

# **Unica Deliver V12.1 Release Notes**



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# Chapter 1. Release Notes

Contains information about new features, defect fixes, and known issues that HCL releases as part of a scheduled software release.

## Overview

Unica Deliver includes the following features.

- **Digital Channel Coverage:** Seamlessly integrate with an ever-expanding eco system of digital messaging touchpoints, including: email, SMS and more.
- **Unified Omni Channel Experience:** Leverage the powerful context and continuity offered by the Unica Platform's system of record, ensuring that you reach your customer over the right channel at the right time.
- **Flexible Communication Automation:** Provides powerful lights-out productivity tools to automate even the most complicated campaigns and the flexibility to build ad hoc campaigns quickly and efficiently.
- **Powerful Email & Landing Page Analysis:** Analyze with a quick and easy preview of data-driven variants and click through to your landing pages to ensure that your personalization rules are applied perfectly.
- **Intuitive A/B Testing:** Quickly configure and conduct A/B testing to determine the most effective email design and message content for your audience.
- **Insightful Reports and Analytics:** Provides accurate out-of-the-box analytics and engagement insights designed to demonstrate communication success and marketing results.

## System requirements and compatibility

For detailed system requirements, see the Recommended Software Environments and Minimum System Requirements guide. This document also describes reporting requirements, added support for third-party software, and third-party software for which support is no longer available.

Unica Deliver operates with Unica Campaign. When you install Campaign, several Deliver components and tables are automatically installed as part of the Campaign installation. You cannot install Deliver software, system tables, or the Deliver report pack separately. Installing these components makes the Campaign installation ready to support hosted email. However, you cannot begin to compose, send, and track email until you subscribe to Deliver.

When you request an Deliver subscription, Unica consults with you to activate your account and establish your reputation as an email marketer with leading ISPs around the world. For more information about enabling and configuring Deliver after you purchase a subscription, see the Unica Deliver Startup and Administrator's Guide.

For more information about installing Deliver with Campaign, see the Unica Campaign Installation Guide and the Unica Campaign Release Notes®.

## New features

### Version 12.1.0.4

Unica Deliver V12.1.0.4 includes the following features.

- **More Digital Channels:** Deliver now supports simple (native) iOS and Android push communication channels in addition to Email, SMS, and WhatsApp. Quick Builder is enhanced to design simple push communications.
- **Enhanced Quick Builder User Interface:** Quick Builder interface is enhanced with many features such as searching, sorting, pagination using infinite scroll and moving of communications to different folders. Quick Builder also supports multiple Campaign partitions.
- **Offer support in Quick Builder:** Content can be associated with a Campaign offer in Quick Builder. Users can also view offer parameters and change any values if required.
- **Enhanced reporting:** Deliver reports under Analytics now support Push and WhatsApp delivery reports. SMS report is also enhanced to show link click responses.
- **Enhanced Deliverability report:** Deliverability report now allows user to view report for earlier runs.

- **Support for Landing page forms in Extract process box:** Extract process box in Campaign flowchart is now enhanced to take input from Deliver landing page forms.
- **GDPR support:** Campaign GDPR tool is enhanced to query Deliver system tables for PII and provide queries to clear records from Deliver system tables.

### Version 12.1.0.3

Unica Deliver V12.1.0.3 includes the following features.

- **More Digital Channels:** Deliver now supports more communication channels like SMS using different providers and Whatsapp.
- **New Quick Builder User Interface:** Deliver has introduced a new Quick Builder user interface with enhanced capabilities to design and create eye-catching emails quickly and easily.
- **Email Preview Screen Tests:** Deliver can now show how your email will look in 50 devices and email clients.
- **Deliverability Tests:** Deliver now supports deliverability testing to show inbox placement, spam folder, and spam score testing.
- **UI Improvement on the Deliver pages.** The user interface of Deliver is enhanced to make it more user friendly.
- **Journey Support for Deliver SMS messages:** Unica Journey now supports sending Unica Deliver SMS messages.
- **SMS URL shortner:** Deliver users can create short links in SMS messages and specify corresponding full URL.
- **Support for OneDB as system table database.** Deliver now supports HCL OneDB as system database.
- **JBOSS and Tomcat support as application servers:** JBOSS and Tomcat are now supported as application servers in all Deliver features.
- **Support for MariaDB and OneDB as OP system tables databases:** Deliver now supports MariaDB and OneDB databases for Unica Insights reports.
- **Insights reports customization capabilities:** Custom reports are supported in Unica Insights.

