHISTATTRIB from mail list process box
HMA-331085	Documentation - Docker : Use -async option while running ACOOptAdmin utility
HMA-330431	Campaign Offer reports show incorrect data when SAME offer is used in Campaign as well as Journey
HMA330613	DOC Help URL is not working for English,French and German locales.
HMA-330562	<p>Docker : Campaign kafka template is missing for Docker</p> <p>For resolution on this, please contact HCL Unica support team.</p>
HMA-326516	Process box configuration and Flowchart options are Blank.
HMA-330433	<p>User is not able to login to platform after upgrade to 12.1.1 in case Deliver is configured.</p> <p><b>Resolution</b></p> <p>Execute below query on Platform database :</p> <p>select * from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=&lt;&gt;)</p>

	<p>Specify actual partition id in above query , default for partition1 , partition id =1 , it varies for multiple partitions.</p> <p>If above result in more than one row , contact HCL support to help in executing below delete query - delete one of the duplicate record of *D*eliver_admin role by running below query :</p> <pre>delete from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=&lt;&gt;) and parent_role_id=&lt;partition_id&gt;</pre> <p>For example , for partition id =1 ,</p> <pre>delete from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=1) and parent_role_id=1</pre>
HMA-306326	JNDI creation for Campaign installer with Informix database and Websphere application server is not creating JNDI with correct details. Create JNDI connection manually in websphere with Informix referring to the Campaign Installation guide.
HMA-306329	JNDI creation for Campaign installer with Informix database and Tomcat application server is not creating JNDI with correct details. Create JNDI connection manually in Tomcat referring to the Campaign Installation guide.

usually in Tomcat with Informix referring to the Campaign Installation guide
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## Known issues in Optimize V12.1

No known issues for Optimize V12.1.1

## Known limitations in Unica Campaign V12.1.1

Unica Campaign 12.1.1 includes the following known limitations.

Issue ID	Description
HMA-330347	<p>Users can use Sankey flowchart to view waterfall information. This solution is offered with certain limitations:</p> <p>For huge flowcharts, with approximately 50+ process boxes, clearly displaying all process boxes and related flow is difficult. The information or labels may get overlapped and thus look cluttered. Users are advised to use zoom in and zoom out feature along with scrollbars to navigate to area of interest for better picture.</p>
HMA-291963	Browse table in table mapping feature not to be used

## Known limitations in Unica Optimize V12.1.1

No known limitations for Optimize V12.1.1