

Unica Campaign 25.1.1 Release Notes



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Chapter 1. Release Notes for version 25.1.1

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.

System requirements and compatibility

Unica Campaign is part of the Unica suite of products. Unica Campaign version 25.1.1 requires Unica Platform 25.1.1

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.
- To ensure alignment across UX, follow below resolution settings:
 - Primary Design Resolution: The user experience has been designed for a baseline resolution of 1600 × 900.
 - Primary Display Resolution for Delivery: The developed solution and demonstrations will follow the 1600 × 900 resolution to ensure full alignment with the approved designs.
 - Additional Supported Resolutions: The solution will also support 1440 × 900 (down-scaled) and 1920 × 1080 (up-scaled) resolutions for consistent usability across common display sizes.
 - Layout Grid Standards:
 - 1920 × 1080: Utilizes a 16-column grid
 - 1600 × 900 & 1440 × 900: Utilize a 12-column grid
 - Responsive Behaviour: The interface will be responsive across the above supported resolutions to ensure consistent user experience.
 - Recommended Display Settings: For the optimal visual experience and alignment with designed visuals, it is recommended to use a 100% zoom level in Windows display settings.
 - Demo Readiness: Prior to any demonstrations, a visual alignment review will be performed to ensure the implemented solution accurately reflects the approved designs.
- 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 (Unica Deliver, 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: <ul style="list-style-type: none"> • Unica Campaign Installation Guide • Unica Campaign Upgrade Guide
Unica Insights Reports for Unica Campaign	Unica Insights 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

Task	Documentation
<ul style="list-style-type: none"> • Adjust configuration and security settings • Prepare Unica Campaign for users 	Unica Campaign Administrator's Guide

Table 2. Configure and use Unica Campaign (continued)

Task	Documentation
<ul style="list-style-type: none"> • Run utilities and perform maintenance • Learn about integrations 	
<ul style="list-style-type: none"> • Create and deploy marketing campaigns • Analyze campaign results 	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

Task	Documentation
Integrate with Acoustic	Campaign and Acoustic Integration Guide for IBM Marketing Cloud
Integrate with Coremetrics	<p><i>Unica Campaign Administrator's Guide</i>: How to configure the integration</p> <p><i>Unica Campaign User's Guide</i>: 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><i>Opportunity Detect Administrator's Guide</i> and <i>Opportunity Detect User's Guide</i>: How to administer and use the product</p>
Integrate with Unica Deliver	<p><i>Unica Campaign Installation and Upgrade guides</i>: How to install and prepare Deliver components in the local environment.</p> <p><i>Unica Deliver Startup and Administrator's Guide</i>: How to connect to the hosted messaging resources.</p> <p><i>Unica Campaign Administrator's Guide</i>: 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 IBM WeatherFX with Campaign so that you can pull weather events into your marketing campaigns. Unica Campaign

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


Task	Documentation
	version 9 and version 10 users can integrate with WeatherFX by using the UBX toolkit.
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.
Integrate with Journey	Unica Campaign can integrate with Journey so that a continuous communication with users can be established based on the inputs from Campaign. Refer Campaign Administrators guide > Unica Campaign and Unica Journeys integration
Integrate with Link	Unica Campaign uses Link capabilities of connectors which include the configuration and provisioning to connect to any delivery channel. Refer Campaign Administrators guide > Unica Campaign and Unica Link integration
Integrate with Segment Central	Unica Campaign can integrate with Segment Central so that a segments can be created and managed based on the inputs from Campaign.
Integrate with Audience Central	Unica Campaign can integrate with Audience Central so that a audiences can be identified and managed based on the inputs from Campaign.
 Note: Additional integrations may be available that are not listed in this table.	

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"> • See the Unica Campaign SOAP API Specification • JavaDocs in devkits\CampaignServicesAPI

Table 4. Develop for Unica Campaign (continued)

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

Table 5. Get help

Task	Instructions
Open online help	<p>When using the Unica Campaign application:</p> <ol style="list-style-type: none"> 1. Choose Help > Help for this page to open a context-sensitive help topic. 2. Click the Show navigation icon in the help window to display the full help. <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"> • Choose Help > Product documentation to access Unica Campaign PDFs. • Choose Help > All Unica documentation to access all product PDFs. • Click the links for PDFs during the installation process.

