

Unica Journey V12.1.11 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 12.1.11 requires Unica Platform 12.1.11.

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 12.1.11, you can complete your upgrade and then install Unica Journey 12.1.11.

Where to find documentation

You can find the documentation here.

- PDFs:
- Online Help:

Chapter 2. Prerequisites for Unica Journey Installation or Upgrade

Before installing Unica Journey version 12.1.11, you have to ensure that a few prerequisites are met.

About this task

If you are a new user, and if you have HCL MariaDB, Postgres, DB2 or Microsoft SQL Server as the database, you can directly install Unica Journey 12.1.11. Ensure that Unica Platform version 12.1.11 is operating correctly.

The supported upgrade path for Unica Journey 12.1.11 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
In case of Oracle, the base Unica Journey can be: • 12.1.x • 12.1.0.x In case of Microsoft SQL Server and MariaDB the base version is 12.1.0.3 and later. In case on Db2 Base version should be 12.1.4	In case of Oracle, the upgrade path can be: • 12.1.x → 12.1.11 • 12.1.0.x → 12.1.11 In case of Microsoft SQL Server and MariaDB the upgrade path should be: • 12.1.0.3 → 12.1.11 In case of DB2, the upgrade path should be: • 12.1.4 → 12.1.11	1. Upgrade Unica Marketing Platform to 12.1.11 2. Run upgrade Unica Journey to 12.1.11 installer 3. Configure Journey application 4. Deploy Journey application 5. Run Journey application
Clean Installing Journey on existing Unica environment when you have system tables as SqlServer, MariaDB, DB2 databases and Postgres databases.	In place upgrade to Unica Journey 12.1.11	1. Upgrade Unica Marketing Platform and required Unica products to 12.1.11 except Journey. 2. Run clean installer of Unica Journey 12.1.11 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)

In case of Postgres, the base Unica Journey can be: 12.1.8	In case of Postgres upgrade path should be 12.1.8 → 12.1.11.	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 12.1.11
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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 12.1.11. 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, DB2, MariaDB or PostgreSQL database then you can install Journey version 12.1.11 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 12.1.11

Features

This release includes platform-level updates focused on stability and security. These changes are internal and do not introduce functional or user-facing behavior changes.

Platform and Security Updates

Framework Upgrades: This release includes upgrades to Java 17 and the Spring 6.x framework.

Security Remediation: Updates include remediation of identified security vulnerabilities.

Application Server Stack: As a result of these upgrades, the supported application server stack has changed from previous releases. For more information, refer *Unica Recommended Software Environments and Minimum System Requirements document*.

Prerequisites: Customers are advised to review the detailed release notes for complete information on supported application servers and related prerequisites.

Chapter 4. Fixed Defects

The following table lists the defects fixed in Unica Journey 12.1.11:

Defect ID	Fixed Issue
HMA-399240	Not able to add Goals to Journey if the Journey is in Published state.
HMA-388726	Journey re-entry is happening even if dedupe settings is enabled and "Dedup_End_Audience" set as No.
HMA-387584	Pen Test vulnerability - Outdated and Vulnerable Components LOW (3.0).

Chapter 5. Known issues

The following table lists the known issues in Unica Journey 12.1.11:

Defect ID	Known Issue
HMA-403291	Audiences available in waiting state as of CC capacity and regional preference time on journey base setup are not getting ahead after journey upgrade.
HMA-402962	REGBB - This specific Journey is not getting exported
HMA-363512	Db2_docker-(inconsistent) Some times audiences available in loop is getting stuck and not moving ahead.
HMA-403232	Upgrade 12.1.9 to 12.1.11 - Journey audiences available in delay TP in paused journey are not getting processed by Publish TP available next to Delay TP.
HMA-402783	While upgrading Journey from version 12.1.7 to 12.1.11, one non-fatal error received.
HMA-402860	Journey having Rest TP with responses not getting deleted.
HMA-402809	Mobile Push some times while saving mobile push TP along with Eng split its not saving journey and showing message "some thing went wrong on server"
HMA-402821	Some time data gets rejected saying required field is not available - where that required field is not a part of that Journey DD.
HMA-402201	Journey with CIF external ES exported journey if gets import then external source configuration in ES is getting lost
HMA-363277	DB2 Link Salesforce & twilio goals count is not updating on goals page.
HMA-402608	After upgrading from Oracle 12.1.8 to 12.1.11, the Journey Engine fails to process Deliver channel responses, resulting in the error <pre>ORA-01400: cannot insert NULL into ("XJ11"."JOURNEYDELIVERRESPONSEMASTER"."EMAIL")</pre> Work Around: Upon investigation, it was identified that there was null constraint on the email column of JourneyDeliverResponseMaster table which was removed in 12.1.0.3 script. However, the sql statement in 12.1.0.3 might not have taken effect. In that case, please run below query on journey database/schema to address this issue. <pre>ALTER TABLE JOURNEYDELIVERRESPONSEMASTER MODIFY EMAIL NULL;</pre> This issue is not applicable for clean install of 12.1.11 or upgrades from 12.1.0.3 to 12.1.11

Defect ID	Known Issue
HMA-400964	Import Journey is not working if have REST TP configured. Description: When importing a journey canvas containing REST touchpoints from a JRE 1.8 environment to a JRE 17 environment, the import fails if any REST touchpoint is configured with custom headers or request parameters. This issue is expected to be rare, as export/import operations are typically performed between identical environments (for example, from a 12.1.11 staging environment to a 12.1.11 production environment).
HMA-401083	Docker MSSQL - Audience Archival is not working (non-jdk17). Workaround: Drop the A_<source_table> table if its column order does not match the column order of the corresponding <source_table>. Recreate the table using a CREATE TABLE SQL command that follows the column order defined in the source table. Example: If column order of A_JourneyAudienceFlow does not match with that of JourneyAudienceFlow, then run below commands: Drop table A_JourneyAudienceFlow <pre>CREATE TABLE A_JourneyAudienceFlow(id BIGINT NOT NULL, audienceld BIGINT NOT NULL, nodeId BIGINT NOT NULL, edge BIGINT NOT NULL, audienceStage BIGINT, direction BIT DEFAULT 0 NOT NULL, logTimeStamp DATETIME2, createdDate DATETIME2, version BIGINT, isProcessed BIT DEFAULT 0 NOT NULL, logTimeStampEpoch BIGINT,</pre>

Defect ID	Known Issue
	createdDateEpochBIGINT, iteration BIGINT DEFAULT 1 NOT NULL); Provided that JourneyAudienceFlow has exactly same order of columns in its definitionYou can use any database viewing software to view the column order of any particular table.
HMA-381896	REGBB_ Ms sql server - Rest TP - if Completed journey having rest TP with responses - journey is not getting delete.
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-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 jym its gives Error for adding Link connection.
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
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

Defect ID	Known Issue
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-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 also 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-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 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-375046	Status of all audiences is not getting updated to JOURNEY_COMPLETED for journey with re-enter contacts selected.
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.

Defect ID	Known Issue
HMA-362126	Postgres - Error observed when trying to create Duplicate copy for Imported Journey.

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>