

Unica Segment Central V12.1.7 Release Notes



Contents

Chapter 1. Release Notes for version 12.1.7.....	1
Chapter 2. System requirements and compatibility.....	2
Google Chrome and Microsoft Edge configuration.....	2
Chapter 3. New features.....	4
Chapter 4. Fixed Defects.....	5
Chapter 5. Known issues.....	6
Chapter 6. Before you contact HCL technical support.....	7

Chapter 1. Release Notes for version 12.1.7

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 12.1.7 and Unica Campaign 12.1.7.

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 → 12.1.7
- 12.1.5 → 12.1.7
- 12.1.6 → 12.1.7



Note: 12.1.7 can be clean installed without installing the base version.

Where to find documentation

You can find the documentation here.

- PDFs: <https://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmIzZQ==>
- Online Help: <https://help.hcltechsw.com/unica/SegmentCentral/en/12.1.7/index.html>

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
- unable to edit flowcharts
- 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.

Chapter 3. New features

The following are the new features for Segment Central in release 12.1.7:

AI-ML

Introduced a centralized component named AI-ML that will be available for all Unica products if necessary. In this release, the AI-ML component is available only for Unica Segment Central for suggesting segments.

As a part of the Segment Suggestion feature, the AI-ML component:

- scans the audience table from the selected user database table.
- suggests rule-based segments based on user requirements like:
 - Feature selection
 - Data filters
 - Segment size
- provides first-level insights on potential segments.
- allows users to view, alter, test, save, and publish strategic segments.
- works in asynchronous mode.

The internal working of AI-ML component are as follows:

- Applies filtering on data.
- Applies encoding on data.
- Applies scaling on data.
- Applies HBDSCAN algorithm on data.
- Derives the rules from the suggested cluster.

In this release, the limitations of the AI-ML component are as follows:

- Does not save a model for any predictions.
- Does not scan CH/RH.
- Does not predict segments based on the possibility of offer acceptance.
- Does not predict segments based on the success of past campaigns.

AI-ML feature is not compatible with RHEL 7, SuSE 12 SP3, and AIX operating systems. For more details related to supported software, see the *HCL Unica Supported Environments* guide.

Support for PostgreSQL

Segment Central now supports PostgreSQL as system database. It does not support PostgreSQL as a user datasource.



Note: PostgreSQL support is not available if you are upgrading to 12.1.7. It is only available for clean installation of 12.1.7.

Chapter 4. Fixed Defects

The following table lists the fixed defects in Unica Segment Central 12.1.7

Issue ID	Description
HMA-351450	In case of Oracle 12c database, the identifier names were too long and the following error used to appear: <code>ORA-00972: identifier is too long.</code>

Chapter 5. Known issues

Unica Segment Central includes the following known issues

Issue ID	Description
HMA-359329	The secure connection prompt of the AI/ML component asks for input two times. Also, the default value is empty.
HMA-355170	Although SegentationEngine and SegmentCentral WAR files are included in EAR, the WAR files are not identified during EAR deployment in WebSphere Application Server.
HMA-347583	Observing increase in time taken for segment publish

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>