Google Chrome and Microsoft Edge configuration

Recently, the browsers Google Chrome and Microsoft Edge updated a security fix and this security fix affects the access of Unica applications. We have received some issues from our customers like:

- issues with UI
- getting logged out from Unica

These issues are observed due to the change of behavior in browsers after applying the security fix. Applying the security fix automatically enables **Origin-keyed Agent Clusters by default**. If the setting **Origin-keyed Agent Clusters by default** is enabled automatically, it prevents changes in document referrer and domain values so that malicious websites cannot execute any type of impersonation. The setting **Origin-keyed Agent Clusters by default** existed earlier as well, but was not enabled by default.

If you update Google Chrome or Microsoft Edge to the latest version, you will observe the earlier mentioned issues. Because of how Unica is designed and because the Unica suite is deployed over multiple JVMs, it is essential that you disable the **Origin-keyed Agent Clusters by default** setting for Unica to function correctly and to provide a good user experience.

As a solution, we recommend that you perform the steps mentioned in the following Knowledge Base article: https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0107185.



Note: The update to Microsoft Edge browser is very recent and the Knowledge Base article is not yet updated for the Microsoft Edge browser.

The CliffsNotes solution is as follows:

1. Open your browser and navigate to one of the following URLs based on your browser:
 - **Google Chrome:** <chrome://flags/#origin-agent-cluster-default>
 - **Microsoft Edge:** <edge://flags/#origin-agent-cluster-default>
2. From the dropdown of the highlighted parameter **Origin-keyed Agent Clusters by default**, select `Disabled`.
3. At the bottom of the page, click the **Apply Changes** button.
4. Log out of Unica applications, log back in, and verify if everything is working as expected.

New features and changes in version 25.1.1

Unica Campaign 25.1.1 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

To upgrade Unica Campaign from your existing version to 25.1.1, you must perform the upgrade as mentioned in the following table:

Your existing version	Options to upgrade to 25.1.1
10.1.x	<ul style="list-style-type: none">• Option 1<ul style="list-style-type: none">◦ Fast upgrade from 10.1.x to 12.1.0◦ In-place upgrade from 12.1.0 to 12.1.10◦ In-place upgrade from 12.1.10 to 25.1.0◦ In-place upgrade from 25.1.0 to 25.1.1• Option 2<ul style="list-style-type: none">◦ Fast upgrade from 10.1.x to 25.1.1

Your existing version	Options to upgrade to 25.1.1
11.x.x	<ul style="list-style-type: none"> • Option 1 <ul style="list-style-type: none"> ◦ Fast upgrade from 11.x.x to 12.1.0 ◦ In-place upgrade from 12.1.0 to 12.1.10 ◦ In-place upgrade from 12.1.10 to 25.1.0 ◦ In-place upgrade from 25.1.0 to 25.1.1 • Option 2 <ul style="list-style-type: none"> ◦ Fast upgrade from 11.x.x to 25.1.1
12.0.x	<ul style="list-style-type: none"> • Option 1 <ul style="list-style-type: none"> ◦ Fast upgrade from 12.0.x to 12.1.0 ◦ In-place upgrade from 12.1.0 to 12.1.10 ◦ In-place upgrade from 12.1.10 to 25.1.0 ◦ In-place upgrade from 25.1.0 to 25.1.1 • Option 2 <ul style="list-style-type: none"> ◦ Fast upgrade from 12.0.x to 25.1.1
12.1.x	<ul style="list-style-type: none"> • Option 1 <ul style="list-style-type: none"> ◦ In-place upgrade from 12.1.x to 12.1.10 ◦ In-place upgrade from 12.1.10 to 25.1.0 ◦ In-place upgrade from 25.1.0 to 25.1.1 • Option 2 <ul style="list-style-type: none"> ◦ Fast upgrade from 12.1.x to 25.1.1
12.1.10	<ul style="list-style-type: none"> • Option 1 <ul style="list-style-type: none"> ◦ In-place upgrade from 12.1.10 to 25.1.0 ◦ In-place upgrade from 25.1.0 to 25.1.1 • Option 2 <ul style="list-style-type: none"> ◦ Fast upgrade from 12.1.10 to 25.1.1
25.1.0	<ul style="list-style-type: none"> • In-place upgrade from 25.1.0 to 25.1.1
25.1.0,1	<ul style="list-style-type: none"> • In-place upgrade from 25.1.0.1 to 25.1.1

New features and changes in version 25.1.1

CAM-I-204 Show number of columns exported label near Fields to output or Fields to extract in output process.