## Version 12.1.0.2

- A mailing code is available on the Messaging Overview Summary screen to quickly identify mailing using code and configure it in the transactional mailing service.

## Fixed defects

### Version 12.1.0.4

This section lists fixed defects in Unica Deliver, version 12.1.0.4.

Issue	Issue ID	Description
Unable to get the link of Deliver email in Journey user interface.	HMA-321284	When users created a Journey, configured Deliver email, published Journey, and sent data, the emails were not getting the link on Journey user interface.
Status of scheduled mailings showed "Running" in Scheduled Management when the licenses exhausted.	HMA-321108	The scheduled mailings displayed "Running" status in Scheduled Management when their licenses were exhausted.
Emails having non-unicode characters did not display correctly when they were viewed as a webpage.	HMA-319708	The emails which included non-unicode characters displayed incorrectly when they were viewed as a webpage.
In Quick Builder, Client preview did not work as the required capability was not en-	HMA-321183	Users were unable to use Client Preview in Quick Builder as the required capability was not enabled on Deliver OnDemand.

Issue	Issue ID	Description
abled on Deliver On-Demand side.		
In Quick Builder, Device preview did not display when a value was applied to a personalized field in Device preview.	HMA-321074	In Quick Builder, when users provided actual value for any personalized field in the preview, it did not get applied in case of Device preview.
In Quick Builder, users were redirected to root folder when they added content, changed, and saved the folder.	HMA-321160	In Quick Builder, while adding content, if users changed the folder and saved it, they were navigated to root folder instead of folder where the content was created.
Unable to move email communications in Quick builder.	HMA-321184	In Quick Builder, users were not able to change the folder location to move the email communication.
In Quick Builder, an error occurred when users published the email without saving it.	HMA-321245	In Quick Builder, an error occurred when the users published emails without saving it.
In Quick Builder, images became distorted in the email, if they had associated links.	HMA-321270	In Quick Builder, images became distorted in the email, if they had associated links.
In Quick Builder, the preview did not get	HMA-321060	For dynamic content, email previews were not updated.

Issue	Issue ID	Description
update for dynamic content.		
Under Mailing tab, the Email communication link did not point to the correct editor.	HMA-320383	Under Mailing tab, the Email communication link did not point to the correct editor.
In Quick Builder, on cancelling the email communication within a folder, users were not directed back to the root folder.	HMA-321047, 320737	In Quick Builder, when users edited an email communication available in a folder and clicked Cancel, they were not directed back to the root folder.
The deleted email communications in Quick Builder went to the Recycle bin of the legacy editor.	HMA-320657	Communications deleted from Quick builder went into the Recycle bin of legacy editor.
Unable to assign an image in the background in the Quick Builder, while creating an email communication.	HMA-320769, HMA-320680	In Quick Builder, while designing an email communication, users were unable to assign an image to the background.
In Quick Builder, original email configuration was removed when users performed Save As operation.	HMA-321287	When users saved and published an email, clicked Save As, performed some changes and navigated to the original email communication, the email configuration was removed.



Issue	Issue ID	Description
ation and published the email.		
In Quick Builder, the personalization fields when typed manually did not work.	HMA-320713	In Quick Builder, when users typed the personalization fields format manually, it did not work.
In Quick Builder, the images stored in Deliver took preference when an image attribute was edited and updated with an image of external content management systems.	HMA-321274	While designing an email, when users added an image from Deliver system and saved it and then edited the image attribute by updating with an image from external CMS, the image from Deliver overrided the latest image selected.
Incorrect menu name was found for Quick Builder in Docker.	HMA-321249	Menu name for Quick Builder was incorrect in Docker. The existing name for the menu was NewDeliverDocuments.

