

# **Unica Deliver V12.1.1 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

Unica Deliver V12.1.1 includes the following features.

### **SFTP protocol support added for uploading of OLT**

OLT uploaded from Campaign flowchart used to be done through FTP protocol. A secure protocol for FTP i.e., SFTP is added, thus the files can now be transferred through safer and secure medium.

### **Support for SMS communication in Quick Builder**

SMS communication channel is added to Quick builder allowing the users to manage SMS templates through Quick Builder.

### **Make SMS two-way conversational channel**

SMS replies are now handled on Deliver side and passed on to Deliver staging table through RCT. So, replies for the SMS can be viewed on respective reports.

### **Email, SMS and WhatsApp templates can be reused in multiple mailings**

The reuse of same template of Email, SMS, Whatsapp or Push in multiple mailings is enhanced. Earlier if a template was used in one mailing, it was not visible in other

mailings in list of communications on edit mailing page, but now it can be selected from communication lists.

### **Transactional support for Push messages**

Transactional mailing support for push has been added. Now push mailings enabled for transactional mailings and existing TMS clients can be used to send transactional push. The process to enable the same is similar to enabling the email or SMS from mailing details page of Campaign.

### **Unica Open Insights**

Unica has introduced Unica Open Insights Business Intelligence offering for Deliver. It consists of Deliver open data model, Looker model, and a default dashboard out of the box. For more details, see the Unica Open Insights Guide.

### **Send time optimization**

Unica Open Insights provides the best hour of day for the email recipients based on their past interactions. This information can be used in the upcoming Deliver campaigns. For more details on implementing send time optimization, see the Unica Campaign User Guide.

## **Fixed defects**

### **Version 12.1.1**

This section lists fixed defects in Unica Deliver, version 12.1.1.

<b>Issue</b>	<b>Issue ID</b>	<b>Description</b>
On IE browser, cursor did not move to next line while designing email.	HMA-324930	On IE browser, when user designed email in Quick Builder and used Text tools box, the cursor did not move if Enter key was pressed.  Workaround: Users can use mouse to move the cursor.

Issue	Issue ID	Description
Some of the labels were not localized for Push and email screens in Quick Builder.	HMA-324155	Some of the labels were not localized for Push and email screens in Quick Builder.
Message was only displayed in preview for Push communication on Push mailing page for iOS.	HMA-324118	<p>When Push communication of type iOS was previewed from Push mailing summary page, only message was displayed in preview and Title, emojis were missing.</p> <p>Workaround: Users can preview Push communication in Quick Builder.</p>
An unnecessary scroll bar was displayed when Push communication of type Android was previewed from Push mailing summary page.	HMA-324115	<p>When Push communication of type Android was previewed from Push mailing summary page, unnecessary scroll bar was displayed.</p> <p>Workaround: Users can preview Push communication in Quick Builder</p>
Status of scheduled mailings showed "Running" in Scheduled Management when the licenses were exhausted.	HMA-321167	The scheduled mailings displayed "Running" status in Scheduled Management when their licenses were exhausted.
Landing page issue - link to Landing page was not HTTPS, hence it gave popup to confirm. Also, the responses for landing page were not getting saved back in Deliver tables.	HMA-328072, HMA-330163	Landing page issue - link to Landing page was not HTTPS, hence it gave popup to confirm. Also, the responses for landing page were not getting saved back in Deliver tables.

Issue	Issue ID	Description
The Save as option was overwriting contents in original email template.	CS0224051 ,H-MA-326624	The Save as option was overwriting contents in original email template.
Unica Deliver WSDL SoapUI call failed with error.	HMA-327417	Unica Deliver WSDL SoapUI call failed with error: Error loading <a href="https://tms-us.unicadeliver.com/delivertms/services/TMS?xsd=../mime.xsd">https://tms-us.unicadeliver.com/delivertms/services/TMS?xsd=../mime.xsd</a> :
Gmail displayed incorrect formatted content when email was sent by Deliver.	HMA-326735	Gmail displayed incorrect formatted content when email was sent by Deliver.
Images were not displayed in email.	HMA-326726	Images were not displayed in email, if we did not assign link attribute to an image in Quick Builder.
The "Add Messages" tab did not open for all campaigns.	HMA-323494	The "Add Messages" tab did not open for all campaigns.
runTMSTestClient.sh / bat failed to execute and threw error "Exception in thread "main" java.lang.NoClassDefFoundError: org/apache/http/HttpRequestInterceptor"	HMA-326663	runTMSTestClient.sh / bat failed to execute and threw error "Exception in thread "main" java.lang.NoClassDefFoundError: org/apache/http/HttpRequestInterceptor"

## Known issues

### Version 12.1.1

This section lists known issues in Unica Deliver, version 12.1.1.

