

Unica Deliver V12.1.9 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.

Chapter 2. 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.

Google Chrome and Microsoft Edge configuration

Recently, the browsers Google Chrome and Microsoft Edge updated a security fix and this security fix affects the access of Unica applications. We have received some issues from our customers like:

- issues with UI
- getting logged out from Unica

These issues are observed due to the change of behavior in browsers after applying the security fix. Applying the security fix automatically enables **Origin-keyed Agent Clusters by default**. If the setting **Origin-keyed Agent Clusters by default** is enabled automatically, it prevents changes in document referrer and domain values so that malicious websites cannot execute any type of impersonation. The setting **Origin-keyed Agent Clusters by default** existed earlier as well, but was not enabled by default.

If you update Google Chrome or Microsoft Edge to the latest version, you will observe the earlier mentioned issues. Because of how Unica is designed and because the Unica suite is deployed over multiple JVMs, it is essential that you disable the **Origin-keyed Agent Clusters by default** setting for Unica to function correctly and to provide a good user experience.

As a solution, we recommend that you perform the steps mentioned in the following Knowledge Base article: https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0107185.



Note: The update to Microsoft Edge browser is very recent and the Knowledge Base article is not yet updated for the Microsoft Edge browser.

The CliffsNotes solution is as follows:

1. Open your browser and navigate to one of the following URLs based on your browser:
 - **Google Chrome:** <chrome://flags/#origin-agent-cluster-default>
 - **Microsoft Edge:** <edge://flags/#origin-agent-cluster-default>
2. From the dropdown of the highlighted parameter **Origin-keyed Agent Clusters by default**, select `Disabled`.
3. At the bottom of the page, click the **Apply Changes** button.
4. Log out of Unica applications, log back in, and verify if everything is working as expected.

Chapter 3. New features

The following are the new features or changes in existing features implemented in release 12.1.9:

Capturing SMS Length and SMS count data from RML to Deliver

With this new enhancement, SMS length and the SMS parts related to the SMS delivery will be tracked and recorded in the on premises Deliver system table.

Content Connector Functionality in Quick Builder - External Web Address

New content connector widget is introduced in Quick Builder. This widget gives you the flexibility to update email and Landing pages without opening a communication by configuring external web address.

Text MIME Content Type

MIME content type : Text and "HTML and Text" are now supported for Email communication created in quick builder. Text version of Email can also be previewed in Quick builder.

Advanced Scripts support in View as Webpage

Advanced Script with View as Webpage is now supported for Transactional Mailings only.

Support Rich Communication Services (RCS) Channel

Unica Deliver now supports integration with RCS channel, enabling seamless text and rich card communication for enhanced user engagement.



Note: This feature is currently available for India region only.

Support Domain as a PF in Quick Builder

Unica Deliver now has the ability to specify a personalized sending domain, allowing customers to send emails through a single mailing but using different domains as per recipients data.

Assignment of names/placeholders to the links present so that they are identifiable in automatic reports

An additional attribute to specify an alias for links has been added in Quick Builder, enhancing the ability for customers to track and analyse the link clicks effectively.

Deliver PB "Create new Mailing" allow to add name instead of default name.

Deliver PB has been further enhanced, allowing customers to specify mailing names when creating a mailing directly from the process box.

Removal of unsubscribe headers in the email for selective domain instead of all for any given customer account

Unica deliver has enhanced the domain configurations, where the list subscribe headers can be disabled in emails. Customer can request Unica deliver devops team to enabled / disable this for the specified sending domain.

Text Generation with MaxAI in Email Communication

The GenAI capability now empowers users to generate email text based on specific inputs. The tool provides three suggested text options, allowing users to select the most suitable one with a single click. Additionally, the

"MAX AI" option in the toolbar enables users to generate text directly within the interface, leveraging the power of AI to streamline the email designing process.

SLA with MaxAI in Email Communication in Quick Builder

The new GenAI capability can analyze email subject lines based on six key parameters, assigning scores to each parameter and an overall score to the subject line. It also provides five alternative subject line suggestions for optimal performance.

SMS DLR push error code response capturing

With this new enhancement, failures related to the SMS delivery reason will be tracked and recorded in the On-premises Deliver system table.

