

# **Unica Campaign V12.0 Release Notes**



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# Chapter 1. Release Notes

Contains information about new features, defect fixes, and known issues in Unica Campaign and Optimize that HCL releases as part of a scheduled software release.

## Unica Campaign 12.0 system requirements and compatibility

Unica Campaign is part of the Unica suite of products. Unica Campaign version 12.0 requires Unica Platform 12.0.

### **Where to find complete system requirement and compatibility information**

For a list of Unica product versions compatible with this product 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 Campaign

Before you begin using Unica Campaign, confirm that your environment meets the following requirements.

- For an improved user experience, use at least a 21" screen.
- For an improved user experience, set your screen resolution to 1600 x 900. 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 Campaign might not function properly. For best results, disable pop-up blocker software while running Unica Campaign.

- Ensure that the technical environment meets the minimum system requirements and the supported platforms.\*
- The correct browser and versions must be used.\*
- Clear the browser cache after upgrading or applying any fix pack. This only needs to be done once, after the application is updated.
- If you use Internet Explorer (IE) with Unica Campaign or any module that uses Unica Campaign flowcharts (IBM eMessage, Unica Optimize, Unica Interact, Unica Collaborate): To log in multiple times to view side-by-side information, open IE and log in to Unica. Then select **File > New Session** in the IE menu bar. In the new IE browser window, log in to Unica as the same or a different user.



**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 IE. These methods can corrupt information that is shown in the application.

\*For details on the items indicated by an asterisk, see the Unica Recommended Software Environments and Minimum System Requirements.

## Unica Campaign documentation roadmap

Unica Campaign provides documentation and help for users, administrators, and developers.

**Table 1. Get up and running**

Task	Documentation
Find out about new features, known issues, and limitations	Unica Campaign Release Notes
Learn about the structure of the Unica Campaign system tables	Unica Campaign System Tables and Data Dictionary
Install or upgrade Unica Campaign	One of the following guides:

**Table 1. Get up and running (continued)**

<b>Task</b>	<b>Documentation</b>
	<ul style="list-style-type: none"> <li>• Unica Campaign Installation Guide</li> <li>• Unica Campaign Upgrade Guide</li> </ul>
BIRT Reports for Unica Campaign	BIRT Installation and Configuration Guide
Implement the IBM Cognos® reports provided with Unica Campaign	Unica Reports Installation and Configuration Guide

**Table 2. Configure and use Unica Campaign**

<b>Task</b>	<b>Documentation</b>
<ul style="list-style-type: none"> <li>• Adjust configuration and security settings</li> <li>• Prepare Unica Campaign for users</li> <li>• Run utilities and perform maintenance</li> <li>• Learn about integrations</li> </ul>	Unica Campaign Administrator's Guide
<ul style="list-style-type: none"> <li>• Create and deploy marketing campaigns</li> <li>• Analyze campaign results</li> </ul>	Unica Campaign User's Guide
Improve flowchart performance	Unica Campaign Tuning Guide
Use Unica Campaign functions	Macros for HCL Unica


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

<b>Task</b>	<b>Documentation</b>
Integrate with IBM Engage	Campaign and Engage Integration Guide for IBM Marketing Cloud

**Table 3. Integrate Unica Campaign with other HCL products (continued)**

Task	Documentation
Integrate with IBM Digital Analytics	<p><i>Unica Campaign Administrator's Guide</i>: How to configure the integration</p> <p>Unica Campaign User's Guide: Targeting IBM Digital Analytics segments in campaigns</p>
Integrate with Unica Plan	Unica Plan and Unica Campaign Integration Guide
Integrate with Opportunity Detect	<p><i>Unica Campaign Administrator's Guide</i>: How to configure the integration</p> <p>Opportunity Detect Administrator's Guide and Opportunity Detect User's Guide: How to administer and use the product</p>
Integrate with IBM eMessage	<p><i>Unica Campaign Installation and Upgrade guides</i>: How to install and prepare eMessage components in the local environment.</p> <p>IBM eMessage Startup and Administrator's Guide: How to connect to the hosted messaging resources.</p> <p>Unica Campaign Administrator's Guide: How to configure offer integration.</p>
Integrate with IBM SPSS Modeler Advantage Enterprise Marketing Management Edition	<i>Unica Campaign and IBM SPSS Modeler Advantage Enterprise Marketing Management Edition Integration Guide</i>
Integrate with IBM WeatherFX.	You can integrate WeatherFX with Campaign so that you can pull weather events into your marketing campaigns. Unica Campaign version 9 and version 10 users can integrate with WeatherFX by using the UBX toolkit.

**Table 3. Integrate Unica Campaign with other HCL products (continued)**

Task	Documentation
Integrate with Unica Director.	<i>Unica Director Installation Guide</i> : You can integrate Unica Director with Campaign so that you can get status of all the running/completed/failed flowcharts, migrate Campaigns from one Unica Campaign environment to other, download/delete flowchart logs etc.
 <b>Note:</b> Additional integrations may be available that are not listed in this table. See <a href="#">Product tools and utilities for Unica Campaign</a> .	

**Table 4. Develop for Unica Campaign**

Task	Documentation
Use the REST API	See the Unica Campaign REST API
Use the SOAP API	<ul style="list-style-type: none"> <li>• See the Unica Campaign SOAP API Specification</li> <li>• JavaDocs in <code>devkits\CampaignServicesAPI</code></li> </ul>
Develop Java™ plug-ins or command-line executables to add validation to Unica Campaign	<ul style="list-style-type: none"> <li>• See the Unica Campaign Validation PDK Guide</li> <li>• Java-docs in <code>devkits\validation</code></li> </ul>

**Table 5. Get help**

Task	Instructions
Open online help	When using the Unica Campaign application:

**Table 5. Get help (continued)**

Task	Instructions
	<ol style="list-style-type: none"> <li>1. Choose <b>Help &gt; Help for this page</b> to open a context-sensitive help topic.</li> <li>2. Click the <b>Show navigation</b> icon in the help window to display the full help.</li> </ol> <p>You must have web access to view context-sensitive online help. Contact Support for more information about accessing and installing Knowledge Center locally for offline documentation.</p>
Get PDFs	<p>When using the Unica Campaign application:</p> <ul style="list-style-type: none"> <li>• Choose <b>Help &gt; Product documentation</b> to access Unica Campaign PDFs.</li> <li>• Choose <b>Help &gt; All Unica documentation</b> to access all product PDFs.</li> <li>• Click the links for PDFs during the installation process.</li> </ul>

## New features and changes in version 12.0

Unica Campaign 12.0 includes a number of new features and changes. These are listed underneath.

For a list of newly supported and discontinued platforms, see the Recommended Software Environments and Minimum System Requirements guide.

### Upgrade Paths

- Supported upgrade path via installers: 11.1 -> 12.0 only.
- Customers prior to 11.1 must perform Fast upgrade to 12.0.



