HCLSoftware

Unica Interact V12.1.7 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 → 12.1.7
- 12.1.0.x → 12.1.7

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 12.1.7.

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 12.1.7.

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 12.1.7.
- **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 12.1.7.

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/12.1.7/index.html

Google Chrome and Microsoft Edge configuration

Recently, the browsers Google Chrome and Microsoft Edge updated a security fix and this security fix affects the access of Unica applications. We have received some issues from our customers like:

- issues with UI
- unable to edit flowcharts
- getting logged out from Unica

These issues are observed due to the change of behavior in browsers after applying the security fix. Applying the security fix automatically enables **Origin-keyed Agent Clusters by default**. If the setting **Origin-keyed Agent Clusters by default** is enabled automatically, it prevents changes in document referrer and domain values so that malicious websites cannot execute any type of impersonation. The setting **Origin-keyed Agent Clusters by default** existed earlier as well, but was not enabled by default.

If you update Google Chrome or Microsoft Edge to the latest version, you will observe the earlier mentioned issues. Because of how Unica is designed and because the Unica suite is deployed over multiple JVMs, it is essential that you disable the **Origin-keyed Agent Clusters by default** setting for Unica to function correctly and to provide a good user experience.

As a solution, we recommend that you perform the steps mentioned in the following Knowledge Base article: https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0107185.

> **Note:** The update to Microsoft Edge browser is very recent and the Knowledge Base article is not yet updated for the Microsoft Edge browser.

The CliffsNotes solution is as follows:

1. Open your browser and navigate to one of the following URLs based on your browser:
   - **Google Chrome**: chrome://flags/#origin-agent-cluster-default
   - **Microsoft Edge**: edge://flags/#origin-agent-cluster-default
2. From the dropdown of the highlighted parameter **Origin-keyed Agent Clusters by default**, select `Disabled`.
3. At the bottom of the page, click the **Apply Changes** button.
4. Log out of Unica applications, log back in, and verify if everything is working as expected.

New features and changes in version 12.1.7

Unica Interact 12.1.7 includes the following new features and changes:

Granular Control of Offer Suppression and Segment Qualification

The offer suppression and segment qualification actions that can be triggered by events and event patterns are enhanced to provide more precise control on their applicable scope.

- Make an individual offer or a group of offers suppressed for particular interactive channels or zones.
- Make an individual offer or a group of offers suppressed for all interactive channels or zones except the specific ones.
- Make a segment qualified for an audience ID for particular interactive channels or zones.
- Make a segment qualified for an audience ID for all interactive channels or zones except the specific ones.

Aggregation of Event Parameters

Via event patterns, the values of parameters passed to Interact when posting events are collected, and their aggregated result can be used as a condition to determine whether the event patter's condition is met.

- The aggregation methods of average, summarize, minimum, and maximum are available to the parameter values over the course the event pattern is actively collecting composing events.
- Only numeric parameter values are considered.
- The existing, count based, criteria are still evaluated and need to be met to satisfy the event pattern condition.

Complex Conditions in Trigger Actions

Virtually all types of criteria can be created for filters to select the most suitable offers in run time.

- The supported type of properties in conditions include profile attributes, real time attributes, qualified segments, and ad-hoc session parameters.
- Individual criterion can be grouped using the logical operator AND and OR.
- Groups of criteria can be combined using the logical operator AND and OR.
- Groups of criteria can be mixed with simple criterion and nested to form a hierarchical structure.

Support of Redis

External deployment of Redis is supported. Once enabled, it is used as the L2 cache behind EHCache when EHCache is configured as a distributed cache

- Virtually all deployment modes of Redis server are supported.
- Password based Redis authentication is supported.
- Once enabled, Redis is used to coordinate some activities among Interact run time servers.

