

# **Unica Centralized Offer Management V12.1 Release Notes**



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# Chapter 1. System requirements and compatibility

Unica Centralized Offer Management operates as part of the HCL Marketing Software suite of products. Unica Centralized Offer Management requires Unica Platform 12.1 and Unica Plan 12.1.

This section provides the following information for this release of Unica Centralized Offer Management:

- Where to find system requirement and compatibility information
- Changes in support for third-party software

Unica Centralized Offer Management supports 64-bit operating systems only.

## **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 Centralized Offer Management is centralized solution for Unica customers for creating and managing offers and using it across Unica's suite of products. As a strategy, the future requirements of Unica customers, related to the offer management, will be made available using the Unica Centralized Offer Management application.

For the 12.1 release, Unica Centralized Offer Management is not mandatory. Customers upgrading to 12.1 can still use the existing offer management capability that they are using. However, customers using Unica Campaign's offer management capability are strongly advised to evaluate, and switch, to the Unica Centralized Offer Management for the following reasons:

New capabilities	<ul style="list-style-type: none"><li>• Creating offers without a template</li><li>• Adding attributes to existing offers</li><li>• Save offer as a template</li><li>• Adding attributes to in-use offer templates</li><li>• Support for additional attribute types:<ul style="list-style-type: none"><li>◦ Boolean</li><li>◦ Integer</li><li>◦ URL</li></ul></li></ul>
Improved user experience	
Improved performance	
REST APIs	All capabilities of Unica Centralized Offer Management are available as a part of the REST API so that you can enable custom integration and implement custom use cases. For API specification, see the following Swagger URL: <a href="http(s)://">http(s)://</a>

	<code>&lt;host&gt;:&lt;port&gt;/Offer/swagger-ui.html</code>
Integration with Content Management System	Out-of-the-box integration with HCL Digital Experience (DX) and Adobe Experience Manager, and an open framework to connect with any other Content Management Systems.

Customers using Unica Plan (formerly Marketing Operation) for their Offer management requirements, should evaluate the Unica Centralized Offer Management, but are requested to continue using Unica Plan for its offer management capability in the 12.1 release. In subsequent releases, the capabilities of Unica Centralized Offer Management will be enhanced to be on-par with the offer management capabilities of Unica Plan.

### Creating offers without a template

Use the **Offer without template settings** feature to create an offer without the hassle of having a custom template. You can use the Basic options and Offer codes to quickly create an offer. An administrator can enable this feature for offer users so that it will be available for all the users of that partition.

### Adding attributes to existing offers

You can add attributes in the parameterized section of an existing offer. With this feature, if there is a business requirement for a few more attributes in the offer, users can add these attributes so that the responses can be tracked against the same offer but using different offer versions.

### Adding attributes to in-use offer templates

An administrator can add new attributes in the parameterized section of the template, even if the offers are created using the template. The attributes added, automatically becomes available in all the offers associated with the template.

### Saving offer as a template

An administrator can create an offer template using any independent offer ("Offer without template"). Depending on the permissions assigned to the offer user, the Save as template option will be available.

### **Support for additional attribute types**

- **Boolean**

You can use the Boolean attribute type to select or deselect a checkbox (for example `TRUE` or `FALSE`) for the attribute.

- **Integer**

You can use the Integer attribute type to fill numeric data without decimal places.

- **Picker - URL**

You can define the attribute of type URL. When integrated with Unica Content Integration, you can provide a URL for searching content from target content management system.

### **Integration with Content Management Systems**

Provides out-of-the-box integration with HCL Digital Experience (DX, formerly known as IBM® WCM) and Adobe Experience Manager, and an open framework to connect with any other Content Management Systems.

### **BIRT reports**

Unica Centralized Offer Management shows object-specific reports (in the Analysis tab of offer) integrated with Unica out-of-the-box reporting solution Insights Reports. All other reports under Campaign analytics, dashboard portlets, or custom reports should continue to work.

# Chapter 3. Fixed Defects

The following table lists the fixed defects in Unica Centralized Offer Management 12.1

**Table 1. Defects fixed in 12.1**

Issue ID	Description
HMA-307045	Improved Edit Smart Offer List performance by reducing API calls.
HMA-308690	Edit "Select Box - String" should do options length validation only for newly added options.
HMA-307884	Minor text changes and UX improvements.
HMA-307796	Set correct CreatorFlag in database for duplicate Offer case.
HMA-307286	PolicyId validation was missing while creating offers and offer lists.
HMA-307787	Static offer list creation on step 2, Offer association title "Offers in " was not displaying the name of selected folder.
HMA-307214	SmartOL had issues with maximum allowed limit of attribute values.
HMA-307255	Sorting on standard attributes for localized display names and internal name was incorrect for the locale.
HMA-307761	After movement of Offer/Folder/Offer list from one folder to another, UI was not showing the security policy for the object.
HMA-308044	Vertical text should be present for all applicable screens for JA,KO,zhCN,zhTW where other locales have rotated text.