Apache Superset – Deliver Reports

Pre-built reports are created using Apache Superset, which offers advanced visualization capabilities and simplifies the process of generating custom reports. The reports have been enhanced to support analysis across multiple campaigns. Furthermore, the addition of time range filters provides precise control over the data displayed in visualizations.

Chapter 4. Fixed defects

This section lists fixed defects in Unica Deliver, version 12.1.9.

Issue	Issue ID	Description
Regional Preferences/Contact Central Mailing runs	HMA-370566	Schedule Mailing to run outside or Regional Preference Window in a Campaign associated with Regional Preferences
The error 13843: Delivery status API failed was seen on Deliver process box.	HMA-370367	Deliver process box was failing with the following error: 13843: Deliver status API failed. Could not receive response.
Deliver process box was not working as expected.	HMA-369685	Deliver process box, configured to run mailing, if executed, was failing with the following error code: 13844.
After the upgrade users were not able to run the RLU script.	HMA-368938	After the upgrade users were not able to run the RLU script.
Removing One Click Unsubscribe from Transactional Domain	HMA-368338	Removal of the unsubscribe link option from the Header from the transactional domain.
In existing communication the subject was not visible and when users were trying writing it manually it was not getting republished.	HMA-368090	The subject was not visible for an existing email template in quick builder and when users were trying to enter the subject they were not able to save it as the Save button was greyed out.
Email click event from Journey was not syncing till response history.	HMA-367500	The Email click events were not syncing till response history for some emails sent via Journey.
Unwanted space after customisation field.	HMA-366987 HMA-366745	<p>A space was automatically being generated after each customization field used in HTML, when viewed in Quick Builder.</p> <p>In the template, space was being added added between the personalization field and ' in HTML when imported in ZIP.</p>

Issue	Issue ID	Description
An error was seen while testing the transactional e-mail using Postman	HMA-363598	Advanced script in View as Webpage is now supported only in case of Transactional Email.
Incorrect validation message was appearing when user tried to create an app with the correct FCM key.	HMA-363579	<p>When creating an app with an incorrect FCM key, an incorrect validation message used to appear.</p> <pre data-bbox="1052 548 1458 636">Error creating Push app for provider KONY as app name already exists</pre>
The app name was being saved in the database even when user created an app with an invalid certificate.	HMA-363578	When creating an app from deliver, if you tried to upload a DEVELOPER certificate in PROD mode, an error was appearing on the Deliver screen. Even though the resulting app was not created in Unica Deliver, you could not use the same app name again for creating an app in Unica Deliver. You had to provide a new app name if you attempted to recreate an app from Unica Deliver.
Could not receive Push Delivered event from Android.	HMA-361563	Unica Journey was not receiving Push Delivered event from Android.
KSID value in Unica Campaign had to be in TEXT format for the PUSH to work correctly.	HMA-361364	In Unica Journey, if the Entry Source is Campaign, the KSID value in Unica Campaign had to be in TEXT format for the PUSH to work correctly from Unica Campaign.
Additional styling options were displayed in link name if there was an apostrophe ' in the ALT tag.	HMA-359150	In Deliver report, additional styling options were displayed in link name if there was an apostrophe ' in the ALT tag

Chapter 5. Known limitations

This section lists known limitations in Deliver.

Issue	Issue ID	Description
Hide On feature is not applicable for Plain Text emails.	HMA-370761	Hide On feature is not applicable for Plain Text emails. The Plain Text emails will have the content of the Desktop view.
Preheader does not work for <code>Text Only</code> emails.	HMA-370757	Preheader does not work for <code>Text Only</code> emails.
If you configure stacking and preview it in plain text view, the content for Smartphone and Tablet will be the same as the content for Desktop.	HMA-369009	For the content, if you configure stacking and preview it in plain text view, the content for Smartphone and Tablet will be the same as the content for Desktop.
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.

Issue	Issue ID	Description
Continuous RCT restart attempts on UNIX™ systems.	HMA-312474	<p>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.</p> <p>This does not happen on Windows™ systems.</p>
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>

Chapter 6. Known issues

This section lists known issues in Unica Deliver, version 12.1.9.

