

# **Unica Link V12.1.2 Release Notes**



# Contents

<b>Chapter 1. System requirements and compatibility.....</b>	<b>1</b>
<b>Chapter 2. About the product.....</b>	<b>2</b>
<b>Chapter 3. Defect Articles.....</b>	<b>4</b>
<b>Chapter 4. Known limitations.....</b>	<b>6</b>
<b>Chapter 5. Known issues.....</b>	<b>7</b>
<b>Chapter 6. Before you contact HCL technical support.....</b>	<b>11</b>

# 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:

- **Twitter connector** - (Introduced in 12.1.2) The Twitter connector uploads contact information into an existing audience or new audience in Twitter.
- **Facebook AdTech** - The Facebook connector uploads contact information into an existing, or new audience in Facebook.
- **Google AdTech** - The Google Ads connector uploads contact information into an existing/new audience in Google Ads.
- **JDBC connector** - JDBC connector performs database operations like `insert`, `delete`, `update` and `upsert`. Additionally, it also executes SQL queries.
- **LinkedIn AdTech** - The LinkedIn connector uploads contact information into an existing, or new audience in LinkedIn.
- **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 Mandrill 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. Defect Articles

The following issues were fixed in the 12.1.2 release of Unica Link:

- An issue was fixed in which incorrect path used in line 164 of start.bat in Link DesignServer folder.
- An issue was fixed in which while installation customer failed to rename Apache Tomcat Server folder as `server`.
- An issue was fixed in which customer is trying to install link on the same server where they have Unica Journey. The install.bat files fail with error `Failed to install Link Application`.
- An issue was fixed in which Link Map with Apache Kafka Adapter fetches data intermittently from Kafka Topic.
- An issue was fixed in which Link flow does not react on incoming data from Kafka topic.
- An issue was fixed in which customer has multiple issues with JDBC processing records and inserting.
- An issue was fixed in which customer was facing deployment error and `No Valid License` error in hip-rest docker log.
- An issue was fixed in which Client is not able to publish the journey when they add JDBC connector into journey.
- An issue was fixed in customer is trying to connect to Unica Link 12.1.0 with Campaign or Journey, but both fail with attached error when trying to send SMS message through Twilio.
- An issue was fixed in which the client has created a Journey with the JDBC Connector. After successfully publishing the Journey, the data is not being inserted into the database table.
- An issue was fixed in customer is getting issue while starting link because of misconfiguration.
- An issue was fixed in which Unica Link requires MongoDB as internal repository.
- An issue was fixed in which customer is facing SQLite error when publishing Journey.
- An issue with proxy support in Link has been resolved.

- An issue was fixed in which customer getting error `Fetch failed.java.lang.NullPoinerException` while listing table fields through JDBC connector.
- Customer has reported that the hot fix for MongoDB with the Replica Set feature enabled is not working.
- An issue with the mailchimp connector encryption has been resolved.
- An issue was resolved in which customer getting error in packaging the connector.
- An error was encountered when trying to connect to rest runtime after deploying it on liberty server.

# Chapter 4. Known limitations

The following table lists the known limitations in Unica Link 12.1.2

<b>Product</b>	<b>Description</b>
Mailchimp connector	Mailchimp response API has a limitation to report only maximum 1000 email records at a specific time. Refer to the element (List email activity---->count) on Mailchimp API link (response API to capture email activities) - <a href="https://mailchimp.com/developer/marketing/api/email-activity-reports/">https://mailchimp.com/developer/marketing/api/email-activity-reports/</a>
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.
JDBC Connector	No select Query in RAW SQL.
JDBC Connector	Database drivers comply only with JDBC 4.2 or later specifications.
JDBC Connector	Only <code>INSERT</code> , <code>DELETE</code> , <code>UPDATE</code> , and <code>UPSERT</code> operations can be performed on the Table option.
Google AdTech Connector	All fields on the field mapping screen are mandatory.
Twilio connector	Twilio fails during the upgrade of Unica Link on a server, if Twilio already has actions deployed on that server. If Unica Link is upgraded on a server where Twilio has not deployed actions on the server, the upgrade succeeds.  This is a limitation of the Twilio service.



