

Unica Interact V12.1.3 Release Notes



Contents

- System requirements and compatibility..... 1
- New features and changes in version 12.1.3.....3
- Fixed defects.....6
- Known issues.....10

System requirements and compatibility

Unica Interact operates as part of the Unica suite of products.

Upgrade Paths

Unica Interact supports the following upgrade paths:

- 12.1.x → 12.1.3
- 12.1.0.x → 12.1.3

Customers on versions earlier than 8.6.x must:

- perform a Fast Upgrade from existing version to version 8.6.0 (for more information, see *HCL Unica 8.6.0 Fast Upgrade Guide*).
- perform a Fast Upgrade from version 8.6.0 to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.3.

Customers on versions earlier than 11.1.x.x can:

- perform a Fast Upgrade from existing version to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.3.

Customers on versions 11.1.x.x/12.0.x.x can use one of the following options for upgrade:

- **Option 1**

- perform an in-place upgrade from existing version to version 12.1.0.
- perform an in-place upgrade from version 12.1.0 to version 12.1.3.

- **Option 2**

- perform a Fast Upgrade from existing version to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.3.

Where to find complete system requirement and compatibility information

For a list of third-party requirements for this product, see the Recommended Software Environments and Minimum System Requirements Guide available under **Help > Product Documentation** when you are logged in to Interact, as well as from the HCL Support Portal website.

Where to find documentation

You can find the documentation here.

- PDFs: <http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmlzZQ==&folder=aW50ZXJhY3QvMTJfMV8w>
- Online Help: <https://help.hcltechsw.com/unica/Interact/en/12.1.1/index.html>

New features and changes in version 12.1.3

Unica Interact 12.1.3 includes a number of new features and changes.

Personalization Playback

This new feature provides retrospective views of the activities occurred in any date range. Users get a high level view of summary and capability by drilling down all the way to individual sessions.

- Flexible filtering options for the interested audience IDs based on audience levels and any profile attributes.
- Capabilities of selecting any past date range, in addition to several preset ranges.
- Interactive graph to show the activities based on distinct Interact sessions and audience IDs during the selected range.
- List of all sessions associated with any selected date/time point.
- Detailed information of individual sessions, including API parameters, returned offers, suppressed offers, event pattern states, and more.

Enhancements to Smart Strategy UI

Smart Strategy has the following enhancements:

- A new tab is added to Campaign UI which lists all strategies associated with the campaign.
- When a smart rule is associated with an offer, its attributes can be displayed in the right slider.
- An info icon is added to the hierarchical list of offer lists to display the member offers for a static offer list or the query for a dynamic offer list.
- The strategies in "Recently Work" list are displayed with the ones updated by the current user at the top.
- Allows search on strategy list page.
- Sorting is supported on strategy list pages for almost all columns.
- The date of the most recent deployment to each server group is included in the list of strategies.

- The sorting of smart rules is changed to global sorting.
- A button is added to the Interactive Channel Summary page for refreshing cached segments and offers on demand.
- Implemented some backend performance improvements.

Allow Contact Central Integration without specific regional preference

Added selection of `All Preferences-All TimeZones` in Interact Channel Touchpoints Channel Preference. All Trigger Message will push to channel-based on channel capacity, no matter what the time zones are.

Log4j Security vulnerability fixes

Unica v12.1.3 now uses `log4j v2.17.1`. This version addresses the critical vulnerabilities identified in `log4j`. It includes the security fixes mentioned in the following Unica Knowledgebase article:

https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0095491

For more details related to the fixes in `log4j 2.17.1`, see <https://logging.apache.org/log4j/2.x/security.html>.

Elasticity on some gateways

- An option is added to the built-in inbound gateway so that more instances of such gateway can be automatically added into Interact run time instances, when there are more messages in the Kafka topic to consume.
- An option is added to the built-in outbound gateway and Journey gateway so that the speed of creating and adding messages to Kafka can be automatically slowed down when there are too many messages waiting in the Kafka topic to be consumed.

API for GDPR

A REST based API is added for retrieving the SQL statements that cleans user data based on given audience IDs in compliance of GDPR requirements.

Modification of the Licensing Model

The licensing module is modified such that only the sessions in which offers are requested are counted.

