

Unica Deliver V12.1.5 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

Allow Deliver Email communications and landing pages to be created using creatives imported as zip files

Quick Builder now allows users to import creative content using zip files and create Email communications or landing pages using those. See Unica Deliver User Guide for detailed structure of zip files and special tags supported to work with personalization fields, view as webpage tags, etc.

Shorter links in emails for users to easily identify and associate them with brand



Note: This feature is recommended for use only for customers from the Asian region.

Links to landing pages and external sites can now be optionally shortened so that users will not see them as large blob of text when they hover links in email. This is an optional feature and can be enabled by requesting Deliver ops via Support process.

Landing pages to be published as static links and used outside emails

Marketers can now publish landing pages as static links and use URL outside to email to host them on websites or any other communication channels with end users. This feature can be used to capture new users via a signup form hosted on customer website. The responses captured to these landing pages are downloaded in UCC_ResponseAttr table so users can further use them for segmentation/analytics.

Landing pages to honor expiration date set in messages

Deliver now allow landing pages to be expired using the tracking duration set in message configuration. This used to work earlier for external links only. View as webpages will continue to work even after external links and landing pages are expired.

SMS and WhatsApp reply events processing in real time

Deliver now makes SMS and WhatsApp reply messages in real time via RCT. RCT is enhanced to accept incoming messages over webhooks instead of traditional model of polling for responses which used to result in delays as users expect higher engagement when they are active and replying on these channels.

Fixed defects

Version 12.1.5

This section lists fixed defects in Unica Deliver, version 12.1.5.

Table 1. Fixed Defects in 12.1.5

| Issue | Issue ID | Description |
|---|-----------------|---|
| 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. |
| Links or Landing Pages do not work in Landing page if dynamic rules are applied in Landing page but not in the default image. | HMA-344785 | In Landing Pages, if default image is not assigned a URL or a Landing Page on its click, it will not work for the Rules as well, even if links or Landing Pages are assigned in the rules. |
| Not able to save email configuration in Journey when emojis are used. | HMA-347382 | <p>Not able to save email configuration in Journey when emojis are used.</p> <p>Not able to Save a new email touchpoint inside a Journey. We can include it but when we click on Save nothing happens and the email template is not updated inside the Journey.</p> |

Table 1. Fixed Defects in 12.1.5 (continued)

| Issue | Issue ID | Description |
|--|----------------------------|--|
| Managing response with an emoji in the subject line - RCT service. | HMA-347285 / HMA-346910 | It was reported that users were not receiving any bounce responses on mailings. It was found that an emoji in the subject line of a response was stopping RCT from processing the mailresp thread. |
| Error in execution of A/B test. | HMA-346461 / HMA-346667 | Error in execution of A/B test. |
| List Unsubscribe Header missing issue. | HMA-344430 / HMA-344081 | List Unsubscribe Header is missing when emails are sent via Deliver. |
| Unica Deliver Login Form has "An IBM Company" in the logo. | HMA-340765 / HMA-340762 | Unica Deliver Login Form has "An IBM Company" in the logo. |
| Chrome Incognito Mode - Mood login page is displayed for message editor. | HMA-334437 | Mood login page is displayed if clicked on message editor from Incognito mode of chrome. |

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 12.1.5

This section lists known issues in Unica Deliver, version 12.1.5.

| Issue | Issue ID | Description |
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| Icons or emojis do not appear in emails received by users, if emails are created using imported templates. | HMA-350468 | When using Quick Builder, if you import HTML files containing emojis and icons (if emojis or icons are entered in hexadecimal format), the final email will not display them. |
| Email Communication does not get published in Quick builder if imported HTML contains link with personalization field assigned to an image. | HMA-349832 | <p>Email communication does not get published if imported HTML has code similar to the following example:</p> <pre></pre> |
| Background images will not work in the final Email for Imported ZIP. | HMA-349777 | <p>If there is a background image configured in the HTML, which is imported in Quick Builder, in the final email the background image will not be displayed. An example follows:</p> <pre><td style=""height:375px;background-image:url('images/4.jpg');background:url('images/4- .jpg') no-repeat center top / 532px 375px;background-size:532px 375px;background-position:center top;background-repeat:no-repeat;vertical-align:top" background=""images/4.jpg" height=""375"></pre> |