## Known issues

### Version 12.1.0.4

This section lists known issues in Unica Deliver, version 12.1.0.4.

Issue	Issue ID	Description
URL does not gets converted to a short link if Personalization Fields exist in the URL	HMA-347128	If you use Message Editor to create an SMS with URLs having Personalization Fields, the URLs will not be shortened in the delivered SMS.

Issue	Issue ID	Description
		<b>Workaround:</b> If SMS' have URLs with Personalization Fields, create the SMS using Quick Builder.
SmartURL application not working currently in Unica Deliver.	HMA-338237	We have disabled SmartURL due to which short URLs will not work. If you use direct links in messages it increases the length of the message resulting in the increase of number of messages. The increased number of messages will impact SMS billing.
Images do not display in email and only Deliver CMS is supported for Offer integration.	HMA-324983	In Quick Builder, the images from CMS other than Deliver CMS do not display in email, if link is assigned to those images. Also, with offer integration, no CMS other than Deliver CMS is supported.
An error occurred while linking offer to the content in Google Chrome browser.	HMA-318695	<p>An error occurred while linking offer to the content in Google Chrome browser due to "same-Site" security feature introduced by Google for Chrome browser.</p> <p><b>Workaround:</b> Offer integration, that is, assigning Campaign offers to content (either in Quick Builder or in existing Message Editor) will work on Chrome and Safari browsers with the following settings depending on the application server where Campaign is deployed.</p> <ul style="list-style-type: none"> <li>• If Campaign is deployed in Websphere. Offer integration works only if Campaign is configured for SSL and WebSphere version is 8.5.5.18 or higher along with the following settings.</li> </ul>

Issue	Issue ID	Description
		<ul style="list-style-type: none"> <li>◦ Create the following custom property on WAS admin console at <b>Enterprise Applications &gt; Campaign war &gt; Session management &gt; Add NewCustom property</b>.</li> <li>Custom Property Name: Cookie-SameSite</li> <li>Custom Property value: None</li> <li>◦ Restart WebSphere.</li> <li>• If Campaign is deployed in Tomcat: Offer integration works only if Campaign is configured for SSL along with the following settings.               <ul style="list-style-type: none"> <li>◦ Add the following sameSite configuration in context.xml file for Tomcat. <code>&lt;CookieProcessorsameSite-Cookies="None" /&gt;</code></li> <li>◦ Restart Tomcat.</li> </ul> </li> <li>• If Campaign is deployed in JBOSS or WebLogic: Offer integration works only if Campaign is configured for SSL with following settings.               <ul style="list-style-type: none"> <li>◦ In Chrome address bar, type – <code>chrome://flags/#same-site-by-default-cookies</code>. ◦ Disable "SameSite by default cookies"</li> <li>◦ Relaunch Google Chrome.</li> </ul> </li> </ul>
Unable to access Message Editor or	HMA-324964	Users are unable to access Message Editor or Quick Builder on Safari browser.

Issue	Issue ID	Description
Quick Builder on Safari browser.		<p><b>Workaround:</b> To access Message editor or Quick Builder in Safari browser, apply the following settings in Safari browser.</p> <ol style="list-style-type: none"> <li>1. Navigate to <b>Safari &gt; Preferences &gt; Privacy</b> tab.</li> <li>2. Deselect first cross site checkbox.</li> <li>3. Relaunch Safari.</li> </ol>
Extra rows as universal link gets added in ucc_containerURL table, if URL conditioning is done in email.	HMA-325523	If URL conditioning is implemented in email, then some extra rows gets populated in ucc_containerURL table which may impact Detailed link by cell report and Detailed link report.
On Safari browser background screen gets distorted, when you choose image while creating Push communication in Quick Builder.	HMA-325498	On Safari browser, the background screen gets distorted, when you choose image while creating Push communication in Quick Builder. This is the background screen which gets distorted hence you can ignore this.
On IE browser, cursor does not move to next line while designing email.	HMA-324930	<p>On IE browser, when user designs email in Quick Builder and uses Text tools box, the cursor do not move if Enter key is pressed.</p> <p><b>Workaround:</b> Users can use mouse to move the cursor.</p>
Some of the labels are not localized for Push, email, and offer	HMA-324192, HMA-324189, HMA-324155	Some of the labels for Push, email, and offer integration screens are displayed in English for non-English users in Quick Builder.