Fixed defects

The following table lists defects that are fixed in Unica Interact V12.1.3.

Issue ID	Description
HMA-337756	Interact was accessing audience profile table from a different audience.
HMA-336369	An error used to appear when setting the date value of a real time attribute to earlier than 1/1/1971.
HMA-335354	Interact was not reconnecting to the clustered database if the originally connected database was down.
HMA-335069	On FlexOffers, switching the offer in rule was not updating the offer attribute override settings.
HMA-334901	Search functionality for Event and Event Pattern, in Triggered Action, was not working properly.
HMA-334794	On Triggered Action UI, no more than 10 Events and EventsPattern were getting loaded into the list of available events or patterns.
HMA-334681	During Interact RT upgrade, the following incorrect log message was appearing: <pre data-bbox="834 1633 1386 1808">This is a tool for the in-place upgrade of Interact 12.1.0 and 12.1.0.x to Interact 12.1.1.</pre>

Issue ID	Description
HMA-334670	With Centralized Offer Management enabled, offer lists were not loaded into the "Select Offer" pane on Triggered Action UI.
HMA-334666	On the advance option of Triggered Action UI, Offer Attribute was only retaining the last saved change.
HMA-334665	For Triggered Action, in some instances, the selected offer was getting reset.
HMA-334636	Search functionality for Event was not working properly in Triggered Action UI.
HMA-334626	Even if the permission for Add Trigger Action was denied, the user was able to add trigger actions.
HMA-334625	In a Triggered Action predicate, the validation message was missing when the specified expression was based on real time attributes.
HMA-334588	If the underlying database is MariaDB, CH/RH ETL was not being processed by batches, based on the configuration.
HMA-334533	On Event Pattern page, the unit "Week" was missing in the configuration "Extend true state".
HMA-334373	No operators were available on Triggered Action UI for numeric field when user se-

Issue ID	Description
	lected Session Parameters from Condition Type.
HMA-334188	Updated offer attributes were not visible if saved only on the client side.
HMA-333724	Users were not able to modify Offer Attributes for multiple rules in a strategy.
HMA-332798	<p>The following error was being displayed when running an upgrade script on a DB2 database:</p> <pre data-bbox="834 810 1385 993"> SQL execution failed: DB2 SQL Error: SQLCODE=-668, SQLSTATE=57016, SQLERRMC=7 </pre>
HMA-331814	Out of Memory issue was seen with cross a session response when the volume was high.
HMA-331543	When updating multiple segment->offer dynamic attributes for the second time, it was incorrectly updating other attributes with the default offer attribute values.
HMA-331414	Strategy tab was not loading when there were many records in the detail contact history table.
HMA-329791	Slowness was observed in Advanced Options of strategy and FlexOffers when there were a large number of offers, segments, and/or profile attributes.

Issue ID	Description
HMA-327411	Only 10 Zones were listed when trying to Copy to Zones feature.
HMA-327138	Newly added rules on strategy were lost when pagination was changed from 50 to 10.
HMA-327134	Duplicate multiple rules or rows on Flex-Offers were not working correctly.

Known issues

The following table lists issues in Unica Interact 12.1.3.

Issue ID	Description
HMA-356753	<p>In the <code>UACI_IntFlowchart</code> table, the FlowchartXML column has the <code>text</code> data type for MariaDB database. This causes an issue when you save or test the run on an Interactive Flowchart and you will see the following error:</p> <pre>Data too long for column 'FlowchartXML'.</pre> <p>Workaround</p> <p>Change the data type of the FlowchartXML column to <code>longtext</code> by running the following query:</p> <pre>ALTER TABLE UACI_IntFlowchart MODIFY FlowchartXML longtext;</pre>
HMA-338387	<p>For version 12.1.3, the copyright year is incorrect in the Fed Response File <code>ResponseFiles.tar.gz</code>.</p>
HMA-338288	<p>The list of Gateway Groups may not get refreshed after some changes.</p> <p>Workaround: Navigate to another tab and navigate back.</p>
HMA-337982	<p>Personalization Playback graph data is not loading for 7, 30, and 365 days filters.</p> <p>Workaround: Switch to other supported browsers or use a custom date range.</p>
HMA-337853	<p>Bulk update does not work properly after bulk copy.</p> <p>Workaround: Save the strategy after each bulk operation.</p>
HMA-337591	<p>Blank strategy page renders when the number of offers are greater than 10,000.</p>