Table 1. Known Issues in 12.1.9

Issue	Issue ID	Description
Superset (Localization): Unable to View Deliver Reports on Unica after translation is applied	HMA-375864	Super Set reports are supported with English locale only.
If user performs any changes in the text link after making changes in link attached to image, the changes are not getting updated.	HMA-375808 HMA-375795	If user does any changes in any image on HTML Import email communication, and then performs any changes for link in the email, the changes done on the link are not persisting.
If you use personalization domain under Email settings while creating emails, and send the emails by checking the seed list checkbox for deliverability report, then mailings are not sent to the seed address and they continues to remain in partially completed phase.	HMA-375797	If you use personalization domain under Email settings while creating emails, and send the emails by checking the seed list checkbox for deliverability report, then mailings are not sent to the seed address and they continues to remain in partially completed phase. Workaround: All the recipients will receive the email , just the seed address for deliverability report will fail.
RCS Message: URL added in actions while creating RCS template in RML are not expiring and also the IRS link is not displaying.	HMA-375636	URL added in actions while creating RCS template in RML are not expiring and also the IRS link is not displaying.
Reports: (Birt/Superset) Deliver reports (Birt/Superset) processing overview showing blank for DB2.	HMA-375520	Deliver reports processing overview showing blank for DB2 database.
Incorrect Unique Click Rate in Message Overview reports.	HMA-375493	For Superset Reports on Oracle, incorrect Unique Click Rate appears in Message Overview reports.
Deliver_PB: If user runs the PB for RCS channel containing PF entered in SMS fallback, which is not available in OLT,	HMA-375426	If user runs the PB for RCS channel containing PF entered in SMS fallback, which is not available in OLT, the deliver

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
the deliver box does not throw an error and continues in running state.		box does not throw an error and continues in running state.
When creating an RCS communication, if you want to track multiple links, ensure that each link is assigned to a unique personalization field.	HMA-375297	When creating an RCS communication, if you want to track multiple links, ensure that each link is assigned to a unique personalization field. For example, there should be a one-to-one mapping of unique URLs to personalization fields.
The rich card and text messages created with large content, which is close to the defined limit, does not appear on the user device.	HMA-375165	The rich card and text messages created with large content, which is close to the defined limit, does not appear on the user device. RCS text messages support 2,500 characters without variables, and 3,072 when the message contains variables. RCS rich card titles support 200 characters, and descriptions support 2,000 characters. (with or without variables).
RCS : Counting does not get updated for RCS.	HMA-375090	Counting does not get updated for RCS under usage report.
In Message Overview Reports, incorrect values are seen for % Unique View Rate, % Unique Click Rate, and Open (%) in the downloaded CSV and Excel Files.	HMA-375087 / HMA-375086	In Message Overview Reports, incorrect values are seen for % Unique View Rate, % Unique Click Rate, and Open (%) in the downloaded CSV and Excel Files.
RCS Message: The Links and Landing pages linked on RCS Rich card are not clickable.	HMA-375056	The Links and Landing pages linked on RCS Rich card are not clickable.
In Apache Superset, user is automatically getting logged out within a short period of time.	HMA-375008	In Apache Superset, user is automatically getting logged out within a short period of time.
RCS is not supported in Contact Central.	HMA-374770	RCS is not supported in Contact Central. If you select regional preferences in Campaign, and run an RCS Mailing, you will get see the following error: <code>Regional preference</code>

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
		associated with Campaign is not mapped with RCS channel.
RCS Message: Device does not receive SMS when RCS message is sent by selecting the fallback option.	HMA-374746	Device does not receive SMS when RCS message is sent by selecting the fallback option.
Super_Set: 4K big number chart not visible for A/B Testing Performance Report on unica page and getting error.	HMA-374288	4K big number chart not visible for A/B Testing Performance Report on unica page for Super set Report. Workaround: You can open the Chart using Superset Interface, load the data, and then go to Unica and reload it. It should work.
Super_Set: Pie chart not visible on unica page and getting error while opening Detailed Bounce Report in Unica.	HMA-374286	Pie chart not visible on Unica page and getting error while opening Detailed Bounce Report in Unica. Workaround: You can open the Chart using Superset Interface, load the data, and then go to Unica and reload it. It should work.
Super_Set: In the Detailed Link Report, Detailed Link Report LP, Detailed Link By Cell Report LP, and Detailed Link by Cell Report 'Report Total' does not display.	HMA-374125	In the Detailed Link Report, Detailed Link Report LP, Detailed Link By Cell Report LP, and Detailed Link by Cell Report 'Report Total' does not display.
The mailing remains in partially completed phase if you select constant personalization field in the domain and send mailing.	HMA-373155	The mailing remains in partially completed phase if you select constant personalization field in the domain and send mailing.
Gen AI: The applied styling gets removed on HTML text if new suggested text has been selected through Max AI.	HMA-371949	The applied styling gets removed on HTML text if new suggested text has been selected through Max AI.
For <code>Plain Text</code> emails, if you copy the View as Webpage link from the preview	HMA-369981	For <code>Plain Text</code> emails, if you copy the View as Webpage link from the preview

