

Unica Journey V12.1.0.3 Release Notes



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Chapter 1. System requirements and compatibility

Unica Journey is part of the Unica suite of products. Unica Journey version 12.1.0.3 requires Unica Platform 12.1.0.3.

Where to find complete system requirement and compatibility information

For a list of Unica product versions compatible with Unica Journey and a list of third-party requirements for this product, see the Recommended Software Environments and Minimum System Requirements document.

You can also access this document by selecting **Help > Product documentation** when you are logged in to Unica.

Prerequisites for using Unica Journey

Before you begin using Unica Journey, confirm that your environment meets the following requirements:

- For an improved user experience, use at least a 21-inch screen.
- For an improved user experience, set your screen resolution to 1600x900. Lower resolutions can result in some information not being properly displayed. If you use a lower resolution, maximize the browser window to see more content.
- A mouse is best for navigating in the user interface.
- Do not use the browser controls to navigate. For example, avoid using the Back and Forward buttons. Instead, use the controls that are in the user interface.
- If pop-up blocker (ad blocker) software is installed on the client machine, Unica Journey might not function properly. For best results, disable pop-up blocker software while running Unica Journey.
- Ensure that the technical environment meets the minimum system requirements and the supported platforms. For more information, see the *Recommended Software Environments and Minimum System Requirements* document.

- The correct browser and versions must be used. For more information, see the *Recommended Software Environments and Minimum System Requirements* document.
- Clear the browser cache after installation. This only needs to be done once, after the application is updated.

⚠ Important: Do not use any other method to open multiple sessions. For example, do not open a new tab; do not open another browser session from the Start menu or desktop icon; and do not use **File > New Window** in Microsoft Internet Explorer. These methods can corrupt information that is shown in the application.

Unica Journey documentation roadmap

Unica Journey provides documentation that helps users like marketers, administrators, and developers to get their hands on the product functionality.

Table 1. Get up and running

Task	Documentation
Find out about the new features in the product	For the first release, all new features are available in the <i>Unica Journey User Guide</i>
Find out about the known issues and limitations	<i>Unica Journey Release Notes</i>
Learn about the structure of the Unica Journey system tables	<i>Unica Journey System Schema</i>
Installation and configuration of Unica Journey	<i>Unica Journey Installation Guide</i>

Table 2. Installing and Configuring Unica Link

Task	Documentation
Installation and configuration of Unica Link	<i>Unica Link Installation Guide</i>

Task	Documentation
Installing Unica Link connector app for Journey	<i>Unica Link Installation Guide</i>
Installing Unica Link connector – MailChimp	<i>Unica Link Mailchimp Connector User Guide</i>
Installing Unica Link connector – Mandrill	<i>Unica Link Mandrill Connector User Guide</i>
Installing Unica Link connector – Twilio	<i>Unica Link Twilio Connector User Guide</i>
Installing Unica Link connector – Salesforce	<i>Unica Link Salesforce Connector User Guide</i>

Table 3. Integrate Unica Campaign with other HCL products

Task	Documentation
Integration of Unica Campaign and Unica Journey	<i>Unica Campaign Administration Guide and Unica Campaign User Guide</i>
Integration of Unica Campaign and Unica Interact	<i>Unica Interact Administration Guide</i>
Integration of Unica Deliver with Unica Journey	<i>Unica Journey User Guide</i>

Table 4. Get Help

Task	Documentation
Unica Journey documentation	You can get Unica Journey product documentation while you logged in Help > Product documentation.

Unica Journey when installed with other Unica suite products

Before you start installation of Unica Journey you can refer to below sections to plan Journey installation.

Unica Journey delivery engines for Email

Unica Journey supports Unica Deliver and Unica Link for email delivery. You can use any of these integration as per your requirements. Please refer to documentation map section for appropriate documents to refer on this integration.

Unica Journey stack support

Unica suite product support to third party software like databases, operating system, application server etc., is not exactly same support with Unica Journey. Please refer to Recommended Software Environments and Minimum System Requirements guide.

For example, If your existing Unica products are installed on stack as below:

- Operating System - AIX 7.1
- Application Server - WebSphere
- Database - DB2

You can install Unica Journey on supported environments as mentioned in Recommended Software Environments and Minimum System Requirements guide and it would be compatible with existing Unica products.

Upgrading Unica products and Installing Journey

If you are upgrading from older Unica product version to 12.1.03, you can complete your upgrade and then install Unica Journey 12.1.0.3.

