

IBM Unica Interact
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Release Notes



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Table of Contents

- Preface** Contacting IBM Unica technical support 4
- 1 About IBM Unica Interact 8.5.0** **6**
 - System requirements and compatibility 6
 - New features and changes in version 8.5.0 7
 - IBM Unica product language support 9
 - IBM WebSphere Application Server V7.0 requires fixpack 7.0.0.17 or higher 9
 - Fixed defects..... 9
 - Known issues..... 11
 - Known limitations 19

Preface

- [Contacting IBM Unica technical support](#)

Contacting IBM Unica 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 Unica technical support. Use the information in this section to ensure that your problem is resolved efficiently and successfully.

If you are not a designated support contact at your company, contact your IBM Unica administrator for information.

Information you should gather

Before you contact IBM Unica technical support, you should gather the following information:

- A brief description of the nature of your issue.
- Detailed error messages 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" below.

System information

When you call IBM Unica 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 Unica applications.

You can access the About page by selecting **Help > About**. If the About page is not accessible, you can obtain the version number of any IBM Unica application by viewing the `version.txt` file located under each application's installation directory.

Contact information for IBM Unica technical support

For ways to contact IBM Unica technical support, see the IBM Unica Product Technical Support website: (<http://www.unica.com/about/product-technical-support.htm>).

1 About IBM Unica Interact 8.5.0

- System requirements and compatibility
- New features and changes in version 8.5.0
- Fixed defects
- Known issues
- Known limitations

System requirements and compatibility

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

You can upgrade to Interact 8.5.0 from Interact version 7.5.1 or later. For instructions, see the *IBM Unica Interact Installation Guide*.

Where to find complete system requirement and compatibility information

For a list of IBM Unica product versions compatible with this product, refer to the *IBM Unica 8.5.0 Product Compatibility Matrix* and any other product compatibility documents posted under Documentation on the [IBM Unica Customer Central web site](#).

For a list of third-party requirements for this product, refer to the *IBM Unica Campaign 8.5.0 Recommended Software Environments and Minimum System Requirements* posted on the [IBM Unica Customer Central web site](#).

Key third-party software support changes in version 8.5.0

Interact version 8.5.0 has added support for the following new versions of third-party software.

Operating Systems

- AIX 7.1
- Windows Server 2008R2

System Table Databases

- SQL Server 2008R2

New features and changes in version 8.5.0

Interact List process box added to batch flowcharts in Campaign

A new process box has been added to Campaign batch flowcharts to allow users to easily define the tables containing candidate offers to be served by the Interact Runtime server. The new process box, called Interact List, operates in a similar manner to a Call List or Mail List process box. Use the Interact List process box on a batch flowchart to determine the offers that will be served to customers by the runtime server, including the following choices:

- Offer suppression at an individual level (a "black list")
- Offer assignment at an individual level (a "white list," or score override)
- Offer assignment at an audience level (global or default offers)
- Offer assignment by custom SQL query

The runtime server has access to the output from this process when you deploy the interactive campaign. Note that a batch flowchart may contain multiple instances of the Interact List process box. (ENH10375)

Enhanced Learning (ENH10650, ENH10651, ENH10652, ENH10654)

The Interact Learning feature has been enhanced in the following ways:

- In addition to the Global learning model already existing in Interact, you can now enable learning and customize learning attributes at the Interactive Channel, Zone, and Rule Group level. Each of those levels can have its own set of custom learning models. This feature is also referred to as "self-learning." The global settings for learning are inherited in the following order: Global, Interactive Channel, Zone, Rule Group, with each subsequent level having the option of adding to or overriding the inherited settings.

- Learning Observation Mode.

Previously, Interact could not collect learning statistics unless learning was specifically enabled. Beginning in this release, Learning Observation Mode allows Interact to collect learning statistics based on a pre-defined learning model (including the Global model) even when you are not using Interact Learning to arbitrate offers.

