Unica Journey V12.1.4 Release Notes

Contents

Chapter 1. System requirements and compatibility

Unica Journey is part of the Unica suite of products. Unica Journey version 12.1.4 requires Unica Platform 12.1.4.

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 – Sales-force	*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.

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 12.1.4, you can complete your upgrade and then install Unica Journey 12.1.4.

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 12.1.4, 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 12.1.4. Ensure that Unica Platform version 12.1.4 is operating correctly.

The supported upgrade path for Unica Journey 12.1.4 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, MariaDB and OneDB, the base version is 12.1.0.3 and later.	In case of Oracle, the upgrade path can be: • 12.1.x → 12.1.4 • 12.1.0.x → 12.1.4 In case of Microsoft SQL Server, MariaDB and OneDB, the upgrade path is: • 12.1.0.x → 12.1.4	1. Upgrade Unica Marketing Platform to 12.1.4 2. Run upgrade Unica Journey to 12.1.4 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 OneDB, MariaDB and SQL Server databases	In place upgrade to Unica Journey 12.1.4	1. Upgrade Unica Marketing Platform and required Unica products to 12.1.4 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 12.1.4 3. Configure Journey application 4. Deploy Journey application 5. Run Journey application

> ✏️ **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 12.1.4. 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 12.1.4 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 12.1.4

In Unica Journey 12.1.4, 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 12.1.4:

- 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 12.1.4:

- **Journey supports DB2 as system tables**

  Journey system tables can now be deployed on DB2.
- **Offer Integration for Publish Touchpoint**

  Offers can now be integrated in the Publish Touchpoint. The offers are included as delimited list in the CSV output.
- **Offer Integration for REST Touchpoint**

  Offers can now be integrated in the REST Touchpoint.
- **Offer Integration for JDBC Touchpoint**

  Offers can now be integrated in the JDBC Touchpoint.
- **Integrate Landing page data from Deliver**

  If Landing pages are associated with Email template in Deliver, these can now be associated with Journey and the fields and data can be used in Decision Splits.
- **Journey Publish View**

Journey design can now be viewed in Read Only mode while the Journey is published. This allows checking the various touchpoint configurations without having to Pause the Journey.

- **Isolating the use of proxy server to specific products rather than the entire Unica suite**

Journey now allows you to configure proxy server to communicate with specific Unica products. For example, if you want to configure proxy server for communication only with Deliver and Link, you can do so and avoid configuring the proxy server for other integrations like Platform.

Chapter 4. Fixed Defects

The following table lists the defects fixed in Unica Journey 12.1.4:

Defect ID	Description
HMA-343008	Instead of Mapping the LP attributes to Field values those should be mapped to Label in Deliver
HMA-338565	IF 01-Error message column did not populated for Mailchimp although we get Error message in incoming response topic and data Error table in ONEDB
HMA-338531	IF01-SQL Server Issue 12.1.0.3 to 12.1.1 - Performance Reports dont work correctly due to trigger issue
HMA-338514	IF01 v12.1.3 - REGBB- Journey is not getting copied if having link connector
HMA-338387	v12.1.3: Copyright year is incorrect in Fed tar Response files(ResponseFiles.tar.gz)
HMA-336307	Disable_Validations_On_Journey_Records: No -> With this settings Data greater than set length should get rejected but getting accepted
HMA-334560	offsets.topic.replication.factor=1 property from the kafka server.properties get commented in clean as well as overwrite installation.
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-334480	Facebook version for 12.1.1 and 12.1.2 is V11.0
HMA-334130	Journey system schema procedure need to compiled manually on Oracle Database.

Defect ID	Description
HMA-334459	Please document in the release notes, install and upgrade guide
HMA-334549	Edit issue when single external source is mapped to same journey entry source
HMA-334614	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
HMA-333490	REGBB- (Docker Tomcat) For linkedin not showing states count
HMA-335161	User is logged out when tried to access Kafka type of Entry Source
HMA-338024	IF01-Maria DB- Not getting deliver responses in journey as unique constraints are not working for null xid
HMA-338440	IF01-12.1.3 - 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
HMA-337336	Journey uninstallation did not remove all the files which is lay down by the installer
HMA-337222	Error message column did not populated for Mailchimp although we get Error message in incoming response topic

Chapter 5. Known issues

Deliver SMS - After adding PF fields in SMS template in Deliver - in journey user not getting mapping fields and even not getting sms

The following table lists the known issues in Unica Journey 12.1.4:

Defect ID	Known Issue
HMA-344209	Deliver -LP - If user modify the LP, these changes are not getting in effected in Journey
HMA-342112	LandingPage - Attributes getting is response is different for Check box and radio button type fields
HMA-342759	Enhance checkbox group handling so responses appear against group attribute name
HMA-344196	Deliver LP - Some times deliver is not sending LP data to Journey, its sending blank
HMA-342065	Landing Page- Only one URL is getting available on Engagement split page for Landing page associated URLs
HMA-342064	Landing Page- Only one URL is getting available on Goal page for Landing page and user is not able to identify which url is of which LP
HMA-343927	In Deliver if user adds LP in Email communication after assigning it in Journey - Then in actual email User is not getting LP
HMA-344622	Deliver email - If user modify the link URL or adds any new Link in already configured email communication modified links not working
HMA-344635	Deliver SMS - After adding PF fields in SMS template in Deliver - in journey user not getting mapping fields and even not getting sms

Defect ID	Known Issue
HMA-343292	Landing_Page- If two landing pages attributes mapped in Email communications, one of Landing page attributes are not getting in Journey
HMA-344005	Publish Offer - Offers codes display in CSV file in one row with semi colon separator
HMA-333396	Journey - Mobile app change from deliver end
HMA-334727	Control Center-know limitation - If Global preferance is deleted/Edited from Control center - journey showing blank Timezone in journey
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
HMA-334502	Unable to Publish paused Journey when milestones added and Duplicate records are allowed in Journey settings
HMA-334254	Global Preference: For non set communication days on journey stats its showing waiting reason as "Invalid communication time"
HMA-344637	Docker-DB2- In decision split always sending data to No path where db2 version 11.1.0.0

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