

**Unica Centralized Offer
Management V12.1.1 Release Notes**



Contents

Chapter 1. System requirements and compatibility.....	1
Chapter 2. New features and changes in version 12.1.1.....	2
Chapter 3. Fixed Defects.....	4
Chapter 4. Known issues.....	7
Chapter 5. Known limitations.....	8
Chapter 6. Before you contact HCL technical support.....	10

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 12.1.1 and Unica Campaign 12.1.1.

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.

Upgrade Paths

- Supported upgrade path via installers: 12.1.0 -> 12.1.1 and 12.1.0.x -> 12.1.1
- Customers prior to 12.0.x must perform Fast upgrade to 12.1 and then upgrade to 12.1.1

Where to find documentation

You can find the documentation here.

- PDFs: <http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmIzZQ==&folder=Y2FtcGFpZ24vMTJfMV8xL2VuX3Vz>
- Online Help: <https://help.hcltechsw.com/unica/COM/en/12.1.1/index.html>

Chapter 2. New features and changes in version 12.1.1

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 12.1.1 release, Unica Centralized Offer Management is not mandatory. Customers upgrading to 12.1.1 can still use the existing offer management capability that they are using. However, customers using Unica Campaign's offer management capability and Unica Plan's offer management capability are strongly advised to evaluate and switch to the Unica Centralized Offer Management.

We have updated the Unica Centralized Offer Management documents and you can access the latest documentation using the following links:

- **PDFs:** <http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmlzZQ==&folder=Y2VudGNvbS8xMI8xXzEvZW5fdXM=>
- **Online Help:** <https://help.hcltechsw.com/unica/COM/en/12.1.1/index.html>

The following list mentions the new features, and the changes to existing features, in Unica Centralized Offer Management 12.1.1:

New capabilities	<ul style="list-style-type: none">• Static variants for Offers• Ability to pick HCL DX content in COM.• Real-time autosync between HCL DX content and COM offers.• Custom Actions supporting cognitive services for the text and Image analytics.• Webhook support for Offers in COM
------------------	--

	<ul style="list-style-type: none">• Revision history for offers and offer lists• New attributes category "Internal attributes"
Improved user experience	UX/UI improvements at multiple places.
REST APIs	Enhancements in the REST APIs/additional REST APIs.

Chapter 3. Fixed Defects

The following table lists the fixed defects in Unica Centralized Offer Management 12.1.1

Issue ID	Description
HMA-328043	Values of Offer Attributes are assigned to another attribute when Offers are migrated from Plan to COM
HMA-327613	Centralized Offer Management offer expiration year 2099 converts to 1999 in GUI
HMA-327387	Pre-When SSDB attribute having a default value is added in static attributes and saved with null values for it, shows the default value of attribute defined at attribute level in template /offer edit
HMA-327193	When content integration role is not assigned to the user, clicking on edit mapping or Content integration button to create new mapping should display specific permission related error that is sent by backend
HMA-327151	Preview pop-up window not getting closed when clicked on 'X' icon on offer summary screen
HMA-326826	Offer update (Patch) swagger API error - 12.1.0.4
HMA-325422	CLONE - Internal Server Error on saving template content mapping in ISAM setup
HMA-325333	If attribute has rule set on it and also CMS mapping defined on it, if this attribute is

	removed from template; attribute can not be removed as CMS mapping on it, but rule gets removed implicitly
HMA-325305	Some messages related to the new features, introduced in 12.1.0.4, are not localized and are displayed in the English language
HMA-325297	Minor-: alignment issue on bool attribute when mandatory
HMA-325296	Not able to save offer when effective -expiry date/channel is in static attributes, not given default values in template and invisible in offer
HMA-325189	When URL/Creative URL exceeds max length there is no error on UI for "Exceeds max limit"
HMA-325041	Whenever there is internal error on offer settings page, (mostly in DB connectivity issue) Error is displayed twice , only one error should be present and it should be localized
HMA-325027	Localization-: In visibility rule screen, in and not in is truncated for many locals and we also do not have tooltip on it
HMA-324890	If effective expiry date is invisible in offer, on offer listing page under effective -expiry date column "flowchart run date/-" is displayed

HMA-324864	Unicode_When adding unicode chars of length 1024 into String type attribute, UI is throwing an error
HMA-323697	Internal Server Error on saving template content mapping in ISAM setup
HMA-323688	Asterisk for mandatory attribute in template step 3 is not displayed when the attribute name is lengthy
HMA-316392	SSDB- NULL pointer exception for idColumn
HMA-315191	If any DB table schema gets changed when its already used in any SSDB attribute, attribute listing page shows internal error

Chapter 4. Known issues

The following table lists the known issues in Unica Centralized Offer Management 12.1.1

Issue ID	Description
HMA-347525	Offer duplication does not work if you have added offer suppression.
HMA-330105	Attributes added to parametrized/internal attribute, can not be dragged dropped to static section in template in create or edit template
HMA-312588	COM12.1_IE11_API documentation does not open on IE in a specific setup-https-WIN-WAS-SQL
HMA-330306	Minor issues with untranslated string at few places.
HMA-330509	Integrating multiple instances of HCL DX or WCM with single instance of COM is not supported in this release.
HMA-330620	For Docker - property < -DUNICA_PLATFORM_CACHE_ENABLED> is not supported for Docker environments when the DB is other than OneDB.

Chapter 5. Known limitations

The following table lists the known limitations in Unica Centralized Offer Management 12.1.1

Issue ID	Description
HMA-313383	In the installation log file <code>Unica_Centralized_Offer_Management_Install_<timestamp>.log</code> , where <code><timestamp></code> is the date and time of the generated log, if the <code>Additional Notes</code> 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 Relevant products 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.

Issue ID	Description
HMA-300805	The reports feature in the Analysis 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>