- Self-learning Learning Reports. (ENH10653)

A new report has been added to support the new self-learning models described above. Marketers can now run the Learning Model Report Analysis report in the Interact Design Time environment to compare performance of two learning models over a specified period of time.

Web Connector (ENH09370)

The Web Connector enables web pages to make calls to Interact for real-time offer personalization without having to implement low-level Java or SOAP calls to the Interact server. The Web Connector manages offer arbitration, presentation, and contact/response history through two key processes: Page Load, which serves the web page with personalized offers, and Offer Click Through, which captures offer click-through and re-directs it to the specified landing page.

On your web page at load time, embedded JavaScript code links to the Web Connector, which then uses the Interact API to return a personalized offer list, which is then added to your web page in the form of HTML and other markup fragments as needed. When a user clicks a link, it's passed to the Web Connector which uses Interact to determine the correct target URL to which the user is then redirected.

Message Connector (ENH10655,ENH10656,ENH10657)

The Interact Message Connector enables email (and other electronic media) to make calls to Interact for offer personalization at open-time and click-through, determining the offer arbitration and contact/response history through the tags (to retrieve personalized offers for email at open) and <href> tags, which capture click-through to redirect the user to landing pages.

Offer Constraints (ENH10646,ENH10647)

The Offer Constraints feature allows organizations to limit and manage distribution of offer impressions, limiting the number of times an offer or a collection of offers can be presented over defined periods of time. For example, you might want to suppress an offer after a predefined quota of impressions (such as a certain number of impressions in one day) has been met, or to evenly distribute offer impressions over a period of time.

Offer de-duplication (ENH10649)

The offer de-duplication policy enhances the efficiency with which Interact removes duplicate offers from requests for multiple interaction points. To accomplish this, a new call has been added to the Interact API called `getOffersForMultipleInteractionPoints`, which retrieves a list of offers that spans a list of specified interaction points. The API call also specifies whether the Interact server should apply de-duplication to the returned list.

Performance enhancements across Interact

Numerous performance enhancements have been implemented across all of IBM Unica Interact, involving some of the following areas:

- Contact history session caching and other file-based cache writing (ENH10959, DEF059773, DEF059774)
- Duplicate response history entries in ETL queries are handled more efficiently (DEF055886)

- Improved memory handling for Learning (DEF059772)
- Learning aggregation in general is handled more efficiently (DEF057236)
- OfferBySQL performance has been enhanced (DEF055126)

IBM Unica product language support

With release 8.5.0, IBM Unica products support the following languages:

- Brazilian Portuguese
- English
- French
- German
- Italian
- Japanese
- Korean
- Simplified Chinese — including compliance with GB18030 requirements
- Spanish

See the *IBM Unica Marketing Platform Administrator's Guide* for information on setting locale preferences.

IBM WebSphere Application Server V7.0 requires fixpack 7.0.0.17 or higher

If you plan to use the IBM WebSphere Application Server V7.0 to deploy any IBM Unica Marketing products, you must apply Fix Pack 17 (also referred to as Version 7.0.0.17) or higher to address a security issue. This applies to all WebSphere Application Server 7.0 packages, including the version that is bundled with some IBM Unica Marketing products.

You can obtain Fix Pack 17 or higher here:

<http://www-01.ibm.com/support/docview.wss?rs=180&uid=swg27013594>.

Note that on that page, you must select the correct Fix Pack before you download.

For additional information about supported WebSphere versions for deploying IBM Unica Marketing products, see the *Recommended Software Environments and Minimum System Requirements* document for each product.

Fixed defects

This section lists defects fixed in Interact 8.5.0, sorted by defect number then by incident number (if applicable).

