

Version 10 Release 1
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IBM Interact Release Notes

IBM

Note

Before using this information and the product it supports, read the information in "Notices" on page 13.

This edition applies to version 10, release 1, modification 0 of IBM Interact and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. System requirements and compatibility

IBM® Interact operates as part of the IBM Marketing Software suite of products.

You can upgrade to Interact 10.1 from Interact version 10.0.

If you are currently using version 9.1.1 or 9.1.2, you must first upgrade to version 10.0 and then upgrade to version 10.1.

For instructions, see the *IBM Interact 10.1 Upgrade Guide*.

Where to find complete system requirement and compatibility information

For a list of IBM product versions compatible with this product, see the *IBM 10.1 Product Compatibility Matrix* and any other product compatibility documents posted under Documentation on the IBM Support Portal website: (<https://www.ibm.com/support/entry/portal/documentation>).

For a list of third-party requirements for this product, see the *IBM Marketing Software Recommended Software Environments and Minimum System Requirements* available under **Help > Product Documentation** when you are logged in to Interact, as well as from the IBM Support Portal website: (<https://www.ibm.com/support/entry/portal/documentation>).

Chapter 2. New features and changes in version 10.1

IBM Interact 10.1 includes the following new features.

Reset criteria for event patterns

You can now specify the reset criteria for event patterns which is used to reset a pattern after a visitor starts a session.

When the event pattern is reset, the status is set to `False` and all counters are set to zero. The reset criteria is applicable only when the event pattern is active and the event pattern status is not set to `True`.

Use the Reset criteria tab in the Add event pattern window to specify the reset criteria. You can set only one criteria at a time.

Setting the Reset criteria is optional. By default, the Reset criteria is set as **None**.

Upgrading: If you are upgrading from a version prior to v10.1, the reset criteria for all event patterns is set to `None` by default.

Note: Event pattern reset criteria does not work with Advanced Event Patterns.

Chapter 3. Fixed defects

The following table lists defects that are fixed in Interact 10.1.

Issue ID	Description
DEF 226037	Offer suppression does not work for cross-session. After running a <code>startSession</code> and a <code>getOffers</code> call in one session, a new session with a <code>postEvent</code> call does not show the offer as suppressed.
DEF 244766	ActivityOrchestrator Gateway configuration path and timeout parameter details are incorrectly documented and have insufficient logging.
DEF 266175	An <code>ArrayIndexOutOfBoundsException</code> exception occurs during Event Pattern State merge due to edited Pattern definition.
DEF 196315	Cross Site Request Forgery [CSRF] attack in the application. CSRF is a social engineering attack where in the victim is already logged in to the application and is made to send request to the server without his knowledge.
DEF 206128	Users cannot right-click to open the menu in an Interactive flowchart if Cell report access is denied.
DEF 212780	In older versions of Campaign/Interact the <code>UA_Calendar</code> table supports dates through Dec 31, 2015.
DEF 218190	Offer constraints do not work when Interactive channel gets deployed.
DEF 218940	Only one segment is populated with all records when different segments are assigned to multiple "All Records" branches in decision process box.
DEF 220032	A race condition occurs due to which for a small percentage of transactions <code>com.unicacorp.interact.session.SegmentationResultUtil</code> times out while waiting for interactive flowcharts to complete during a <code>getOffers</code> call, even though the flowcharts have actually finished running. This results in no offers being presented.
DEF 223216	In certain scenarios, the Suppression rules for offers can be duplicated within the Deployment section of the Interact Administration page.
DEF 224517	Offers are suppressed when one offer is tied to a rule where the advanced rule for one is not satisfied and for one is.
DEF 226311	Offer suppression based on attributes does not work after the cache is cleared.
DEF 228593	If the Triggered Message feature is configured, the <code>DispatchingCleaner</code> thread in Interact runtime consumes 30% or more CPU utilization even if the Interact runtime does not receive any request from clients.
DEF 228759	Trace logging is not available for profile table validation.
DEF 230078	Performance issues occur for Interact High-performance Thread Monitoring Instrumentation for Event Patterns.
DEF 230187	REST API response contains corrupted HTML-escaped international characters instead of UTF-8 characters.
DEF 231286	A <code>java.lang.IllegalStateException</code> error occurs during Interact Longevity with no end session.
DEF 231557	The REST API <code>startSession</code> creates a new session with <code>relyOnExistingSession=true</code> but the session does not have any profile data, segmentation or offers.
DEF 231936	Additional logging and authentication override JVM parameter is added for Interact deployment issues.
DEF 235123	<code>getlearningscore</code> does not return the learning score.
DEF 237204	Check Syntax returns "Syntax Valid" when AND, OR or IN are missing from the expression.

