# Unica Journey V12.1.1 Release Notes

# Contents

# Chapter 1. System requirements and compatibility

Unica Journey is part of the Unica suite of products. Unica Journey version 12.1.1 requires Unica Platform 12.1.1.

## 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 *Unica Journey User Guide* |
| Find out about the known issues and limitations | *Unica Journey Release Notes* |
| Learn about the structure of the Unica Journey system tables | *Unica Journey System Schema* |
| Installation and configuration of Unica Journey | *Unica Journey Installation Guide* |
| Upgradation and configuration of Unica Journey | *Unica Journey Upgrade Guide* |

**Table 2. Installing and Configuring Unica Link**

| Task | Documentation |
|---|---|
| Installation and configuration of Unica Link | *Unica Link Installation Guide* |
| Installing Unica Link connector app for Journey | *Unica Link Installation Guide* |
| Installing Unica Link connector – MailChimp | *Unica Link Mailchimp Connector User Guide* |
| Installing Unica Link connector – Mandrill | *Unica Link Mandrill Connector User Guide* |
| Installing Unica Link connector – Twilio | *Unica Link Twilio Connector User Guide* |
| Installing Unica Link connector – Salesforce | *Unica Link Salesforce Connector User Guide* |

**Table 3. Integrate Unica Campaign with other HCL products**

| Task | Documentation |
|---|---|
| Integration of Unica Campaign and Unica Journey | *Unica Campaign Administration Guide* and *Unica Campaign User Guide* |
| Integration of Unica Campaign and Unica Interact | *Unica Interact Administration Guide* |
| Integration of Unica Deliver with Unica Journey | *Unica Journey User Guide* |
| Integration of Unica Centralized Offer Management and Unica Journey | *Unica Journey User Guide* |

**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 12.1.1, you can complete your upgrade and then install Unica Journey 12.1.1.

## Where to find documentation

You can find the documentation here.

- PDFs: [http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmlzZQ==&folder=aW50ZXJhY3QvMTJfMV8w](http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmlzZQ==&folder=aW50ZXJhY3QvMTJfMV8w)
- Online Help: [https://help.hcltechsw.com/unica/Journey/en/12.1.1/index.html](https://help.hcltechsw.com/unica/Journey/en/12.1.1/index.html)

# Chapter 2. Prerequisites for Unica Journey Installation or Upgrade

Before installing Unica Journey version 12.1.1, you have to ensure that a few prerequisites are met.

If a 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 12.1.1. Ensure that Unica Platform version 12.1.1 is operating correctly.

The supported upgrade path for Unica Journey 12.1.1 are as follows:

**Table 5. This table describes the topics that are included in the Unica Journey Upgrade Guide and the list of sub-topics in the second column.**

| Base Journey version | Upgrade path | Tasks to be performed |
|---|---|---|
| Unica Journey 12.1.0 or 12.1.0.x (with system tables on Oracle, MS SQL Server, OneDB, MariaDB) | In place upgrade to Unica Journey 12.1.1 | 1. Upgrade Unica Marketing Platform to 12.1.1<br>2. Run upgrade Unica Journey to 12.1.1 installer<br>3. Configure Journey application<br>4. Deploy Journey application<br>5. Run Journey application |
| Clean Installing Journey on existing Unica environment when you have system tables as OneDB, MariaDB and SQL Server databases | In place upgrade to Unica Journey 12.1.1 | 1. Upgrade Unica Marketing Platform and required Unica products to 12.1.1 except Journey. |

**Table 5. This table describes the topics that are included in the Unica Journey Upgrade Guide and the list of sub-topics in the second column.  (continued)**

| | | |
|---|---|---|
| | | 2. Run clean installer of Unica Journey 12.1.1<br>3. Configure Journey application<br>4. Deploy Journey application<br>5. Run Journey application |

**Note:**

1. If users do not have Journey already installed on existing Unica environment with Oracle database, then they need to install Journey version 12.1.0 and then upgrade Unica Journey to 12.1.1
2. If you do not have Journey already installed on existing Unica environment with either MS SQL Server, OneDB or MariaDB database then you can install Journey version 12.1.1 directly as clean install.