Show a number of columns exported in bracket near to these labels **Fields to output** or **Fields to extract** in output process box as this will give more information to client as how many columns they are exporting into table or file or extract table.

Timezone in Flowchart Logs

Earlier, it was observed that when flowcharts were executed through a manual run, the correct timestamp was captured in the flowchart logs. However, when the flowcharts were executed using a scheduled trigger, an incorrect timestamp was recorded. Starting with version V25.1.1, flowchart logs now capture the correct timestamp for both manual and scheduled trigger executions.

Fixed defects in Unica Campaign

The following defects were fixed in Unica Campaign 25.1.1.

Issue ID	Description
HMA-397659	An error used to appear when running the <code>segmentUpgrade</code> utility.
HMA-354628	Show Decimal Separator According To Locale In Campaign Fusion.
HMA-374517	The volume display of Audience processes disappears
HMA-378375	Pasting template takes time when Link PB is present in it.
HMA-387289	[DOC]Remove the reference of V8.6 from Unica 25.1 release
HMA-387548	The column name " Created in " is displayed as " Creation Date" for flowchart versioning
HMA-388626	DEFECT: commons-beanutils need to upgrade from 1.9.4 to 1.11.0
HMA-390700	Postgres_Superset_Campaign_Reports: Encountering the error 'functionpublic.fn_report_convert_date_into_numeric_format (timestamp with time zone, unknown) does not exist' when attempting to open the report name 'Offer Responses for Last 7 Days'.
HMA-391219	Superset_ORACLE_LandingPage_Campaign_Reports: Blank pages appearing for all landing page reports.

Issue ID	Description
HMA-391725	Upmerge: Databricks: Segment Temp Table not referenced properly for delete in between FC runs
HMA-392541	Link process box should use property "duration" instead of "fetch_end_date"
HMA-393215	Creating a Maillist via the API results in an error with code 400
HMA-393224	XSS Injection in Unica Campaign
HMA-393271	Campaign: LogAnalyzer: During the execution of LogAnalyzer enabled flowchart an error message can be seen in flowchart logs. "Endpoint Security Error: Salt is NULL or empty!!!"
HMA-393404	[25.1.1] - Upmerge against PMR HMA-392676 - Japanese locale UI issues
HMA-393690	Upmerge to PMR - HMA-387402 - Automatic Translation of Table and Field Names from Japanese to English After Upgrade from 9.1.1 to 12.1.10
HMA-394018	v12.1 : WIN Open JRE – Automatic table mapping is not working. DB Authentication pop up is coming even we provide correct details
HMA-394162	Installer Suite (Open JRE) 12.1 – Unica: Automatic table mapping is failing, and a 1790 error is appearing in the Listener logs.
HMA-394311	Vulnerability of poi-3.17.jar
HMA-394522	Campaign: Flowchart scheduler job failing with error.
HMA-394530	Campaign: Campaign Summary Page: Print is not working, it is printing blank page.
HMA-394532	Campaign: Offer Central: Print is not working, it is printing blank page.
HMA-394891	Campaign: 10637: Cell results are missing; preceding processes must be rerun.
HMA-395357	Flowchart suddenly got paused while running.
HMA-395490	Unica Custom Cell attribute - Numeric type to have Negative value

Issue ID	Description
HMA-395504	Docker: Campaign: On running the flowchart getting this error "10599: Error returned from DataFiltering Server."
HMA-395510	Campaign: Java17: Wrong name is appearing in title of Optimize Page when different locale is chosen other than English
HMA-396079	This derived field -> string_concat("", 'Hello', ""), outputs ""Hello"" in 12.1.10
HMA-396334	Campaign: Incorrect "Fields to log" count displayed on the Log tab in Response process box
HMA-396490	Offer template Name - XSS issue
HMA-396491	Defect for Fix Request- HMA-394030
HMA-396493	DUPLICATE of HMA-393793
HMA-396624	Block special chars in OfferCode
HMA-396923	Campaign v25.1.1: Monitoring is not working on JBoss environment.
HMA-397302	Campaign: Incorrect "field to log" count displayed on the Log tab in Maillist and Calllist process boxes
HMA-397588	Sesutil is crashing on window and getting core dump error on linux

Known issues in Unica Campaign

Unica Campaign includes the following known issues.

