

Unica Deliver V12.1.3 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. 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

Ad-hoc and Scheduled mailing enhancement

Both ad-hoc and scheduled mailings, triggered via Campaign, adheres to region and capacity preferences defined in Contact Central if there is one associated with Campaign.

Out-of-the-box preference landing page

Customers can use the out-of-the-box preference landing page to capture user preferences (opt-ins/opt-outs). unica Deliver will process the user preferences and pass it on to Unica Contact Central for further processing.

Personalization fields in Quick Builder

In Quick Builder, users can now assign personalization fields to standard form fields as well as hidden form fields.

Searching communication

In **Select a Communication** dialog, users can use the **Enter Communication to search** field to search the required communication by name and select it.

HTTPS URLs for RSS feeds

Deliver now supports HTTPS URLs for RSS feeds in Content Connector plugin.

Sorting Deliver reports

Unica Deliver will now sort mailing instances, listed in Deliver reports, by newest instances first.

Response Date and Time in Extract PB

Extract PB now shows response date and time so users can process landing page responses accordingly.

Mailings prioritized by volumes and type

Mailings are now be prioritized as per volumes and type (batch vs transactional), which ensures timely delivery of smaller and transactional mailings over larger batch mailings.

MariaDB support for Open Insights

Unica Open Insights now supports Maria DB.

Fixed defects

Version 12.1.3

This section lists fixed defects in Unica Deliver, version 12.1.3.

Issue	Issue ID	Description
URLs were not getting saved in message template in Quick Builder.	HMA-338235, HMA-338156	URL links in SMS template was not getting saved from Quick builder. It was getting saved from the message editor.

URL Link was not available under sent email when communication was created in Quick Builder.	HMA-336469, HMA-336373	URL Links were not working for images if users created email from Quick builder.
For Quick builder, the Cancel operation, for email configuration, was not working properly.	HMA-335619, HMA-335611	Email configuration fields in Quick builder were not getting blank when user canceled it after entering values and coming back to email configuration.
In APP Push was not getting published if you copy-and-paste text with any formatting.	HMA-335581	<p>In APP Push was not getting published if you copy-and-paste text with any formatting (for example, text with color).</p> <p>Workaround:</p> <p>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.</p>
The last letter was trimmed in the personalized field.	HMA-335523, HMA-335468	In Quick Builder for Email, if the user inserted a personalized field before any text, the last letter was getting trimmed.
Unable to save changes made to the template when done via "Edit layout / default content" from within the communication.	HMA-335342, HMA-335426	Users were unable to save changes made to the template when the changes were done using "Edit layout / default content" within the communication in Message Editor. The issue is fixed by disabling the menu option "Edit layout / default content".

Link button and Save button was clickable even though URL/Landing page was not defined.	HMA-335255, HMA-335247	Link button and Save button was clickable even though URL/Landing page was not defined.
Email configuration was disappearing from the UI.	HMA-335214, HMA-335155	In Quick Builder, Email configuration was disappearing from the UI.
URLs in Quick builder were getting erased for Buttons.	HMA-335213, HMA-335155	URLs in Quick builder were getting erased for Buttons.
Communication, created in Quick Builder, was not disappearing from Quick Builder when edited with Message Editor.	HMA-335506, HMA-335151	Communication, created in Quick Builder, was not disappearing from Quick Builder when it was published from the Message Editor.
Personalization dropdown UI had white background and did not have a border.	HMA-335057, HMA-335052	Personalization dropdown UI had white background and did not have a border.
With SFTP, the OLT file was created in GBs and deliver box never ends.	HMA-335164, HMA-335036	With SFTP, OLT file was created in GBs and deliver box never ends. Deliver box keeps running for more than 50,000 records.
& was getting added in the mentioned URL with parameters in email.	HMA-334747	& was getting added in the mentioned URL with parameters in email.

Deliverability Monitoring was not displaying properly and a blank page used to appear.	HMA-334734, HMA-334551	Deliverability Monitoring was not displaying properly and a blank page used to appear.
In the UCC_RESPONSEATTR table, the Landing page attribute default value was not populated correctly.	HMA-334540, HMA-334418	In the UCC_RESPONSEATTR table, the Landing page attribute default value was not populated correctly.
Push was not received by users if it had any built-in personalization field that was used in communication.	HMA-334434	Push was not received by users, if it had any built-in personalization field used in communication. Built-in personalization field starts from Built-in, when you type #. Ensure that you do not use this when creating Push communication.
Unica Deliver WSDL SoapUI call was failing with the following error: <pre>Error loading https://tms-us.unicadeliver.com/delivertms/services/TMS?xsd=./mime.xsd:</pre>	HMA-327480, HMA-327417	Unica Deliver WSDL SoapUI call was failing with the following error: <pre>Error loading https://tms-us.unicadeliver.com/delivertms/services/TMS?xsd=./mime.xsd:</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.
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 To: 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>

Known issues

Version 12.1.3

This section lists known issues in Unica Deliver, version 12.1.3.