Chapter 2. Prerequisites for Unica Journey Installation or Upgrade

Before installing Unica Journey version 12.1.0.3, you have to ensure that a few prerequisites are met.

If you are a new user, and if you have HCL OneDB, MariaDB, or Microsoft SQL Server as the database, you can directly install Unica Journey 12.1.0.3. Ensure that Unica Platform version 12.1.0.3 is operating correctly.

The supported upgrade path for Unica Journey 12.1.x.x are as follows:

Source Version	Upgrade path to 12.1.0.3	Prerequisites for Oracle Database
12.1.0	Directly upgrade to 12.1.0.3	If you are upgrading Unica Journey from version 12.1.0 to 12.1.0.3, ensure that Unica Platform and Unica Journey version 12.1.0 are operating correctly.
12.1.0.1	Directly upgrade to 12.1.0.3	If you are upgrading Unica Journey from version 12.1.0.1 to 12.1.0.3, ensure that Unica Platform, and Unica Journey version 12.1.0 and 12.1.0.1 are operating correctly.
12.1.0.2	Directly upgrade to 12.1.0.3	If you are upgrading Unica Journey from version 12.1.0.2 to 12.1.0.3, ensure that Unica Platform, and Unica Journey version 12.1.0 and 12.1.0.2 are operating correctly.

To prerequisites for installation, or upgrade, of Unica Journey are as follows:

1. Ensure that all users are logged out.
2. Stop Unica Journey, Unica Platform, and all applications that are deployed with it. Also, stop all other components, for example Journey Engine, Kafka server, etc.

3. Undeploy Unica Platform and Unica Journey web application from the application server.
4. Stop the application server and clean the application server cache. For more information, see [Cleaning the Apache Tomcat application server cache \(on page 6\)](#).
5. Back up the Unica Platform and Unica Journey database and file system directory to any temporary directory.

Cleaning the Apache Tomcat application server cache

1. Access the Instance location used for Unica Journey. For example, `/opt/Tomcat/instance1`.
2. Delete the contents of the folders `webapps` and `work`.

Chapter 3. New features and changes in version 12.1.0.3

In Unica Journey 12.1.0.3, we have introduced some new features, and we have made changes to some existing features or functionality.

We have updated the documents and you can access the latest documentation using the following links:

- **PDFs:** <http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmIzZQ==&folder=am91cm5leS8xMI8xXzA=>
- **Online Help:** <https://help.hcltechsw.com/unica/Journey/en/12.1.0/index.html>

The following list mentions the support for new platforms, in Unica Journey 12.1.0.3:

- Supports HCL OneDB as system database. For more information about installing Unica Journey 12.1.0.3 with system tables on HCL OneDB, see *Unica Journey Installation Guide for OneDB Guide*.
- Supports SQL Server, MariaDB as system database. For more information about installing Unica Journey 12.1.0.3 with system tables on SQL Server, MariaDB, see *Unica Journey Installation Guide*.
- Supports Kafka on windows operating system. To configure Kafka on Microsoft Windows operating system, refer the following technote: https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0085551

The following list mentions the new features, and the changes to existing features, in Unica Journey 12.1.0.3:

- Journey supports three new databases: MariaDB, OneDB, and SQL server.
- Introduced Report Screen
 - Summary screen displays Journey canvas along with touchpoint details.
 - Email and SMS performance can be tracked.
 - Display Goals progress report in graphical format.

- Display Audience counts from different entry sources.
- Enhancement to Creating Journey
 - Milestones can be added while creating a Journey. A maximum of seven milestones can be added to one Journey.
- Enhancement to Entry Source
 - Unica Interact and Unica Discover entry sources are created for integrating respective Interact and Discover data with Journey.
- Enhancement to Journey Goals
 - Multiple goals can be viewed and added to a journey. A maximum of 15 goals can be added to one Journey.
 - Sales-based goals can be created.
 - Goals' historical performance can be tracked.
 - Added Goals can be edited.
 - Goals can be switched.
- Journey now supports Adtech touchpoint
- Introduced Centralized logging to trace audience movement
- Integration of Journey SMS channel with Deliver

Chapter 4. Fixed Defects

The following defects were fixed in Unica Journey version 12.1.0.3.