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
page and paste it in a new browser tab, you will see an error.		page and paste it in a new browser tab, you will see an error.
If you add a link to text or to an image, the converted Landing Page and link URL does not appear in the Text preview and Mailing preview.	HMA-369677	If you add a link to text or to an image, the converted Landing Page and link URL does not appear in the Text preview and Mailing preview.
In the <code>UCC_Containerurl</code> table, the <code>DisplayName</code> is not getting added properly for <code>Text Only</code> emails.	HMA-369581	In the <code>UCC_Containerurl</code> table, the DisplayName is not getting added properly for <code>Text Only</code> emails.
For plain text emails, the client preview does not work.	HMA-369421	For plain text emails, the client preview does not work.
The links are clickable in the archived PDF file if mail has been sent using content type <code>Text Only</code> .	HMA-369056	If you send an email using <code>Text Only</code> as the content type, and if you archive the email, you can click the links of the email in the archived PDF.
If you add content in multiple design columns, it appears on the next row during preview.	HMA-369040	If you add content in multiple design columns, it appears on the next row during preview.
Updating and Publishing the mobile app in Push communication does not populate the app in mailing page.	HMA-368394	If you update and publish the mobile app in Push communication, it is not getting populated in the mailing page.
After opening the simple Push notification, if you click the Push Dismiss event button, you will see an error message.	HMA-368382	In the demo app, after opening the simple Push notification, if you click the Push Dismiss event button, you will see the following error message: <code>Invalid addId or appRef.</code>
On the demo app, the Custom event button is enabled if you open a simple push notification.	HMA-368378 / HMA-368374	On the demo app, the Custom event button is enabled if you open a simple push notification containing an image and click action.
On iOS, if you open a simple push notification containing an image and click action, all response generation buttons are enabled and you can also click In-App buttons.	HMA-368252	On iOS, if you open a simple push notification containing an image and click action, all response generation buttons are enabled and you can also click In-App buttons.

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
Emoji not appearing in archived PDF file for preheader if you add emoji in preheader.	HMA-367917	If you have added an emoji in the preheader, when you archive the email, the emoji will not be available in the PDF for the preheader.
Only Hidden for Desktop content appears in archived files.	HMA-367833	If you set Hide for Desktop or Hide for Smartphone in Settings, when you archive the email, the PDF contains only the Hide for Desktop content.
In the email editor, custom font is not getting applied to text that is copied and pasted from rich text editors.	HMA-367017	<p>On the email editor, if you copy-and-paste text from a rich text editor and apply custom font to the copied and pasted text, the custom font is not getting applied to the text.</p> <p>Workaround: If the source text is in a rich text editor, copy-and-paste the text to a plain editor (like Notepad) and then paste the text to email editor in Deliver. This will remove all the existing formatting from the text and allow you to apply custom font to the text.</p>
Personalization Field in Preheader is not getting added in Limit Personalization Field.	HMA-366951	In case of Dynamic Subject Line, if you have added Personalization Field in Preheader, it is not getting added in Limit Personalization Field.
Only the elements configured for Show on Desktop on Quick Builder appears in Message Editor.	HMA-366777	If you create an email in Quick Builder where some elements are configured for Show on Smartphone and some elements are configured for Show on Desktop, only the elements configured for Show on Desktop appears in Message Editor.
Mailing names does not display in graph for every alternate mailings in All superSet Reports.	HMA-365608	Mailing names does not display in graph for every alternate mailings in All superSet Reports.