## Fast Upgrade

Unica Campaign 12.0 supports the fast upgrade approach. This approach allows upgrades from version 8.6 onwards to version 12.0. This helps customers bypassing the multi-step upgrade. The Fast Upgrade approach is also useful in reducing upgrade downtime. The approach is provided for Unica Platform, Campaign, Optimize, Plan, Interact for upgrade from 8.6.x version onwards. For details, see the Fast Upgrade documentation released with version 12.0.

## New third party softwares supported

See the Recommended Software Environments and Minimum System Requirements guide for more details.

Databases:

- Oracle 19.3 - Unica Campaign now supports Oracle 19 System and User database.
- Maria DB 10.4.x - Unica Campaign now supports Maria DB System and User database.
- SQL server 2019 - Unica Campaign now supports SQL server 2019 System and User database.
- DB2 11.5 - Unica Campaign now supports DB2 11.5 System and User database.

## Campaign and Optimize – replace GSKIT with OpenSSL

IBM Campaign GSKIT cryptography support for SSL is now replaced with OpenSSL. To configure OpenSSL certificates, please follow the instructions in the Unica Platform Administrator's Guide. The high-level steps are summarized below:

1. Generate Campaign certificates using OpenSSL and configure settings in CAMPAIGN\_HOME/conf/config.XML.
2. Generate JAVA certificates.
3. Exchange OpenSSL certificates with JAVA certificates.
4. Configure SSL certificates in the WebSphere®, WebLogic, Tomcat or JBOSS application server.



**Note:** For upgrades: Existing customers with GSKIT SSL environments must remove the SSL certificates and configure new certificates using OpenSSL. Existing SSL certificates will not work. For instructions, see the "Implementation of one-way SSL" section in Unica Platform Administrator's Guide

## **Campaign flowchart execution Email Notifications**

Unica Campaign can now send email notifications to user's on-flowchart execution statuses.

Email notifications are sent to the flowchart executor users' configured email address. If you execute flowchart using schedule process box, then the flowchart execution will still get emails. For flowchart runs which are scheduled using Platform scheduler, flowchart execution status emails will be sent to flowchart creator. The following execution statuses are notified to the flowchart executor user through email notification:

- Flowchart Run
- Flowchart Finish (Ran Successfully)
- Flowchart Stop
- Flowchart Pause
- Flowchart Continue
- Flowchart Failure

## **Campaign REST API Support for Campaign objects like Campaigns, Session, Flowcharts, Process boxes, and swagger documentation**

Campaign application has opened up APIs through REST, which can be used in any third-party application. Before using these APIs in any third-party tools users must generate the authentication token using the following Platform API. Its recommended that Unica Platform users consume these APIs.

For more details on the swagger documentation, see the Unica application Campaign Settings page > API Documentation.

With Campaign 12.0 release, the following Campaign components REST APIs are made available:

- Attributes
  - Campaigns
  - Flowcharts
  - Segments
  - Sessions
  - Flowchart process boxes – (Select, Segment, Merge, Extract, CreateSeg, Mailist) \*\*
- Process box API support is with basic configurations.

On Swagger documentation, page authentication steps are not required as the user is already logged in Unica application:

PLATFORM AUTH\_API with POST method `http://{host:port}/unica/api/manager/authentication/login`

#### Request header

```
m_user_name: {platform_user_name}
m_user_password: {platform_password}
RESPONSE- Above API will return token which should be used in subsequent
APIs
Eg: CAMPAIGN_API :
http://{host:port}/Campaign/api/campaign/rest/v3/campaigns/search
Request Header for Subsequent APIs:
m_user_name: {platform_user_name}
m_tokenId: {platform_token_id}
api_auth_mode: manager
Content-Type: application/json
```

## Campaign and Optimize seamless integration

Unica 12.0 release comes up with seamless integration of Unica Campaign and Unica Optimize. Unica Optimize session management, execution, and clustering capabilities are introduced with v12.0. Prior to v12.0 Campaign administrators were required to switch from Optimize to Campaign several times. Campaign users were required to design Optimize session, come to Campaign flowchart and design a pre-optimization flowchart, navigate

back to Optimize and execute the Optimize session. Design or navigate to post-optimization flowchart and run the flowchart. Unica Campaign and Unica Optimize seamless integration will help the users with session management, seamless execution, and clustering support to Optimize session execution.

### **Unica Optimize Session management using Campaign flowchart**

Flowchart designer would be able to create, edit, copy Optimize sessions in Campaign flowchart Optimize process box. Optimize process box will have the capability to create new optimize session, add or edit optimization rules in the newly created session. Users can also edit the existing session and update the rules in it. User can also create a copy of the existing session along with rules in Optimize process box. While selecting Optimize session users can search for the sessions and assign in Optimize process box.

Optimize sessions created or edited from Optimize process box will be available on the legacy Optimize Session listing as well. There is no change in the existing Optimize session listing page capabilities.

### **Unica Optimize Session management Seamless execution**

In Campaign flowchart – Optimize process box, a new option is provided “Yes! I want to run this session now”. Flowchart designer can select the checkbox to execute the Optimize Session along with Optimize session execution. This will help Campaign designers to merge Optimize pre-optimization and post-optimization flowcharts in single flowchart execution. Users are not required to keep a watch or write any script to run Optimize session after the completion of its respective process-box run.

There is no change in the existing flowchart designs or optimize session executions.

### **Clustering support to Unica Optimize Session execution:**

Optimize session execution is not supported with clustering capabilities using Campaign listener. By implementing the back-end Campaign Analytics server on multiple physical machines, you allow for automatic load balancing of Optimize session execution using a round robin approach based on administrator-defined values for priority and weight. Campaign listener is now having “listenerType” configuration, which decides whether it will execute Campaign flowcharts, Optimize Session or both. Based on the ListenerType configuration value, Campaign Listener will pick up the execution requests. Prior to v12.0,

all Optimize session execution happened on the single machine. With Optimize listener installation and with clustering support Optimize session execution will now happen on cluster listeners with "listenerType" as "Run Optimize Session" or with ListenerType as "Run Campaign flowchart and Optimize session both".

This will eventually enable the users to run more Optimize sessions and reduce the execution time.

Existing Campaign listener clustering capabilities are used for Optimize sessions. This would not require any new cluster configurations. Existing Campaign listener configurations would serve both Campaign and Optimize session clustering support.

For information about listener clustering, see the following documents:

- Unica Campaign Installation Guide -or- Unica Campaign Upgrade Guide
- Unica Campaign Administrator's Guide

### **Campaign installer capabilities to install Optimize**

Unica Campaign 12.0 installer now installs and enables Optimize along with Campaign. Campaign installer will execute the Optimize database SQL scripts and perform the Optimize registration. Users are not required to run a separate installer for Optimize.



**Note:** From v12.0, to execute Optimize sessions users are required to apply for Licenses. Please get in touch with HCL Support or Sales team for more details.