Issue ID	Description
DEF 238147	LDAP Authentication fails when attempting to deploy Interactive Channel on 10.0.0.1
DEF 240123	The Event pattern state ETL job fails with ArrayIndexOutOfBoundsException as a result of incorrect array bounds checking
DEF 240586	If an error occurs for the decision process box while evaluating the expression for one branch of non mutually exclusive branches, all the branch expressions are not evaluated.
DEF 241256	HTMI - ThreadDumpCountdown Support
DEF 241792	Interact deployment authentication fails even if the credentials are valid.
DEF 244002	GetOffers method might truncate values or return unexpected results if a "rule offer attribute override string" longer than 500 characters is used.
DEF 244176	Various issues for the Interact Diagnostics Servlet.
DEF 245000	NullPointerException in DefaultOffersManager. An error occurs when the audiencelevel column for an offer in UACI_DefaultOffers is NULL. After the fix additional logging is added.
DEF 245095	Offer Suppression - Event counters have incorrect data type conversions.
DEF 247312	An error occurs after the user applies a filter and then saves a strategy.
DEF238296	Learning transaction records are not generated during cross session response sessions
	Learning Final Score Exceeded - Overflow Exception trying to bind 1.7976931348623157E308

Chapter 4. Known issues

The following table lists issues in Interact 10.1.

Issue	Issue ID	Description
Fatal error occurs for EAR deployment	Defect 276955	<p>A fatal error occurs during the creation of an EAR file for deployment and a message is added to the common installer logs. This message can be ignored. The EAR file is deployed successfully in spite of this error.</p> <p>The following entry can be seen in the common installer logs.</p> <p>Custom Action: com.unica.install.ia.custom.StrIndexAndPieces</p> <p>Status: ERROR</p> <p>Additional Notes: ERROR - Unexpected Fatal Error in Class: com.unica.install.ia.custom.StrIndexAndPieces.install()</p>
Message is displayed multiple times in console mode installation while upgrading from version 10.0.	271642	A "Please wait....." message is displayed multiple times in console mode installation while upgrading from version 10.0.
You cannot export a PDF with a new mapped table in the snapshot process box for any locale but English.	11682	You should be able to export a PDF in the Fields to Snapshot list on the Snapshots tab with a new mapped table. However, the PDF is not visible nor available for export for any locale but English.
When users try to add a large expression in the Interact Strategy Offer attributes and try to deploy to Interact, an error is thrown in the logsORA-12899: value too large for column. "CAMP911"."UACL_RULEOFFERATTR OVERRIDE"."EXPRESSION"	RTC 204413	System administrators must manually increase the size of the EXPRESSION field in UACL_RULEOFFERATTR_OVERRIDE and restart the server to correct this error.
For upgrades from version 9.1 or earlier, you must reconfigure your session timeoutinsec.	RTC 207011	If you upgrade from version 9.1 or earlier, you must configure the timeoutinsec property for your session. Its configuration property was previously found under Interact sessionManagement . It is now found under Interact cacheManagement caches InteractCache .
When you remap a dimension table the table name reverts back to the default table name	PMR 230768, DEF 232128	When you remap a dimension table the table name reverts back to the default table name and the Key check mark gets removed.
Suppression rule attribute value = [auto] for related offers does not work as expected in cross-session response tracking.	RTC91765	<p>In cases where an offer is being suppressed using a dynamic attribute value (attribute value = [auto]) and cross-session response tracking is used, the offer may not be suppressed as expected.</p> <p>To work around this issue, use an attribute value other than [auto]. This issue may be addressed in a future release.</p>

Chapter 5. Known limitations

The following table lists known limitations in Interact 10.1.

