# Unica Deliver V12.1.2 Release Notes

# Contents

# 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. You can also choose other channels such as SMS, Push or Whatsapp and Unica will work with you to establish your account for respective channel. 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®.

Unica Deliver also works seamlessly with Unica Journeys and Unica Interact to deliver messages on required channels. You can refer documentation of respective product for more information on how to integrate Unica Deliver.

# New features

Unica Deliver V12.1.2 includes the following features.

**Send time optimization**

Deliver allows users to send scheduled email mailings with send time optimization, which delivers emails to recipients when they are most likely to open the message.

**In-App push notifications support added**

Deliver supports In-App (rich) iOS and Android push notifications in addition to native push. Quick Builder is enhanced to design In-App push communications.

**Landing page support in Quick builder**

Quick builder allows users to design and use landing pages in Email, SMS and In-App push communications.

**Improvements to Response and Contact tracker (RCT) utility**

Response and Contact tracker (RCT) utility now uses Kafka as a queueing mechanism to distribute response processing amongst multiple consumers leading to enhanced throughput and scale to multiple nodes if needed to process large number of responses. For Campaign 12.1.2 and higher, Kafka is required for RCT to start and process responses. Refer Unica Deliver Startup and Admin guide on how to configure Kafka for Response and Contact tracker utility.

**Unicode characters and India DLT regulations support for SMS in Quick builder**

Unicode characters are supported in SMS communications allowing users to build SMS for more languages like Indian, Asian, etc. Also, SMS supports Indian customers to design SMS templates within DLT restrictions of using only approved SMS templates and passing additional identity details while sending messages to operators.

**Thumbnails for communications in Quick builder**

Users can work with Email and SMS communication listing in thumbnail view, which allows them to easily identify communications visually.

**Personalization fields improvements in Quick builder**

Email, SMS, and In-App communications now support inserting personalization fields (PF) by typing # character. The PF listing is filtered out based on the characters typed by user after pressing #, which allows them to use required PF easily.

**Open Insights supports Unica Campaign**

Unica Open Insights now supports Unica Campaign. Some features are:

- Supports default audience reports as well as custom audience reports.
- All audiences contact data and history data are stored in new tables.
- Provides historical reporting even if you purge Contact History, Detailed Contact History, or Response History data.

# Fixed defects

## Version 12.1.2

This section lists fixed defects in Unica Deliver, version 12.1.2.

| Issue | Issue ID | Description |
|---|---|---|
| Highlighted text in email communication cannot be deleted (using Quick Builder) | HMA-333350 , HMA-333299 | Highlighted text in email communication cannot be deleted (using Quick Builder) when the text is selected and pressed space, Delete or backspace. |
| ace_op_systab_<DBNAME> unicode script is incorrect for Trigger UCC_INS_-RESPONSE | HMA-330283 | There was some syntax issues in ace_-op_systab_<DBNAME> unicode script. |
| Mailing instance filter is not showing for long campaign id. | HMA-333837 | Mailing instance while running Deliver report was coming as blank. |
| Scrolling through Content in Quick Builder causes problems. Screen flickering continuously. | HMA-333302 , HMA-333351 | With large number of images in content picker, the scrolling in Quick builder was having screen flickering issues. |
| Send and Cancel button was not visible on Test Send with Customer Settings Popup for A/B Mailing. | HMA-332950, HMA-332977 | Send and Cancel button not visible on Test Send with Customer Settings Popup for A/B Mailing. |
| SQLServer script, acer_scripts_sqlserver.sql may have error on execu- | HMA-330749 | There were some errors in executing acer_scripts_<DBTYPE>.sql. |

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| tion for fresh install or up-grade. | | |
| Some of the labels are not localized for offer inte-gration screens in Quick Builder. | HMA-324189 | Some of the labels for offer integration screens are displayed in English for non-English users in Quick Builder. |
| 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 nonEnglish users in Quick Builder. |
| The deleted email commu-nications 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. |

# Known issues

## Version 12.1.2

This section lists known issues in Unica Deliver, version 12.1.2.

| Issue | Issue ID | Description |
|---|---|---|
| URL does not gets convert-ed to a short link if Per-sonalization Fields exist in the URL | HMA-347128 | If you use Message Editor to create an SMS with URLs hav-ing Personalization Fields, the URLs will not be shortened in the delivered SMS. **Workaround**: If SMS' has URLs with Personalization Fields, create the SMS using Quick Builder. |
| SmartURL application not working | 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 |