### **Centralized Offer Management**

Starting from v12.0, Unica is introducing a new product called as Centralized Offer Management. This product can be used as a central place for Offer Management. If you are planning to configure Centralized Offer Management, please see the Centralized Offer Management installation guide for more details.

Centralized Offer Management product is an additional component to start managing offers available in the Campaign Offer management. If you do not have Centralized Offer Management module installed or enabled, then Campaign Offer management will continue working as it is.

Once you install and enable Centralized Offer management, all offers information including (templates, attributes, offer folders, offers, offer lists) would become available in the Centralized Offer management. Centralized Offer management module can be turned ON and OFF based on configuration. This will not impact any offers data whether its created in Campaign Offers or in Centralized Offers Management module.

### **Out of the Box Reports with BIRT reporting tool**

Campaign now supports BIRT as a reporting tool for reporting purposes. BIRT reporting tool would be by default bundled and available with Unica Platform. Campaign provides all out of the box support with BIRT reporting tool for system databases, such as SQL, ORA and DB2. BIRT or IBM Cognos reporting support would not be available for system tables such as MariaDB. This will not require users to purchase new licenses of IBM Cognos. Users would be able to use either BIRT reporting tool or Cognos, but not both at the same time.

## **Fixed defects in Unica Campaign and Optimize 12.0**

The following defects were fixed in Unica Campaign 12.0.

<b>Issue key</b>	<b>Summary</b>
HMA-275481	Flowchart failed to run when when a "=" character is contained within the name of a flowchart.
HMA-302471	Customers were unable to use the "size" and "modified" sort tabs in the mail list process box when pasting any template. Once the tabs are clicked, the arrows on the tabs remain grayed out and are unable to sort
HMA-277141	If SSL was enabled post installation, then campaign web services URL was not accessible.
HMA-294598	In Optimize, incorrect column name appears on UI with Google Chrome for Optimize session > Score matrix

HMA-302416	Segment List UI distorted on accessing Displayed Segments >> Search Tab >> Tree View.
HMA-286185	Security Vulnerability: Sensitive information like username was exposed in the URL.
HMA-302476	Folders were arranged in the descending order by default under campaign-> campaigns folder .
HMA-302405	After changing the value of "progressFetchDelay" under Affinium Campaign partitions partition1 Optimize sessionRunMonitor from default value of 250 ms to a value like 2500 ms, incorrect run status of Optimize session was observed.
HMA-285636	A flat file with blank records in it did not throw error for an Extract process box.
HMA-293723	Users were not allowed to create offers when Campaign web app is installed separately than Campaign listener component.
HMA-291171	Load balance was unequal in spite of equal LoadBalanceWeight set for each listener nodes in a listener clustered environment.
HMA-290905	When fields were mapped to a mapped table in Snapshot process box, not all fields were displaying in the Snapshot process box.
HMA-284088	Additional double quotes around user variables that have space(s) in between the string caused triggers to not parse the string correctly.
HMA-292995	After upgrading to version 11.1, when System Database was SQL server, UBX data was not inserted into UA_EMAIL* tables.
HMA-283430	Optimize session failed in actual, but Platform scheduler showed run state as "successful".
APAR PO07157, DEF 266689	A linked campaign in Plan allowed the unsupported characters Backslash (\) and double quotes (") in its name.

APAR PO07143, DEF 266014	The Campaign permissions did not work as per design for flowchart objects when the permission is state is 'Not Granted'.
HMA-302421	BM Campaign extract process did not write to DB2 database when flowchart was configured with two extract processes and the second extract process contained a derived field that uses French accented characters in the name of the derived field.
HMA-289540	Segments displayed in a confusing manner if same segment was used in multiple flowcharts.
HMA-267944	Redundant queries displayed on opening the flowchart.
HMA-288804	unica_acsvr ghost process ran uselessly.
HMA-244840	When Campaign ran a query of "INSERT INTO... SELECT FROM ..." and joined base table, temporary table and extract table, the 'SuffixOn-InsertSQL' value was inserted twice which was breaking the query and generating an error.
HMA-304483	Unable to edit 'Over the time period' column of FEC rule
HMA-280262	Session file size was increasing while saving the flowchart.
HMA-284692	While creating campaign, giving dates greater than 2020 in effective/expiration date, resulted in bad date.
HMA-293646	The check box 'Do not run subsequent processes for empty cells' appeared as unchecked on reopening of page, even when user had checked the box and saved it.
HMA-185759	For nested Segment processes that used a de-normalized table, the condition which is used for "Use Query Scope from Input Cell" is not applied for processing records in subsequent process boxes.
HMA-303657	Under a specific scenario, segment crashed when running.
HMA-293082	Multi-threaded UBX download ETL consuming system resources.



HMA-288413	Disable medium strength SSL ciphers supported by Contact Optimization
HMA-288562	Medium strength ciphers/protocols for Unica Campaign and Optimize Listener were disabled.
HMA-286064	Events were not getting downloaded and showed error  "org.hibernate.MappingException: org.hibernate.dialect. Oracle9iDialect did not support identity key generation" in UBX log.
HMA-302744	Duplicate Interact segments displayed in the segment listing page
HMA-282906	Files created by Campaign (for example; Temp file or snap shot output file) were created in the root group instead of the user group that was specified in an alternate login.
HMA-162581	An error occurred when users tried to read the log files on GUI on a Clustered Campaign env, from the Settings > Campaign Settings > View System Log option
HMA-298393	While scheduling a flowchart with Platform scheduler if the data source credentials were supplied at scheduler page (in case ASMSave-DBAuthentication was set to FALSE for this data source) then the flowchart failed with error.  CODE 11522: Invalid database connection (user was not logged in to DB)
HMA-302463	GDPR : Incorrect Delete table UA_EmailOptOut in script for v10.1.0.3
HMA-302454	The delete, used against the UA_TREATMENT, was not correct when there was more than 1 audience .
HMA-302351	GDPR: Incorrect script in case of composite audience - Integrity constraint violated
HMA-292390	SQL on connect caused failure on Oracle 12.x.

HMA-302871	Crashed with 10404 error, when importing flowchart template with ICGF in French locale
HMA-285576	When user gave "\" in the subject line for Email process, Email Process Box run failed.
HMA-302499	Optimize functionality broke - POST OPT EXTRACT is picking whole list.
HMA-288829	When text type mailing template was used in Email process box then text was missing in the received mail.
HMA-288565	In the Email Box - when user added Ampersand in Subject Line, after re-running the process additional symbols in the email subject line were added.
HMA-288597	In Windows environment user received "failed to receive status" response from listener nodes.
HMA-285653	Version - Hive SQL Generating Issue
APAR PO06266, DEF 224540	When different users accessed different flowcharts at the same time, in some environments, irrelevant flowcharts were displayed in a Campaign.  If this issue does not occur in your environment, set the following parameters in JVM to reverse this fix.
HMA-303656	Changes not replicating in audience process box
HMA-304838	All contact history deleted after disabling log to contact history and re-run of mail list failed with an error.
HMA-302456	Incorrect value displayed on summery pane of Campaign Custom attribute in case of decimal digits.
HMA-302399	An error occurred when maximum number of expressions in a list was 1000 and Campaign had more than 1000 offers associated with it on the Summary Tab.

