

Unica Journey V12.1.10 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 12.1.10 requires Unica Platform 12.1.10.

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>

Table 1. Get up and running (continued)

Task	Documentation
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>
Upgradation and configuration of Unica Journey	<i>Unica Journey Upgrade Guide</i>

Table 2. Installing and Configuring Unica Link

Task	Documentation
Installation and configuration of Unica Link	<i>Unica Link Installation Guide</i>
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 Journey 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>
Integration of Unica Centralized Offer Management and 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.



Note: Unica Journey does not support Silent-mode 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.

Upgrading Unica products and Installing Journey

If you are upgrading from older Unica product version to 12.1.10, you can complete your upgrade and then install Unica Journey 12.1.10.

Where to find documentation

You can find the documentation here.

- PDFs:
- Online Help:

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 2. Prerequisites for Unica Journey Installation or Upgrade

Before installing Unica Journey version 12.1.10, you have to ensure that a few prerequisites are met.

About this task

If you are a new user, and if you have HCL OneDB, MariaDB, DB2 or Microsoft SQL Server as the database, you can directly install Unica Journey 12.1.10. Ensure that Unica Platform version 12.1.10 is operating correctly.

The supported upgrade path for Unica Journey 12.1.10 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
<p>In case of Oracle, the base Unica Journey can be:</p> <ul style="list-style-type: none"> • 12.1.x • 12.1.0.x <p>In case of Microsoft SQL Server, MariaDB and OneDB, the base version is 12.1.0.3 and later.</p> <p>In case on Db2 Base version should be 12.1.4</p>	<p>In case of Oracle, the upgrade path can be:</p> <ul style="list-style-type: none"> • 12.1.x → 12.1.10 • 12.1.0.x → 12.1.10 <p>In case of Microsoft SQL Server, MariaDB and OneDB, the upgrade path should be:</p> <ul style="list-style-type: none"> • 12.1.0.3 → 12.1.10 <p>In case of DB2, the upgrade path should be:</p> <ul style="list-style-type: none"> • 12.1.4 → 12.1.10 	<ol style="list-style-type: none"> 1. Upgrade Unica Marketing Platform to 12.1.10 2. Run upgrade Unica Journey to 12.1.10 installer 3. Configure Journey application 4. Deploy Journey application 5. Run Journey application
<p>Clean Installing Journey on existing Unica environment when you have system tables as SqlServer, MariaDB, OneDb, DB2 databases and Postgres databases.</p>	<p>In place upgrade to Unica Journey 12.1.10</p>	<ol style="list-style-type: none"> 1. Upgrade Unica Marketing Platform and required Unica products to 12.1.10 except Journey. 2. Run clean installer of Unica Journey 12.1.10 3. Configure Journey application. 4. Deploy Journey application. 5. Run Journey application.

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)

<p>In case of Postgres, the base Unica Journey can be: 12.1.8</p>	<p>In case of Postgres upgrade path should be 12.1.8 → 12.1.10.</p>	<ol style="list-style-type: none"> 1. Installed Unica Marketing Platform and required Unica products to 12.1.8. 2. Run clean installer of Unica Journey 12.1.8 3. Configure Journey application. 4. Deploy Journey application. 5. Run Journey application. 6. Upgrade Unica Marketing platform and Journey to 12.1.10
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Note:

1. If Journey is not already installed on an existing Unica environment with Oracle database, install Unica Journey version 12.1.0 and upgrade to Unica Journey version 12.1.10. If Journey is already installed and the Journey version is 12.1.0, follow the upgrade path mentioned in the earlier table.
2. If you do not have Journey already installed on existing Unica environment with either MS SQL Server, OneDB, DB2, MariaDB or PostgreSQL database then you can install Journey version 12.1.10 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 12.1.10

In Unica Journey 12.1.10, we have not introduced any new feature.

Chapter 4. Fixed Defects

The following table lists the defects fixed in Unica Journey 12.1.10:

Defect ID	Fixed Issue
HMA-381239	Journey cloud native issue.

Chapter 5. Known issues

The following table lists the known issues in Unica Journey 12.1.10:

Defect ID	Known Issue
HMA-382030	logout URL is appearing incorrect on Docker Setup.
HMA-381896	REGBB_ Ms sql server - Rest TP - if Completed journey having rest TP with responses - journey is not getting delete.
HMA-380952	Error 500 received on exporting Journey on LDAP setup 12.1.10 WAS-27+Windows+MSSQL Server.
HMA-382025	CC - REGBB - If CC is down and Prartition wise CC flag is enabled then though journey is not configured with CC all the audiences goes in waiting state.
HMA-381294	Kafka version appears as 3.4 during Journey Web deployment.
HMA-376207	When we removed the license parameter from the jvm its gives Error for adding Link connection.
HMA-381473	Salesgoals - Goals data is not getting available gols page instantly and if user adds non frequency based goals then not showing old responses on goals page.
HMA-379675	Extra validation 'Data not found' is received on deleting Journey.
HMA-376121	When we removed the license parameter from the jvm its gives Error for adding Link connection.
HMA-376139	Whatsapp Interactive - when journey is imported the , engagement split path names are not retained on canvas.
HMA-375908	Optin-out - Inconsistent - Found one opted record available on CC got added twice in Journey table.
HMA-375720	Oracle upgraded setup - Not able to configure SMS whatsapp and push deliver touchpoints. Need to drop constraint SYS_C0037600 on DeliverMetaData table
HMA-375744	ISAM- On ISAM setup opt in opt out not working in Journey
HMA-375523	Opt out - Whatsapp TP- Postgres - Audience which is not in opted out state - also getting added in opted out state of TP
HMA-369764	Multiple engine nodes - Performance issues observed during longevity runs
HMA-368281	Milestone processing service needs enhancement when large audience set matches with the applied condition of milestone
HMA-375637	Two ES - If journey is having two ES with data refresh enabled, then when refresh data comes stats counts mismatches