Issue	Number	Description
Null pointer exception while saving strategy containing large number of treatment rules created by rule wizard	RTC172332	If you create approximately 900 rules by adding one offer and 900 segments with the rule wizard and try to save the strategy, the following error is displayed. <code>java.lang.NullPointerException</code>
Interact deployment rollback is not supported with Advanced Patterns (time bound and rolling time)	RTC73521	V1 is not synchronized in Advanced Patter run time if you perform the following workflow. <ol style="list-style-type: none"> 1. Create an interactive channel that contains only simple pattern and deploy this version V1 to the Interact run time. 2. Add an advanced pattern counter (time bound) type of pattern in interactive channel and use the same in interactive flowchart to populate segment that is based on pattern state. 3. Deploy this interactive channel to runtime and version V2 is created. The same is reflected in the Detect workspace. 4. Rollback or redeploy to version V1. After redeploy is successfully complete, the Opportunity Detect workspace shows version V2.
When the user opens the Deployment tab an error occurs and the following message is displayed: Compilation of JSP File '/jsp/deploymentInfo.jsp' failed.		When the user opens the Deployment tab for any runtime other than the 1st, an error occurs and the following message is displayed: Compilation of JSP File '/jsp/deploymentInfo.jsp' failed. If you are using the WebSphere application server and are using JDK 1.8, you must add the following JVM parameter for all additional runtime servers. The JVM parameter is not required for the first runtime server. <code>-Djavax.xml.stream.XMLInputFactory=com.ibm.xml.xpath.api.StaticXMLInputFa</code>
Interact interactive flowcharts support a subset of Campaign macros.	DEF057366, ENH11494	By design, interactive flowcharts support (and make available for selection) only a subset of the macros available on batch flowcharts. On an interactive flowchart, in any Select or decision process boxes where you want to use a macro that is not supported (for example, the between operator, as in "AGE between 1 and 18"), an error message "Function or operation not supported" appears when you check the syntax. This is expected behavior.
Raw SQL options are not supported in Interact flowcharts	DEF049991	Using custom macros with expression type "Raw SQL Selecting ID List" or "Raw SQL Selecting ID List+Value" in any processes in an interactive flowchart results in Error 11324.
A persistent derived field is not profiled in a downstream Decision process in an interactive flowchart.	RTC8870	If you create a persistent derived field in a flowchart process, then connect the output of that process to a decision process to try to profile the persistent derived field, the field is not profiled. To workaround this issue, profile the original derived field.

Issue	Number	Description
WebConnector does not pick up default configuration when trying to save from GUI	DEF052958	WebConnector does not set the default values for fields when saving from the GUI.
In Interact you cannot change the Campaign field name for the audience ID to a different value from the source field name.	RTC219848	In a batch flowchart, if a Select Process Box is used with an Interact list process box that creates a new table to export offer lists using white list (score override), the Campaign field name for the audience ID cannot be changed to a different value from the source field name. Interact uses the source field name in order to query the export table where the offer list would be, and if an alias is used for the audience ID in the Campaign field name, then Interact uses a query parameter that does not exist in the offer list. If this is not followed, a SQL error occurs during getOffers specifying that the source field name is an invalid identifier.

Before you contact IBM technical support

If you encounter a problem that you cannot resolve by consulting the documentation, your company's designated support contact can log a call with IBM 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 IBM administrator for information.

Note: Technical Support does not write or create API scripts. For assistance in implementing our API offerings, contact IBM Professional Services.

Information to gather

Before you contact IBM 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 IBM 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 IBM 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 IBM technical support

For ways to contact IBM technical support, see the IBM Product Technical Support website: (http://www.ibm.com/support/entry/portal/open_service_request).

Note: To enter a support request, you must log in with an IBM account. This account must be linked to your IBM customer number. To learn more about associating your account with your IBM customer number, see **Support Resources > Entitled Software Support** on the Support Portal.

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