HMA-294571	An error occurred when the rows were selected in the target cell spreadsheet and were moved up and down.
HMA-292987	Users were unable to connect to the Oracle libraries, when Campaign 11.1.00.listener was installed on AIX the Oracle libora4d.
HMA-267288	Unable to use apostrophe in text string in derived field or user variable.
HMA-285603	It took about 45 seconds when tried to open an offer for editing and eventually for saving ('Save Changes'), each time was taking about 45 seconds.
HMA-298004	An error occurred on process parameters tab of any process box.
HMA-298826	Plain text passwords were observed in campaignweb.log, ac_web.log, flowchart log when DEBUG logging was enabled.
HMA-293611	An error occurred while running FastUpgrade scripts in the execution of database upgrade task.
HMA-290905	When fields were mapped to a mapped table in Snapshot process box, not all fields displayed in the Snapshot process box.
HMA-295972	Target Cell Spreadsheets (TCS) page did not render correctly, if cell contained drop down type Custom cell attribute.
HMA-302445	Campaign listener crashed on activeSession.udb.
HMA-301014	Flowchart failed with 701 error with .ses file went missing. Also flowcharts failed with 11116 error.
HMA-302437	Partition1 folder was missing and converted into file causing system unusable.
HMA-291021	Multi-thread UBX ETL hot fix in 11.0.1 caused out of memory.
HMA-300054	Newly Schedule flowchart on trigger failed platform scheduler utility-Multiple users.
HMA-296400	Save and run process function broke when upstream processe did not run.

HMA-304849	Reflected Cross-Site Scripting    Security vulnerabilities reported by client.
HMA-299050	Cell Code did not not generate automatically for the last cell when using four and more cells in Segment.
HMA-288426	Disabled medium strength SSL ciphers supported by Optimize.
HMA-302467	Clustered listeners allowed same flowchart to be executed at same time on different listeners under certain scenario.
HMA-282757	Users were unable to view logs in the UI for the session flowcharts which were migrated from 8.6.x.
HMA-282629	Could not use year more than "2038" in date field of Platform scheduler.

## Known issues in Unica Campaign 12.0

Unica Campaign 12.0 includes the following known issues.

**Table 6.**

ID	Known issues
306157	<p>Platform Scheduled flowcharts are not executed after upgrade. To overcome this, execute Quartz Job update tool. After Campaign or Unica Platform upgrade installer execution quartzjobtool.sh / bat utility must be executed. This utility requires to be executed to update the Quartz Jobs (existing schedules) in the Unica application. Perform the following steps to execute the utility:</p> <ol style="list-style-type: none"> <li>1. Navigate to PLATFORM_HOME/tools/bin</li> <li>2. Run quartzjobtool.sh /bat. This script execution enables the existing schedules to be compatible with v12.0 Unica applications.</li> </ol>

**Table 6. (continued)**

ID	Known issues
306383	<p>UBX RegisterEndPoint utility execution is failing with ClassNotFoundException. To overcome this, copy below jar files from CAMPAIGN_HOME/tools/lib directory into CAMPAIGN_HOME/tools/UBXTools/lib directory.</p> <ul style="list-style-type: none"> <li>• byte-buddy-1.9.11.jar</li> <li>• classmate-1.3.4.jar</li> <li>• hibernate-jpa-2.1-api-1.0.2.jar</li> <li>• javax.persistence-api-2.2.jar</li> <li>• jboss-logging-3.3.2.Final.jar</li> </ul> <p>After this remove ejb3-persistence.jar and hibernate3.jar from <code>CAMPAIGN_HOME\tools\UBXTools\lib</code>.</p>
300159	<p>HTTP Communication error occurs, while saving flowchart if Unica Platform and Campaign applications are using the same JNDI.</p> <p>It is suggested to use separate JNDIs for Platform and Campaign applications.</p>
295574	<p>Deployment of Campaign application in WebSphere application server failed due to <code>java.lang.NoClassDefFoundError: javax.el.ELManager</code>. Users are required to add <code>javax.el-3.0.1-b11.jar</code> in the WAS server lib directory. They can download <code>javax.el-3.0.1-b11.jar</code> from <a href="https://mvnrepository.com/artifact/org.glassfish/javax.el/3.0.1-b11">https://mvnrepository.com/artifact/org.glassfish/javax.el/3.0.1-b11</a>.</p>
306075	<p>While installing on MariaDB - <code>aco_extra_indexes&lt;DB&gt;.sql</code> execution completed with error while creating duplicate key for index.. This error can be ignored.</p>
306110, 306108	<p>While deploying or starting Campaign application, it throws errors related to <code>module-info.class</code>, and warning related to obsolete hibernate namespace. These can be ignored.</p>

**Table 6. (continued)**

ID	Known issues
304803	Getting "jcc][t4][10217][10310][4.14.111] Connection read-only mode is not enforceable after the connection has been established." warnings in WebSphere console log. No impact on application side. These can be ignored.
306095	Production documentation links on Campaign installer are broken. See the documentation available along with product installers.
306229	Create flowchart API using REST is failing with error. This will be available in upcoming fix packs. Please get in touch with support for quick fix.
303532	With MariaDB as system database Optimize, Maillist or Callist process box execution fail with error 10646. You must enable In DB Optimization in flowchart advance settings to resolve this error.
13460	When the <b>Export to File</b> option is unchecked on the Fulfillment tab of the Mail List process, the <b>Summary File</b> option is enabled but should not be.
175825	When <code>defaultBehaviorWhenOutputToFile</code> is set to <code>Create New File</code> , it works only when you select a new output (export) file for the first time. If you try to change the existing output file and select a new output file, then the option <code>Append to Existing Data</code> gets selected by default. It can be changed manually to <code>Create New File</code> .
APAR 198495, PO05293, 198494	For a custom macro, if a user account has assigned as Not Granted permission for a stored object (Custom Macros, Flowchart Templates, Stored Derived Fields, etc.), the custom macro can be used to edit, delete, add, move all stored objects regardless of permissions.
204347	LARGE_DATA: Browser Crash - Mail List process box with 700 segments - Save with 512 offers to each segment.

