Unica Centralized Offer Management V12.1.3 Release Notes

Contents

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 12.1.3 and Unica Campaign 12.1.3.

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.x → 12.1.3
- 12.1.0.x → 12.1.3

Where to find documentation

You can find the documentation here.

- PDFs:
- Online Help:

Chapter 2. New features and changes in version 12.1.3

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 12.1.3 release, Unica Centralized Offer Management is not mandatory. Customers upgrading to 12.1.3 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**:
- **Online Help**:

The following list mentions the new features, and the changes to existing features, in Unica Centralized Offer Management 12.1.3:

New capabilities	- Visual card view of offers on Offer listing page and Offer picker - Unica v12.1.3 now uses `log4j v2.17.1`. This version addresses the critical vulnerabilities identified in `log4j`. It includes the security fixes mentioned in the following Unica Knowledgebase article: https://support.hcltechsw.com/csm?id=kb_article&sysparm_-article=KB0095491

	For more details related to the fixes in `log4j 2.17.1`, see https://logging.apache.org/log4j/2.x/security.html.

Chapter 3. Fixed Defects

The following table lists the fixed defects in Unica Centralized Offer Management 12.1.3

Issue ID	Description
HMA-347525	Offer duplication was not working if you added offer suppression.
HMA-336106	Issue in COM when JVM locale is french
HMA-325156	Text can be pasted on numeric/ currency/integer type of attribute, no error in such case and Save remains enabled. This issue was found in safari browser.
HMA-325302	Double tooltips displayed when any text is concatenated on listing grids. This issue was found in safari browser.
HMA-335313	On tomcat server, deleting offers result in an Internal server Error.
HMA-334419	Learning service for snapcast was not working as expected
HMA-334787	Save button is not getting clicked when Smart offerlist has SSDB attribute in condition.
HMA-334276	Offer Picker do not allow to unselect offer from "manage Selection" pop-up.
HMA-334127	Offer summary page, notification not present for non editable or non publishable offer.

HMA-334539	For pt-BR and Russian locale approval thumb button is not displayed on offer listing page.

Chapter 4. Known issues

The following table lists the known issues in Unica Centralized Offer Management 12.1.3

Issue ID	Description
HMA-338387	For version 12.1.3, the copyright year is incorrect in the Fed Response File `ResponseFiles.tar.gz`.
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-338146	Intermittent: Offer page is not getting loaded when opened first time
HMA-337372	IE specific-: Check box for offer selection in card view flickers in IE

Chapter 5. Known limitations

The following table lists the known limitations in Unica Centralized Offer Management 12.1.3

Issue ID	Description
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.

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