Issue ID	Description
DEF055126	OfferBySql performance test fails with eligOpsStats set to true in configuration
DEF055693, INC58194, INC60997	Users were sometimes unable to delete interactive flowcharts or strategies in situations where they had correctly been undeployed from all production use. This has been corrected, and the <code>Delete</code> button is now available on the Flowchart and Strategy tabs as appropriate.
DEF055703	<p>Previously, if an interactive channel with multiple flowcharts was undeployed from production, and one of the flowcharts was marked for deployment, the other flowcharts (whose status is undeployed) were also deployed. The offers returned were for the audience falling in those flowcharts which were not marked to be deployed.</p> <p>This issue has been addressed so that the expected behavior occurs, where the offers from the undeployed flowcharts are not returned, and the undeployed flowcharts are not deployed to the runtime server. The deployment information page displays the correct flowcharts and interaction strategy.</p>
DEF055886, ENH10352	Some ETL process queries related to response history movement did not prevent duplicates, resulting in possible performance issues. This has been fixed.
DEF055901, INC57738	Under some circumstances, a <code>NullPointerException</code> error would occur when trying to getProfile from TestClient page. This has been addressed.
DEF057236	ResultSet and Statement/PrepareStatement may not get closed
DEF057643, INC58064	To use the Default Offer or the OfferBySQL features, you must insert the default offers into the <code>UACI_DefaultOffers</code> and the <code>UACI_ICBatchOffers</code> tables, and activate the feature as documented in the <i>IBM Unica Interact Administrator's Guide</i> . However, in previous releases, it was also necessary to create a segment to which you had to assign at least one offer on the Strategy tab. If you have an offer table defined (using the InteractList process box) or have populated the <code>UACI_ICBatchOffers</code> table, this extra step is no longer necessary. However, if you have not met these conditions, you may still see an error on deployment indicating that you need at least one interaction strategy.
DEF058268	The offer score generation from built-in learning was not correctly using the historical accept probability of the offer when at least one non-predictive learning attribute was present. The effect was that the score is assigned a maximum int value. This has been corrected.
DEF058291, INC62769	The logical macro OR did not return the expected value when used in a statement that checked a column value for null. Something similar to <code>MY_SEGMENT not like '%me%' OR MY_SEGMENT is null;</code> would result in a zero value when the column data does contain a null.

Issue ID	Description
DEF058534, DEF059439	In some situations, an interactive flowchart might overwrite the session data with obsolete data. This issue has been addressed; however, the Test Run Attributes will now show only those attributes that we set or changed from within the flowchart run.
DEF058675	The setenv.sh tool in the <Interact_home>/tools/upgrade directory on UNIX was setting Windows-style variables for the JAVA_HOME portion of the PLATFORM_CLASSPATH variable. This has been fixed.

Known issues

This section lists known issues in Interact 8.5.0, sorted by defect number then by incident number, if applicable.

Issue	Issue ID	Description
Cannot stop an interactive flowchart test run	NA	You cannot stop or pause an interactive flowchart test run. Test runs are designed to run on a subset of data, for example hundreds of rows. You can configure the size of your test run in the Interaction process. See the <i>IBM Unica Interact User's Guide</i> for details.
If you are using built-in learning, Interact uses most recent learning attributes across all interactive channels	NA	Learning attributes are defined across all interactive channels. If you have a single Interact runtime for multiple interactive channels, the Interact runtime uses the most recently deployed learning attributes. For example, the scenarios for your call center track learning attributes A, B, and C and the scenarios for your web site track learning attributes C, D, and E. If you update the interactive channel for your web site, changes to learning attribute C affects both the call center and the web site.
Test run result tables are not dropped from Interact test run tables	NA	When you perform a test run of an interactive flowchart, Interact creates four tables in your test run tables for each interactive flowchart. These tables are not deleted if you delete the interactive flowchart.
If you remove an audience level, contact and response history utility may fail	NA	The contact and response history module attempts to transfer data for all audience levels listed in UACI_CHRHAudMap. If you remove an audience level, you must remove all associated entries from the UACI_CHRHAudMap table or the contact and response history utility will fail.