**Table 6. (continued)**

ID	Known issues
211253	File-based input with multiple columns containing date in different format does not read the date correctly.
212890	Boolean type column on Amazon Redshift is recognized as 'Test' field type in table mapping.
220474	When the column name of the source table contains Non-ASCII characters and is long (probably longer than 10 x 3bytes characters in UTF8), the Snapshot process does not run because the temp table is not created.
220705	Profiling count for Dimension table fields is incorrect and profiling percentage is displayed as 100% even if profiling is in progress.
APAR 222047, PO06172, 222049	Unica Campaign extract process does not write to DB2 database when flowchart is configured with two extract processes and the second extract process contains a derived field that uses French accented characters in the name of the derived field.
APAR 225568, PO06304, 225572	<code>temptablepostexecutionsql</code> is not run when selecting coremetrics segment.
230340	Inconsistent behavior for the Mail list process is observed when the data filter is assigned to <b>Effective date</b> on the Parameters tab in a new Mail list process when compared to an edited existing Mail list process. The Mail list process does not output a datetime derived field in the output log file. Changing the effective date parameter values might cause execution failure of the Mail list.
230606	In a flowchart where fields are extracted and used in a Mail list process, the fields under <b>Extract Node</b> on the Personalization tab of the Mail list process are different before and after running the process.

**Table 6. (continued)**

<b>ID</b>	<b>Known issues</b>
231859	While using the Chrome browser, it takes around 20 seconds to respond while loading the Personalization tab of the Mail list process if it contains large number of treatments and offers assigned. For example, a Mail list process with 250 cells, each cells with multiple offers, each offer having multiple attributes.
232502	A Mail list performance issue occurs when the user changes the input in any way and there is a delay when initially switching tabs. After the user changes the input and switches to the Treatment or Process tab for the first time, there is a delay of around 10-15 seconds depending on the number of inputs selected. After this initial delay, there is no delay until the input is changed.
232835	The Campaign application performance is affected and sometimes an exception error message is displayed on the Campaign pages when the application is used for a longer time (some days) with continuous usage. You must restart your Campaign web application and Campaign Listeners
238789	While using the Chrome browser, when a user opens a Mail list with 600 cells having multiple offers assigned to each cell, the application stops responding. While using the Internet Explorer 11 browser, nothing is displayed in the Mail list process box.
239142	When the Audience process fails because of an incorrect Count filter expression, and the user removes the filter expression, adds a Condition, and runs the Audience process again, the process fails. The Condition is not considered and instead the previous Count filter expression is used resulting in the failure. To run the Audience process successfully, you must re-open the Audience process configuration window, click the Condition, Save and Close. The Audience process now considers the Condition and runs successfully.



**Table 6. (continued)**

ID	Known issues
APAR 243895, PO06966, 243897	A space character is converted to ' ' while profiling.
PMR 223848, 245664	Irrelevant flowcharts turned up in a Campaign when different users access different flowcharts at the same time, the wrong flowchart seems to be displayed.
248007	Hive Performance: PRE -Single Insert statements executed for loading data in temp tables (extract) when used with Hive takes 19 minutes for 2000 records.
PMR 269280, 269765	Truncate does not function for the DB2 database. The <code>DeleteAsTruncate</code> property specifies whether, when an output process is configured to <code>REPLACE TABLE</code> , Campaign uses <code>TRUNCATE TABLE</code> or deletes from the table. When the value is <code>TRUE</code> , Campaign runs a <code>TRUNCATE TABLE</code> from the table. When the value is <code>FALSE</code> , Campaign runs a <code>DELETE FROM</code> from the table. The default value depends on the database type, with a large number of clients moving from Oracle to DB2 the difference in performance is extremely noticeable. The comparison in performance in Snapshots and Mail lists for customers leaving Oracle to DB2 is drastic.
269785	For the Chrome and Safari browsers, when the locale is set as Japanese, the labels overlap the buttons in the Save template window.
270528	<b>Use</b> and <b>Profile</b> buttons remains enabled for the Select process when the user selects some table fields and then applies the search filter in the Select process such that it does not return any matching table.
270814	Users cannot select values from the On a trigger drop down by using the mouse on the Scheduler page.

**Table 6. (continued)**

ID	Known issues
271642	A "Please wait....." message is displayed multiple times in console mode installation while upgrading from version 10.1 and also for new Installation
271676	The Extract table on the DB2 and Oracle databases is not deleted when In-DB optimization is unchecked.
272253	The Campaign application performance is affected when a user opens the Table mapping window and more than 500 tables are mapped.
2968	Hot keys are not implemented on most of the windows. In the Dojo implementation it is not possible to use keyboard shortcuts to activate certain functions. Instead the user must click buttons.
PMR 266519, 75262	Clicking <b>Return to previous page</b> distorts the user interface in some cases. Use the links within the products to navigate, rather than the browser controls.
N/A	When Unica Campaign is deployed in an application server cluster environment with 80 port, the Campaign navigation URL should not contain this port number. For example: <code>http://&lt;host&gt;.&lt;domain&gt;:80/Campaign</code> should be changed to <code>http://&lt;host&gt;.&lt;domain&gt;/Campaign</code> . Change the value of the <code>serverURL</code> property under Campaign navigation on the <b>Settings &gt; Configuration</b> page.
N/A	<p>Mail List process box gets unconfigured with error "31606: History table are changed" on Flowchart run.</p> <ol style="list-style-type: none"> <li>1. There is no issue if the history tables are mapped prior to building a flowchart and adding a Mail List process.</li> <li>2. If you do not follow step 1, you can still map the history tables after the error appears. If you edit the flowchart and configure the process box, the process will run.</li> </ol>

**Table 6. (continued)**

ID	Known issues
N/A	After migrating non-ASCII data to Campaign, in some cases you cannot open Campaign flowcharts on the target system. Session flowcharts open successfully. To work around this issue, remigrate the campaigns in overwrite mode. You can then open the flowcharts.
TT 062333	Information related to associated products does not appear in offer on Marketing Operations. When an offer created in Campaign with products associated with it is imported in Marketing Operations, information about the associated products is not available in Marketing Operations.
270655	Table Mapping : Table name containing @ is supported while mapping a table, special characters like @ are should not be supported in Table names. Since Table name containing @ is supported since some time, this functioning is not updated now.
283637	When user has one maillist PB configured in the flowchart and he adds another maillist PB in the same flowchart, it is observed that All the values from already configured in treatment tab, Parameters tab, Personalisation tab of new Maillist PB appear automatically in any new dragged maillist PB.
281389	While running Campaign in the Upgrade mode, the installer should read the installation properties files from the previous version response files as we had that response available at the install location from the previous installation. However, it does not read the installation properties files from the earlier version response files.
280623	In Sample PB if we specify '3' in "# of Samples/Output Cells" field and Configure [sample1] with 3 samples having sample sizes as 50%, 50% and "All remaining records" respectively based on "Random Sample method" then after running Flowchart if we reopen the Sample PB