Miscellaneous Enhancements

- The search and filter functionality supports criteria on rule state, offer state, and offer type in strategy and FlexOffers.
- The API setAudience is available in advanced simulation scenarios. With this enhancement, users can simulate virtually all API sequences that would be needed in real life.
- The edit restriction on Deliver gateways is removed so they can be updated after deployment. The changes on the underlying template made in Deliver will be dynamically pulled to Interact design time and available for update.
- A built-in macro isAudienceAnonymous is added to check whether the audience in the current session is anonymous.
- The usage of real time attributes is remove due to its inconsistent behavior across different object types.
- The handling of errors and long running status update of coverage scenario are improved.
- An option is added so that the state of an event pattern can be reset, regardless which status it is in.
- The execution priority of selected process boxes can be increased via a JVM parameter.
- When SSL is enabled, the certificate created for one server can be optionally used for other servers.
- Enhancement is made to decrease the memory footprint of active deployment in Interact run time.
- When the overriding value has a different type than the one defined for an offer attribute, an option is given to decide whether to discard the offer, log a warning, or ignore.
- An option is provided to limit the length of a treatment code to 35 characters, instead of the default 67 characters.
- JMX metrics are added to Interact design time for revealing the performance in various areas.
- The triggered action ID and its branch name can be included in the contact history if a contact event is posted for an offer delivered by a triggered action.
- An option is added such that an audience level can be mapped to a different or updated profile table even it is already mapped and the current mapped fields are used in expressions.
- If Interact is integrated with Segment Central, the status of drafted segments are displayed in strategies.

Fixed defects

The following table lists defects that are fixed in Unica Interact V12.1.7.

Issue ID	Description
HMA-359054	Session ID was remaining a constant before and after login
HMA-358980	Internal page was accessible without authentication.
HMA-358935	`getOffers` was failing with `NullPointerException` when the associated campaign had expiration date set
HMA-358769	Message Connector `UACI_MESSAGE_CONNECTOR_LOG` insert statements was hanging the database
HMA-358224	When using SOAP API, NaN was sometimes being passed as the numeric value when the parameter value was string.
HMA-357284	Triggered actions were requiring a redeployment after restart.
HMA-356577	Search functionality was not returning all matching results while copying strategy rules based on Offer
HMA-356569	The refresh of configuration was interfering with other threads and was degrading the overall performance.
HMA-356407	If A/B test was enabled for one or more rules in a strategy, the deployment of the strategy was taking a long time.
HMA-355388	Nested `STRING_CONCAT` macro does was not working.
HMA-355380	Format macro was failing with the following error: `java.math.BigDecimal cannot be cast to java.lang.Double.`
HMA-355354	Could not open Simulator Page for Spanish locale.
HMA-355033	UI elements were distorted on standard resolution for German language.
HMA-355003	The following error was appearing when loading event pattern states -- `java.lang.NullPointerException.`
HMA-354932	An error was observed when cancelling long running coverage scenarios
HMA-354743	Sometimes, the same offer was being presented all the times in repetitive `getOffer()` calls despite multiple

Issue ID	Description
	eligible offers having the same score and tie breaker being set to random.
HMA-354721	Deployment was failing if the name of the interactive channel to be deployed contained single quote (').
HMA-354615	If the name of an object was all numeric, it was not getting retrieved from the server. This was happening in both Interact UI, and the REST API exposed by Interact design time.
HMA-354612	Filter of OfferName with space in beginning, from FlexOfferRule or SmartRule, was not returning the expected value.
HMA-338570	Within Flex Offers, after clicking **Add Rule/Criteria** and choosing **Add Rule**, if you picked an offer that went beyond the 10th option, the Offer Code was not getting populated. You could click **Add** even though was showing Offer Code as a Required value.

Known issues

The following table lists issues in Unica Interact 12.1.7.

Issue ID	Description
HMA-360358	Wrong version of Interact DT displayed for the Interact DT Upgrade tool.
HMA-360307	For rules without a Start Date and End Date, the acceptance rate does not appear on the UI. **Workaround**: Provide Start Date and End Date to view the acceptance rate.
HMA-360306	If you are using ABT in Strategy Rules, after deploying the Interactive Channel on the Deployment.jsp page, you will see an error.
HMA-360172	On `Deployment.jsp`, within the **Parameterized Offer Attributes** column, the OA Expression is not being displayed.
HMA-360150	On the RTA page, dropdown list items are available only in English language.
HMA-360107	When executing longevity runs with LocalEHCache, you will observe some errors or slow performance.
HMA-360027	Sometimes, Campaign deletion fails.
HMA-359931	You cannot connect interact jmxmp from jconsole (interact folder) but you can connect interact jmxmp from java installation folder.
HMA-359203	If Message Connector is deployed in the same application server instance as Interact run time, the following error appears only when you restart the Message Connector application: `[ServletContext@1932695468[app:MessageConnector module:MessageConnector.war path:null spec-version:4.0]] Servlet failed with an Exception java.lang.IllegalStateException: Cache[MessageConnectorCache] is closed` **Workaround** Restart the whole application server instance.