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.
5. Back up the Unica Platform and Unica Journey database and file system directory to any temporary directory.

# Chapter 3. New features and changes in version 12.1.1

In Unica Journey 12.1.1, we have introduced some new features, and we have made changes to some existing features or functionality.

The following list mentions the support for new platforms, in Unica Journey 12.1.1:

- Supports IBM WebSphere Application Server and Red Hat JBoss Enterprise Application Platform.
- Supports Kafka on windows operating system. To configure Kafka on Windows operating system, see 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 12.1.1:

- **Offer Integration with Journey**

  Journey supports offer from Centralized offer management. In Journey application user can associate offers with Deliver communication and also with the Journey touchpoints sent across through Link connectors. Journey supports **Deliver Offer Integration**, **Link offer Integration** and **Interact Next Best Offers (NBO).**
- **Contact History and Response history (CH/RH) tracking**

  Contact history and Response history (CH/RH) for the offers delivered from Journey will be tracked in Centralised history (CH) table of Campaign. Offer delivered by Delivery Email channels, Link connectors or by interact using link delivery channels are recorded for CH/RH tracking. This tracking is done under respective Campaign Contact history tables.
- **Save Journey Templates**

  Marketer are able to save journey as template and create Journey from a saved templates.
- **Support Microsoft Edge Browser**

Journey supports Microsoft Edge Browser for all Unica product

- **REST Touchpoint Support for Journey**

  Marketer can call external RESTAPI, so that other systems can be called in realtime for orchestration.

- **Export/Import of Journeys**

  Export/Import of Journeys feature enable user to take Journey from one instance and deploy it on another instance.

- **Upgradation from Swagger2 v2 to OpenAPI 3.0 v3**

  REST API documentation part will be upgraded from Swagger2 specification to Open API Specification (OAS) 3.0 through Swagger tool.

- **Expression Builder for Delay touchpoint**

  Expression Builder for Delay touchpoint should accommodate DD field +- days

- **Configurable Max No of Days in Delay**

  User can now configure Max No of days in Delay, Engagement split and Decision split

- **Sample Journeys**

  Sample Journeys are provided, which users can as exported output files.

- **Journey Support Unsubscribe Events**

  Journey support Unsubscribe events in Journey through deliver. If a user wishes to unsubscribe from Journey emails, we will track them through unsubscribe and Journey will not send any mails to these users in future.

- **Journey Accelerators**

  Journey Accelerators are prebuilt industry specific Journeys available in 12.1.1. These Journeys are built keeping customer experience in mind. These journeys will inspire marketer to create similar experiences in their environment. For more information,. see Journey Accelarator 12.1.1

# Chapter 4. Fixed Defects

The following table lists the defects fixed in Unica Journey 12.1.1:

| Defect ID | Description |
| --- | --- |
| HMA-327882 | REGBB- For Past date on Engagement split - validation message should be shown while publishing journey |
| HMA-327896 | (IE browser) -REGBB- On goal analysis page after changing frequnecy it takes long time to get bars available on page |
| HMA-327965 | Audience page - Last date shown on X axis is missing its position for Last 12 months and daily frequency |
| HMA-327967 | Pause and Republish - Journey should not be allowed to republish when decision split has wait till date in past |
| HMA-318951 | If kafka service is down and user uplaoad the entry source file - after restarting kafka its showing some more records in statistics view |
| HMA-327810 | Configuration Parameters missing from Journey documentation |
| HMA-328091 | One DB - French user - User not able to save/configure any journey controls |
| HMA-328253 | Intermittent issue - Sometimes configured decision split evaluation configuration gets unconfigured while pause and republish cases. Also observed sometimes for draft journeys |
| HMA-328358 | Decision Split stats count shows wrong count due to duplicate audiences |
| HMA-328505 | REGBB- german user- Journey canvas palette option names are distorted |