**Table 6. (continued)**

ID	Known issues
	"Process run results will be lost. Continue?" message is displayed in sample PB when remaining All check boxed is check.
283101	CHROME: "Unable to notify roles/permission changes to Campaign, e-Message OD may be out of sync". On clicking save changes for the Security Policy displays the following pop-up, this happens just first time after user logs in and changes anything in the policy and clicks save changes. Also, this is reproducible just on CHROME. Tested on Chrome V64 and V65.
282844	Campaign Offer doesn't sort on 'Channel' & 'Eff./Exp.Dates'. After clicking on every column the offers below it should be sorted in ascending order. If you click on the same column the second time, the offers beneath it should be sorted in the descending order.
283695	Segment process box execution failed with extract enabled to User database for the IMPALA user DB. This error does not reproduce when extracting to Unica Campaign server.
284436	Platform.war and campaign.war in ear file deployment will not work in Weblogic 12.2.1, work around is to deploy campaign.war and unica.war separately
288228	If the date field uploaded to IMC side is not in mm/dd/yyyy format, the email process box fails to execute. This data format is required by IMC Importlist API. It works accurately if DELIM_M_D_YYYY(mm/dd/yyyy) format is used for date while uploading to IMC using importlist API.
289135	TOMCAT : Occasionally Unica Platform or Campaign does not gets started after deploying in tomcat application server. Workaround : delete Campaign and Platform directory available inside Tomcat webapps directory and delete the content of work directory from the path where Tomcat is installed.

**Table 6. (continued)**

ID	Known issues
304945	Refresh command does not refresh the master listener priority or weight, if you need to make changes in priority or weight you require to take a downtime and restart the application.

## Known issues in Optimize 12.0

Issue	Issue ID	Description
Scores entered manually in the score matrix are not considered while optimizing the contact list.	Defect 194109	Scores entered manually should be considered for calculation in the Customer Capacity rule. However, while applying the Customer Capacity rule, scores in the PCT are considered, and all customer records are removed in the optimized list.
Campaign Optimize summary report is incorrect.	Defect 176368	If offer versions are used in a rule, the report that shows pre-optimization versus post-optimization counts will always report the pre-optimization count of records as 1. The post-optimization counts will be correct.
After upgrading Campaign to 9.1, Optimize listener can no longer be stopped via <code>ACOServer.sh</code> .	Defect 81245	Users must upgrade Unica Campaign and Unica Optimize together. If they cannot, they will need to stop the

Issue	Issue ID	Description
		Unica Optimize listener manually through the task manager/kill command.
Error messages for the ACOOptAdmin utility do not display according to non-English locales.	DEF051284	When you run the ACOOptAdmin command line utility in a locale other than English, error messages do not display according to the specified locale. The error messages display only in English.
<code>unprocessables_sessionid.csv</code> might contain some customers who receive offers.	DEF054841	In some scenarios, a few of the customers who get offers might be present in the <code>unprocessables_sessionid.csv</code> file.
Incorrect optimization result with Custom Capacity rule in specific circumstances.	DEF058362	<p>A customer that satisfies the following criteria might receive fewer offers than wanted:</p> <ul style="list-style-type: none"> <li>• The customer has an even number of proposed transactions.</li> <li>• Each of these transactions has the same score.</li> <li>• This score is a low value.</li> </ul>
Some labels display incorrectly in Japanese, Chinese, and Korean.	DEF059595	Some translated labels are displaying incorrectly. For

Issue	Issue ID	Description
		example, when you edit the score matrix manually, the vertical label on the right side of the table displays upside down. Also, for optimization rules that contain <b>customers in the segment</b> , the <b>segment</b> label displays on two lines.
Offer filtering summary report displays an incorrect count of Proposed Contacts that are removed by each Custom Capacity rule.	DEF059805	The Offer Summary Report displays incorrect counts in the "Removed By This Rule" column for Custom Capacity rules if the participating Flowchart for this Unica Optimize session contains multiple contact dates and multiple offers that are made to each customer on different channels.
Issues with offer version query builder.	DEF060676	<p>There are several minor issues with the offer version query builder:</p> <ul style="list-style-type: none"> <li>• For custom attributes with the Form Element Type of Select Box, the offer version query builder does not use the select box. You</li> </ul>

Issue	Issue ID	Description
		<p>must enter the value manually.</p> <ul style="list-style-type: none"> <li>• When the group level is removed, the subgroup conditions are added to the parent condition, and vice versa.</li> <li>• All arithmetic operators are displayed for a string variable, but only equal and not equal apply.</li> <li>• Defined length validations for attributes are not verified upon input for conditions.</li> </ul>
Offer version rules that contain dates do not provide expected optimization results.	DEF061554	If you create an offer version condition that includes a date, such as the offer parameter "valid end date" equals "12/31/2011", the rule containing offer version condition might not be satisfied; however, the rest of the rules will work as expected.
Rule exceptions that span calendar years give incorrect results.	DEF061639	If you create a rule exception to a Min/Max # Offers capacity rule that spans calendar years, such as 07/01/2011 to 06/30/2012,



Issue	Issue ID	Description
		the rule containing rule exception condition will not be satisfied; however, the rest of the rules will work as expected.
<unica_svradm> refresh command does not reflect the change.	HMA-304945	On a running environment, after changing the master listener priority, <unica_svradm> refresh command does not reflect the change.
<unica_svradm> refresh command does not delete the node from cluster.	HMA-305764	If you delete a listener node from existing cluster, <unica_svradm> refresh command does not delete the node from cluster. Execution requests are still observed going to the deleted node. Restarting the listener solves this issue. Will be fixed in upcoming fixpack.
Users are still able to manually interfere in the running flowchart when flowchart execution is in progress through SVRADMIN utility.	HMA-306037	When flowchart execution is in progress through SVRADMIN utility or using scheduler, user is still able to manually interfere in the running flowchart. Will be fixed in upcoming fixpack.
New Optimize process box UI like Create Optimize session / Edit Session /	HMA-306473	New Optimize process box UI like Create Optimize ses-

Issue	Issue ID	Description
Copy Session, etc. is seen in English and not getting translated to other locales.		sion / Edit Session / Copy Session etc. is seen in English and not getting translated to other locales. Will be fixed in upcoming fixpack.

## Known limitations in Unica Campaign 12.0

Unica Campaign 12.0 includes the following known limitations.

**Table 7. Unica Campaign known limitations**

ID	Known limitation
304128	Platform login method or users authentication from third party directory services is not supported with Campaign or Optimize APIs. Users require to use the Unica Platform user to use with APIs.
305130	The flowchart template is not imported, if it contains data source name more than 256 character length. Save the flowchart template again by changing the datasource name with less than 256 chars.
305764	For any reason, if users delete the Campaign listener node configuration from listener cluster configuration in Unica Platform, while the application is up and running then users connected to this listener node are not redirected to another listener. You must restart the Campaign web application. If you require to delete the listener node, take a downtime and restart Campaign web and listener components.
17202	Error 19024: Cannot delete segment folder if the segment was deleted from the folder. A segment that is deleted from a folder remains as an inactive segment in the folder. Folders with inactive segments cannot be deleted. This is working as intended.

