

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



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# System requirements and compatibility

Unica Interact operates as part of the Unica suite of products.

## Upgrade Paths

Unica Interact supports the following upgrade paths:

- 12.1.x → 12.1.2
- 12.1.0.x → 12.1.2

Customers on versions earlier than 8.6.x must:

- perform a Fast Upgrade from existing version to version 8.6.0 (for more information, see *HCL Unica 8.6.0 Fast Upgrade Guide*).
- perform a Fast Upgrade from version 8.6.0 to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.2.

Customers on versions earlier than 11.1.x.x can:

- perform a Fast Upgrade from existing version to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.2.

Customers on versions 11.1.x.x/12.0.x.x can use one of the following options for upgrade:

- **Option 1**

- perform an in-place upgrade from existing version to version 12.1.0.
- perform an in-place upgrade from version 12.1.0 to version 12.1.2.

- **Option 2**

- perform a Fast Upgrade from existing version to version 12.1.0 (for more information, see *HCL Unica 12.1.0 Fast Upgrade Guide*).
- perform an in-place upgrade from version 12.1.0 to version 12.1.2.

## Where to find complete system requirement and compatibility information

For a list of third-party requirements for this product, see the Recommended Software Environments and Minimum System Requirements Guide available under **Help > Product Documentation** when you are logged in to Interact, as well as from the HCL Support Portal website.

## Where to find documentation

You can find the documentation here.

- PDFs: <http://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmlzZQ==&folder=aW50ZXJhY3QvMTJfMV8w>
- Online Help: <https://help.hcltechsw.com/unica/Interact/en/12.1.1/index.html>

# New features and changes in version 12.1.2

Unica Interact 12.1.2 includes a number of new features and changes. These are listed underneath.

## **Enhanced Triggered Actions**

The formerly known feature of “Trigger Messages” is completely rewritten with a number of enhancements on both functionality and user experience, and renamed to “Triggered Actions”.

1. A refreshed, more user friendly user interface replaces the old one.
2. Offer lists can be used in place of offers for more flexibility.
3. Triggered actions can be directly linked to outbound gateways without creating intermediate outbound channels and handlers
4. Outbound channels can still be created in UI as a conceptual layer for wrapping one or multiple gateways.
5. When an offer or an offer list is used in a triggered action, expressions can be used for dynamically deciding its eligibility, calculating its score, and parameterizing its attribute values.

## **Support of offer lists in FlexOffers**

Besides using individual offers in FlexOffers rules, both static and dynamic offer lists can be used.

Offer lists are applied in rules as same way as offers, so all the currently supported features are available, such as using predicates for eligibility, scoring, and attribute parameterization. This gives a flexibility of reusing same rules with everchanging offers referenced by those rules.

## **Enhancements to event patterns**

1. A new type of event pattern "Sequence" is added. This new type allows a series of events to be required in an event pattern, and all those events have to occur in the configured order, with an optional time frame between adjacent events.
2. A condition can be added for each event in an event pattern such that the event has to be posted with the configured parameter and value to be counted to this pattern.
3. A same event can be used in an event pattern multiple times, given they have different conditions.

## **Integration with Contact Central**

The triggered actions created in Interact can be integrated with Contact Central.

1. While defining each outbound gateway (except Journey gateway), it can be configured whether or not messages sent through this gateway should be integrated with Contact Central.
2. During the run time, Interact verifies with Contact Central and decide whether to send each message.

## **Support of SSDB offer attributes**

Offer attributes of SSDB type can be used for parameterization.

## **Upgrade on caching**

1. The embedded EHCACHE is upgraded to 3.9.6.
2. The option of distributed EHCACHE is removed. If a current environment uses this option, it will be migrated to distributed Ignite. If this configuration is still detected during the startup of Interact run time, the initialization will fail.

## **Better handling of duplicate cell codes and attribute names**

When a cell code or an offer attribute name is found to have duplicates, instead of throwing an error and failing the deployment, a warning is logged and the most recently updated cell/attribute is used in the run time.

# Fixed defects

The following table lists defects that are fixed in Unica Interact V12.1.2.

Issue ID	Description
HMA-332705	The Scala libraries were incompatible.
HMA-333902	The Updatetime in eventpatternstate table was incorrect.
HMA-331854	An out of memory issue was found in XSess response.
HMA-332611	setAudience did not unassign previously assigned segments for visitor.
HMA-334109	Triggered messages were going into incorrect Kafka Topic.
HMA-331061	PostEvent triggered message included future dated offer.
HMA-332370	Validate syntax button threw Internal server error.
HMA-331531	An error occurred while processing event "EventOccurance" captured in the 12.1.0.3 interact log.
HMA-333738	Null audienceID populated in Kafka Dispatcher caused messages to fail to send to Gateway.
HMA-334017	The column to be modified to NULL could not be modified which ran aciUpgrade-Tool.sh on design time for UACI_Event-PatternItem.



<b>Issue ID</b>	<b>Description</b>
HMA-332613	<p>While trying to deploy in Interact, the following error message appeared on the screen.</p> <p>Failed to send notification to http:// &lt;host&gt;:&lt;port&gt;/interact/servlet/DeploymentServlet</p>

# Known issues

The following table lists issues in Unica Interact 12.1.2.