Issue ID	Description
HMA-307068	SmartOL_Update criteria button was going out of the screen when Orderby attribute display name exceeded 192 characters.
HMA-307257	MariaDB_SmartOL_System did not fetch the offer in a specific case even if offer meets defined criteria.
HMA-308347	offerCodeGeneratorClasspath property not required in configuration.
HMA-307872	Translation related multiple defects.
HMA-309896	COM12.1 UI_Select box string attribute creation issues.
HMA-307629	Product conditions was getting modified if offer was in use.
HMA-307096	Backend API validation message was not being shown localized.
HMA-307410	Even if the COM integration flag was OFF, user could use COM if any COM page is set as current home page.
HMA-306011	Upgrade_On upgraded offer instance save button was not enabled if the value started with a space.
HMA-306261	Search issues in attribute and template in french characters.
HMA-306566	Non-English locale: KO/ZNCN/JA titles are fixed.
HMA-305444	UI_Chrome_Smart OL view summary was distorted if an attribute had a long display name.
HMA-305620	UI_Currency symbol was not being displayed on UI for currency type of attributes.
HMA-305496	SmartOL_Default order of folders display was incorrect in Restrict folder section.

Issue ID	Description
HMA-305295	SmartOL_Error messages were not displayed correctly for invalid inputs, or not providing input on Add criteria pane.
HMA-304427	500 Internal Error was seen when folder delete operation was performed having as Offer used in Campaign flowchart.
HMA-304817	If user did not have report system / user rights on analysis, an error was displayed.
HMA-305784	Offer Delete used in Static offer list did not display information of its usage in Delete message.
HMA-307310	Offer Save as template was not saving default values of attributes from Offer instance.
HMA-305224	Security permission restriction for listing of different entities.
HMA-305679	UI: If duration value was negative, UI was not handling it with the correct error message.
HMA-309653	Offer admin could not work with offer settings as well as offers menu.
HMA-306123	Missing max length validations in Offer and Template creation flow.
HMA-306009	Asset Picker: On changing the pagination, selected image did not get saved.
HMA-304497	Partition template was not getting configured under Offer - partitions.
HMA-305639	If a source value was removed from Enum attribute after creation, which was already used in template or offer, blank value was getting displayed in the attributes value for that template and offer.

Issue ID	Description
HMA-306706	Non-English locale: In smart offer list criteria summary page- order (ascending/descending) was not translated.
HMA-306391	In Siteminder, there were multiple issues with few Offer/ Offerlist actions.
HMA-305905	"Unable to fetch data" or no error on UI when user does not have access and tries for multiple times.
HMA-311236	Birt reports is not renamed as Unica Insights Reports as part of rebranding.

# Chapter 4. Known issues

The following table lists the known issues in Unica Centralized Offer Management 12.1

Issue ID	Description
HMA-313047	In Unica Platform configuration, if the field <b>Apply security on static content for all applications</b> is set to <code>YES</code> , the Offer application fails to start. This was an issue in 12.1 and was fixed in 12.1.0.1.
HMA-303073	Breadcrumbs are not getting displayed correctly if an offer is created inside a folder or moved to a folder or sub-folder.

# Chapter 5. Known limitations

The following table lists the known limitations in Unica Centralized Offer Management 12.1

Issue ID	Description
HMA-313383	In the installation log file <code>Unica_Centralized_Offer_Management_Install_&lt;timestamp&gt;.log</code> , where <code>&lt;timestamp&gt;</code> is the date and time of the generated log, if the Additional Notes row of an error, or multiple errors, ends with the phrase <code>(Text file busy)</code> , you can ignore those errors.
HMA-308852	Offers with three newly introduced attribute types like Boolean, Integer & Picker - URL can not be used in email template of acoustic (formerly IBM Engage). The Acoustic engineering team will address this limitation in the near future.
HMA-308237	Multi-node deployment of Unica Centralized Offer Management in a clustered environment is not supported yet. This will be supported in future.
HMA-307905	Creative URL attribute does not integrate with Unica Plan's Digital Asset Management module to link the content URL.
HMA-304946	For the <b>Relevant products</b> field in Offers, searching on additional columns (custom fields) is not allowed while creating offers or editing offers.
HMA-303713	In Unica Platform configuration section, within the Offer node, if a datasource for <code>UA_SYSTEM_TABLES</code> is not configured, the Offer application fails to start in the application server. This was an issue in 12.1 and was fixed in 12.1.0.1.
HMA-300805	The reports feature in the <b>Analysis</b> tab for the Offer object does not integrate with Cognos. You can view these reports by integrating with Unica Insights Reports.

# 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.

You can access the **About** page by selecting **Help > About**. If the **About** page is not accessible, check for a `version.txt` file that is located under the installation directory for your application.

## **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>