Unica Interact V12.1.4 Release Notes

Contents

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 → 12.1.4
- 12.1.0.x → 12.1.4

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 12.1.4.

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 12.1.4.

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 12.1.4.
- **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 verison 12.1.4.

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/12.1.4/index.html

New features and changes in version 12.1.4

Unica Interact 12.1.4 includes the following new features and changes:

Personalization Playback – Phase 2

Introduced additional capabilities for the Personalization Playback feature, introduced in version 12.1.3. In this release, the Personalization Playback feature provides retrospective views of the activities from more perspectives and presents them in a better way.

- Added the view type of Offers. This provides a view of the sessions and users associated with selected offers. Additionally, you can see the top three offers Interact presents the most at every aggregation unit (hours, days, or months).
- Added the view type of Segments. This provides a view of the sessions and users associated with selected segments. Additionally, you can see the top three segments that are eligible the most at every aggregation unit (hours, days, or months).
- Capabilities of selecting any past date range, in addition to several preset ranges, for both of the newly added view types.
- In both Offers and Segments view types, you can drill down to individual API request level.
- Improved user interface for smoother and convenient user interaction.
- A new batch that runs once a day for purging the playback data older than the retention period.

Enhancements to Smart Strategy UI

Smart strategies have the following new enhancements:

- The performance data of A/B testing is retrieved and displayed only on demand in order to decrease the initial load time of the smart rule list.
- If Centralized Offer Manager is integrated, the details of offers can be displayed with a simple click when selecting offers in the edit mode, and for the offers already added to smart rules.
- Some optimization is added to the cache used behind the strategy page.

Tighter integration with Contact Central

An option is added to each outbound endpoint (outbound gateways and channels) to honor the customer consents stored in Contact Central.

Reusable Events and Patterns

An interactive channel can be configured to have another interactive channel as its parent. When it is done, the events and event patterns defined in the parent channel can be used in the child channel as if they were defined in the child channel.

More Options for Handling Duplicate Offers

It is not uncommon that an offer is used in multiple rules with different ways of personalization, which makes a same offer to be eligible with different versions. It is sometimes desired to return multiple of those versions. As a response to this, the following methods of de-duplication are introduced:

- De-duplication by offer codes, which means only a single version of an offer can be returned.
- De-duplication by treatment codes, which means multiple versions of an offer can be returned, while a same version can be returned only once.
- No de-duplication, which means even a same version of an offer can be returned multiple times.

Options for Capturing more Analysis Data

With easy configuration changes, the following detailed data can be captured:

- Log individual API request with its parameter.
- Log the completion of individual API request with its duration of processing.
- Log the completion of individual profile loading with its duration of processing.
- Log the completion of individual flowchart execution with its duration of processing.
- Log the completion of individual flowchart process box execution with its duration of processing.
- Enable the recording of detailed metrics of API processing to JMX.

- Enable the recording of detailed metrics flowchart execution to JMX.
- Enable the recording of detailed metrics related to cache operations to JMX.

Miscellaneous Enhancements

- The date values defined with campaigns and offers are adaptable on the timezone of the Interact run time instances. For example, if a campaign is configured to be effective on August 1st, then it will be effective from 00:00:00 on August 1st in the timezone configured with the Interact run time server group.
- It can be enabled to connect to Unica Deliver via SOCKS proxy, in both Interact design time and run time.
- Integer attributes are better handled. Specifically, if an offer attribute is defined as an integer, its value is handled and returned as an integer number, and if a profile attribute is defined as an integer, its value is retrieved and returned as an integer number, unless it is overwritten.
- In order to more easily integrate with Interact run time instances with security, a Unica Manager based token authentication is supported.

Fixed defects

The following table lists defects that are fixed in Unica Interact V12.1.4.

Issue ID	Description
HMA-324587	In case of event pattern ETL reports, for new event patterns, users were getting an SQL exception while processing event pattern states
HMA-333357	When the type of an audience ID component is not specified, a null `audience-ID` was populating the Kafka dispatcher, causing messages to fail to send to Gateway.
HMA-334379	In trigger message eligibility conditions, operators used for Integer Session variables on base setup (Unica version prior to 12.1.2) were not getting reflected.
HMA-334541	Dynamic learning attributes were not getting recorded if attribute name was used in the API parameter and if it did not match the one configured in `UACI_AttributeList`.
HMA-336165	Extreme slowness was experienced when accessing/changing status for Strategy if there were too many offers (10000 or more).
HMA-337591	Blank page was rendered when opening the strategy page if there was a huge amount of data.

Issue ID	Description
HMA-337982	Personalization Playback graph data was not loading for 7, 30, and 365 days filters.
HMA-338288	The list of Gateway Groups was not getting refreshed after some changes.
HMA-338387	For version 12.1.3, the copyright year was incorrect in the Fed Response File `ResponseFiles.tar.gz`.
HMA-339281	`NullPointerException` used to occur when loading data in Personalization Playback if any of the profile attribute value was NULL.
HMA-339343	Interact was not fully qualifying SQL statements with multiple run time server groups sharing the same database but with different schemas.
HMA-339602	JSConnector did not load the configuration properly in Microsoft Edge or Google Chrome browser.
HMA-341203	Interact initialization used to fail if Kafka had a lot of messages pending for the configured inbound gateway.
HMA-342270	Extreme Slowness used to occur when dragging Zone into Interact Strategy.
HMA-342497	Garbled characters were displayed in some Interact pages for French locale.

