HCLSoftware

Unica Link V12.1.6 Release Notes

Contents

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.

All options in `dtx.ini`, `hip-server.env`, and `tx-rest.properties` are now combined into a single `config.yaml` file for easier configuration.

In release 12.1.6, Unica Link:

- added support for Apache tomcat 9.0.73.
- can be installed offline without internet access for Linux native and Windows native (MongoDB must be preinstalled). For Linux docker internet access is required to install Unica Link.
- Facebook connector, Ad Account selection in action screen showing the name of the ad account along with the account ID for easy identification of ad accounts.
- Google connector, changing the Google Ad Account ID Tab from connection screen to action screen.
- able to replace an entire audience list for Facebook and Google connector when using the Link process box to share targets to Facebook via the Facebook Link Connector and to Google via the Google Ads Link Connector.

Unica Link supports the following connectors:

- **Twitter connector** - 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 aslo 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 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. Defect Articles

The following issues were fixed in the 12.1.6 release of Unica Link:

- An issue was fixed when using the Link process box to share targets to Facebook via the Facebook Link Connector and to Google via the Google Ads Link Connector. We were able to create a new list and append records to an existing list, but we encountered difficulty replacing an entire audience list.
- An error was fixed in which the Salesforce touchpoint was not functioning properly for updates. The campaign flowchart was executed to push data to a journey that was configured with the Salesforce touchpoint. The execution from the campaign was successfully completed to update existing records. However, although the journey displayed a response indicating success, no updates were observed in Salesforce.
- An issue was fixed where a customer was unable to edit the "Description" field for an already created connection. They attempted to add or delete characters in the description but encountered difficulties in doing so.
- An issue was fixed where the Results.csv file was displaying the status as 'true' instead of 'false'.
- An issue was fixed in the Facebook connector, where the values were not being refreshed when users selected a different account ID and refreshed the audience field.
- An issue was fixed where the customer was unable to install the Link offline.
- An issue was fixed in the Salesforce Link connector where it was not updating all the records that matched the identifier. The update feature of the Salesforce Link connector was only updating the top row when there were multiple matches.
- An issue was fixed in the Google connector where an "Invalid_Argument" error was displayed in the Link process box when selecting "Append User List".
- An issue was fixed in which the Salesforce Link connector update function was not providing the detailed update status for success or failure of creation of each record.
- An issue was fixed with the Unica Link process box, where the customer encountered a problem while clicking on a list to fetch ad account IDs. Only a few were listed while others were not.
- An issue was fixed in which Swagger did not display the previously deployed endpoints after an upgrade.
- An issue was fixed in which a customer encountered an error message stating "Access Blocked" when attempting to open the Authorization URL while configuring the Google Ads Connector.
- An issue was fixed for the Google connector. The Google API version is deprecated, and a fix has been provided along with an updated API link.

Chapter 4. Known Limitations

The following table lists the known limitations in Unica Link 12.1.6:

Product	Description
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) - https://-mailchimp.com/developer/marketing/api/email-activity-reports/
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 `INSERT`, `DELETE`, `UPDATE`, and `UPSERT` operations can be performed on the Table option.

Chapter 5. Known issues

The following table lists the known issues in Unica Link 12.1.6:

Product	Description
Link	Removing a Unica application does not remove the artifacts created for the application.
Mandrill connector	In Mandrill, non-Latin alphabetic characters are not supported in Merge fields.
Mandrill connector	This issue involves, **Email Delivered** and **Email Sent** events which are not received for Mandrill.
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.

Facebook AdTech Connector	The Connection is failing. If the returned status is 400, with the response `{"error":{"message":"(#2635), you are using an out of date Ads API version. Please update to the latest version v12.0.`
	
	Workaround:
	
	Update the Base URL connection property on UI to include the correct version as stated in the error message. The Base URL/Version format is as follows:
	
	`https://<FB site>/<Version>`
	
	Example:
	
	`https://graph.facebook.com/v11.0`
	
	So, if your base URL is `https://graph.facebook.com/v11.0` and you click the test connection, it shows the earlier mentioned error message, and it says to use v12.0, then update it in base-URL as follows:
	
	`https://graph.facebook.com/v12.0`

Twitter Connector	While creating new connection, base-URL `https://ads-api.twitter.com/10` is not working as it has been deprecated by Twitter. Functionality is working fine with `https://ads-api.twitter.com/12`.

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://support.hcltechsw.com/csm