Issue ID	Description
HMA-358317	When you invoke the API `Get Outbound channels` from Swagger UI, you will see the following error: `Internal Server Error`
HMA-357528	The Duplicate entry `184884-1-0-0 for key` `PRIMARY` exception is seen when you run `aciUpgradeTool_runtab.sh` to upgrade Interact Run Time. **Workaround**: To add the Distributed option, run the following command: configTool.bat -vp -p "Affinium|interact|cacheManagement|Cache Managers|EHCache|Parameter Data|cacheType" -f ehcache-cacheType-dropdown.xml If there is an issue while adding values, run the following command before running the earlier command: configTool.bat -d -p "Affinium|interact|cacheManagement|Cache Managers|EHCache|Parameter Data|cacheType|value" -o
HMA-355974	If you use Safari browser, the **Cancel** and **Add** buttons do not appear in the **Add New Rule** window for FlexOffer.
HMA-355126	An error is seen while deploying `unica.ear` file on JBoss. **Workaround**: Add the following line of code in `<EAR-File>.ear\META-INF\jboss-deployment-structure.xml` `  <module name="org.apache.logging.log4j.api"/>` Make similar changes to `unica.ear` in sub-deployment.
HMA-355052	In case of Interact installer, the EAR file generation does not ask for InteractDT.
HMA-354698	The newly added time related formats, `YMDT`, `MDYT`, `DMYT`, and `HHmmss`, are not supported in the validation of interactive flowcharts. **Workaround**: Ignore the validation error. They will work once being deployed to the run time.

Issue ID	Description
HMA-352971	An empty IntearctDT folder is created on a setup only Interact run time is installed.
HMA-352587	Installer creates both DT and RT folders even if user chooses only one of them.
HMA-352144	If Interact Design Time is deployed with a URL different than that of Campaign, the configuration `Affinium|InteractDT|navigation` needs to be updated accordingly after installation.
HMA-349786	On Red Hat JBoss Enterprise Application Platform 7.4, Interact Design Time Swagger does not work. **Workaround**: 1. Open the URL: `_http://host:port/Campaign/swagger-ui.html_` 2. Update the base URL in the prompt: `_http://host:port/Campaign/api/interact/rest/v2/_`

HMA-349258	The bin folder is missing in the `<Interact_Home>/Interact/tools` location if you only install RT. You may also see the following error:
	 `ERROR [LicenseUpdater]`
	 `com.unicacorp.interact.dao.jdbc.TrackItemDAOJdbcImpl`
	 `Error serializing data for item - <item details>`
	 `java.nio.file.NoSuchFileException:`
	 `C:\Install\RT222Aug\Interact\tools\bin\ProcessInfo.dat`
	 Workaround
	 Manually create an empty folder bin under `<Interact_Home>/Interact/tools`.

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-337853	Bulk update does not work properly after bulk copy. **Workaround**: Save the strategy after each bulk operation.
HMA-337028	Websphere 8.5.5 - GDPR API returnZip functionality creates corrupted or blank zip file.

Issue ID	Description
	To return the generated SQL scripts, WebSphere 9.0 or later releases are required.
	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.
| 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 be distorted after some series of operations. **Workaround**: Close the popup window and reopen it.
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-323938	Syntax check fails when Strng_concat function is used in InteractiveFlowchart with numeric values. **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-310853	REST API Swagger: Search criteria condition and multiple attribute sorting is not working from Swagger.

Issue ID	Description
HMA-309271	Unable to create OM by selecting CSV file from Swagger UI.
HMA-287552	In an expression, if you use a table name or field name that begins with IN, the evalualtion of the expression fails.
290149	Jboss: Initializing monitoring service Failed with JMXMP Protocol. **Workaround**: In case of the JBOSS Application Server if you get the 'classes are not found' Error during the Application server initialization, you must explicitly provide a path in the specific Jboss module.xml as per the jar available in Lib. **Example**: Class name: `GetPropertyAction` Package Name: `com/sun/jmx/mbeanserver` Jar name: `rt.jar` (basically available in jdk) So add in Jboss module.xml at the location: `<Jboss_Install_Dir>\modules\system\layers\base\sun\jdk\main\module.xml`