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| <p>You cannot define dynamic rules in email communication if you move from static landing page to email communication.</p> | HMA-349719 | <p>When user directly navigates to Email communication from static Landing page, user may not be able to add dynamic rules.</p> <p>Workaround: Open Email communication from Quick builder or Craft Digital Communications menu.</p> |
| <p>SMSReply: RealTime: Space are replaced with + in ucc_smsreplymessage table.</p> | HMA-349694 | <p>Spaces in SMS reply will get replaced with + sign in <code>ucc_smsreplymessage</code> table if realtime replies are configured.</p> |
| <p>RLU: Failed to load class <code>org.slf4j.impl.StaticLoggerBinder</code> while running RLU.</p> | HMA-349665 | <p>When running RLU utility, the following messages may be displayed:</p> <pre> SLF4J: Failed to load class "org.slf4j.impl.StaticLoggerBinder". SLF4J: Defaulting to no-operation (NOP) logger implementation. SLF4J: See http://www.slf4j.org/codes.html#StaticLoggerBi nder for further details. MLog initialization issue: slf4j found no binding or threatened to use its (dangerously silent) NOPLogger. We consider the slf4j library not found. </pre> <p>Workaround: You can ignore it as this has no impact.</p> |

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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> |
| Landing page preview not working when published using Message Editor | HMA-345771 | <p>Preview for landing pages does not work in the following scenarios:</p> <ul style="list-style-type: none"> • when landing pages are created and published using Message Editor • when landing pages are created in Quick Builder and published using Message Editor |
| An error is displayed for Mailing page if clicked from the Recent menu. | HMA-344560 | An Error is displayed for the Mailing page, if it is clicked from the Recent menu. |
| SMS delivered from Journey does not send the latest URL configured in the SMS template of Unica Deliver. | HMA-344547 | <p>SMS delivered from Journey does not send the latest URL configured in the SMS template of Unica Deliver.</p> <p>Workaround:</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 template in Journey Touchpoint. You will receive an updated message with the added link.</p> |
| In case of Landing Pages, the at- | HMA-344443 / HMA-342759 / HMA-342112 | Attributes getting response is different for checkbox and radio button type fields when integrated with Unica Journey. |

tributes getting response is different for checkbox and radio button type fields when integrated with Unica Journey.

Workaround:

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.

On OneDB database, lots of SQLWarnings are observed in deliver_rct.log

HMA-339726

In case of OneDB database, lots of SQLWarnings are seen in deliver_rct.log. An example is as follows:

```
2022-04-22 20:41:06,861 INFO
  C3P0PooledConnectionPoolManager[identityToken
->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(IfSqlConnect.java:4076)
    ~[onedb-jdbc-8.0.0.1-complete.jar:8.0.0.1]
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Workaround:

You can ignore the warnings as they have no impact.

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| 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> |
| 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>Workaround:</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 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> |
| Error converting data type nvarchar to bigint appears when executing drop scripts for GDPR on SQL server database | 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> |

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| | | <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> |
| Image pre-view not working for built-in landing page | HMA-337748 | For built-in preference landing pages, the image preview is not working for toggle block, dropdown, textarea, and button. |
| 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 | <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> |

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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 | <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 field to undefined in email, SMS, and Push | HMA-334051 | 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 . |
| Two delivered responses for a In APP Push sent - push.delivered and in-App.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 |

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| | | 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 12.1.3, 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> |
| 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 "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> |

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| | | <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 style="margin-left: 20px;"><CookieProcessor sameSiteCookies="None" /></pre> ◦ Restart Tomcat. • 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. |
| <p>Images donot display in email and on-lyDeliver CMS issupported for Offer inte-gration.</p> | <p>HMA-324983</p> | <p>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.</p> |

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| 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 in-ucc_container-URLtable, 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. |
| No global search for communication | HMA-323184 | Communications searched in Quick Builder is not global, the search is only applied on the selected folder. |

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| tions in Quick Builder. | | |
| 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> |

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| | | <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> |