Issue ID	Description
HMA-399167	Error when using YEAROF macro in Select Expression – DB Error 2624: Column "YEAR" does not exist.
HMA-399168	Error when using MONTHOF() macro in Select Expression – DB Error 2624: Column "MONTH" does not exist.
HMA-399584	ADD_MONTHS() macros should run on HP Vertica DB not on server.
HMA-399174	When PDF is included in the export and exporting in HP vertica database, then error is appearing.

HMA-399171	Error when using DAYOF macro in Select Expression – DB Error 2624: Column "DAY" does not exist.
HMA-398410	Although Campaign installation completed, it still had a single non-fatal error when running the <code>ace_op_systab_ora.sql</code> script.
HMA-398184	CampaignID Column having null values in ua_treatment table in tango Environment.
HMA-398043	v25.1.1 : Campaign: Swagger : WIN : After executing SaveTemplate API , unica_acsvr process of that flowchart is getting closed.
HMA-398041	v25.1.1 : Campaign: Swagger : WIN : Getting "Internal Server Error":["Status:10404"] error in / campaigns/{destcampaignid}/flowcharts/{flowchartid}/save template.
HMA-398040	v25.1.1 : Campaign: Swagger : RHEL : Getting "Internal Server Error":["Status:10404"] error in / campaigns/{destcampaignid}/flowcharts/{flowchartid}/save template
HMA-397363	v25.1.1: On Clean install while adding a flowchart error is appearing.
HMA-394529	Segment Search: When Segment search is performed with the mentioned scenario, error is appearing.
HMA-394515	JBoss appserver: Campaign Setting: Campaign API documentation link is going to Not Found page.
HMA-392258	LogAnalyser : In SQLs tab, execution time sorting is not working properly.
HMA-392982	If multiple instances are used with same elastic server that have the same flowchart ID then elastic search data gets overridden.
HMA-392985	After addition of JVM argument "-DENABLE_RANDOM_PADDING= true", date picker field is appearing blank in Add Campaign form.

HMA-392226	LogAnalyser : Previous records are getting appended in the SQLs tab but when flowchart is reopened again then those previous SQLs run get removed from LogAnalyser.
HMA-392222	LogAnalyser: On running the flowchart, log section is not updating until I click on LogAnalyser bar and open it.
HMA-384097	Campaign Reports: To view any report, I need to open Superset to add embedded.
HMA-386940	AIX : RC Build : Campaign installation is completed with 3 non-fatal errors.
HMA-386103	Platform: Platform APIs fail when MaxAI is not configured with the Unica application.
HMA-381645	Campaign Superset Report: For "Offer Performance Metrics" report, in case of percentage value, tooltip value is appearing wrong.
HMA-385650	With lengthy offer names in dashboard , offer names should be truncated with tooltip
HMA-386155	Superset - Dashboard name and its information is not proper
HMA-386160	MaxAI_Insights: Getting this error "Unable to get Dashboard Data, please try again, incase issue persists please contact Administrator" Manually need to save charts in Superset UI.
HMA-381621	Campaign Superset Report: For Offer performance by day/ Campaign Offer Performance by Month in chart some of the column name are not appearing in Korean language.
HMA-387074	Campaign Analytics : Graphs/Tabular: Click on 3 dots in right side > Click on Download > "Export to PDF" and "Download as Image" are not appearing in translated locale.
HMA-387075	Dashboard Report: Tabular: Grey and Red background is appearing behind values.
HMA-386900	Callout: If ExternalCallout template is deleted from configuration and user tries to run the flowchart that has this deleted callout mapping then crash is appearing.
HMA-386403	Intelligent Flowchart - Add search bar in SQL tab to support column-level filtering.
HMA-386396	On Usage Report page not showing campaign Count when we take input as csv file.