| Defect ID | Description |
|-----------|-------------|
| HMA-328743 | Count of total audiences sent and audiences inserted do not match |
| HMA-329218 | SMS Deliver Template selection screen - Not able to scroll through the templates |
| HMA-330194 | REGBB- After achieving date based goal - Journey is not getting completed for date based goal |
| HMA-330089 | REGBB- Showing wrong date (extra one day) on warning message while publishing the journey with delay and date based goal |
| HMA-329960 | REGBB- On Goal Analysis page for custom date range its showing records which are not fit in that date range |
| HMA-329953 | REGBB- After pausing the journey with some date based goal, its showing message of Target Completion date is smaller - though its greater |
| HMA-329927 | REGBB- On stats showing duplicate rejection count |
| HMA-329278 | REGBB- In CSV file having 999 records - and journey is processing more records i.e. greater than 999 |
| HMA-329621 | REGBB - Upgrade journey - Engagement Split touchpoint is shown unconfigured when journey is paused |
| HMA-329604 | REGBB- Email open and link click events of Deliver and Link is not getting available on journey touchpoint stats |

# Chapter 5. Known issues

The following table lists the known issues in Unica Journey 12.1.1:

| Defect ID | Known Issue |
|-----------|-------------|
| HMA-330271 | NBO -Offers attributes created by partition2 user are not available for mapping |
| HMA-330006 | REST touchpoint need performance improvement |
| HMA-329866 | In offer selected page if variant offer is selected master offer name is displayed |
| HMA-329714 | Link and Deliver Offer : When an offer email is sent to same customer again, CH-RH tables are not populated again |
| HMA-329567 | LinkOfferIntegration - OfferEffective date = Flowchart run date. Effective date should be the date when audience lands into the email touchpoint |
| HMA-329544 | An Error observed when selected undeployed IC on NBO Screen |
| HMA-329318 | Deliver-Offer- In draft journey User not able to save deliver touchpoint if user adds same offer multiple times in deliver communication |
| HMA-329149 | Journey_Deliver Integration - Used Templates are not getting displayed for reuse |
| HMA-330228 | Upgrade Test - Old journeys not showing goals progress, events shown on stats, even though no data was pushed |
| HMA-330419 | Distributed Environment: Engine application properties kafka bootstrap server details are not updated which provided while installation. |

| Defect ID | Known Issue |
|---|---|
| HMA-330418 | Client ID and Client secret ID not getting updated in Engine application.properties |
| HMA-330228 | Upgrade Test - Old journeys not showing goals progress , events shown on stats, even though no data was pushed. |
| HMA-330152 | Journey web and engine application properties couple of incorrect values update. |
| HMA-330092 | KafkaStandalone - Server.properties and Engine application properties files need some change in some properties. |
| HMA-329165 | Import Journey - Link to track is not retained for Engagement Split and Goals for Deliver touchpoint and engagement split is shown as configured. |
| HMA-328036 | Data gets rejected in case of data refresh update contact setting when updated data is passed back to back multiple times which seems confusing to the user. |
| HMA-327916 | Goal Analysis - When Date changes to next date - if user available on Goal analysis page - data refresh not happening. |
| HMA-327906 | REGBB- Date standerization - Journey with time zone 'America Santigo' for daily frequnecy goal showing one more extra day on X axis. |
| HMA-327853 | Unique constraint (informix.unique_cachekeynamehash) violated error displayed quite frequently in both web and engine logs. |
| HMA-327636 | Average Goal complete rate calculation needs to be enhanced for more clarity |
| HMA-330726 | Error(7,5): PLS-00114: identifier 'R_JOURNEYGOALCONTACTTRANSACTIO' too long error displayed on oracle 12c |

| Defect ID | Known Issue |
|---|---|
| | for v12.1.1 while executing the scripts JourneyOracleStoredProcTrigger.sql for PROCEDURE process_journey_goals_hist |
| HMA-330727 | ORA-02264: name already used by an existing constraint displayed while executing the JourneyReportOracleCreateTables.sql on oracle 12c on single schema for Journey |
| HMA-329134 | While installing journey its giving warning message regarding space availability with random numbers |

# 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