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' has URLs with Personalization Fields, create the SMS using Quick Builder.</p>
SmartURL application not working currently in Unica Deliver.	HMA-338237	<p>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.</p>
SQLSever script, acer_scripts_sqlserver.sql may have error on execution for fresh install or upgrade.	HMA-330749	<p>If you find error in executing acer_scripts_sqlserver.sql (SQLSever) during configuring Insights or Open Insights, raise a PMR, HCL support can help you with correct acer_scripts_sqlserver.sql script.</p>
User is not able to log in to Platform after upgrade to 12.1.1, in case Deliver is configured.	HMA-330433	<p>Execute the following query on Platform database.</p> <pre>select * from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=&lt;&gt;)</pre> <p>Specify actual partition id in above query, default for partition1, partition id =1, it varies for multiple partitions.</p> <p>If above result in more than one row, contact HCL support to help in executing the following</p>



Issue	Issue ID	Description
		<p>delete query. Delete one of the duplicate record of "Deliver_admin" role by running below query.</p> <pre>delete from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=&lt;&gt;) and parent_role_ id=&lt;partition_id&gt;</pre> <p>For example , for partition id =1</p> <pre>delete from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=1) and parent_role_id=1</pre>
Some of the labels are not localized for offer integration screens in Quick Builder.	HMA-324189	Some of the labels for offerintegration screens are displayed in English for non-English users in Quick Builder.
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>Workaround: 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</li> </ul>

Issue	Issue ID	Description
		<p>is 8.5.5.18 or higher along with the following settings.</p> <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 New-Custom property</b>.</li> </ul> <p>Custom Property Name: Cookie-SameSite</p> <p>Custom Property value: None</p> <ul style="list-style-type: none"> <li>◦ Restart WebSphere.</li> </ul> <ul style="list-style-type: none"> <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 sameSiteconfiguration in context.xml file for Tomcat.</li> </ul> <pre data-bbox="954 1213 1430 1289">&lt;CookieProcessor sameSiteCookies="None" /&gt;?</pre> <li>◦ Restart Tomcat.</li> </li></ul> <li>• If Campaign is deployed in JBOSS or WebLogic: Offer integration works if Campaign is configured for SSL and only in IE11 and Safari. It will not work on Chrome.</li>
<p>Images donot display in email and onlyDeliver CMS issupported for Offer integration.</p>	<p>HMA-324983</p>	<p>In Quick Builder, the images from CMS other thanDeliverCMS do not display in email, if link is assigned to those images. Also, with offer integration, no CMS other than Deliver CMS is supported.</p>

Issue	Issue ID	Description
Unable to access Message Editor or Quick Builder on Safari browser.	HMA-324964	<p>Users are unable to access Message Editor or Quick Builder on Safari browser.</p> <p>Workaround: 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 check box.</li> <li>3. Relaunch Safari.</li> </ol>
Extra rows as universal link gets added in ucc_containerURLtable, if URL conditioning is done in email.	HMA-325523	If URL conditioning is implemented in email, then some extra rows gets populated in ucc_container URL 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.
Some of the labels are not localized for Push, email, and offer integrations.	HMA-324192, HMA-324189	Some of the labels for Push, email, and offer integration screens are displayed in English for non-English users in Quick Builder.
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.

Issue	Issue ID	Description
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.
Emailcommunications 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 :Drop-pable 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	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.  While designing email in Quick Builder, if a value is provided for the width of an image and if the

Issue	Issue ID	Description
		same email is opened in legacy Message Editor, the width is always shown as 100%, although user can edit it manually.
		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.
		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.
		Sometimes, you may observe issues, if emails are saved and published in the legacy Message Editor which were designed in Quick Builder.
An error occurred in executing <code>ace_op_sys-tab_&lt;DB_TYPE&gt;.sql</code> from <code>&lt;DELIVER_HOME&gt;\ddl\unicode</code> folder	HMA-330285	<p>An error occurred in executing <code>ace_op_sys-tab_&lt;DB_TYPE&gt;.sql</code> from <code>&lt;DELIVER_HOME&gt;\ddl\unicode</code> folder. Due to this Email Responses are not processed in Journey - for Deliver - journey integration.</p> <p>Workaround: Before running <code>ace_op_sys-tab_&lt;DB_TYPE&gt;.sql</code> from <code>&lt;DELIVER_HOME&gt;\ddl\unicode</code> folder, replace <code>*;- *</code> to <code>/</code> for <code>CREATE OR REPLACE TRIGGER UCC_INS_Response</code> and then execute the script.</p> <p>For example:</p> <p>The following</p> <pre>CREATE OR REPLACE TRIGGER UCC_INS_Response</pre>

Issue	Issue ID	Description
		<pre> BEFORE INSERT ON UCC_Response FOR EACH ROW WHEN (new.ResponseID IS   NULL) BEGIN SELECT UCC_SEQ_Response.nextval   INTO :new.ResponseID FROM dual; END; * ; -- * </pre> <p>should be replaced with</p> <pre> CREATE OR REPLACE TRIGGER   UCC_INS_Response BEFORE INSERT ON UCC_Response FOR EACH ROW WHEN (new.ResponseID IS   NULL) BEGIN SELECT UCC_SEQ_Response.nextval   INTO :new.ResponseID FROM dual; END; / </pre>

## 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.

Issue	Issue ID	Description
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.
Email addresses cannot exceed 64 characters	HMA-312476	Deliver will not send email messages that contain a <b>To:</b> address that exceeds 64 characters (excluding the domain name).

<b>Issue</b>	<b>Issue ID</b>	<b>Description</b>
		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.
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>