Issue	Issue ID	Description
integrations screens in Quick Builder.		
Only message is displayed in preview for Push communication on Push mailing page for iOS.	HMA-324118	<p>When Push communication of type iOS is previewed from Push mailing summary page, only message is displayed in preview and Title, emojis are missing.</p> <p><b>Workaround:</b> Users can preview Push communication in Quick Builder.</p>
Unnecessary scroll bar is displayed when Push communication of type Android is previewed from Push mailing summary page..	HMA-324115	<p>When Push communication of type Android is previewed from Push mailing summary page, unnecessary scroll bar is displayed.</p> <p><b>Workaround:</b> Users can preview Push communication in Quick Builder.</p>
No global search for communications in Quick Builder.	HMA-323184	Communications searched in Quick Builder is not global, the search is only applied on the selected folder.
Status of scheduled mailings shows "Running" in Scheduled Management when the licenses are exhausted.	HMA-321167	The scheduled mailings display "Running" status in Scheduled Management when their licenses are exhausted.
The deleted email communications in Quick Builder goes to the Recycle bin of the legacy editor.	HMA-320657	Communications deleted from Quick builder goes to the Recycle bin of legacy editor.

Issue	Issue ID	Description
Email communications do not support dynamic content in Quick Builder.	HMA-321083	In Quick Builder - Content lists all type of contents (generated from legacy Message Editor). New email communications do not support inserting the dynamic content in email. In such cases email publish do not work.
Interoperability : Email communications created, edited or saved in legacy Message Editor are not supported in Quick Builder.		You can observe some issues if the email communications created, edited, or saved in legacy Message Editor is opened in Quick Builder.
Interoperability : Droppable zone is not displayed for duplicated block and they cannot be edited in legacy Message Editor as well.	HMA-323244	In Quick Builder while creating email communications, if a droppable zone is added and if the same email communication is opened in legacy Message Editor, then droppable zone for duplicate block is not displayed and they cannot be edited as well.
Interoperability : Formatting issues for Image tool box in legacy Message Editor.	HMA-323218, HMA-323234	<p>If border, width, and radius is applied to an image while designing email in Quick Builder and if same email is opened in the legacy Message Editor, the border, width, and radius are not displayed.</p> <p>While designing email in Quick Builder, if a value is provided for the width of an image and if the same email is opened in legacy Message Editor, the width is always shown as 100%, although user can edit it manually.</p>

Issue	Issue ID	Description
		<p>While designing an email in Quick Builder, if a link is provided to an image and if the same email is opened in legacy Message Editor, the image is not displayed.</p> <p>While designing an email in Quick Builder, if an image is added and if the same email is opened in the legacy Message Editor, then a link with "#" as a value gets assigned to the image.</p> <p>Sometimes, you may observe issues, if emails are saved and published in the legacy Message Editor which were designed in Quick Builder.</p>

### Version 12.1.0.3

This section lists known issues in Unica Deliver, version 12.1.0.3.

Issue	Issue ID	Description
URL does not gets converted to a short link if Personalization Fields exist in the URL	HMA-347128	<p>If you use Message Editor to create an SMS with URLs having Personalization Fields, the URLs will not be shortened in the delivered SMS.</p> <p><b>Workaround:</b> If SMS' have URLs with Personalization Fields, create the SMS using Quick Builder.</p>
SmartURL application not working currently in Unica Deliver.	HMA-338237	We have disabled SmartURL due to which short URLs will not work. If you use direct links in messages it increases the length of the message resulting in the increase of number of