HMA-386127	Intelligent Flowchart: While the flowchart is running, the SQL tab scroll resets to the top automatically - it should stay at the user's current position.
HMA-385448	Campaign Dashboard Report: "Performance" text in report name is not appearing in translated German language on Dashboard Reports.
HMA-385374	MaxAI : Providing incorrect status information for the flowchart "Flowchart 1_MaxAi_Testing"
HMA-385370	MaxAI : Providing incorrect information for the query about process box count in Campaign
HMA-385119	Campaign Dashboard Report: Column names are not appearing in Spanish translated language for this Campaign Financial Summary by Offer dashboard's report.
HMA-384453	Campaign Dashboard Report: Column names are not appearing in French translated language for this Campaign Financial Summary by Offer dashboard's report.
HMA-384248	Dashboard Superset Report: Column names are not appearing in Chinese translated language for Campaign Financial Summary by Offer report.
HMA-384228	Campaign Superset Report: Column names are not appearing in Chinese translated language.
HMA-378924	Tango-UI: Wrong icon is appearing for some campaigns in the favorites section; it's displaying the "Launch a Campaign" icon.
HMA-378848	The page becomes unresponsive when the Strategies tab is clicked on the Campaign detail page.
HMA-378653	When the Inv button is clicked, the text on the graph's x-axis is cut off on the left side.
HMA-376988	Tango_Customize_Dashboards(Superset Reports): Unable to see all campaigns name on x axis for Report 'Campaign Performance by Offer Responses' .
HMA-376984	Tango_Customize_Dashboards(Superset Reports): for more data on any report it should show exact number and not like 1.02k
HMA-370824	Observed a request call made continuously on Flowchart page with errors in weblogic

HMA-370347	Action System DB : Getting error "A SELECT statement with an INTO clause after the target list may only be used by host language SQL, or in a stored (database) procedure" while running Segment/Snapshot/MailList/CallList PB's when we run Save and Flowchart
HMA-365740	Clean : Postgres : Campaign installation completed with 1 non-fatal error
HMA-382219	User is able to schedule AB mailing from deliver pb but on scheduled time deliver pb fails with an error related API call, but on schedule management page the scheduled task is populating and also status is updating.
HMA-374645	Superset Reports: Received unexpected error in the Campaign Performance Summary by Offer.
HMA-356140	UARE_Loopup_create_oracle.sql Problem in sql script.
HMA-382055	When Campaign contains user data source of type bigquery, then upgrading this campaign version to 12.1.10 release shows error in upgrade tool execution. This can be ignored.
HMA-381948	Profiling : Not Granted/ Denied user is able to see columns data from "Cell Specific Report" model window.
HMA-381664	Allow profiling flag should appear in "partition1" instead of "Global Policy".
HMA-381467	Getting WARNING "Malformed password hash java.lang.IllegalArgumentException: Invalid encoded Argon2-hash" in WebShpere log
HMA-375384	Superset Reports: "Best Offer Lift Over This", "Lift Over Worst Offer" columns need to be hide
HMA-375827	Superset Reports: DB2_Data mismatched and offer given values axis not available in the DASHBOARD report "Offer responses for last 7 days"
HMA-374646	Superset Reports: received unexpected error in the Campaign Performance Summary by cell .
HMA-374855	Superset Reports: "What if" offer financial summary" report not available
HMA-375504	Superset Reports: SQL_DB Received unexpected error in the Report "Campaign Performance Summary by Offer"

HMA-373443	Snowflake DB : Snapshot PB is giving error when trying to export timestamp related field into DB table
HMA-363195	Segment Process Configuration Popup Glows Each Time While Selecting Segments
HMA-341415	HCL OneDB Datatype mismatch issue between Unica system tables and temp tables
HMA-359362	Weblogic 14 :Lock/Unlock & Concurrent user features might not work with real time due to request time out
HMA-353806	Time required to open any campaign or flowchart is increased.
HMA-352709	Flowchart lock/unlock not reflecting if user is already in view mode.
HMA-353535	FC run label is not updated with current fc run status when FC run triggered through Collaborate
HMA-344732	Flowchart Running Icon on toolbar keeps spinning even when flowchart is in Paused state
HMA-342778	Publish Offer - Campaign- Contact are not getting generated as per package id in Campaign table for multiple offers
HMA-327170	For Docker environment, getting a "Failed to load data" error on Schedule management page if user continuously clicks on pagination (Next button).
HMA-338254	BigQuery database : Cell size limit causing the Flowchart to hang
HMA-337564	BigQuery : table mapping, default string size is taken as Maximum
HMA-330433	<p>User is not able to login to platform after upgrade to 12.1.1 in case Deliver is configured.</p> <p>Resolution</p> <p>Execute below query on Platform database :</p> <pre>select * from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=<>)</pre> <p>Specify actual partition id in above query , default for partition1 , partition id =1 , it varies for multiple partitions.</p>

