

# **Unica Deliver V12.1.4 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

### **Support for Dynamic content/rule builder in Quick builder**

Quick builder now allows users to add dynamic content for images, buttons or links based on rules. Email preview is also enhanced to show content based on evaluated rule.

### **Support for conversational messaging in Whatsapp**

Deliver now supports conversational messages and replies in Whatsapp. All the reply messages from user are associated with last mailing sent to user, if one exists and made available in `UCC_WhatsAppReplyMessage` Deliver system table. License monitoring has also been updated to exclude counting of referral SMS and WhatsApp messages.

### **Emoticon on email communication subject**

Quick builder now allows users to add emoticons in email subject line. Subject line in final email will show emoticons as supported by target email client.

### **Allow RCT to work without Kafka**

Kafka is now made optional using a configuration flag, so now a customer can run RCT without Kafka if they do not have the required infrastructure support. Without Kafka, RCT will run in single instance mode and process responses sequentially. For faster processing, scaling RCT on multiple instances is recommended by running it with Kafka configured.

### **Manage opt-out reasons on out of the box preference landing page**

Users can now manage opt-out reasons on out of the box preference landing page. They can add new, update or delete existing reasons. Also, a text area for providing custom opt-out reason can be enabled via a toggle selection.

### **Target users via SMS across multiple countries easily**

Deliver now supports single SMS account for targeting users across multiple countries. SMS service provider can manage senderids required for each country.

### **Adherence to user roles and permissions defined in security policy settings**

User roles and permissions defined by admin users are validated when users perform various actions like view, add, edit, delete mailings, execute production or test runs of a mailing.

### **REST APIs for mailings**

Deliver has exposed multiple REST APIs to work with different types of mailings and communication templates. Users can now create, update, list and view details of an email, SMS, push or WhatsApp mailing via APIs. Production or test sends can also be performed via APIs. REST APIs can also be used for working with Transactional messages. Refer to REST API documentation on Message Settings page or product documentation for more details.

# Fixed defects

## Version 12.1.4

This section lists fixed defects in Unica Deliver, version 12.1.4.

**Table 1. Fixed Defects in 12.1.4**

Issue	Issue ID	Description
Image in the email was smeared on Apple iOS app.	HMA-338352	Default email app of iPhone was not supported for email. iPhone has a default email app and when you open the email using the default email app, the image looked smeared.
Deliver kept sending SMSs	HMA-343828	Deliver was sending multiple SMSs. After a number (3313) of SMSs were sent via Deliver from a Flow-Chart, recipients are complaining that they were getting the same SMSs repeatedly, every 15 minutes.
Expired Links were getting tracked in the <code>UCC_RESPONSE</code> table	HMA-342959	After the link expired, if you open the link in the mailing and check <code>UCC_RESPONSE</code> table, the <code>UCC_RESPONSE</code> table was still getting populated with <code>RESPTYPE=1</code> .
Bounce responses were getting stuck at OD side while processing from RCT	HMA-342217	Bounce data was not getting pulled in through RCT. A daily restart of RCT was

**Table 1. Fixed Defects in 12.1.4 (continued)**

Issue	Issue ID	Description
		not restarting the bounce thread mailresp.
Delays in RCT responses.	HMA-337911	There were delays in RCT responses.
Landing page version 7 format issue	HMA-339606	Unica landing page sent in emails were not working.
Application crash post applying the SFTP hot fix for Deliver	HMA-339303	There was an issue with the SFTP hot fix for Deliver. The memory was slowly draining out causing the application to crash due to unavailability of free memory. The error message <code>java.lang.OutOfMemoryError: unable to create new native thread</code> was appearing.
Deliver password was getting exposed in network logs	HMA-339218	If you navigate to Campaign >> Quick builder and check the network logs you would have noticed that the deliver account password was being exposed on a whoami call. This was a security issue.
<code>deliver.jar</code> MANIFEST file was not updated with	HMA-338575	After installing 12.1.2 docker images, customer was unable to run any of the

**Table 1. Fixed Defects in 12.1.4 (continued)**

Issue	Issue ID	Description
<p>new log4j JAR in 12.1.2 docker images</p>		<p>utilities for deliver. It was observed that <code>&lt;deliver&gt;/lib</code> contains the following latest log4j jars:</p> <ul style="list-style-type: none"> <li>• <code>log4j-api-2.17.1.jar</code></li> <li>• <code>log4j-core-2.17.1.jar</code></li> <li>• <code>log4j-1.2-api-2.17.1.jar</code></li> </ul> <p>But the <code>MANIFEST.MF</code> of <code>deliver.jar</code> had references of old log4j jars.</p>
<p>Landing page URL was not getting redirected to the correct URL</p>	<p>HMA-334748</p>	<p>If the customer created email, using Quick Builder, and used their own URL, once the email was sent from Unica Deliver, the URL was getting redirected to an HCL URL.</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>

## Known issues

### Version 12.1.4

This section lists known issues in Unica Deliver, version 12.1.4.

