# Unica Interact V12.1.5 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 → 12.1.5
- 12.1.0.x → 12.1.5

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 12.1.5.

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 12.1.5.

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 12.1.5.
- **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 12.1.5.

## 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: https://doc.unica.com/products/index.php?showFolder=RW50ZXJwcmlzZQ==&folder=aW50ZXJhY3Q=
- Online Help: https://help.hcltechsw.com/unica/Interact/en/12.1.5/index.html

# New features and changes in version 12.1.5

Unica Interact 12.1.5 includes the following new features and changes:

## Enhanced Coverage Analysis

Coverage analysis has a new UI and the following additional capabilities:

- Created a new UI with an enhancement usability for coverage analysis, which is separated from the existing simulator tab, for a better work experience.
- Added a dedicated access permission, to coverage analysis and simulator tabs, for more granular security control.
- Parameters are supported for the underlying API invocation to provide customizable simulation scenarios.
- Any configured Interact run time server group can be used for executing each individual simulation request.
- More detailed information is displayed when running long simulation or exporting jobs.
- Coverage analysis can be launched via a shell script, outside the Interact design time web application, with which cron jobs can be leveraged for better scheduling.

## Data Governance

To offer better protection on sensitive profile data, a new feature has been added to selectively hide or mask profile attributes when they are returned to the client.

## In-place Offer Summary View

To help more easily manage offer arbitration rules, Interact adds the capability of viewing the summary of offers and offer lists in the place such rules are being managed.

- Strategies
- FlexOffers
- Triggered Actions
- A/B Testing

### Timezone Support on Most Objects

When a date or timestamp is defined for an object in the design time, such time or timestamp will be automatically adjusted to the time zone of the Interact run time environment while Interact processes requests.

### Reusable Profile Mapping and Triggered Action Endpoints

An interactive channel can be configured to have another interactive channel as its parent. When this is done, the profile data mapping and the endpoints for triggered actions, defined in the parent channel, can be used in the child channel as though they were defined in the child channel.

### Miscellaneous Enhancements

- Interact can be enabled to connect to external endpoints via HTTP proxy, in both Interact design time and run time.
- Implemented performance optimization, in the Interact design time, to handle large amount of offers and segments while working on Strategies and FlexOffers.
- In Deliver gateway, the changes on Deliver template are dynamically reflected in the Interact UI for the existing gateways.
- Optionally record life span of Interact sessions, and the size of loaded profile data and Interact sessions, in the log file and extended JMX metrics.

# Fixed defects

The following table lists defects that are fixed in Unica Interact V12.1.5.

| Issue ID | Description |
|---|---|
| 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-336824 | Interact CH/RH ETL logs event name incorrectly |
| HMA-342252 | Character encoding issue on Interact design time UI when the locale is French |
| 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-343872 | In a Docker setup, DatabaseType parameter value may be missing in configuration node Affinium\|Campaign\|partitions\|partition\|Interact\|serverGroups\|server groups\|prodUserDataSource |
| HMA-344369 | Interact Runtime validation shows error on mariaDB schema |
| 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. |

| Issue ID | Description |
| --- | --- |
| HMA-344451 | Offer attribute not reflecting when changed from Triggered Action's Advanced option |
| HMA-344704 | Error to load session details when clicking on session id on Audience sessions dialog for playback graph |
| HMA-344705 | Triggered Actions with same Effective and Expiry date is not deployed to Runtime |
| HMA-344724 | GDPR tool is giving error for Treatment table |
| HMA-344729 | GDPR tool generated incorrect SQL statement for consent tables |
| HMA-344758 | Unable to copy interactive flowcharts |
| HMA-344767 | Update Name of Event is not display while creating EP |
| HMA-344769 | On the FlexOffers UI, inline message is not displayed when the value for number of selected offers is less than 1 in Advance setting in General settings |
| HMA-344849 | Getting ClassCastException in Snapshot process box when numeric fields are included |
| HMA-344959 | No data text is sometimes not displayed in the Acceptance Rate column of A/B testing |

| Issue ID | Description |
|---|---|
| HMA-344991 | If the browser and backend server use different time zones, data on graph is displayed in incorrect date range |
| HMA-346187 | Not able to add multiple event macros with the same offer name in event pattern |
| HMA-346189 | The value in a FlexOffers criteria is not displayed if the default value is set to 0 |
| HMA-346363 | Security issue with access to interact Global learning and Global definitions. |
| HMA-346474 | Extra logging in Tomcat web logs |
| HMA-346810 | Multiple actions do not work properly when "Suppress Offer" or "Log Offer Rejection" is associated to an event together with other actions |
| HMA-347825 | Serialization error while doing ABTest and disk overflow is enabled for EHCache |
| HMA-348158 | NullPointerException happens in Playback when segment name is null |
| HMA-348454 | NullPointerException happens when null value is returned by an external callout |
| HMA-348813 | Deployment of interactive channel is required after restarting Interact run time in order for Interact to receive messages from Interact Inbound Gateway |

