

**Unica Centralized Offer
Management V12.1.2 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 12.1.2 and Unica Campaign 12.1.2.

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.x -> 12.1.2

Where to find documentation

You can find the documentation here.

- PDFs: <http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmlzZQ==&folder=Y2FtcGFpZ24vMTJfMV8xL2VuX3Vz>
- Online Help: <https://help.hcltechsw.com/unica/COM/en/12.1.1/index.html>

Chapter 2. New features and changes in version 12.1.2

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 12.1.2 release, Unica Centralized Offer Management is not mandatory. Customers upgrading to 12.1.2 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 12.1.2:

| | |
|------------------|---|
| New capabilities | <ul style="list-style-type: none">• Improved useability with Plan integration.• Text is supported as key column in SSDB attribute• Offer Auto-syncing feature is enhanced• Custom actions feature is enhanced• Integration of Offer and Offer lists with Plan approvals |
|------------------|---|

| | |
|--------------------------|---|
| | <ul style="list-style-type: none"> • Cluster deployment is supported in COM • Webhook can be executed for Offer variants. • Additional out of the box integrations via Content Integration Framework: <ul style="list-style-type: none"> ◦ Azure Image analysis ◦ Google Translate ◦ Google Video Insights ◦ Snap-Cast training service • Improved integration with Google Vision API and Google NLP service |
| 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 12.1.2

| Issue ID | Description |
|------------|---|
| HMA-320809 | Unica.ear not getting properly deployed on JBoss server, as it is getting issue while using COM features |
| HMA-327396 | PRE: When SSDB attribute is opened in edit mode, loader should be displayed till its properly loaded. |
| HMA-323547 | When attribute value dropdown under Offer Suppression in offer is having huge data, user is unable to scroll up properly once down. |
| HMA-330306 | Minor issues with untranslated string at few places. |
| HMA-330105 | Attributes added to parametrized/internal attribute, can not be dragged dropped to static section in template in create or edit template. |
| HMA-330509 | Integrating multiple instances of HCL DX or WCM with single instance of COM is not supported in this release. |

Chapter 4. Known issues

The following table lists the known issues in Unica Centralized Offer Management 12.1.2

| Issue ID | Description |
|-----------------|---|
| HMA-320416 | Intermittent error is seen when concurrent users are working on Centralized Offer Management with OneDB. This has been identified as an issue in driver for OneDB. The OneDB team will tentatively fix this issue in JDBC driver for OneDB in JDBC 8.0.0.2. |
| HMA-334043 | Tooltips are not appearing properly for few options in 'offer list' section. |
| HMA-334787 | Save button not getting clicked when Smart offerlist has SSDB attribute in condition |
| HMA-334983 | Sofy,Docker: Offer picker widget in Plan approvals is not listing offers in some environments |
| HMA-335349 | Internal error on deleting an offer having variants in it which are not used by any consuming product |
| HMA-347525 | Offer duplication does not work if you have added offer suppression. |

Chapter 5. Known limitations

The following table lists the known limitations in Unica Centralized Offer Management 12.1.2

| 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-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. |
| 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>