Issue	Issue ID	Description
DB2 may return erroneous error when using a database load utility	NA	In some cases, the database load utility returns an error even though the load was completed with only a warning. For example, if the value of a column exceeds the column's width, it is truncated before the load. In these cases, look at the database load utility log files and make sure the records were not inserted before renaming the directory to rerun. You can determine the number of rows loaded by reviewing the <code>db2loader.xxx.log</code> file, specifically the line <code>Number of rows committed = xxx.</code>
Channel Event Summary Report may display incorrect data if you rename an event	NA	If you rename an event, the new name may not display correctly in the report.
Deployment successful even if interactive flowchart contains an unconfigured process	DEF030956	If you make some configuration change which places processes in interactive flowcharts into an unconfigured state, and you have deployed the interactive flowchart in the past, the interactive flowchart will deploy. Interactive flowcharts with unconfigured processes should not deploy.
Existing installer properties files are deleted after Marketing Platform installation in silent mode	DEF042448	If a previous installation in UI mode was performed, the <code>installer.properties</code> and <code>installer_uep.properties</code> files are wiped out after you then perform Platform installation in silent mode.
Cannot cancel dragging an offer on an interaction strategy tab	DEF044670	When defining an interaction strategy, selecting an offer to drag, then beginning the drag, then dropping over the offer tree to cancel the drag does not work intuitively.
Erroneous warnings in DB2 log	DEF045215	DB2 warnings are observed in the log when navigating through a design environment GUI.
Default strings not accurate for segment reporting	DEF047410	The number of times that default strings were returned for un-handled marketing scenarios is not accurately tracked at the segment level.
"Deployment successful" is displayed even when one run time server from a server group is down	DEF048645	When any of the RT servers from a server group is down, the Interactive Channel deployment shows as completing successfully while an error is thrown in the Weblogic console.

Issue	Issue ID	Description
Interactive Channel "Change Waiting" list shows inconsistent behavior on deployment	DEF048980	Behavior seems inconsistent when changes waiting to be deployed to production are canceled or unmarked.
After upgrade from 7.5.3, Interact fails to start if cross-section response is enabled	DEF051567	<p>After upgrading from Interact 7.5.3, if cross-session response is enabled, Interact fails to start.</p> <p>To work around this issue, execute the following SQL commands for each of the audiences defined in the <code>OverridePerAudience</code> configuration property in Configuration Manager, located under <code>Interact > services > crossSessionResponse</code>:</p> <pre>alter table UA_DtlContactHist add RTSelectionMethod int; alter table UA_ResponseHistory add RTSelectionMethod int;</pre>

Issue	Issue ID	Description
Warnings in log file after upgrading from 7.5.3	DEF052122	<p>After upgrading from Interact 7.5.3 to version 8.2.0, the <code>aci_upgrade.log</code> file displays multiple warnings regarding table constraints. These warnings can be ignored.</p> <p>In DB2 environments only, the <code>aciUpgradeTool_usrtab</code> script produces the following warning: WARN <code>upgradeTool.ACMigSysDBUpgradeTask [201] - SQL updated failed: DB2 SQL Error: SQLCODE=-670, SQLSTATE=54010, SQLERRMC=4005;USERSPACE1, DRIVER=3.53.70.</code></p> <p>If you receive this warning, the <code>UACI_ScoreOverride</code> table needs to be manually upgraded with the following SQL statements:</p> <pre>CREATE TABLE UACI_ScoreOverride_tmp (CustomerID bigint NOT NULL, OfferCode1 varchar(64) NOT NULL, Score float NOT NULL, OverrideTypeID int, Predicate varchar(4000), FinalScore float, CellCode varchar(64), Zone varchar(64), EnableStateID int); INSERT INTO UACI_ScoreOverride_tmp (CustomerID, OfferCode1, Score) SELECT CustomerID, OfferCode1, Score FROM UACI_ScoreOverride; DROP TABLE UACI_ScoreOverride; RENAME TABLE UACI_ScoreOverride_tmp TO UACI_ScoreOverride; CREATE INDEX iScoreOverride_IX1 ON UACI_ScoreOverride_tmp (CustomerID);</pre>