Issue	Issue ID	Description
		messages. The increased number of messages will impact SMS billing.
Unable to get the link of Deliver email in Journey user interface.	HMA-321284	When users create a journey, configure Deliver email, publish Journey, and send data, the emails are not getting the link on Journey user interface.
Status of scheduled mailings shows "Running" in Scheduled Management when the licenses are exhausted.	HMA-321167, HMA-321108	The scheduled mailings display "Running" status in Scheduled Management when their licenses are exhausted.
Emails having non-unicode characters are not displayed correctly when they are viewed as a webpage.	HMA-319708	The emails which include non-unicode characters display incorrectly when they are viewed as a webpage.
In Quick Builder, Client preview does not work as the required capability is not enabled on Deliver OnDemand side.	HMA-321183	Users are unable to use Client Preview in Quick Builder as the required capability is not enabled on Deliver OnDemand. Users must contact support.
In Quick Builder, Device preview does not display when a value is applied to a per-	HMA-321074	In Quick Builder, when users provide actual value for any personalized field in the preview, it does not get applied in case of Device preview.



Issue	Issue ID	Description
sonalized field in Device preview		
In Quick Builder, users are redirected to root folder when they add content and change and save the folder.	HMA-321160	In Quick Builder, while adding content, if users change the folder and save it, they are navigated to root folder instead of folder where the content was created.
Unable to move email communications in Quick builder.	HMA-321184	In Quick Builder, users are not able to change the folder location to move the email communication.
In Quick Builder, an error occurs when users publishes the email without saving it.	HMA-321245	In Quick Builder, an error is generated when when users publishes the email without saving it.
In Quick Builder, images become distorted in the email, if they have associated links.	HMA-321270	In Quick Builder, images becomes distorted in the email, if they have associated links.
In Quick Builder, the preview dooes not get updated for dynamic content.	HMA-321060	For dynamic content, email previews are not updated.
Under Mailing tab, the Email communication	HMA-320383	Under Mailing tab, the Email communication link does not point to the correct editor.

Issue	Issue ID	Description
link does not point to the correct editor.		
In Quick Builder, on cancelling the email communication within a folder, users are not directed back to the root folder.	HMA-321047, 320737	In Quick Builder, when users edit an email communication available in a folder and clicks Cancel, they are not directed back to the root folder.
The deleted email communications in Quick Builder goes to the Recycle bin of the legacy editor.	HMA-320657	Communications deleted from Quick builder goes into the Recycle bin of legacy editor.
Unable to assign an image in the background in the Quick Builder, while creating an email communication.	HMA-320769, HMA-320680	In Quick Builder, while designing an email communication, users are unable to assign an image to the background.
In Quick Builder, original email configuration is removed when users perform Save As operation and publishes the email.	HMA-321287	When users saves and publishes an email, clicks Save As, performs some changes and navigates to the original email communication, the email configuration is removed.
In Quick Builder, the personalization fields when typed manually do not work.	HMA-320713	In Quick Builder, when users type the personalization fields format manually, it does not work.

Issue	Issue ID	Description
Email communications do not support dynamic content in Quick Builder.	HMA-321083	In Quick Builder - Content lists all type of contents (generated from legacy Message Editor). New email communications does not support inserting the dynamic content in email. In such cases email publish does not work.
In Campaign 12.1, 12.1.0.3 and 12.1.0.2 - Deliver integration you may see some distorted UI issues.	HMA-321108	In Campaign versions 12.1, 12.1.0.3, and 12.1.0.2 - Deliver integration you may view some distorted UI issues. It is recommended that you upgrade your Campaign to version 12.1.0.3. If you are unable to upgrade, contact Support to get the fix with older version of Campaign to work with Deliver.
In Quick Builder, the images stored in Deliver takes preference when an image attribute is edited and updated with an image of external content management systems.	HMA-321274	While designing an email, when users add an image from Deliver system and saves it and then edits the image attribute by updating with an image from external CMS, the image from Deliver overrides the latest image selected.
Incorrect menu name is found for Quick Builder in Docker.	HMA-321249	Menu name for Quick Builder is incorrect in Docker. The existing name for the menu is NewDeliverDocuments.

## Version 12.1

This section lists known issues in Unica Deliver version 12.1.

