

Unica Journey V12.1.3 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 12.1.3 requires Unica Platform 12.1.3.

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>
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 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>
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.

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 12.1.3, you can complete your upgrade and then install Unica Journey 12.1.3.

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 12.1.3, 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 12.1.3. Ensure that Unica Platform version 12.1.3 is operating correctly.

The supported upgrade path for Unica Journey 12.1.3 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 of Oracle, the upgrade path can be:</p> <ul style="list-style-type: none"> • 12.1.x → 12.1.3 • 12.1.0.x → 12.1.3 <p>In case of Microsoft SQL Server, MariaDB and OneDB, the upgrade path is:</p> <ul style="list-style-type: none"> • 12.1.0.x → 12.1.3 	<ol style="list-style-type: none"> 1. Upgrade Unica Marketing Platform to 12.1.3 2. Run upgrade Unica Journey to 12.1.3 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 OneDB, MariaDB and SQL Server databases</p>	<p>In place upgrade to Unica Journey 12.1.3</p>	<ol style="list-style-type: none"> 1. Upgrade Unica Marketing Platform and required Unica products to 12.1.3 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)

		<ol style="list-style-type: none"> 2. Run clean installer of Unica Journey 12.1.3 3. Configure Journey application 4. Deploy Journey application 5. Run Journey application
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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 12.1.3. 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 or MariaDB database then you can install Journey version 12.1.3 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 12.1.3

In Unica Journey 12.1.3, 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 12.1.3:

- 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 12.1.3:

- **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>.

- **Mask PS data on Journey UI**

Customer specific private information can now be masked from display in the Journey UI. This allows user to specify which DD fields to mask in the Journey UI and they will be displayed with random characters masked out. For example Email will be displayed as `s*****@g**.c**`

- **Add Failure status to all failed calls in the Journey in Stats list view**

As a marketer, there's a need to know why some of the connectors fail during execution. The Stats List view will now display reason for failures - like "Required fields missing" or "Bad Request", etc. when connectors fail during execution

- **Add reason for Rejected records on Stats view on Journey**

Journey Stats View now displays reason why some records are rejected during Journey execution like Invalid Email id, Invalid mobile, Required field missing etc

- **Disable Email and SMS validation based on a flag**

A global flag is now added to DISABLE validations during Journey records processing - like email format, data type checking, etc. This allows Journey execution without validations.

- **Old template files have been renamed to match their description**

The Journey accelerators in earlier release were not given appropriate names to match what their functionality is. This has been resolved now with meaningful names.

- **Improve Journey logging for better troubleshooting including Journey specific logs**

Journey application logging has been improved now to provide more details for troubleshooting and debugging issues, including Journey specific log files.

- **While configuring any deliver touchpoint a need preview of communication from Journey is available**

While configuring any deliver touchpoint preview of communication from Journey is now provided. This is available in the communication list to verify the communication selected. This allows to preview what the end communication will look like before executing the Journey

- **Changed Push ID to Install ID**

In create Data Definition page, the Journey significant field Push ID is renamed to Install ID to maintain consistency across all Unica products.

- **Journey Audience archival**

For audiences whose Journey has ended, their details are moved to another table to improve performance in all Touchpoints and Journey Controls. The archival does not impact the statistics and reports.

Chapter 4. Fixed Defects

The following table lists the defects fixed in Unica Journey 12.1.3:

Defect ID	Description
HMA-335317	Error deploying Journey.war in the Websphere
HMA-334057	Journey converts numeric to exponential value when the number is length more than 7
HMA-334880	VER :- v12.1.2 : IF01 audience stuck in at journey event topic after upgrade
HMA-335204	Version - HF- Journey Engine logs increasing continuously
HMA-337221	Web/Engine Application property contain journey.version=12.1.2
HMA-335202	Version - HF- Rejected audience count not available on stats view
HMA-335205	Version - HF testing - Decision split and Publish touchpoint not processing the data
HMA-329972	Time taken for journey audience processing degraded as compared to previous version - ENH
HMA-335206	Version - HF_12.1.2-Control Center- If Channel capacity is not available for any channel - in journey its not showing message for capacity - its showing message regarding invalid time
HMA-335208	Version - Journey with preferences configured on timezone and channels - When template is created with this journey , new journey does not have the preferences at journey level nor at the touchpoints

Chapter 5. Known issues

The following table lists the known issues in Unica Journey 12.1.3:

Defect ID	Known Issue
HMA-338565	In OneDB, the error message column does not populate values for Mailchimp despite throwing error message in incoming response topic and data error table.
HMA-338531	In case of Microsoft SQL Server, when upgrading Journey from 12.1.0.3 to 12.1.1, Performance Reports do not work correctly due to the trigger issue.
HMA-338514	Journey is not getting copied if it has a Link connector.
HMA-338387	For version 12.1.3, the copyright year is incorrect in the Fed Response File <code>ResponseFiles.tar.gz</code> .
HMA-336307	Disable_Validations_On_Journey_Records: No -> With this settings Data greater than set length should get rejected but getting accepted
HMA-334560	<code>offsets.topic.replication.factor=1</code> property from the kafka server.properties get commented in clean as well as overwrite installation.
HMA-333396	Journey - Mobile app change from deliver end
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-334286	Document: HMA-33254- Global Preference: For non set communication days on journey stats its showing waiting reason as "Invalid communication time"
HMA-334480	Facebook version for 12.1.1 and 12.1.2 is V11.0

Defect ID	Known Issue
HMA-334130	Journey system schema procedure need to compiled manually on Oracle Database.
HMA-334459	Zookeeper installed by Journey installer is not getting started
HMA-334549	Edit issue when single external source is mapped to same journey entry source
HMA-334614	When Journey that has preferences configured on Journey or in any touchpoints and then template is created from this Journey and new Journey is created the Journey will not have any preferences retained
HMA-333490	REGBB- (Docker Tomcat) For linkedin not showing states count
HMA-334727	Journey not recommends to edit the global preference time zone in Contact center if that GP is configured with Journey
HMA-335161	User is logged out when tried to access Kafka type of Entry Source- as a workaround please check if asset picker is installed and correctly configured
HMA-338024	Maria DB- Not getting deliver responses in journey as unique constraints are not working for null xid
HMA-338440	12.1.3 - Getting error on running gdpr utility since three log4j jars (log4j-api-2.17.1,log4j-core-2.17.1,log4j-1.2-api-2.17.1) are missing from GDPR lib folder- as a workaround plz copy log4j-api-2.17.1,log4j-core-2.17.1,log4j-1.2-api-2.17.1 under GDPR lib folder
HMA-337225	Web and engine application properties - properties are getting merged after updating or upgrading the build
HMA-337881	Journey audiences archival speed needs improvement

Defect ID	Known Issue
HMA-337336	Journey uninstallation did not remove all the files which is lay down by the installer
HMA-334502	Unable to Publish paused Journey when milestones added and Duplicate records are allowed in Journey settings
HMA-337222	Error message column did not populated for Mailchimp although we get Error message in incoming response topic

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>