Issue	Issue ID	Description
Backup for Interact and Interact Reports Pack fails during upgrade from 8.0 on AIX	DEF052129	When upgrading from Interact 8.0 to 8.x.0 on AIX with a 32-bit JDK 1.5, the upgrade process fails to complete the backup for Interact and the Interact Reports Pack.
Deployment to non-production group is not reflected in deployment history	DEF052178	Deployment to a non-production server group is not reflected in the Interact deployment history report.
Upgrading from Interact 7.5.3 to 8.x.0, after first interactive channel is deployed, invoking <code>getOffers</code> API produces null pointer exception	DEF052216	If no interactive channels were deployed in the Run Time at start up time, and built-in learning is already enabled, a restart is required after the first interactive channel is deployed. NOTE: built-in learning is not enabled by default. If you enable built-in learning, you must restart the web app.
Online Help is not available for Interact Reports	DEF052233	Clicking Help from the Campaign Analytics/Analysis pages does not display Help for any of the following Interact reports: <ul style="list-style-type: none">• Interactive Cell Lift Analysis• Interactive Cell Performance By Offer• Interactive Cell Performance Over Time• Interactive Offer Learning Details• Interactive Offer Performance by Cell• Interactive Offer Performance Over Time

Issue	Issue ID	Description
Optimize installer overwrites the Interact sub-component version if Interact is already installed and Optimize is installed	DEF052780	<p>The Optimize Installer overwrites the Interact sub-component version if Interact is already installed before Optimize is installed. If this happens, the Interact help is not available.</p> <p>Follow these steps to work around this issue:</p> <ol style="list-style-type: none"> 1. Create a <code>sub-component_version.xml</code> file containing these lines: <pre data-bbox="805 527 1308 1094"><section name="components"> <property name="interactVersion" type="string"> <displayNameKey>Interact Version</displayNameKey> <displayName\>Interact Version</displayName> <value>8.1.0.0.44 REL</value> </property> <property name="optimizeVersion" type="string"> <displayNameKey>Optimize Version</displayNameKey> <displayName\>Optimize Version</displayName> <value>8.1.0.0.44 REL</value> </property> </section></pre> 2. Import the <code>sub-component_version.xml</code> using ConfigTool as follows: <pre data-bbox="805 1184 1317 1276">ConfigTool.bat -i -o -p "Affinium Campaign about" -f sub- component_version.xml</pre>
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.
Interact silent mode does not install the Design Time component	DEF054132	If you run the Interact installer in unattended (silent) mode, the Design Time component is not installed.
Loader fails to work after upgrade	DEF054848	Loader fails to work after upgrade to 8.2 or higher as the loader script file <code>oraload.sh</code> gets updated after upgrade. Any settings provided before the upgrade are overwritten.
Non-ASCII Profile in Decision process box throws Error 11300	DEF054887	Objects with non-ASCII field names cannot be profiled in the Decision process when migrated to Interact 8.2.0 or higher.

