

Version 11 Release 0
May 31, 2018

IBM Opportunity Detect Release Notes

IBM

Note

Before using this information and the product it supports, read the information in "Notices" on page 11.

This edition applies to version 11, release 0, modification 0 of IBM Opportunity Detect and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. New feature in version 11.0

IBM® Opportunity Detect 11.0 includes a number of new features and changes.

GDPR - Right to erasure

As part of the General Data Protection Regulation (GDPR) IBM Opportunity Detect provides a utility which allows Opportunity Detect users to generate 'delete' statements for the customer's record that need to be erased from the Opportunity Detect system. These delete statements are specific to the system tables only. The utility takes customer records to be erased as inputs in the form of csv files and generates the delete statements as the output. Listed below are the Opportunity Detect system tables where customer information can reside, for which delete statements are generated:

- Outcome
- History
- ExpandedOutcome1
- ExpandedOutcome2

Chapter 2. Fixed defects

No new defects have been fixed in the 11.0 version of Opportunity Detect.

Chapter 3. Known issues

This section describes the known issues in the 11.0 version of Opportunity Detect.

<p>Fatal error occurs for EAR deployment</p>	<p>Defect 276955</p>	<p>A fatal error occurs during the creation of an EAR file for deployment and a message is added to the common installer logs. This message can be ignored. The EAR file is deployed successfully in spite of this error.</p> <p>The following entry can be seen in the common installer logs.</p> <p>Custom Action: com.unica.install.ia.custom. StrIndexAndPieces</p> <p>Status: ERROR</p> <p>Additional Notes: ERROR - Unexpected Fatal Error in Class: com.unica.install.ia.custom. StrIndexAndPieces.install()</p>
<p>Validation fails for manually created expressions</p>	<p>Defect 223720</p>	<p>If you manually enter an expression in a component, validation fails even if the expression is valid. The workaround is to use the value selector to create your expressions.</p>
<p>In a silent mode installation, ojdbc7.jar is not present</p>	<p>Defect 224701</p>	<p>When you install Opportunity Detect in silent mode, and if you are using Oracle for your system tables, the ojdbc7.jar file is not installed in the required locations. The workaround is to place the ojdbc7.jar file manually in the following locations.</p> <ul style="list-style-type: none"> • On the design time server <ul style="list-style-type: none"> – [Opportunity_Detect_home]/cli/lib – [Opportunity_Detect_home]/tools/librarymgr/lib – [Opportunity_Detect_home]/InteractService/wlp/lib • On the run time server <ul style="list-style-type: none"> – /home/streamsadmin/OpDetection/monitor/lib – /home/streamsadmin/OpDetection/StreamsRemoteControlService/wlp/usr/servers/StreamsRCS/dropins/StreamsRCS/WEB-INF/lib

Chapter 4. Known limitations

This section describes the known limitations in the 11.0 version of Opportunity Detect.

Unexpected results for Forward Inactivity components in multiple deployments using the same State History table	Enhancement 202780, APAR 202786	If two deployments of different workspaces run against the same state history table, if there are Forward Inactivity components in either of the workspaces, then these components must be placed in both deployments. If not, then the deployment that does not have the Forward Inactivity interferes with the inactivity processing for the other deployment.
Deployments fail when multiple workspaces are deployed simultaneously	Defects 200534, 201851	Attempting to deploy multiple workspaces simultaneously causes a conflict with a shared resource. There is a high probability that at least one of the deployments will fail. To avoid the issue, limit deployments to one workspace at a time.
The database password is not updated when you install Interact Advanced Patterns over Opportunity Detect	Defect 177556	<p>If you install Interact Advanced Patterns over Opportunity Detect, and you select the manual option, you must manually update the password attribute of the <code>properties</code> tag in the <code>server.xml</code> file. This file is located in the <code>InteractService/wlp/usr/servers/InteractService</code> directory under your Opportunity Detect installation.</p> <p>You can use the <code>securityUtility</code> located under the <code>InteractService/wlp/bin</code> directory under your Opportunity Detect installation to encrypt the password. For example:</p> <pre>./securityUtility encode your_password</pre>
The Action component does not fire for some workspaces when the Outcome is mapped to a Web Service connector	Defect 198305	When the Outcome data source is mapped to the Web Service connector, and if the trigger system contains only one Action component that is listening for a Forward Looking or negative Pattern component, no outcome message is sent. In this case, you need a second Action component that is listening for another type of component; then all outcome messages will be sent.

<p>The XML file for the command line utility is not updated when the Run Time component is installed on a different machine from the Design Time component</p>	<p>Defect 199632</p>	<p>When you do not install the Run Time component on the same machine as the Design Time component, the RemoteControlCLI.xml file is not updated with the host and port of the Streams Remote Control service. This file must be configured if you want to use the RemoteControlCLI utility.</p> <p>To work around this issue, update the file manually to replace [RCS_SERVER] and [RCS_PORT] with the host and port of the Streams Remote Control Service.</p> <p>The RemoteControlCLI.xml file is located in the cli directory under your Opportunity Detect design time installation.</p>
<p>The monitoring tool shows the same number of total transactions for all workspaces or a null pointer exception occurs</p>	<p>Defect 219989, Defect 219002</p>	<p>In some cases, the monitoring tool can have either of the following issues.</p> <ul style="list-style-type: none"> • The same number of total transactions is shown for all workspaces. • A null pointer exception occurs. <p>These issues can occur when Streams instances are not shut down gracefully. To resolve the issue, do the following.</p> <ul style="list-style-type: none"> • In the Opportunity Detect user interface, stop all deployments. • Stop the Streams server. • On the runtime server, manually remove all job id files under \$DETECT_HOME/apps/RealTimeProxy/ . <p>The name format of these files is rtp.jobid.streams-instance-name.host. For example: rtp.jobid.streams1@streamsadmin.myHost.</p> <ul style="list-style-type: none"> • Restart the Streams server

Before you contact IBM technical support

If you encounter a problem that you cannot resolve by consulting the documentation, your company's designated support contact can log a call with IBM technical support. Use these guidelines to ensure that your problem is resolved efficiently and successfully.

If you are not a designated support contact at your company, contact your IBM administrator for information.

Note: Technical Support does not write or create API scripts. For assistance in implementing our API offerings, contact IBM Professional Services.

Information to gather

Before you contact IBM technical support, gather the following information:

- A brief description of the nature of your issue.
- Detailed error messages that you see when the issue occurs.
- Detailed steps to reproduce the issue.
- Related log files, session files, configuration files, and data files.
- Information about your product and system environment, which you can obtain as described in "System information."

System information

When you call IBM technical support, you might be asked to provide information about your environment.

If your problem does not prevent you from logging in, much of this information is available on the About page, which provides information about your installed IBM applications.

You can access the About page by selecting **Help > About**. If the About page is not accessible, check for a `version.txt` file that is located under the installation directory for your application.

Contact information for IBM technical support

For ways to contact IBM technical support, see the IBM Product Technical Support website: (http://www.ibm.com/support/entry/portal/open_service_request).

Note: To enter a support request, you must log in with an IBM account. This account must be linked to your IBM customer number. To learn more about associating your account with your IBM customer number, see **Support Resources > Entitled Software Support** on the Support Portal.

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B1WA LKG1
550 King Street
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