Issue ID	Defect
HMA-315526	Connection was not visible on the SMS configuration screen.
HMA-315322	Wrong time displayed on the warning message for date goal validations.
HMA-300821	Closing the browser did not clear the session or log out the user.
HMA-302508	If you access Journey using a Safari browser, and created an Entry source, an excess of blank space existed between the upload file and the Create entry source button.
HMA-302554	If you access Journey using a Chrome browser, the hover action was hiding other columns.
HMA-302528	If you access Journey using a Safari browser, an excess of blank space existed on the side navigation bar.
HMA-319141	Journey Web Application properties file did not have uncommented lines for <code>spring.jpa.properties.hibernate.dialect</code> property and <code>journey.datasource.driver-class-name</code> property.
HMA-311946	Journey application was showing Unica Platform URL On Journey Preinstallation summary page.
HMA-316262	For Paused Journeys, users could not add Significant Field for an In use Data Definition.
HMA-316264	If a Journey was in Paused state or Published state, it was not changing to Completed state even after achieving a contact based goal.

Issue ID	Defect
HMA-310708	The Goal add/edit page did not have the provision to track goals based on individual links.
HMA-310904	The login screen of Unica and Unica Journey was not the same.
HMA-311940	On the Journey UI, the date formats were incorrect, and the casing was inconsistent.
HMA-311066	If user deletes Kafka topic created by Publish control, It requires to delete Kafka logs and other Publish Kafka topics gets deleted.
HMA-310351	UL-171 - Journey "Upload Contact" action, Group contacts by tag: Default run time tag was not assigned to a Mailchimp contact in addition to the user defined tag.
HMA-310348	HIP Mailchimp JIRA 01 - Journey: On Mailchimp, the fields associated with a particular email were used to send the email communication and not the fields provided while passing the data through an Entry Source.
HMA-302713	The error {"403":["Access Denied."]} was seen for Journey Application when accessed from the Marketing Platform with the saml login method.
HMA-313604	When upgrading Journey from 12.1 to 12.1.0.1 the Journey backup folder was not backing up the folder named Files.
HMA-313259	Two non-fatal errors were seen when running the Journey Installer.
HMA-312413	Journey Installer: During installation if the user selected only the Journey Engine component, the installer prompted for Platform and Journey Web details.

Issue ID	Defect
HMA-321284	(Deliver) Not getting Email Link click events on journey from Deliver Contact Hcl product support team for the fix.

Chapter 5. Known issues

The following table lists the known issues in Unica Journey 12.1.0.3:

Issue ID	Known Issue
HMA-320980	Sort by date does not show latest date in journey.
HMA-320932	LICENSE: If Unica Link License is not available, Journey does not process the data or provide validations as to why it is not processed.
HMA-320721	If you send large number of audiences for processing, ignite error is observed.
HMA-320720	On Goal analysis page its showing one extra record for a period specific date, last 3 months option, last 12 months option, or last 30 days option.
HMA-320719	On the goal analysis page the current day/week is not showing up as per historical page.
HMA-320706	Since Journey is mono partition if a user tries to access Journey from different partitions, "Access Denied" error is displayed.
HMA-320703	On the Goal analysis page, Last generated on information is not as per the time zone configured on Journey.
HMA-320622	When editing the non-frequency based goal, you can select the checkbox 'Mark journey as completed' even when the target goal and actual goal is the same.
HMA-320585	Incorrect counts displayed in Stats view for Journey.
HMA-320300	Target object allows NULL value causing errors in performance runs with MariaDB.

Issue ID	Known Issue
HMA-320207	Documentation defect: In Journey "Recommended Software Environments and Minimum System Requirements" document, either the first section should be of Journey or for each product should be specified.
HMA-319576	Milestone reorder is not working for Pause and Republish.
HMA-315896	Localization issues exist.
HMA-312551	Engine - \ is not getting replaced by /.
HMA-320872	Journey encryption utility cannot encrypt special characters like - \$ &.
HMA-320456	Db specific database information should be available in Engine application.properties file.
HMA-321141	When there are leading and trailing spaces in milestone name, it is getting added as new milestone.
HMA-320870	License - Entitlement consumption shown on license details page is not as per Usage report for journey.
HMA-311595	Some times kafka stops and does not restart.

Chapter 6. Before you contact HCL technical support

If you encounter a problem that you cannot resolve by referring the documentation, your company's designated support contact can log a call with HCL 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 HCL administrator for information.

Information to gather

Before you contact HCL 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 HCL 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 HCL 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 HCL technical support

For ways to contact HCL technical support, see the HCL technical support website:

<https://www.hcltech.com/products-and-platforms/contact-support>