**Table 7. Unica Campaign known limitations (continued)**

ID	Known limitation
185854	Big data: Campaign integration with Hadoop-based Hive big data as a user data source is not tested on MS Windows operating system.
190621	Big data: Campaign with Hive big data as a user database does not support user table mapping with Base and Dimension levels up to the fourth level hierarchy. If you map a Base record table with four levels of dimension tables in a Select process box, then build a query based on the fourth level Dimension table, the query fails with Error 11528. This issue should not affect big data users because multiple dimensions should not be needed. By definition, a big data source has a large table of records split across Hadoop nodes (such as HDFS).
194095	For Redshift database, the error message "Unsupported type timestamps with time zone" is displayed when exporting data from a Snapshot process box. Timestamp with timezone is an unsupported PostgreSQL data type on Amazon AWS.
195581	While running a Campaign flowchart, if listener crashes or is stopped, user is not able to access the running flowchart from the UI. Requests are being served by another node of the cluster but while accessing the flowchart, a pop-up message says "listener failover occurred..." It may be necessary to restart the master listener.
232032	User can start only one IBM Campaign listener on one server (machine) in case of Listener clustering.
PMR 243195, 244148	When a column that has the Greek Letters A and B is profiled in Campaign, the system returns only A along with the count of all the records. After the fix, some of the non-English characters, which differ only in case (like é and É in French), are counted as two different values in profiling. English language characters are not counted as case sensitive.

**Table 7. Unica Campaign known limitations (continued)**

ID	Known limitation
244482	Deep search lists all the Campaigns that are created through Marketing Operations projects when Campaign - Marketing Operations integration is on. Campaigns that are created through Marketing Operations projects when Marketing Operations - Campaign integration is enabled) are not listed on Campaign list page and are only available on the Marketing Operations project listing page. Users who do not have the permission to access Marketing Operations are able to access campaigns which are created through Marketing Operations projects through Deep search results.
248943	If the user profile database is changed (change in the table column values of audience record) for fields other than sync fields and the user runs the Email process again, a negative count is returned for the DUPLICATES parameter from Engage in the Campaign flowchart log.
N/A	Big data: To perform the UPDATE operation on any process boxes in a flowchart, ensure that your HIVE tables are configured as transactional tables such that they support the ACID property. This is a key feature introduced in HIVE version 0.14.
N/A	IBM Interact when configured with IBM WebSphere Application Server: You must configure IBM WebSphere JVM to use JDK 1.7. When IBM WebSphere Application Server 8.5.5.x is configured with JDK 1.7 and HTTPS communication, you must use IBM JAVA SDK version 7.0.8.10 or higher.
N/A	Using multiple SQL statements for raw SQL queries is not currently supported on big data user datasources. For related information, search the IBM Knowledge Center for Hive query language conformance.
N/A	Dialog behavior: In certain cases, it is necessary to click twice in order to activate a field or change a field value.

**Table 7. Unica Campaign known limitations (continued)**

ID	Known limitation
N/A	The <code>monitorEnabledForEmessage</code> configuration property in <code>Campaign monitoring</code> is not currently used.
N/A	Relevant products limitation: When offer management is performed from IBM Marketing Operations, the "relevant products" functionality, which relates product IDs to offers, is not available.
N/A	<p>Blank or incorrect results from derived fields in a Mail List process. This can occur in a process box that uses a derived field that calls a Generated field (UCGF) that changes value.</p> <p>Do not use a UCGF in a Mail List derived field if the UCGF is not constant. Also, from the Parameters tab, do not create a derived field to call a UCGF to populate offer attributes.</p>
N/A	Profiling a Campaign Generated Field (UCGF) does not yield correct results. Some UCGFs have a value according to the cell or the offer being processed. For cell-related UCGFs, only the value associated with the first cell appears during profiling.
N/A	The default value for a custom cell attribute does not appear when you open the target cell spreadsheet. Although the default value is not initially displayed, it will be used. The value can be displayed or changed by clicking or opening and editing the custom cell attribute in the target cell spreadsheet.
N/A	The <code>UA_UsrResponseType.Name</code> field cannot contain a left parenthesis followed by a single quote.
N/A	<p>Use unique <code>TempTablePrefix</code> for each data source when mapping multiple data sources to same physical database.</p> <p>If you mapped multiple data sources in Unica Campaign to the same physical database, and you use the same <code>TempTablePrefix</code> for more than one of the data sources, when you use the cleanup utility to delete</p>

**Table 7. Unica Campaign known limitations (continued)**

ID	Known limitation
	<p>orphaned temp tables, it may falsely identify temp tables as orphaned, when they are in fact legitimate temp tables defined from a different Unica Campaign data source.</p> <p>Any deleted temp tables will automatically be recreated when you rerun affected flowcharts, but as a best practice, use a unique <code>TempTablePrefix</code> for each data source when mapping multiple data sources to the same physical database.</p> <p>If the data sources defined in Unica Campaign map to different schemas in the database, another solution is to ensure that the database user who runs the cleanup utility does not have privileges to drop tables in other schemas in the same database.</p>
161323	<p>The error "Login failed. Error 10553" can occur if you try to log in to the Campaign utilities when the <b>Unica Platform   Security   login</b> method is set to <b>Windows integrated login</b> or <b>Web access control</b>. To avoid this issue, change the login type to <b>LDAP</b> or <b>Platform</b> prior to using the Campaign utilities..</p>
176377	<p>DB2 10.5 BLU for user DB: No indexing requirement for temp tables in Unica Campaign datasource. DB2 10.5 (with BLU feature ON) does not require indexing in Unica Campaign. Unica Campaign has certain properties for datasources, such as <code>TempTablePreTruncateRunScript</code>, <code>TempTablePostExecuteSQL</code>, and <code>PostTempTableCreateRunScript</code>, where you can provide SQL or scripts to create indexes on user database tables. If you are using DB2 10.5 as a customer database, with the BLU feature ON, you do not need to configure any of these temp table properties.</p>
201,968,200,241	<p>If two process boxes are moved very close together in a flowchart, the direction of the connection arrow changes. This limitation affects the visual representation of the arrow. The process data flow is not affected.</p>