Issue	Issue ID	Description
Deliver Reports database details are required to be updated manually	HMA-312517	<p>In the current version, DB details in the Deliver reports are not automatically configured like Campaign, Plan or Interact when installation completed. So, the DB details need to be configured using Insights DB Utility. The following are the steps.</p> <ol style="list-style-type: none"> <li>1. After installation of products is completed, open command prompt and navigate to <code>&lt;PLATFORM_HOME&gt;/Insights/tools/bin</code></li> <li>2. At this location, the reports utility is present.  Execute the below command   <pre>insightsDBUtil.bat -ds=Deliver-DS -bPath=&lt;CAMPAIGN_HOME&gt;/reports -DBType=&lt;DB_TYPE&gt; -URL=&lt;JDBC_URL&gt; -user=&lt;user&gt; -pwd=&lt;password&gt;</pre> </li> <li>3. Then perform the same steps like Campaign reports to place the reports under <code>&lt;INSIGHTS_HOME&gt;/Reports</code>. For more details, see the Insights Reports Installation and Configuration Guide.</li> </ol>
Extra information is displayed in the error message in the Add Mailing page, when Deliver is not available.	HMA-310003	<p>If Deliver is not accessible, Deliver menus in Campaign display Connection refused error. However, in the Add Mailing page, the additional URL is displayed on page along with Connection refused error.</p>

Issue	Issue ID	Description
In few cases, Deliver Process Box execution fails.	HMA-310243	<p>Sometimes, Deliver process box execution fails and the following error message is generated.</p> <p>"An error occurred while packaging data for upload".</p> <p>Solution: Delete the failed Deliver Process box inside flowchart. Drag a new Deliver process box and configure it again</p>
In Internet Explorer 11, the search feature of the embedded HTML editor does not find text strings.	HMA-312459	When you edit a communication in Internet Explorer11, if you use the <b>Find</b> feature in the embedded HTML editor, the system displays an error.
A hyperlink that appears at the end of an HTML template is not tracked.	HMA-312460	<p>When you add a hyperlink as the very last element in an HTML template, Deliver does not rebuild the link so that it can be tracked and redirected.</p> <p>To work around this issue, do not end a communication template with a link. Include at least one character in the HTML code after the closing <code>&lt;/a&gt;</code> tag of the link.</p>
Personalization fields used as link parameters in snippets added through the Content Connector do not render consistently.	HMA-312461	The issue occurs either when you add an external HTML snippet through an embedded <code>&lt;UAE-connect&gt;</code> tag or by dropping the Content Connector widget into a zone. If the snippet contains a link that includes a personalization field as a link parameter, the system does not substitute a value for the field when the communication is sent as part of a mailing.

Issue	Issue ID	Description
Adding an RSS connection can inflate the number of links listed in the UCC_-Container URL table	HMA-312462	<p>When you add an RSS connection to an email communication, the system includes all links available in the feed as trackable links the UCC_-ContainerURL table. This is true even when you add the RSS connection in Summary view.</p> <p>However, in Summary view, links to individual RSS items are not displayed to the email recipient and the links are never clicked. As a result, the system table contains a number of links that will never be associated with a recipient response. The additional links do not appear in link tracking reports.</p>
Mailings that are enabled for transactional email, but do not reference an OLT, fail to run if the mailing also contains Campaign offers.	HMA-312463	<p>It is possible to enable a mailing for transactional email even though the mailing does not reference an Output List table (OLT). However, if the email communication that is referenced by the mailing contains Campaign offers, then the mailing will not run.</p> <p>To avoid this issue, associate a suitable OLT with the mailing before you enable the mailing for transactional email.</p>
Some dates in Deliver performance reports do not adjust date format to correspond to the specified user locale.	HMA-312465	In the reports, date formats follow US date format, MM/DD/YYYY. The report should adjust the date format according to the locale preferences for the logged in user.