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
		Workaround: Mailings names are displayed on the tooltip of the graph.
PF changes if it is added using <code><uaepf></code> tag on snippet	HMA-363976	Personalization field is case sensitive. So <code><uaepf>Age</uaepf></code> , <code><uaepf>age</uaepf></code> , and <code><uaepf>AGE</uaepf></code> are all different Personalization Fields. If you use the incorrect format of the Personalization Field, it will appear in the Save and Preview and page but fails when you publish and use the Personalization Field.
Personalization Field not appearing in the end email and Landing Page if added through <code><UAEFF></code> tag or <code>%%</code> Pattern.	HMA-363596	If you add a Personalization Field using uppercase <code><UAEFF></code> tag or using the <code>%%</code> pattern, the Personalization Field will not appear in the final Email or the Landing Page.
If you stop SMSIB after sending a Push and restarting it after some time, the Response Type <code>In-App Sent</code> is not getting posted.	HMA-363584	If you stop SMSIB after sending a Push and restarting it after some time, the Response Type <code>In-App Sent</code> is not getting posted.
If you create a snippet with an image, the image gets cut at the end of the mailer.	HMA-363572	<p>If you create a snippet with an image, in case of Microsoft Outlook app, the image gets cut at the end of the mailer.</p> <p>Workaround: In Microsoft Outlook, line-height works differently as it sets the line height to even values for images. This is not the case with browser-based email clients.</p> <p>To fix this issue in Microsoft Outlook (for Desktop), wrap the image inside a table tag as follows:</p> <pre data-bbox="1052 1772 1458 1852"><!--[if mso IE]><table border="0" cellpadding="0" cellspacing="0"</pre>

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
		<pre> style="border-collapse:collapse; border-spacing:0px;"> <tbody> <tr> <td><!--[endif]--> </td> </tr> </tbody> <!--[if mso IE]></td> </tr> </tbody> </table><![endif]--> </pre--> </pre>
<p>The Personalization Field format does not change if user adds it using %% on Email and Landing page snippet.</p>	<p>HMA-363560</p>	<p>On Email Snippet and Landing Page Snippet, if you add Personalization Fields using the %% characters, it does not get changed.</p> <p>Workaround: In 12.1.8, we support two ways of adding Personalization Fields:</p> <ul style="list-style-type: none"> • In HTML snippet code as <pre><UAEPPF>PF</UAEPPF></pre> • In snippet text mode using #
<p>In case of HTML snippet, you cannot create a new Personalization Field using <UAEPPF> tag.</p>	<p>HMA-363107</p>	<p>In case of HTML snippet, you cannot create a new Personalization Field using <UAEPPF> tag.</p>
<p>If you run a flowchart for Push communication, you will see an error.</p>	<p>HMA-362997</p>	<p>If you run a flowchart for Push communication, you will see an error because by default the value <code>ksid</code> is passed for the Source for mobile app user ID (XID) field but when you run the flowchart the system takes the value <code>xid</code> for the mailing page.</p>
<p>If user pauses the flowchart run, the flowchart still runs in the background and sends the mails.</p>	<p>HMA-362928</p>	<p>If you pause the flowchart run, it still keeps running in the background and continues to send emails.</p>

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
If user stops the flowchart run, the mailing still gets triggered with the status as <code>Complete</code> .	HMA-362927	If user stops the flowchart run, the mailing still gets triggered with the status as <code>Complete</code> .
Deliver script must be executed manually for PostgreSQL database.	HMA-362890	<p>For on-premises setup, if you have PostgreSQL, Deliver scripts do not run automatically. You must manually run the scripts. Also, a DDL error appears when you run the Populate Table script.</p> <p>Workaround: Perform the following steps:</p> <ol style="list-style-type: none"> 1. Navigate to the installation folder. 2. Copy <pre>ace_op_systab_pgsql.sql</pre> from <pre><CAMPAIGN_HOME>\Deliver\ddl.</pre> 3. In your Campaign system database, run <pre><CAMPAIGN_HOME>\Deliver\ddl\ace_op_systab_pgsql.sql.sql</pre> and <pre>ace_op_populate_systab_pgsql.sql.</pre> 4. In your Campaign system database, run <pre><CAMPAIGN_HOME>\Deliver\ddl\upgrade\ace_op_delete_systab_pgsql.sql</pre> and <pre>ace_upgrade_pgsql.sql.</pre> 5. To map tables, navigate to Setting > Campaign settings > Manage table mappings.