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| currently in Unica Deliver. | | messages. The increased number of messages will impact SMS billing. |
| In APP Push is not getting published if you copy-and-paste TEXT with any formating. | HMA-335581 | In APP Push is not getting published if you copy-and-paste TEXT with any formating (for example, text with color). **Workaround**: First, copy-and-paste the text to a text-based editor to remove all formatting, and then copy-and-paste it from the text-based editor to In APP Push communication and format it as per your requirement. |
| Push is not received to users if it has any BUILTIN personalization field used in communication. | HMA-334434 | Push is not received to users, if it has any BUILTIN personalization field used in communication. BuiltIn personalisation fields starts from BUILTIN, when you type #. Ensure that you do not use this while creating Push communication. |
| All the simple and In App Push communications created in Quick builder are listed and displayed in Message Editor. | HMA-333372 | All the simple and In App Push communications created in Quick builder are listed and displayed in Message Editor. You should avoid opening or updating this communications from Message Editor as this will lead to issues. |

| For In App Push communication, videos browsed from Content picker does not get added or loaded on Safari. | HMA-334105 | When user creates an In App push on Safari and adds videos from Content picker, the videos do not add or get loaded.<br><br>Workaround: Use chrome on Mac to create In APP Push having videos or use public videos on Safari and do not add from Content picker. |
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| Thumbnail generated content is not clear in IE browser. | HMA-332554 | It is a browser specific compatibility issue, in which IE 11 does not support image with letters or words in it when compressed. So, the images get distorted. |
| Some videos may not play in final In App Push notification in Android or iOS devices | HMA-333918 | Some videos may not play in an In App Push notification received on Android or iOS devices.<br>Workaround : Videos must be formatted according to codec required by such device so that they can play. The general requirements for videos to play on Android or Ios devices are h264 encoding. Only MP4 / H264 videos are supported for In APP Push notifications, youtube videos public links are not supported.<br><br>| |
| CTRL + Z operation changes selected personalization | HMA-334051 | On performing CRTL+Z, the selected personalization field changes to undefined in email, SMS, and Push. Do not do Ctrl + Z, otherwise you may face issues|. |

| field to undefined in email, SMS, and Push | | |
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| Two delivered responses for a In APP Push sent - push.delivered and inApp.delivered | HMA-333512 | For every In App push delivered, two response events are received. For example – If "In APP Push" communication is sent to one user and it is delivered then we will get two delivered responses for this one recipient, that is, push.delivered and inApp.delivered in uace_mobileevent campaign system table and also two delivered responses are displayed on Push Message Summary Report for In APP Push Mailing. Also, custom responses for In APP Push are not supported for Push Message Summary Report. This is not applicable to Simple Push.| |
| User is not able to log in to Platform after upgrade to 12.1.1, in case Deliver is configured. | HMA-330433 | Execute the following query on Platform database.<br><br>`select * from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=<>)`<br><br>Specify actual partition id in above query, default for partition1, partition id =1, it varies for multiple partitions.<br><br>If above result in more than one row, contact HCL support to help in executing the following delete query. Delete one of the duplicate record of "Deliver_admin" role by running below query.<br><br>`delete from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=<>) and parent_role_id=<partition_id>`<br><br>For example , for partition id =1 |

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| | | `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` |
| An error occurred while linking offer to the content in Google Chrome browser. | HMA-318695 | An error occurred while linking offer to the content in Google Chrome browser due to"sameSite" security feature introduced by Google for Chrome browser.<br>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.<br><br>• 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.<br>  ◦ Create the following custom property on WAS admin console at **Enterprise Applications > Campaign war > Session management > Add NewCustom property**.<br>    Custom Property Name: CookieSameSite<br>    Custom Property value: None<br>  ◦ Restart WebSphere.<br>• If Campaign is deployed in Tomcat: Offer integration works only if Campaign is configured for SSL along with the following settings. |

| | | ◦ Add the following sameSiteconfiguration in context.xml file for Tomcat. <br><br> `<CookieProcessor sameSiteCook-` <br> `ies="None"/>?` <br><br> ◦ Restart Tomcat. <br> • 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. |
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| Images donot display in email and onlyDeliver CMS is-supported for Offer integration. | HMA-324983 | In Quick Builder, the images from CMS other thanDeliver-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. |
| Unable to access Message Editor or Quick Builder on Safari browser. | HMA-324964 | Users are unable to access Message Editor or Quick Builder on Safari browser. <br><br> Workaround: To access Message editor or Quick Builder in Safari browser, apply the following settings in Safari browser. <br><br> 1. Navigate to **Safari> Preferences > Privacy** tab. <br> 2. Deselect first cross site check box. <br> 3. Relaunch Safari. |
| Extra rows as universal link gets added inucc_container-URLtable, | 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. |

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| if URL conditioning is done in email. | | |
| 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. |
| 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. |
| 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. |

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| Interoperability :Email comunications 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 :Formating 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 isprovided 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. |

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| | | 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 imageis 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. |

# 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. |

| Issue | Issue ID | Description |
|---|---|---|
| Document editor throws locking issue sporadically. | HMA-307315 | A locking issue is sporadically observed in the Message editor.<br><br>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 `rct.sh start` command, the system continues to attempt to start the RCT. The expected behavior is that `rct start` should exit when it detects that the RCT is already running.<br><br>This does not happen on Windows™ systems. |
| Email addresses cannot exceed 64 characters | HMA-312476 | Deliver will not send email messages that contain a **To:** address that exceeds 64 characters (excluding the domain name).<br><br>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 ses- | HMA-312477 | 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 Com- |

| Issue | Issue ID | Description |
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| sion without saving changes | | poser session. The system prompts you to confirm that you want to leave the page, but it does not prompt you to save your changes. You changes are lost if you do not save the page before you navigate away from the Document Composer.<br><br>To avoid this issue, save your changes before you navigate away from the Document Composer. |