HCLSoftware

**Unica Centralized Offer
Management V12.1.6 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 12.1.6 and Unica Campaign 12.1.6.

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 → 12.1.6
- 12.1.0.x → 12.1.6

Note: 12.1.6 can be clean installed without installing the base version.

Where to find documentation

You can find the documentation here.

- PDFs:
- Online Help:

Chapter 2. New features and changes in version 12.1.6

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 12.1.6 release, Unica Centralized Offer Management is not mandatory. Customers upgrading to 12.1.6 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**:

There are no new features in Unica Centralized Offer Management for the 12.1.6 release.

Chapter 3. Fixed Defects

The following table lists the fixed defects in Unica Centralized Offer Management 12.1.6.

Issue ID	Description
HMA-347284	API documentation page does not open for WebSphere and JBoss
HMA-349370	Dx autosync offer creation fails when URL type of attribute has null value set in template as well as null value coming as Dx contents attribute value
HMA-350808	Offers created before changing the numeric attributes visibility to always hidden , if the attribute has 0 value in offer- it will get error in editing the old offer

Chapter 4. Known issues

Unica Centralized Offer Management 12.1.6 includes the following known issues:

Issue ID	Description
HMA-320808	Acoustic COM integration-: SSDB and rich text attributes are not supported in Acoustic
HMA-328766	Incorrect behaviour in case of added attribute to the Autosync'ed offer
HMA-339558	Ehcache exception is thrown if application is shut down while event processing is going
HMA-344793	Offer Template not getting search in ONEDB setups,getting internal server error
HMA-349717	When COM is upgraded where Assetpicker and Com are present on base, config files are not copied from assetpicker to com installation path
HMA-349393	Issues with platform navigation links in offer and offer list
HMA-348646	Application throws NullPointerException while creating string type of custom attribute when using Oracle OUD (Oracle Unified Directory login service
HMA-337095	Slack user(Plan admin) can assign himself to project ,but he cannot access the slack channel from communicate

Chapter 5. Known limitations

There are no known limitations in Unica Centralized Offer Management 12.1.6

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