	<p>If above result in more than one row , contact HCL support to help in executing below delete query - delete one of the duplicate record of *D*eliver_admin role by running below query :</p> <pre>delete from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=<>) and parent_role_id=<partition_id></pre> <p>For example , for partition id =1 ,</p> <pre>delete from usm_role_role_map where role_id = (select ID from usm_role where name='Deliver_admin' and application=101 and partition_id=1) and parent_role_id=1</pre>
HMA-306095	Production documentation links on Campaign installer are broken. See the documentation available along with product installers.
HMA-310126	eMessage instances in Campaign uninstall folder – these can be ignored. Unica no longer support eMessage.
HMA-312231	Campaign swagger APIs will not work only on swagger page when marketing platform login method is set to Web Access control.
HMA-13460	When the Export to File option is unchecked on the Fulfillment tab of the Mail List process, the Summary File option is enabled but should not be.
HMA-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.
HMA-204347	LARGE_DATA: Browser Crash - Mail List process box with 700 segments - Save with 512 offers to each segment.

HMA-211253	File-based input with multiple columns containing date in different format does not read the date correctly.
HMA-212890	Boolean type column on Amazon Redshift is recognized as 'Test' field type in table mapping.
HMA-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.
HMA-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.
HMA-230340	Inconsistent behavior for the Mail list process is observed when the data filter is assigned to Effective date 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.
HMA-230606	In a flowchart where fields are extracted and used in a Mail list process, the fields under Extract Node on the Personalization tab of the Mail list process are different before and after running the process.
HMA-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.
HMA-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.
HMA-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.
HMA-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.
HMA-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.
HMA-271642	A "Please wait...." message is displayed multiple times in console mode installation while upgrading from version 10.1 and also for new Installation
HMA-271676	The Extract table on the DB2 and Oracle databases is not deleted when In-DB optimization is unchecked.
HMA-272253	The Campaign application performance is affected when a user opens the Table mapping window and more than 500 tables are mapped.
HMA-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.

HMA-PMR 266519, 75262	Clicking Return to previous page distorts the user interface in some cases. Use the links within the products to navigate, rather than the browser controls.
N/A	<p>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:</p> <p><code>http://<host>.<domain>:80/ Campaign</code> should be changed to <code>http://<host>.<domain>/Campaign</code>. Change the value of the serverURL property under Campaign navigation on the Settings > Configuration page.</p>
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"> 1. There is no issue if the history tables are mapped prior to building a flowchart and adding a Mail List process. 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.
N/A	<p>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.</p>
TT 062333	<p>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.</p>
HMA-270655	<p>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.</p>
HMA-283637	<p>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</p>

	treatment tab, Parameters tab, Personalisation tab of new Maillist PB appear automatically in any new dragged maillist PB.
HMA-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.
HMA-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 "Process run results will be lost. Continue?" message is displayed in sample PB when remaining All check boxed is check.
HMA-283101	CHROME: "Unable to notify roles/permission changes to Campaign, Deliver 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.
HMA-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.
HMA-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.
HMA-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.
HMA-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.

HMA-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.
HMA-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.
UL-285	Connection Salesforce - Subsequent Salesforce actions are failing for Update (Lead/Contact) intermittently.
UL-250	Connection Mandrill - Intermittently stop sending emails to targeted audiences.
UL-281	Connection Mandrill - Subject line with non english characters - mandrill not sending email to user.
UL-259/UL-242	Connection Mailchimp/Mandrill - results would be available for 1000 users only.
UL-214	MailChimp/Mandrill - Audience value is getting changed to id field after selection or reopening process box.
UL-194	MailChimp/Mandrill - In Mandrill template if merging field added as localized character - personalization is not working.
UL-257	Link Connections page takes time to load in the Campaign process box.
UL-231	Twilio Connection - Only 5 fields are supported for personalization in SMS body/text area.q
UL-279	Connection MailChimp - Branch run or single link process box run is not supported with Link process box with Mailchimp connection. You will need to execute complete flowchart.
UL-287	Link process box fails when no output data.
NA	Unica Campaign and Unica Link applications urls should be having same domain names. Unica Campaign and Link applications deployed on different domains will not work.

