

Unica Link V12.1 Release Notes



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Chapter 1. System requirements and compatibility

Unica Link system requirements and compatibility details.

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

- Where to find a quick summary of system requirements and prerequisites
- Where to find system requirement and compatibility information

Unica Link supports 64-bit operating systems only.

Where to find a quick summary of system requirements and prerequisites

For a quick summary of system requirements and prerequisites, see the Chapter "Unica Link prerequisites" in the Unica Link Installation Guide

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.

Chapter 2. About the product

Unica Link provides both design-time and runtime services. It is invoked at design-time when an administrator configures a Link connection, or when you configure a process box in the Unica Campaign application, or a touchpoint in the Unica Journey application.

Unica Link is a component that can be installed separately from the Unica application. It must be installed in a Linux environment that can be remote from the Unica platform.

Unica Link supports the following connectors:

- **Mailchimp connector** - The Mailchimp connector uploads contact information to an audience in Mailchimp, populating the merge field defined for the Audience. It then creates a segment of the audience for the uploaded contacts, and optionally runs or schedules a Mailchimp campaign to target the segment. The connector then polls Mailchimp on a scheduled basis to gather the results of the campaign, and to report back whether emails were delivered, bounced, opened or links clicked within the emails.
- **Mandrill connector** - The Mandrill connector sends email using a defined template on a Mandril account, populating the merge field defined in that template. The connector then polls Mandrill to report whether emails were bounced, opened, or links clicked within the email.
- **Salesforce connector** - Salesforce (CRM) saves and updates details about users. Salesforce supports two operations, 'Create' and 'Update', as well as two objects 'Lead' and 'Contact'. Also supported are two objects, 'Lead' and 'Contact'.
- **Twilio connector** - The Twilio connector sends SMS to a destination device and fetches the status of the sent SMS.

Chapter 3. Known issues

The following table lists the known issues in Unica Link 12.1

Product	Description
Link	<p>Removing a Unica application does not remove the artifacts created for the application.</p> <p>Workaround:</p> <p>Inside the <install_dir> or the Unica installation directory, run the script remove_application.sh.</p> <p>To execute the remove_application.sh script, run the following command: <code>remove_application.sh <base-url> <username> <password> <application></code></p> <p>where:</p> <ul style="list-style-type: none">• <base-url> is the base URL for Link server. This should be of form: <code>https://<hostname>:8443</code>. If defaults were used during installation, then the default port is 8443.• <username> and <password> are the credentials for an administrative user for Unica Link.• <application> is the name of the application. <p>When the command execution is successful, it provides details about the deleted project and packages. An example is as follows:</p> <pre data-bbox="667 1633 1419 1845">\$ remove_application.sh https:// localhost:8443 admin ***** journey { "application": "journey",</pre>

Product	Description
	<pre> "deleted_project": { "_id": "5ed6b1de2ab79c0001a7e36d", "name": "_app_journey", "version": 1 }, "deleted_packages": ["_package__app_journey_act1", "_package__app_journey_act23"] } </pre>
Mailchimp connector	<p>In Mailchimp, the audience value changes to another format.</p> <p>The audience value shows its ID (in alphanumeric format) instead of its value when you edit the correctly configured Action (Link PB).</p>
Mailchimp connector	<p>Email Delivered and Email Sent events are not received for Mailchimp.</p>
Mailchimp connector	<p>You must be aware of merge fields and type them correctly in the subject field in order to correctly merge personalized information into email.</p> <p>If you want to use merge fields in Subject you must type the fields correctly in order to merge personalized information into email.</p> <p>An example of correct formatting is: * FirstName *. Similarly, to merge a product and a city into an email subject line, you would use a format such as this: Welcome to * Product * Seminar in * City *.</p>
Mailchimp connector	<p>The fetch results will not fetch results for the last day.</p>

Product	Description
	For example, if you select the current day, then no result will be populated. The same as if you select a fetch end date as 25th June , it will fetch results till 24th June. The results for last day are missed.
Mailchimp connector	Unicode characters do not work on Windows.
Mandrill connector	In Mandrill, non-Latin alphabetic characters are not supported in Merge fields.
Mandrill connector	<p>You must be aware of merge fields and type them correctly in the subject field in order to correctly merge personalized information into email.</p> <p>If you want to use merge fields in Subject you must type the fields correctly in order to merge personalized information into email.</p> <p>An example of correct formatting is: * FirstName *. Similarly, to merge a product and a city into an email subject line, you would use a format such as this: Welcome to * Product * Seminar in * City *.</p>
Mandrill connector	This issue involves, Email Delivered and Email Sent events which are not received for Mandrill.
Mandrill connector	If the Mandrill touchpoints are used with Salesforce touchpoints in the Journey application, the publish option will fail.
Mandrill connector	The Switch to Text field option in the Field Mapping screen does not work.
Mandrill connector	Unicode characters do not work on Windows.

Product	Description
Salesforce connector	If the Salesforce touchpoints are used with Mandrill touchpoints in the Journey application, the publish option will fail.
Salesforce connector	Unicode characters do not work on Windows.
Twilio connector	The Switch to Text field option in the Field Mapping screen does not work.
Twilio connector	Unicode characters do not work on Windows.

Chapter 4. Known limitations

The following table lists the known limitations in Unica Link 12.1

Product	Description
Mailchimp connector	Mailchimp results are available for 1000 users only, per batch. This is due to a limitation in the Mailchimp API.
Mandrill connector	The User Mail Open/Click responses are available on the Mandrill site only, post a delay ranging from 10 to 15 hours. This is a limitation of the Mandrill service.

Chapter 5. 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:

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