Issue	Issue ID	Description
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URL does not get 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>Workaround: If SMS' has URLs with Personalization Fields, create the SMS using Quick Builder.</p>
Out-of-the-box Built-in Landing pages are not displayed for Partition2 user.	HMA-338362	<p>Out-of-the-box Built-in Landing pages are not displayed for partition2 user or users that do not belong to partition1.</p> <p>Workaround:</p> <p>Contact HCL support to receive assistance in activating out-of-the-box Built-in Landing pages for multiple partitions.</p>
Image in the email is smeared on Apple iOS app.	HMA-338352	<p>Default email app of iPhone is not supported for email. iPhone has a default email app and when you open the email using the default email app, the image looks smeared.</p>
Search results do not appear for ASCII name and English characters	HMA-338249	<p>In Select a Communication dialog, for the Communication to search field, the search does not display results if the search query contains a combination of non-ASCII name and English characters.</p>
SmartURL application not working currently in	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>

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<p>Error converting data type nvarchar to bigint appears when executing drop scripts for GDPR on SQL server database</p>	HMA-337904	<p>On Microsoft SQL Server database, the GDPR DELETE query throws the following error:</p> <pre>Error converting data type nvarchar to bigint.</pre> <p>Workaround:</p> <p>For Microsoft SQL Server, from the GDPR delete script, replace:</p> <pre>SELECT CustomerID INTO {Temp_Table} FROM <Campaign_Schema>.dbo.UA_ContactHistory WHERE 1 = 0;</pre> <p>by:</p> <pre>SELECT cast(CustomerID as nvarchar) CustomerID INTO {Temp_Table} FROM <Campaign_Schema>.dbo.UA_ContactHistory WHERE 1 = 0;</pre> <p>After the replacement, save the script and execute it.</p>
<p>All the simple and In App Push communications created in Quick builder are listed and displayed in Message Editor.</p>	HMA-333372	<p>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.</p>

For In App Push communication, videos browsed from Content picker does not get added or loaded on Safari.	HMA-334105	<p>When user creates an In App push on Safari and adds videos from Content picker, the videos do not add or get loaded.</p> <p>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.</p>
Thumbnail generated content is not clear in IE browser.	HMA-332554	<p>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.</p>
Some videos may not play in final In App Push notification in Android or iOS devices	HMA-333918	<p>Some videos may not play in an In App Push notification received on Android or iOS devices.</p> <p>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.</p> <p> </p>
CTRL + Z operation changes selected personalization	HMA-334051	<p>On performing CTRL+Z, the selected personalization field changes to undefined in email, SMS, and Push. Do not do Ctrl + Z, otherwise you may face issues .</p>

field to un-defined in email, SMS, and Push		
Two delivered responses for a In APP Push sent - push.delivered and in-App.delivered	HMA-333512	<p>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.</p>
User is not able to log in to Platform after upgrade to 12.1.3, 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=<>)</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 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=<>) and parent_role_id=<partition_id></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>
<p>An error occurred while linking offer to the content in Google Chrome browser.</p>	<p>HMA-318695</p>	<p>An error occurred while linking offer to the content in Google Chrome browser due to "sameSite" 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"> • 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. <ul style="list-style-type: none"> ◦ Create the following custom property on WAS admin console at Enterprise Applications > Campaign war > Session management > Add NewCustom property. Custom Property Name: CookieSameSite Custom Property value: None ◦ Restart WebSphere. • 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"> ◦ Add the following sameSiteconfiguration in context.xml file for Tomcat. <pre><CookieProcessor sameSiteCookies="None" /></pre> <ul style="list-style-type: none"> ◦ Restart Tomcat. <ul style="list-style-type: none"> • 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.
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	<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"> 1. Navigate to Safari> Preferences > Privacy tab. 2. Deselect first cross site check box. 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.

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.

<p>Interoperability :Email communications created, edited or saved in legacy Message Editor are not supported in Quick Builder.</p>		<p>You can observe some issues if the email communications created, edited, or saved in legacy Message Editor is opened in Quick Builder.</p>
<p>Interoperability :Droppable zone is not displayed for duplicated block and they cannot be edited in legacy Message Editor as well.</p>	HMA-323244	<p>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.</p>
<p>Interoperability :Formatting issues for Image tool box in legacy Message Editor.</p>	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>

		<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>