# Known issues

The following table lists issues in Unica Interact 12.1.5.

| 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:<br><br>`Data too long for column 'Flow-chartXML'.`<br><br>**Workaround**<br><br>Change the data type of the **Flowchart-XML** column to `longtext` by running the following query:<br><br>```
ALTER TABLE UACI_IntFlowchart
  MODIFY FlowchartXML longtext;
``` |
| HMA-354746 | Cannot deploy message connector WAR file on Oracle WebLogic. |
| HMA-349999 | If DB loader is enabled, `CampaignID` is logged as `0` in `uaci_chstaging` table and ETL fails to process the same.<br><br>**Workaround**: Users must link a campaign in strategy. |
| HMA-349918 | Cancel button is not working for confirmation when changing the Audience from Coverage. |

| Issue ID | Description |
|---|---|
| HMA-349786 | On JBoss 7.4, the DesignTime Swagger does not work. |
| HMA-349734 | Runtime GDPR script has the wrong table name if it is created using the GDPR tool. |
| HMA-349692 | For Profile Attributes, if float value is set for `maskNumericDataAs` configuration, then its correct value is not displayed the on the Runtime. |
| HMA-349236 | When the time zone on the Interact run time server is different than the one configured for the default Interact user, the expiration date and effective date of various objects may be off for a few hours. |
| HMA-349020 | For an upgraded Interactive Channel, on the Parameter tab, UACILogSeparation-FileName is getting displayed. |
| HMA-348915 | If Interact run time crashes or the connection to the Campaign database is lost while running a coverage analysis simulation, the simulation status needs to be manually updated in the database. |
| HMA-344866 | When only Runtime 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. |

| Issue ID | Description |
|---|---|
| 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-337853 | Bulk update does not work properly after bulk copy.<br><br>**Workaround**: Save the strategy after each bulk operation. |
| HMA-337028 | Websphere 8.5.5 - GDPR API returnZip functionality creates corrupted or blank zip file.<br><br>To return the generated SQL scripts, WebSphere 9.0 or later releases are required.<br><br>To work around, set the returnZip flag to false, which makes the API to return SQL statements in a JSON format embedded in the response. |

| Issue ID | Description |
|---|---|
| HMA-334468 | InteractDT upgrade was failing on DB2. For more information, see *Unica Interact V12.1.3 Release Notes*.<br><br>**Workaround**:<br><br>1. Navigate to `<Install_-Home>/Interact/interact-DT/ddl/upgrade` directory. If it is a Unicode setup, update the `aci_-systab_upgrd_db2.sql` script located within the `<Install_-Home>/Interact/interact-DT/ddl/upgrade/Unicode` folder.<br>2. Open the `aci_systab_upgrd_-db2.sql` file and locate the following SQLs:<br><br><pre>ALTER TABLE<br> UACI_EvtPtnItmDep<br> ADD CONSTRAINT<br> iEvtPtnItmDep_FK1<br> FOREIGN KEY<br> (PatternItemID) references<br> UACI_EventPatternItem(ItemI<br>D);<br><br>                    ALTER<br> TABLE UACI_EvtPtnItmDep<br> ADD CONSTRAINT<br> iEvtPtnItmDep_FK2<br> FOREIGN KEY</pre> |

| Issue ID | Description |
|---|---|
| | <div>(DependedItemID) references UACI_EventPatternItem(ItemID);</div><div>CALL sysproc.admin_cmd('REORG TABLE UACI_EventPatternItem');</div><br>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:<br><br>```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.```<br><br>You can ignore this error. |
| HMA-327191 | For the Safari browser, the right side grid on the event pattern popup window may |

| Issue ID | Description |
|---|---|
|  | be distorted after some series of operations.<br><br>**Workaround**: Close the popup window and reopen it. |
| HMA-327028 | Websphere 8.5.5 - GDPR API return-Zip functionality creates corrupted or blank zip file to return the generated SQL scripts.<br><br>**Workaround**:<br><br>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.<br><br>**Workaround**:<br><br>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. |

| Issue ID | Description |
|---|---|
| HMA-323938 | Syntax check fails when Strng_concat function is used in InteractiveFlowchart with numeric values.<br><br>**Workaround**: Use FORMAT macro to convert numeric values to strings and then use STRING_CONCAT. |
| 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-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. |