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
404 error when opening a Landing Page link.	HMA-362805	When you open a Landing Page link from Preview, you will see a 404 error.
The Outbound rate limit field is not editable once user run flowchart and reopen deliver process box.	HMA-362804	If you run th flowchart and reopen the Deliver Process Box , you cannot edit the Outbound Rate Limit field.
Personalization Field not available in personalization fields list when adding it in Email Setting, Subject Line, and Link.	HMA-362665 / HMA-362623	When adding Personalization Field in Email Setting, Subject Line, and Link. it is not available in device preview in Personalization Fields list.
App must be open to generate and post responses in database.	HMA-361821	In case of simple push notification, users must keep the app open to generate and post responses in database.
Special characters like { and } in In-app Push will result in an error.	HMA-361429	If you add special characters like { and } in In-app Push communications, you will see an error.
Notifications are not getting populated in the App.	HMA-361342	If the App is open in an Android device and if the user sends PUSH notification, the notification is not getting populated in the App.
Even if the Auto Play is On, the video does not play automatically in In-app Push notification.	HMA-361069	In iOS, even if the Auto Play is On in Unica Deliver, the video does not automatically play within the In-app Push notification.
For iOS, when user receives In-App notification containing video and other content, the video automatically opens in a new window and occupies the whole screen.	HMA-360959	For iOS, when user receives In-App notification containing video and other content, the video automatically opens in a new window and occupies the whole screen. Only when you close the video, the push message with all the content is visible.
For In-app Push notification on iOS, app must be open.	HMA-360675	To receive In-app Push notification on an iOS device, you must keep the app open.

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
Uninstalling and reinstalling the app on iOS changes the KSID value.	HMA-360668	On an iOS device, if you uninstall and reinstall the app, the KSID value will change.
The video Play icon and the string <code>deliverIP.ngrok.io</code> appears on the locked device screen	HMA-360490	If an In-app Push contains video, the video Play icon and the string <code>deliverIP.ngrok.io</code> appears on the locked device screen.
HTML code gets displayed in Message Editor if you apply styling in Quick Builder and configured a link to it	HMA-359986	HTML code gets displayed in Message Editor if you apply styling in Quick Builder and configured link / Webpage to it. Workaround: You can ignore this as it has no impact on the final mailer or its preview.
For the attached HTML file, extra space is getting added at the end of the template by clicking on Save and publish .	HMA-359805	For some HTML templates, extra space may get added at the bottom in Quick View of Quick builder. Workaround: You can ignore this.
Font in generated PDF is different from the email communication created with imported HTML.	HMA-358387	For Email Archive, the font in generated PDF are different from the email communication created with imported HTML.
If the image size has <code>Auto</code> attribute value, the image size does not appear similar to the final mailer.	HMA-358384	For Email Archive, if the image size has <code>Auto</code> attribute value, the image size does not appear similar to the final mailer.
BCC email ID should be added to the generated email archive folders when email communication was created with BCC.	HMA-358370	For Email Archive, BCC email ID must be added to the generated email archive folders when email communication was created with BCC.
Email content getting distorted on PDF file when sending email communication with attached HTML template.	HMA-358131	For Email Archive, email content gets distorted on PDF file when sending email communication with an HTML template.

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
If you pause a mailing event, PDFs of email copies are not generated.	HMA-358574	If you pause a mailing event, PDFs of email copies are not generated.
Distorted GIF images in PDF files	HMA-358280	If your email has GIF images and if you archive such emails to PDFs, the images are distorted.
Emoji in subject line replaced with UTF characters	HMA-358269	If your email subject line contains emojis and if you archive such emails to PDFs and Meta Files, the emojis in the subject line are replaced by UTF characters.
In iOS, if the app expires, you cannot add a renewed certificate.	HMA-357903	For iOS devices, if the app expires, there are no provisions in Unica Deliver for adding a renewed certificate.
'Right' spacing set in editor does not reflect in the In-App push received by the user.	HMA-356404	If you set 'Right' spacing in editor, the same does not reflect in the In-App push message received by the user.
Visual difference in previewed message and the Push message received by users.	HMA-356384	There is a visual difference between the previewed message and the Push message received by users on their mobile.
Email/Landing Page: Preview appears as blank if you use an image linked with an offer.	HMA-354556	In case of Email or Landing Page, preview appears as blank if you use an image linked with an offer.
HTML content gets distorted in the final mailer for the mentioned HTML code on Microsoft Outlook app.	HMA-353956	<p>HTML content gets distorted in the final mailer for the following HTML code on Microsoft Outlook app:</p> <pre data-bbox="1052 1497 1458 1560"><v:image />', <v:textbox>, <v:rect></pre> <p>Workaround: If you notice issues in the final mailer, particularly in the Microsoft Outlook app, please remove VML specific tags like: <code><v:image /></code>, <code><v:textbox></code>, <code><v:rect></code>, etc.</p>

