

Unica Segment Central V12.1.6 Release Notes



Contents

Chapter 1. Release Notes for version 12.1.6.....	1
Chapter 2. System requirements and compatibility.....	2
Chapter 3. New features.....	3
Chapter 4. Fixed Defects.....	4
Chapter 5. Known issues.....	5
Chapter 6. Before you contact HCL technical support.....	6

Chapter 1. Release Notes for version 12.1.6

Contains information about new features and known issues in Unica Segment Central that HCL releases as part of a scheduled software release

Chapter 2. System requirements and compatibility

Unica Segment Central operates as part of the HCL Marketing Software suite of products. Unica Segment Central requires Unica Platform 12.1.6 and Unica Campaign 12.1.6.

This section provides the following information for this release of Unica Segment Central:

- Where to find system requirement and compatibility information

Unica Segment Central supports 64-bit operating systems only.

Where to find complete system requirement and compatibility information

For a list of HCL Marketing Software product versions compatible with this product and a list of third-party requirements for this product, see the *Unica Recommended Software Environments and Minimum System Requirements* document.

Upgrade Paths

Supported upgrade path via installers:

- 12.1.4 → 12.1.6
- 12.1.5 → 12.1.6



Note: 12.1.6 can be clean installed without installing the base version.

Where to find documentation

You can find the documentation here.

- PDFs:
- Online Help:

Chapter 3. New features

There are no new features in Segment Central for the 12.1.6 release.

Chapter 4. Fixed Defects

The following table lists the fixed defects in Unica Segment Central 12.1.6

Issue ID	Description
HMA-349784	Segment does not get deleted and internal server error is displayed when AssetPicker (CIF) is not installed and /or CIF nodes in segment central are not properly configured
HMA-349526	Translations missing for some messages
HMA-347284	API documentation page does not open for WebSphere and JBoss

Chapter 5. Known issues

Unica Segment Central includes the following known issues

Issue ID	Description
HMA-351450	segment central : Identifier name too long for 12c
HMA-347583	Observing increase in time taken for segment publish
HMA-351450	<p>While upgrading to Unica Campaign to 12.1.6, if the database is Oracle 12.c (12.1.0), you will see the following error:</p> <pre data-bbox="829 646 1430 829">ORA-00972: identifier is too long 00972. 00000 - "identifier is too long" UA_AUDIENCE_TABLE_FIELDS_ID_SEQ USC_BATCH_STEP_EXECUTION_CONTEXT USC_BATCH_JOB_EXECUTION_CONTEXT</pre> <p>Workaround: If possible, upgrade Oracle to version 12.2.0.</p>

Chapter 6. Before you contact HCL technical support

If you encounter a problem that you cannot resolve by referring the documentation, your company's designated support contact can log a call with HCL technical support. Use these guidelines to ensure that your problem is resolved efficiently and successfully.

If you are not a designated support contact at your company, contact your HCL administrator for information.

Information to gather

Before you contact HCL technical support, gather the following information:

- A brief description of the nature of your issue.
- Detailed error messages that you see when the issue occurs.
- Detailed steps to reproduce the issue.
- Related log files, session files, configuration files, and data files.
- Information about your product and system environment, which you can obtain as described in "System information."

System information

When you call HCL technical support, you might be asked to provide information about your environment.

If your problem does not prevent you from logging in, much of this information is available on the **About** page, which provides information about your installed HCL applications.

You can access the **About** page by selecting **Help > About**. If the **About** page is not accessible, check for a `version.txt` file that is located under the installation directory for your application.

Contact information for HCL technical support

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

<https://www.hcltech.com/products-and-platforms/contact-support>