Defect ID	Known Issue
HMA-375585	Clicking on view of journey in journey approval gives 404 error on was85526
HMA-376226	Clicking on view of journey in journey approval gives 404 error on setup configured with ISAM login method.
HMA-375085	Retry - On retry page - with larger data - Retry job gets completed within time but data is not getting available quickly on Retry page and not having auto refresh to show case data on retry page
HMA-374895	Retry - 12.1.7 to 12.1.9 DB2 - for SMS for some audiences retry not working and showing message data not found.
HMA-374685	Concurrent user Journey - User is able to logged in journey even if user set max session in platform
HMA-374380	SSL_Kafka - If Journey hosted on Machine A and SSL_kafka on other machine then its showing NullPointerException: null value in entry: ssl.
HMA-373789	In Journey Overview report, appearance is not as expected.
HMA-373648	Optin-out - In CC if audience id value is empty and in Journey payload alos having empty value for same audience field opt out is not working.
HMA-373306	After deleting Decision split its UI gets distorted
HMA-372432	org.springframework.dao.DeadlockLoserDataAccessException error observed for delete & move operations
HMA-372430	archival.AudienceMove processing needs performance improvement
HMA-372301	Observing DataIntegrityViolationException for AudienceOptInOutCheckUtility.saveAudienceResponse while processing large data
HMA-372299	Opt out processing needs improvement.
HMA-372006	Time taken for consent data insertion to journey tables needs improvement
HMA-371961	User is not getting logged out from Journey if s/he logged off from Platform
HMA-371436	Status of all audiences is not getting updated to JOURNEY_COMPLETED for journey with re-enter contacts selected
HMA-371356	Journey processing gets degraded if re-enter contacts is chosen for a journey
HMA-369487	Irrespective of Dedupe settings applied on a field duplicate data is observed in Journey when data is sent through Campaign. Since there are duplicate data in same batch and the data is processing in multiple threads, at the time of process checks if the record already exist into the system it

Defect ID	Known Issue
	gets false. Further, till the time it inserts into the system (db tables) the same entry would be done by another process. Hence, results are duplicate data insertion.
HMA-375721	<p>On below setup upgraded from 12.1 to 12.1.9, users were not able to configure sms, whatsapp and push touchpoints.</p> <p>Workaround</p> <p>ALTER TABLE DeliverMetaData DROP constraint SYS_C0037600.</p> <p>Run above query and then deliver touchpoint configuration works fine.</p>
HMA-375046	Status of all audiences is not getting updated to JOURNEY_COMPLETED for journey with re-enter contacts selected.
HMA-374899	<p>Completed journey where rest TP having responses is not getting deleted.</p> <p>Workaround</p> <p>Once upgrade to 12.1.8 and or 12.1.9 is performed, ensure to run below sql on db2 journey database. Replace the text in bold by actual journey schema to drop the constraints on these tables.</p> <pre> DECLARE CURSOR c_syscate_ref IS SELECT ref.* from syscat.references ref WHERE ref.tabname IN ('AUDIENCERESPONSE', 'AUDIENCEBULKRESPONSE') AND ref.REFTABSCHEMA='<enter user or schema name>' AND ref.REFTABNAME IN ('POINT'); r_syscate_ref c_syscate_ref%rowtype; BEGIN IF NOT c_syscate_ref%isopen THEN OPEN c_syscate_ref; END IF; LOOP FETCH c_syscate_ref INTO r_syscate_ref; EXIT WHEN c_syscate_ref%notfound; </pre>

Defect ID	Known Issue
	EXECUTE IMMEDIATE 'ALTER TABLE ' r_syscate_ref.tabname ' DROP CONSTRAINT ' r_syscate_ref.constname; END LOOP; CLOSE c_syscate_ref; END
HMA-373961	SSL_SASL - Kafka topic is not getting created on SSL_SASL kafka where internal kafka is standalone kafka.
HMA-370171	If you configure a Journey with Deliver Push or copy an existing Journey with Push configuration, publish and pause the Journey, you cannot edit the application selected for Push Touchpoint.
HMA-362126	Postgres - Error observed when trying to create Duplicate copy for Imported Journey.

Chapter 6. Known Limitation

The following table lists the known issues in Unica Journey 12.1.9:

Defect ID	Known Issue
HMA-374748	If the parameter HCL Plan - Journey integration is enabled in Affinium suite, and if you publish a Journey that is not mapped to any Plan Approval, or if the Unica Plan application is down, you will see the following Journey Publish error: <code>Plan is unreachable. Contact administrator.</code>

Chapter 7. 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>