UL-189	Connection Mandrill/MailChimp- Emojis are not working in Mandrill and MailChimp connector Mail Subject line.
HMA-313650	Platform Scheduled flowcharts are not getting executed after upgrade. Use the quartzjobtool to update scheduler jobs. This is a required step. If this upgrade tool is not run, any existing scheduled job will fail to start. The quartzjobtool is in the tools\bin directory under Unica Platform installation. Run this utility from the tools \bin directory. Example command (Windows): quartzjobtool.bat Example command (Unix): ./quartzjobtool.sh
HMA-316802	MariaDB]:CODE 704: File write error. while extracting extracted fields and table fields to database server through Segment PB

Known issues in Optimize

The following are the Known Issues for Optimize in V25.1.1

Issue	Issue ID	Description
Optimize : Max capacity constraints are not be met when using offer versions.	HMA-313101	Optimize : Max capacity constraints are not be met when using offer versions.
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 ACOServer . sh.	Defect 81245	Users must upgrade Unica Campaign and Unica Optimize together. If they cannot, they will need to stop the Unica

Issue	Issue ID	Description
		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.
unprocessables_sessionid.csv might contain some customers who receive offers.	DEF054841	In some scenarios, a few of the customers who get offers might be present in the unprocessables_sessionid.csv 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"> • The customer has an even number of proposed transactions. • Each of these transactions has the same score. • This score is a low value.
Some labels display incorrectly in Japanese, Chinese, and Korean.	DEF059595	Some translated labels are displaying incorrectly. For 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 customers in the segment , the segment 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

Issue	Issue ID	Description
		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"> • For custom attributes with the Form Element Type of Select Box, the offer version query builder does not use the select box. You must enter the value manually. • When the group level is removed, the subgroup conditions are added to the parent condition, and vice versa. • All arithmetic operators are displayed for a string variable, but only equal and not equal apply. • Defined length validations for attributes are not verified upon input for conditions.
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, the rule containing rule exception condition will not be satisfied; however, the rest of the rules will work as expected.

Issue	Issue ID	Description
<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.

Known limitations in Unica Campaign

Unica Campaign 25.1.1 includes the following known limitations.

Issue ID	Description
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.

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 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.
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	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.
N/A	The <code>monitorEnabledForDeliver</code> configuration property in <code>Campaign monitoring</code> is not currently used.
N/A	Relevant products limitation: When offer management is performed from Unica Plan, the "relevant products" functionality, which relates product IDs to offers, is not available.
N/A	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. 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.

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 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	The error "Login failed. Error 10553" can occur if you try to log in to the Campaign utilities when the Unica Platform Security login method is set to Windows integrated login or Web access control . To avoid this issue, change the

	login type to LDAP or Platform prior to using the Campaign utilities..
176377	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 TempTablePreTruncateRunScript, TempTablePostExecuteSQL, and PostTempTableCreateRunScript, 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.
201,968,200,241	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. The workaround is to move the process boxes farther apart so the arrowhead changes back to the correct direction.
211293	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: <pre>SELECT DISTINCT customerid FROM Customer_date WHERE ((Customer_date.my_date_mmdyyyy - CURRENT_DATE()) >= 7)</pre> Error: Hive 2 Internal error: unsupported conversion from type: interval_day_time Workaround: To use the Current_Date function in a RAW SQL query on Hive with Hortonworks, execute SQL in the following format: <pre>SELECT DISTINCT customerid FROM Customer_date WHERE (current_date() - my_date_mmdyyyy) = interval '0 0:0:0' day to second</pre>
310769	In Unica Campaign, the built-in macro <code>Current_Date()</code> results in an error when executed against Impala data source. The

	<p>Impala ODBC driver does not support the Current_Date macro to obtain interval values. For example, executing the following query results in an error:</p> <pre>INSERT INTO TABLE UAC_133824_5 SELECT DISTINCT store_id, d_customer_key FROM srvacammo.bast_segment WHERE (srvacammo.bast_segment.ba_last_trans_date > (CURRENT_DATE - 2))</pre> <p>Error: Error while executing a query in Impala: [HY000] : AnalysisException: Could not resolve column/field reference: 'current_date'</p> <p>Workaround: In raw SQL query, the Current_Date would not work with Impala, so instead of <code>current_date</code>, users can use <code>now()</code> or <code>current_timestamp()</code>.</p>
213088	<p>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.</p> <p>Workaround: If Unica Campaign is configured with HTTPS, also configure IBM Cognos on HTTPS.</p>
217488	<p>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.</p>
223716	<p>Authentication Bypass Using HTTP Verb Tampering</p> <p>Instead of applying the <code>HttpVerbFilter.class</code> patch, you can use the following workaround to ensure application security.</p> <p>Complete the following steps to update web.xml.</p> <ol style="list-style-type: none"> 1. Update the web app tag and set the xsd version to 3.0. <pre><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"></pre>