Issue	Issue ID	Description
It is possible to drill down too far in the Detailed Link reports	HMA-312466	<p>On the mailing instance level of the Detailed Link and Detailed Link by Cell report, the listing for mailing instance is a hyperlink. However, clicking this link only changes the column heading to display a system-generated version of the instance run date and time. No other changes occur and no additional report data is available.</p> <p>To avoid this issue, do not drill down beyond the mailing instance level in the Detailed Link and Detailed Link by Cell reports.</p>
Viewing Deliver Performance Reports in Excel format requires changes in Internet Explorer	HMA-312467	You must view Deliver Performance Reports in Internet Explorer. However, to then use the report option view the report in Excel format, you must change the default Internet Explorer security settings to enable automatic prompting for file downloads.
Broken links to images can result in very long loading times	HMA-312468	In the Deliver Document Composer, if a hosted landing page document contains a broken link to an image, the page appears to take a long time to load. The loading message appears until the browser times out and stops attempting to load the image.
Content does not display in the web page version of an email that is sent as part of an A/B test.	HMA-312470	When you configure a "view-as-web" link for an email and send the email as part of an A/B test, multiple content elements added to zones in the email communication do not display when the email recipient views the message as a web page. However, the content does appear in

Issue	Issue ID	Description
		every test split as expected when the recipient views the email message in an email client.
Inaccurate bounce results in reports due to multiple bounce responses.	HMA-312471	<p>In the rare circumstance that Deliver receives multiple bounce responses for the same email, the reported bounce counts can be misleading.</p> <p>If the number of bounces exceeds the number of messages that are sent, Deliver can indicate artificially higher bounce counts in reports.</p>
Deleting a flowchart that is linked to an active mailing is allowed	HMA-312472	<p>In Campaign, you can delete a flowchart that is referenced by active mailings, including mailings that are enabled for scheduling. After you delete the flowchart, the scheduled job will not run and attempting to open the flowchart from the mailing tab generates an error.</p> <p>To work around this issue, you can edit the mailing tab and select a different flowchart.</p>
Deleting a mailing page that is set as the home page generates an error.	HMA-312473	<p>If you set a particular mailing page as your home page, the page is the first page to display when you log in. If, after you set it as your home page, you delete the page, an error page displays when you log in. The default login page does not display. To work around this issue, select a different page as your home page before you delete the current home page.</p>

## Known limitations

This section lists known limitations in Deliver.



Issue	Issue ID	Description
Deliver is not supported in Google's Incognito mode	HMA-313067	Deliver is not supported in Google's Incognito mode of Chrome browser.
SMS - Single flowchart schedule cannot be used for email and SMS.	HMA-312518	A single campaign flowchart schedule can be used to schedule multiple email mailings but it does not work in same way with SMS. For SMS, single flowchart schedule cannot be used for multiple instances.
Social media icons are not displayed for "view as webpage" functionality.	HMA-310734	Sometimes, hyperlink functionality is disabled. Users can see the link name, but are unable to click it.
Document editor throws locking issue sporadically.	HMA-307315	A locking issue is sporadically observed in the Message editor.  Workaround: Copy the content / mailing and continue.
Partition2Admin is unable to add base content.	HMA-311117	The application throws an exception when the user logs in as Partition2Admin and creates mailings. Users must first create folder and then create mailings.
Continuous RCT restart attempts on UNIX™ systems	HMA-312474	On UNIX™ systems, if the RCT is running as a daemon and you then issue the <code>rct.sh start</code> command, the system continues to attempt to start the RCT. The expected behavior is that <code>rct start</code> should exit when it detects that the RCT is already running.  This does not happen on Windows™ systems.

Issue	Issue ID	Description
Email addresses cannot exceed 64 characters	HMA-312476	<p>Deliver will not send email messages that contain a <b>To:</b> address that exceeds 64 characters (excluding the domain name).</p> <p>If a mailing contains email with addresses over 64 characters long, the individual email messages will fail pre-execution validation when you run the mailing. Deliver will mark the failed emails as having invalid email addresses and send the rest of the mailing.</p>
Navigating away from the Document Composer ends the session without saving changes	HMA-312477	<p>When you are editing an email or landing page document in the Deliver Document Composer, navigating to another page (for example, to view a mailing tab) ends the Document Composer session. The system prompts you to confirm that you want to leave the page, but it does not prompt you to save your changes. Your changes are lost if you do not save the page before you navigate away from the Document Composer.</p> <p>To avoid this issue, save your changes before you navigate away from the Document Composer.</p>