Issue ID	Description
HMA-343033	`com.unicacorp.interact.session.IInteractSessionDataEx` was incorrectly included in `interact_learning.jar`.
HMA-343258	If there were no eligible offer from strategies and FlexOffers, offers in score override, default offers, and offers-by-SQL were not considered.
HMA-343149	Two JVM parameters, `interact.runtime.instance.name` and `com.ibm.interact.instance.name`, existed for specifying the name of an Interact run instance.

Known issues

The following table lists issues in Unica Interact 12.1.4.

Issue ID	Description

HMA-356753	In the `UACI_IntFlowchart` table, the **FlowchartXML** column has the `text` 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:
	
	`Data too long for column 'FlowchartXML'.`
	
	Workaround
	
	Change the data type of the **FlowchartXML** column to `longtext` by running the following query:
	
	``
	ALTER TABLE UACI_IntFlowchart MODIFY FlowchartXML
	  longtext;
	``

HMA-354746	Cannot deploy message connector WAR file on Oracle WebLogic.
HMA-344866	When only RT is installed, the `bin` folder is missing under `<Interact_Home>/Interact/tools`. **Workaround**: Copy the bin folder located under `<Interact_Home>/Interact/tools` from Other Server Group.
HMA-344849	In the Snapshot process box, `Java.Math.BigDecimal` exception is seen.
HMA-344775	On the Unlink Parent Interactive Channel, in the Event Pattern List page, a broken image is displayed for for EventPattern if parent events are used.
HMA-344768	In Flex offer, the In Advanced setting buttons are getting overlapped before scrolling.

HMA-344767	Update Name of Event is not getting displayed when creating an Event Pattern.
HMA-344729	GDPR tool creates `Customer_RunTime_Consent_0.sql` without a table name **Workaround**: Update Consent table name from Runtime Schema and update the script.
HMA-344724	GDPR tool gives an error for Treatment table. **Workaround**: In the `gdpr.properties` file, modify the string treatmentTable to TreatmentTable.
HMA-344408	When `startSession` is requested with `relyOnExistingSession` as True but with a different interactive channel, the same session is reused with the previous interactive channel.
HMA-344321	When an offer attribute is parameterized in a triggered action, and this attribute has a different display name than its internal name, this parameterization is not applied to the returned offer.
HMA-343921	On playback screens, you may see the error `Error fetching personalization data` if the data in the playback tables is large. As a workaround, the timeout for the Playback APIs has been increased to two minutes but you may may still see the error for audience view when a filter condition is provided.
HMA-343803	When creating a "Trigger User Expression" action for an event or event pattern, the event patterns created in parent interactive channel are available.
HMA-341909	If Centralized Offer Management is enabled, if you use attribute of type Date in suppression rules for offers, the date is not correctly saved in the suppression rules.

HMA-338348	If an error occurs while retrieving data for Personalization Playback UI, the error message may not be translated into the locale used by the current user in the Interact design time environment. This is because users are managed by Unica Platform, and Interact design time and run time instances by default use different Platform instances and data-bases.
HMA-337853	Bulk update does not work properly after bulk copy. **Workaround**: Save the strategy after each bulk operation.
HMA-334468	InteractDT upgrade was failing. For more information, see *Unica Interact V12.1.3 Release Notes*. **Workaround**: 1. Navigate to `<Install_Home>/Interact/interactDT/ddl/upgrade` directory. If it is a Unicode setup, update the `aci_systab_upgrd_db2.sql` script located within the `<Install_Home>/Interact/interactDT/ddl/upgrade/Unicode` folder. 2. Open the `aci_systab_upgrd_db2.sql` file and locate the following SQLs: ```ALTER TABLE UACI_EvtPtnItmDep ADD CONSTRAINT iEvtPtnItmDep_FK1 FOREIGN KEY (PatternItemID) references UACI_EventPatternItem(ItemID); ALTER TABLE UACI_EvtPtnItmDep ADD CONSTRAINT iEvtPtnItmDep_FK2 FOREIGN KEY (DependedItemID) references UACI_EventPatternItem(ItemID); CALL sysproc.admin_cmd('REORG TABLE UACI_EventPatternItem');``` Move `CALL sysproc.admin_cmd('REORG TABLE UACI_EventPatternItem');` statement above to alter the SQL Statement.

HMA-329365	The following error occurs while upgrading the design time MariaDB database from 12.1: ``` "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." ``` You can ignore this error.
HMA-327191	For the Safari browser, the right side grid on the event pattern popup window may be distorted after some series of operations. **Workaround**: Close the popup window and reopen it.
HMA-327028	Websphere 8.5.5 - GDPR API returnZip functionality creates corrupted or blank zip file to return the generated SQL scripts. **Workaround**: Set the returnZip flag to false, which makes the API to return SQL statements in a JSON format embedded in the response.
HMA-325763	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. **Workaround**: 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.
HMA-324100	The COM offers for which visibility rules are set and true are still visible in Interact, but with a blank value.
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-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.