	<p>2. Add the following in web.xml.</p> <pre data-bbox="911 254 1455 1262"> <!--[start] WhiteList Http Verbs --> <security-constraint> <web-resource-collection> <web-resource-name>Unica_WhiteList_Http_Verbs</web-resource-name> <url-pattern>/*</url-pattern> <http-method-omission>GET</http-method-omission> <http-method-omission>POST</http-method-omission> <http-method-omission>TRACE</http-method-omission> <http-method-omission>PUT</http-method-omission> <http-method-omission>DELETE</http-method-omission> <http-method-omission>PATCH</http-method-omission> <http-method-omission>OPTIONS</http-method-omission> <http-method-omission>HEAD</http-method-omission> </web-resource-collection> <auth-constraint/> </security-constraint> <!--[end] WhiteList Http Verbs --> </pre>
283805	<p>IBM Websphere Application Server 8.5.5 Fix Pack 12 requires IFPI85892 to run HCL Unica application.</p>
283544	<p>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>User will need to consult with DBA to provide appropriate value to this parameter. Please refer this link for details: https://docs.oracle.com/database/121/NETRF/sqlnet.htm#NETRF2016</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	Cutting off right contents from Relevant offers window. Workaround: The size of text, apps and other items - under Display should be set to 100%.
312318	Campaign flowchart run - when executed as complete flowchart generates a unique runID and its executed the flowchart along with mailchimp process box. Next time when Campaign user tries to run the single process box - it does not generate unique runID and thus process box execution failed.
312296	HTTPS(Invalid certificate) HIP instance is not supported in IE11 for Link PB and Manage Link Connections page.
312320	MailChimp - Audience value is getting changed to other format f239295fe8 (in alphanumeric format) if we re-open correctly configured Link PB. The workaround is to hit the Fetch button adjacent to the field which will refresh the value of the user-friendly string value.
312567	Campaign installer failed to update Insights report files when installed using non-root user on Unix environment. To overcome this user would need to update Insights report file manually after installation is completed. 1. Navigate to <PLATFORM_HOME>/Insights/tools/bin/ 2. For UNIX:

	<ul style="list-style-type: none"> • Grant read, write, and execute permissions to <code>-bPath=<Report folder path></code> for the installation user. • Grant execute permission to the installation user using the following command. <pre>chmod 755 insightsDBUtil.sh</pre> <p>3. Execute command to update the Campaign Insights report files.</p> <pre>./insightsDBUtil.sh -ds=CampaignDS -bPath=<Report folder path> -DBType=<databasetype> -URL=JDBC connection URL -user=<database user> -pwd=<database password></pre> <p>For more details refer UnicaInsights12_1InstallationConfigurationGuide</p>
313216	Link: Unica application on HTTPS and unica Link on HTTP does not render the Manage links connections page.

Known limitations in Unica Optimize

Unica Optimize includes 25.1.1 includes the following known limitations.

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 UseTempTablePool 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"> 1. The preview window does not scroll, unless it is resized. 2. While printing it does not print everything, but only what fits in A4 size. Printing options do not seem to make any difference.
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 ACOOptAdmin.bat file.</p>
Unable to run the session in first attempt when unica_acosvr process stopped.	DEF055010	<p>If you use the kill command to stop <code>unica_acosvr</code>, the next time you attempt to run a Unica Optimize session, it might fail with the following error: <code>An unknown communication failure has occurred with the Optimize server process.</code></p> <p>Workaround - Run the Unica Optimize session again to complete it successfully.</p>

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.

Contact information for HCL technical support

For ways to contact HCL technical support, see the HCL technical support website: .

- **Customer Support Portal or Website:** <https://support.hcl-software.com/csm>
- **Phone number(s):** https://support.hcl-software.com/csm?id=kb_article&sysparm_article=KB0010151
- **Chat:** https://support.hcl-software.com/csm?id=kb_article&sysparm_article=KB0076941
- **Email Address(es):** https://support.hcl-software.com/csm?id=kb_article&sysparm_article=KB0118964
- **Submitting the form as a Guest:** https://support.hcl-software.com/csm?id=guest_csm_creation
- **Submitting a Support Ticket:** https://support.hcl-software.com/csm?id=kb_article&sysparm_article=KB0010164