HMA-336165	Extreme slowness when accessing status or changing status for Strategy when the number of offers are greater than 10,000.
HMA-334468	<p>InteractDT upgrade fails.</p> <p>Workaround</p> <ol style="list-style-type: none"> 1. Go to <code><Install_Home>/Interact/interactDT/ddl/upgrade directory</code>. If it is an unicode setup, then you require to update <code>aci_systab_upgrd_db2.Sql</code> script located under <code><Install_Home>/Interact/interactDT/ddl/upgrade/Unicode folder</code>. 2. Open <code>aci_systab_upgrd_db2.sql</code> file and locate the following SQLs. <pre>ALTER TABLE UACI_EvtPtnItmDep ADD CONSTRAINT iEvtPtnItmDep_FK1 FOREIGN KEY (PatternItemID) references UACI_EventPatternItem(ItemID);</pre> <pre>ALTER TABLE UACI_EvtPtnItmDep ADD CONSTRAINT iEvtPtnItmDep_FK2 FOREIGN KEY (DependedItemID) references UACI_EventPatternItem(ItemID);</pre> <pre>CALL sysproc.admin_cmd('REORG TABLE UACI_EventPatternItem');</pre> 3. Move <code>CALL sysproc.admin_cmd('REORG TABLE UACI_EventPatternItem')</code> above the alter statements.
HMA-334379	In trigger message eligibility conditions, operators used for Integer Session variables on base setup (Unica version prior to 12.1.2) is not getting reflected.
HMA-329365	<p>The following error occurs while upgrading the design time MariaDB database from 12.1.</p> <p>"ERROR upgradeTool.ACMigSysDBUpgradeTask [] - SQL execution failed: (conn=1771631) Unknown column 'Name' in 'uaci_smartrule'"So-</p>

	<p>lution: verify a column "RuleName" exists and column "Name" does not in the table UACL_SmartRule.</p> <p>You can ignore this error.</p>
HMA-327384	<p>IE-11: Rows on FlexOffers get refreshed one by one when scrolled up down or edited advanced option for a particular row.</p>
HMA-327191	<p>For the Safari browser, the right side grid on the event pattern popup window may be distorted after some series of operations.</p> <p>Workaround: Close the popup window and reopen it.</p>
HMA-327028	<p>Websphere 8.5.5 - GDPR API returnZip functionality creates corrupted or blank zip file to return the generated SQL scripts.</p> <p>Workaround:</p> <p>Set the returnZip flag to false, which makes the API to return SQL statements in a JSON format embedded in the response.</p>
HMA-325763	<p>An error occurs on Trigger message tab of Interactive channel, when the users configure Journey Outbound Channel on version 12.1 under Affinium Campaign partitions partition1 Interact outboundChannels.</p> <p>Workaround:</p> <p>Delete the previously created outbound channels and create new channels with the same name. Mappings can be done from the user interface on the Gateway tab of Strategy.</p>
HMA-324587	<p>EPETLReport: For EventPattern ETL report for New EP, SQL exception occurs while processing EP State.</p>
HMA-324100	<p>The COM offers for which visibility rules are set and true are still visible in Interact, but with a blank value.</p>
HMA-323938	<p>Syntax check fails when Strng_concat function is used in Interactive-Flowchart with numeric values.</p>

HMA-322890	In the Event Pattern report, the advanced event pattern name is getting truncated for long strings.
HMA-321599	On searching Offer or Segment for 'Suppress Offer' and 'Qualify Segment' action, Offer and Segment Folders are displayed.
HMA-311334	When EffectiveDate or ExpirationDate is used in a FlexOffers filter condition, using variables will cause run time error, while using a date constant selected from the datepicker works.
HMA-310853	REST API Swagger: Search criteria condition and multiple attribute sorting is not working from Swagger.
HMA-309271	Unable to create OM by selecting CSV file from Swagger UI.
HMA-306001	On the new Strategy UI, when changing the offer of an existing smart rule, the parameterized offer attributes are reset to their default values as defined in the new offer. In addition, if an offer attribute is used in the eligibility or score predicate, it may become invalid and manual validation and update are required.