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><b>Workaround:</b> If SMS' has URLs with Personalization Fields, create the SMS using Quick Builder.</p>
Links or LP does not work in Landing page if dynamic rules are applied in Landing page but not in the default image	HMA-344785	<p>In LP, if default image is not assigned a URL or an LP on its click, it will not work for the Rules as well even if links or LPs are assigned in the rules.</p> <p><b>Workaround:</b></p> <p>Apply Links or LP for the default image as well.</p>
On a Docker environment, an error is displayed for Mailing page if clicked from the Recent menu.	HMA-344560	<p>On a Docker environment, an Error is displayed for the Mailing page, if it is clicked from the Recent menu. This issue does not exist on an on-premises environment.</p>
SMS delivered from Journey does not send the latest URL configured in the SMS tem-	HMA-344547	<p>SMS delivered from Journey does not send the latest URL configured in the SMS template of Unica Deliver.</p> <p><b>Workaround:</b></p> <p>To add a URL in the SMS template, create a copy of the original template, add the URL in it, and use the updated</p>

plate of Unica Deliver.		template in Journey Touchpoint. You will receive an updated message with the added link.
In case of Landing Pages, the attributes getting response is different for checkbox and radio button type fields when integrated with Unica Journey.	HMA-344443 / HMA-342759 / HMA-342112	<p>Attributes getting response is different for checkbox and radio button type fields when integrated with Unica Journey.</p> <p><b>Workaround:</b></p> <p>In Unica Journey, the user needs to configure LP fields one after the other for checkbox otherwise the user cannot implement an effective Decision split with the existing behavior.</p>
On OneDB database, lots of SQLWarnings are observed in deliver_rct.log	HMA-339726	<p>In case of OneDB database, lots of SQLWarnings are seen in deliver_rct.log. An example is as follows:</p> <pre data-bbox="672 1079 1455 1812"> 2022-04-22 20:41:06,861 INFO   C3P0PooledConnectionPoolManager[identityToken -&gt;2we9w9aob175d01n07qw - Database selected java.sql.SQLException: Database selected     at     com.informix.util.IfWarnMsg.getSQLException(IfWarnMsg.java:117)     ~[onedb-jdbc-8.0.0.1-complete.jar:8.0.0.1]     at     com.informix.jdbc.IfSqlConnect.addWarning(IfSqlConnect.java:2237)     ~[onedb-jdbc-8.0.0.1-complete.jar:8.0.0.1]     at     com.informix.jdbc.IfSqlConnect.setWarnings(I </pre>

		<pre>fxSqlConnect.java:4076) ~[onedb-jdbc-8.0.0.1-complete.jar:8.0.0.1]</pre> <p><b>Workaround:</b></p> <p>You can ignore the warnings as they have no impact.</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><b>Workaround:</b></p> <p>Contact HCL support to receive assistance in activating out-of-the-box Built-in Landing pages for multiple partitions.</p>
SMS delivered from Journey does not send the latest URL configured in the SMS template in Deliver	HMA-338279	<p>SMS delivered from Journey does not send the latest URL configured in the SMS template in Deliver.</p> <p><b>Workaround:</b></p> <p>To add a URL in SMS template, create a copy of the original template, add the URL in it, and use the updated template in Journey Touchpoint. This results in an updated message the added link.</p>
Search results do not appear for ASCII name and English characters	HMA-338249	<p>In <b>Select a Communication</b> dialog, for the <b>Communication to search</b> 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 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>

<p>Error converting data type nvarchar to bigint appears when executing drop scripts for GDPR on SQL server database</p>	<p>HMA-337904</p>	<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><b>Workaround:</b></p> <p>For Microsoft SQL Server, from the GDPR delete script, replace:</p> <pre>SELECT CustomerID INTO {Temp_Table} FROM &lt;Campaign_Schema&gt;.dbo.UA_ContactHistory WHERE 1 = 0;</pre> <p>by:</p> <pre>SELECT cast(CustomerID as nvarchar) CustomerID INTO {Temp_Table} FROM &lt;Campaign_Schema&gt;.dbo.UA_ContactHistory WHERE 1 = 0;</pre> <p>After the replacement, save the script and execute it.</p>
<p>Image preview not working for built-in landing page</p>	<p>HMA-337748</p>	<p>For built-in preference landing pages, the image preview is not working for toggle block, dropdown, textarea, and button.</p>
<p>All the simple and In App Push communications created in Quick builder are listed and displayed in Message Editor.</p>	<p>HMA-333372</p>	<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>

<p>For In App Push communication, videos browsed from Content picker does not get added or loaded on Safari.</p>	<p>HMA-334105</p>	<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>
<p>Thumbnail generated content is not clear in IE browser.</p>	<p>HMA-332554</p>	<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>
<p>Some videos may not play in final In App Push notification in Android or iOS devices</p>	<p>HMA-333918</p>	<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>
<p>CTRL + Z operation changes selected personalization field to undefined in</p>	<p>HMA-334051</p>	<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>

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=&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 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_ad-</pre>



		<pre>min' 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"> <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. <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: CookieSameSite</li> <li>Custom Property value: None</li> <li>◦ Restart WebSphere.</li> </ul> </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 sameSiteconfiguration in context.xml file for Tomcat.</li> <li><pre>&lt;CookieProcessor sameSiteCookies="None" /&gt;</pre></li> <li>◦ Restart Tomcat.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <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> </ul>
Images donot display in email and on-lyDeliver CMS issupported for Offer inte-gration.	HMA-324983	In Quick Builder, the images from CMS other thanDeliver-CMS do not display in email, if link is assigned to those im-ages. Also, with offer integration, no CMS other than Deliv-er CMS is supported.
Unable to ac-cess Message Editor or Quick Builder on Sa-fari 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_container-URLtable, if URL condition-ing is done in email.	HMA-325523	If URL conditioning is implemented in email, then some ex-tra rows gets populated in ucc_container URL table which may impact Detailed link by cell report and Detailed link re-port.
On Safari browser back-ground screen	HMA-325498	On Safari browser, the background screen gets distorted, when you choose image while creating Push communica-

gets distorted, when you choose image while creating Push communication in Quick Builder.		tion 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.
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	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

<p>not displayed for duplicated block and they cannot be edited in legacy Message Editor as well.</p>		<p>zone for duplicate block is not displayed and they cannot be edited as well.</p>
<p>Interoperability :Formatting issues for Image toolbox in legacy Message Editor.</p>	<p>HMA-323218, HMA-323234</p>	<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>