Issue ID	Description
HMA-356753	<p>In the <code>UACI_IntFlowchart</code> table, the <b>FlowchartXML</b> column has the <code>text</code> data type for MariaDB database. This causes an issue when you save or test the run on an Interactive Flowchart and you will see the following error:</p> <pre>Data too long for column 'FlowchartXML'.</pre> <p><b>Workaround</b></p> <p>Change the data type of the <b>FlowchartXML</b> column to <code>longtext</code> by running the following query:</p> <pre>ALTER TABLE UACI_IntFlowchart MODIFY FlowchartXML longtext;</pre>
HMA-334642	<p>Search functionality for Event and Event pattern in Triggered action is not working properly.</p> <p>Work around: You are required to Switch tab, i.e., if you are on Event tab then switch to Event pattern and come back to event and vice-versa.</p>
HMA-334681	<p>The following incorrect log message in Interact RT upgrade appeared.</p> <pre>This is a tool for the in-place upgrade of Interact 12.1.0 and 12.1.0.x to Interact 12.1.1.</pre>
HMA-334670	<p>With COM, Enable OfferList did not load on Triggered Action Select Offer pane.</p>
HMA-334666	<p>On Triggered Action advanced option, the offer attribute only retained recently saved changes.</p>
HMA-334665	<p>For Triggered Action, the selected offer got reset in a case.</p>

HMA-334626	If the permission for Add Trigger Message was denied, the user was still able to add Triggered Action.
HMA-334625	Validation message was missing when expression specified was based on RTA in Triggered Action predicate.
HMA-334468	<p>InteractDT upgrade fails.</p> <p>Workaround</p> <ol style="list-style-type: none"> <li>1. Go to <code>&lt;Install_Home&gt;/Interact/interactDT/ddl/upgrade directory</code>. If it is an unicode setup, then you require to update <code>aci_systab_upgrd_db2.Sql</code> script located under <code>&lt;Install_Home&gt;/Interact/interactDT/ddl/upgrade/Unicode</code> folder.</li> <li>2. Open <code>aci_systab_upgrd_db2.sql</code> file and locate the following SQLs. <pre>ALTER TABLE UACI_EvtPtnItmDep ADD CONSTRAINT iEvtPtnItmDep_FK1 FOREIGN KEY (PatternItemID) references UACI_EventPatternItem(ItemID);</pre> <pre>ALTER TABLE UACI_EvtPtnItmDep ADD CONSTRAINT iEvtPtnItmDep_FK2 FOREIGN KEY (DependedItemID) references UACI_EventPatternItem(ItemID);</pre> <pre>CALL sysproc.admin_cmd('REORG TABLE UACI_EventPatternItem');</pre> </li> <li>3. Move <code>CALL sysproc.admin_cmd('REORG TABLE UACI_EventPatternItem')</code> above the alter statements.</li> </ol>
HMA-334379	In trigger message eligibility conditions, operators used for Integer Session variables on base setup (Unica version prior to 12.1.2) is not reflected in version 12.1.2.
HMA-324100	The COM offers for which visibility rules are set and true are still visible in Interact, but with a blank value.

HMA-327138	Newly added rules on strategy are lost when pagination is changed from 50 to 10.
HMA-329365	<p>The following error occurs while upgrading the design time MariaDB database from 12.1 to 12.1.1.</p> <p>"ERROR upgradeTool.ACMigSysDBUpgradeTask [] - SQL execution failed: (conn=1771631) Unknown column 'Name' in 'uaci_smartrule'"Solution: verify a column "RuleName" exists and column "Name" does not in the table UACI_SmartRule.</p> <p>This error can be ignored.</p>
HMA-327134	Duplicate multiple rules or rows on FlexOffers do not work correctly.
HMA-324587	EPETLReport: For EventPattern ETL report for New EP, SQL exception occurs while processing EP State
HMA-323938	Syntax check fails when Strng_concat function is used in Interactive-Flowchart with numeric values.
HMA-322890	In the Event Pattern report, the advanced event pattern name is getting truncated for long strings.
HMA-321599	On searching Offer or Segment for 'Suppress Offer' and 'Qualify Segment' action, Offer and Segment Folders are displayed.
HMA-325763	<p>An error occurs on Trigger message tab of Interactive channel, when the users configure Journey Outbound Channel on version 12.1 under Affinium  Campaign partitions partition1 Interact outboundChannels.</p> <p>Workaround:</p> <p>Delete the previously created outbound channels and create newchannels with the same name. Mappings can be done from the user interface on the Gateway tab of Strategy.</p>
HMA-327384	IE-11: Rows on FlexOffers get refreshed one by one when scrolled up down or edited advanced option for a particular row.

HMA-311334	When EffectiveDate or ExpirationDate is used in a FlexOffers filter condition, using variables will cause run time error, while using a date constant selected from the datepicker works.
HMA-310853	REST API Swagger: Search criteria condition and multiple attribute sorting is not working from Swagger.
HMA-309271	Unable to create OM by selecting CSV file from Swagger UI
HMA-306001	On the new Strategy UI, when changing the offer of an existing smart rule, the parameterized offer attributes are reset to their default values as defined in the new offer. In addition, if an offer attribute is used in the eligibility or score predicate, it may become invalid and manual validation and update are required.
HMA-329791	Slowness when working on Advanced Options of strategy and FlexOffers when there are a large number of offers, segments, and/or profile attributes.