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
Security vulnerability javascript injection in Message Editor.	HMA-353264	Security vulnerability javascript injection in Message Editor.
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.
RLU: Failed to load class <code>org.slf4j.impl.StaticLoggerBinder</code> while running RLU.	HMA-349665	When running RLU utility, the following messages may be displayed: <pre data-bbox="1052 726 1458 1129"> 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#StaticLoggerBinder 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>
URL does not gets converted to a short link if Personalization Fields exist in the URL	HMA-347128	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>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	Preview for landing pages does not work in the following scenarios:

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
		<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
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 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>Workaround:</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 style="background-color: #f0f0f0; padding: 5px;">2022-04-22 20:41:06,861 INFO C3P0PooledConnectionPoolManager[i dentityToken->2we9w9aob175d01n07qw - Database selected</pre>

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
		<pre>java.sql.SQLException: Database selected at com.informix.util.IfxWarnMsg.getSQLWarning(IfxWarnMsg.java:117) ~[onedb-jdbc-8.0.0.1-complete.jar:8.0.0.1] at com.informix.jdbc.IfxSqlConnect.addWarning(IfxSqlConnect.java:2237) ~[onedb-jdbc-8.0.0.1-complete.jar:8.0.0.1] at com.informix.jdbc.IfxSqlConnect.setWarnings(IfxSqlConnect.java:4076) ~[onedb-jdbc-8.0.0.1-complete.jar:8.0.0.1]</pre> <p>Workaround:</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>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>

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
Search results do not appear for ASCII name and English characters	HMA-338249	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.
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 data-bbox="1052 709 1459 772">Error converting data type nvarchar to bigint.</pre> <p>Workaround:</p> <p>For Microsoft SQL Server, from the GDPR delete script, replace:</p> <pre data-bbox="1052 957 1459 1073">SELECT CustomerID INTO {Temp_Table} FROM <Campaign_Schema>.dbo.UA_ContactHistory WHERE 1 = 0;</pre> <p>by:</p> <pre data-bbox="1052 1161 1459 1297">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 preview 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

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
		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>
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 .
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'</pre>

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
		<p>and application=101 and partition_id=<>)</p> <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>

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
		<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> ◦ Restart Tomcat. • If Campaign is deployed in JBOSS or WebLogic: Offer

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
		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 issupported for Offer integration.	HMA-324983	In Quick Builder, the images from CMS other thanDeliverCMS do not display in email, if link is assigned to those images. Also, with offer integration, no CMS other than Deliver CMS is supported.
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_containerURLtable, if URL conditioning is done in email.	HMA-325523	If URL conditioning is implemented in email, then some extra rows gets populated in ucc_container URL table which may impact Detailed link by cell report and Detailed link report.
On Safari browser background screen gets distorted, when you choose image while creating Push communication in Quick Builder.	HMA-325498	On Safari browser, the background screen gets distorted, when you choose image while creating Push communication in Quick Builder. This is the background screen which gets distorted hence you can ignore this.
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.

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
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 :Formating 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>
		While designing an email in Quick Builder, if a link is provided to an image and if the same email is opened in legacy Message Editor, the image is not displayed.
		While designing an email in Quick Builder, if an image is added and if the same email is opened in the legacy Message Editor, then a link with "#" as a value gets assigned to the image.
		Sometimes, you may observe issues, if emails are saved and published in

Table 1. Known Issues in 12.1.9 (continued)

Issue	Issue ID	Description
		the legacy Message Editor which were designed in Quick Builder.