# Chapter 5. Known issues

The following table lists the known issues in Unica Link 12.1.2

Product	Description
Link	<p>Removing a Unica application does not remove the artifacts created for the application.</p> <p><b>Workaround:</b></p> <p>Inside the <code>&lt;install_dir&gt;</code> or the Unica installation directory, run the script <b>remove_application.sh</b>.</p> <p>To execute the <b>remove_application.sh</b> script, run the following command: <code>remove_application.sh &lt;base-url&gt; &lt;username&gt; &lt;password&gt; &lt;application&gt;</code></p> <p>where:</p> <ul style="list-style-type: none"><li>• <code>&lt;base-url&gt;</code> is the base URL for Link server. This should be of form: <code>https://&lt;host-name&gt;:8443</code>. If defaults were used during installation, then the default port is 8443.</li><li>• <code>&lt;username&gt;</code> and <code>&lt;password&gt;</code> are the credentials for an administrative user for Unica Link.</li><li>• <code>&lt;application&gt;</code> is the name of the application.</li></ul> <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="675 1598 1386 1864">\$ remove_application.sh https://localhost:8443 admin ***** journey {   "application": "journey",   "deleted_project": {</pre>

Product	Description
	<pre>       "_id": "5ed6b1de2ab79c0001a7e36d",       "name": "_app_journey",       "version": 1     },     "deleted_packages": [       "_package__app_journey_act1",       "_package__app_journey_act23"     ]   } </pre>
Link	<p>When making modifications on the field mapping page, if multiple connector fields are mapped to the same Unica field (Journey field or Campaign field), and if you remove the mapping of this Unica field from one of the connector fields, all other connector fields, which were mapped to the same Unica field (Journey field or Campaign field), will also lose their mapping.</p>
Facebook AdTech connector	Unicode characters do not work on Windows.
Facebook AdTech connector	<p>The Connection is failed. The returned status is 400 with response {"error":{"message":"(#2635) then you are using an out of date Ads API version. Please update to the latest version v12.0.</p> <p><b>Workaround:</b></p> <p>Update Base URL connection property on UI to include the correct version as stated in the error message.</p> <p>Base URL: URL plus version: <code>https://&lt;FB site&gt;/&lt;Version&gt;</code></p>

Product	Description
	<p>For example - <code>https://graph.facebook.com/v11.0</code></p> <p>So, if your base URL is <code>https://graph.facebook-.com/v11.0</code> and you click on test connection then it shows the above error message and it says to use v12.0, then update it in base-URL for the following.</p> <p><code>https://graph.facebook.com/v12.0</code></p>
LinkedIn AdTech connector	Unicode characters do not work on Windows.
Mailchimp connector	Unicode characters do not work on Windows.
Mailchimp	If the <b>ADDRESS</b> field in the email template is selected, and if the users either use it in the Email Subject field or in the body of the template, it won't be processed to the email recipients.
Mandrill connector	In Mandrill, non-Latin alphabetic characters are not supported in Merge fields.
Mandrill connector	This issue involves, <b>Email Delivered</b> and <b>Email Sent</b> 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	Unicode characters do not work on Windows.
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	Unicode characters do not work on Windows.

Product	Description
JDBC Connector	<b>Docker install:</b> Before installation, delete the old JDBC connector from <code>/opt/hipmodules</code> folder and follow the steps of Unica Link Upgrade. Alternatively, you can update through UI by removing old JDBC connector from the list of projects and deleting <code>_connector_type_hcl_link_jdbc</code> .
JDBC Connector	JDBC connector will automatically truncate the input data if it exceeds the size of the database field.  For example, If the input data is 20 characters in length and the database field length is 15 characters, Link will only write first 15 characters into the database field.

# 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.

## 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>