**Table 7. Unica Campaign known limitations (continued)**

ID	Known limitation
	The workaround is to move the process boxes farther apart so the arrowhead changes back to the correct direction.
211293	<p>In Unica Campaign, the built-in macro Current_Date() results in an error when executed against a Hive 1.2 based Big Data instance. The Hive ODBC driver does not support the CURRENT_DATE macro to obtain interval values. For example, executing the following query results in a Hive error:</p> <pre>SELECT DISTINCT customerid FROM Customer_date WHERE ((Customer_date.my_date_mmdyyyy - CURRENT_DATE()) &gt;= 7)</pre> <p>Error: Hive 2 Internal error: unsupported conversion from type: interval_day_time</p> <p>Workaround: To use the CURRENT_DATE function in a RAW SQL query on Hive with Hortonworks, execute SQL in the following format:</p> <pre>SELECT DISTINCT customerid FROM Customer_date WHERE (current_date() - my_date_mmdyyyy ) = interval '0 0:0:0' day to second</pre>
213088	If Campaign is installed in a secured environment but IBM Cognos is in an unsecured environment, Cognos reports will not display when you use Microsoft Internet Explorer 11. Workaround: If IBM Campaign is configured with HTTPS, also configure IBM Cognos on HTTPS.
217488	IBM can support the Database Loader for Redshift until the moment Campaign triggers the Loader Script. Any problems in execution of the loader script are not supported by IBM.
223716	<p>Authentication Bypass Using HTTP Verb Tampering</p> <p>Instead of applying theHttpVerbFilter.class patch, you can use the following workaround to ensure application security.</p> <p>Complete the following steps to update web.xml.</p>

**Table 7. Unica Campaign known limitations (continued)**

ID	Known limitation
	<p>1. Update the web app tag and set the xsd version to 3.0.</p> <pre data-bbox="573 401 1455 947"> &lt;web-app   xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"   xmlns="http://java.sun.com/xml/ns/javaee"    xsi:schemaLocation="http://java.sun.com/xml/ns/javaee   http://java.sun.com/xml/ns/javaee/web-app_3_0.xsd"   id="Platform" version="3.0"   metadata-complete="true"&gt; </pre> <p>2. Add the following in web.xml.</p> <pre data-bbox="573 1010 1455 1850"> &lt;!--[start] WhiteList Http Verbs --&gt; &lt;security-constraint&gt;   &lt;web-resource-collection&gt;    &lt;web-resource-name&gt;Unica_WhiteList_Http_Verbs&lt;/web-r   esource-name&gt;   &lt;url-pattern&gt;/*&lt;/url-pattern&gt;   &lt;http-method-omission&gt;GET&lt;/http-method-omission&gt;   &lt;http-method-omission&gt;POST&lt;/http-method-omission&gt;   &lt;http-method-omission&gt;TRACE&lt;/http-method-omission&gt;   &lt;http-method-omission&gt;PUT&lt;/http-method-omission&gt;   &lt;http-method-omission&gt;DELETE&lt;/http-method-omission&gt;   &lt;http-method-omission&gt;PATCH&lt;/http-method-omission&gt;    &lt;http-method-omission&gt;OPTIONS&lt;/http-method-omission&gt;   &lt;http-method-omission&gt;HEAD&lt;/http-method-omission&gt; </pre>



**Table 7. Unica Campaign known limitations (continued)**

ID	Known limitation
	<pre data-bbox="574 352 1127 537"> &lt;/web-resource-collection&gt; &lt;auth-constraint/&gt; &lt;/security-constraint&gt; &lt;!--[end] WhiteList Http Verbs --&gt; </pre>
283805	IBM Websphere Application Server 8.5.5 Fix Pack 12 requires IFPI85892 to run HCL Unica application.
283544	<p data-bbox="477 716 1382 848">On Oracle 12.2 database server following parameters needs to be added in sqlnet.ora file located under ORACLE_HOME/network/admin/SQLNET.ALLOWED_LOGON_VERSION_SERVER</p> <p data-bbox="477 884 1393 1016">User will need to consult with DBA to provide appropriate value to this parameter. Please refer this link for details: <a href="https://docs.oracle.com/database/121/NETRF/sqlnet.htm#NETRF2016">https://docs.oracle.com/database/121/NETRF/sqlnet.htm#NETRF2016</a></p>
N/A	Campaign Integration with Watson Marketing Assistant is not supported on Internet Explorer.
286705	Two events get generated on the Campaign history tab when user pauses the Campaign flowchart from Operational monitoring.
287100	History tab data remains in UA_History table even after deleting the Campaign
290172	<p data-bbox="477 1430 1224 1465">Cutting off right contents from Relevant offers window.</p> <p data-bbox="477 1499 1377 1583">Workaround: The size of text, apps and other items - under Display should be set to 100%.</p>

## Known limitations in Unica Optimize 12.0

Issue	Number	Description
Strings in the production or test pop-up window are not translated.	Defect 176920	In the case of a non-English setup, the strings in the production or test pop-up window are not translated.
The MailList process fails with the following database error: <code>ORA-00999: INVALID VIEW NAME.</code>	Defect 170951	Change the value of <b>UseTempTablePool</b> from <code>TRUE</code> to <code>FALSE</code> in <code>UA_SYSTEM_TABLES</code> . The MailList run will end successfully.
Unica Optimize does not terminate the <code>unica_acsvr</code> process that is opened during a run.	Defect 164875	In case of a schedule run of a Unica Optimize session by using the Unica Platform Scheduler, you observe multiple <code>unica_acsvr</code> login processes. These processes might terminate automatically after some time.
A DB2 database user change of system tables causes a Unica Optimize session to fail when the administrator has an index with the same name.	Defect 155876	To avoid having a session fail, the DB2 database administrator should remove indexes.
In a Unica Optimize report, offers by type and segment do not get printed as desired.	Defect 102889	The following issues were noticed while printing the offers by type and segment in a Unica Optimize report.

Issue	Number	Description
		<ol style="list-style-type: none"> <li>1. The preview window does not scroll, unless it is resized.</li> <li>2. While printing it does not print everything, but only what fits in A4 size. Printing options do not seem to make any difference.</li> </ol>
Negative scores cause inaccurate rules crediting.	DEF041400	<p>If you use negative scores, rule crediting in the Offer Filtering Summary report might not be accurate.</p> <p>Offers with negative scores are given to meet minimum requirements only.</p>
Cells that are linked to TCS with offer assignments do not appear in Optimize process.	DEF061355	<p>If the Optimize process is connected to one or more cells and the upstream cells are later linked to top-down cells defined in the Target Cell Spreadsheet process (TCS), the offers that are assigned in the TCS do not automatically appear in the Optimize process. Link to any top-down cells in the TCS before you connect those cells to an Optimize process. Otherwise, you must either manually assign the same offers within the Optimize process, or delete the Optimize process and re-create it.</p>
Running the ACOOptAdmin utility with one-way SSL requires more setup.	DEF046832	<p>You cannot use the ACOOptAdmin utility with one-way SSL until you register a security certificate, specify a host name and domain, and configure SSL_Options in the <code>ACOOptAdmin.bat</code> file.</p>

<b>Issue</b>	<b>Number</b>	<b>Description</b>
Unable to run the session in first attempt when unica_acosvr process stopped.	DEF055010	<p>If you use the kill command to stop unica_acosvr, the next time you attempt to run a Unica Optimize session, it might fail with the following error: An unknown communication failure has occurred with the Optimize server process.</p> <p><b>Workaround</b> - Run the Unica Optimize session again to complete it successfully.</p>