Issue	Issue ID	Description
DB2 Loader not working with Non-ASCII Audience name	DEF054920	DB2 file-based loader for contact and response history logging is not supported if Audience Level contains non-ASCII characters. To work around this issue, either make sure Audience Levels use only ASCII characters, or use a memory cache instead of the file-based loader.
SiteMinder access is not supported for deployment of Interactive Channels	DEF054926	SiteMinder access is not supported for deployment of Interactive Channels. For Interact runtime deployment, you must use a User ID and password that has been explicitly created in the Marketing Platform database.
Test Run shows results from first schema when two schemas are present	DEF054970, DEF055064	If more than one schema is present, test run results are from the schema that comes first alphabetically.
"Test Run" of interactive flowcharts fails with User Variable of type "Integer"	DEF054993	When user variables of type "integer" are used, test runs of interactive flowcharts fail with Error 21100.
Validate flowchart fails when Mail List process is configured	DEF055021	"Validate Flowchart" fails to validate if a Flowchart Template created from a Batch Flowchart having Mail-List process is added into an interactive flowchart. "Validate Flowchart" displays "No errors detected in flowchart configuration".
Changing session and campaign owners in Campaign causes associated interactive flowcharts and interactive sessions to stop working	DEF055155	If you change the ownership of a session or campaign in Campaign, the associated interactive flowcharts and interactive sessions do not work in Interact.
The <code>Between</code> operator is not supported in interactive flowcharts.	DEF057366	On an interactive flowchart, in any Select or decision process boxes where you want to use a <code>between</code> 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, because interactive flowcharts support only a subset of the macros available on batch flowcharts.

Issue	Issue ID	Description
ETL execution for a non-ASCII Audience level is completed with the error <code>ORA-00001: unique constraint (RBBG_UC.CTREATMENT_PK) violated.</code>	DEF057828	When the audience level in Interact and Campaign is configured as non-ASCII (that is, using extended characters from the specified locale), this error occurs. However, no data is lost by this error; the workaround is to wait until the system retries the ETL during the next batch run, at which point the error does not recur.
Removing a learning attribute from the model deletes the historical data for that attribute.	DEF058996	This occurs as part of the learning feature self-maintenance, to clear out unnecessary data. In the situation where you want to add back the attribute that was removed, the Learning system will learn again from scratch for that attribute (rather than rely on old history data). If you want to keep the history for an attribute rather than allowing the system to delete it, add it to the global setting, and then avoid using it by creating a learning model that does not use that attribute, and assign at the Interactive Channel level.
Loader for contact history and response history fails if the Audience level uses non-ASCII (extended language) characters.	DEF057822, DEF054920	The workaround to avoid this issue is to use ASCII audience level and table column names.
Some information is not translated in non-English locales	DEF059673, DEF057824, DEF057879	<p>In locales other than en_US, the following translation issues are noted:</p> <ul style="list-style-type: none"> On a PopulateSeg process box in a flowchart, the term for "New Segment" appears only in English. On a Channel Self Learning Model Analysis report, the Report Query drop-down list displays "0" instead of the phrase "No Learning" for languages other than English. When adding a rule to an interactive strategy, the second list under the Advanced option contains some text, <code>MarketerScore</code>, that appears in English regardless of the locale selected.
The Interact log file reports an I/O Exception (<code>java.io.IOException: Problem deleting directory</code>) error.	DEF059806	When Interact is using DB2 loader to insert the Contact and Response data into the Contact History and Response History staging tables, an exception is logged indicating that the directory could not be deleted. The Contact and Response History data is successfully inserted as expected, regardless of this error. Note that it is not required that you delete the directory indicated in the logged error; however, those directories will take up space and will not be removed automatically, so you may want to delete them manually when they are no longer needed.

Known limitations

This section lists known limitations in Interact 8.5.0.

Issue	Number	Description
Offers in treatment rules do not appear in Interact report	NA	If you do not select offers created with an offer template with Allow offers created from this template to be used in real-time interactions selected, Interact cannot collect the correct data for reporting.
SOAP client does not release threads	NA	The SOAP client leaves sockets in a CLOSE_WAIT state instead of closing them. This is a known issue with the Axis2 SOAP client. See http://issues.apache.org/jira/browse/AXIS2-2883 for details.
Test run does not change value of user variables in design time	DEF030254	If you perform a test run of an interactive flowchart that contains a user variable, the value of the variable does not change in the design environment (IBM Unica Campaign). In runtime, you can use a session name-value pair to view the user variable current value.
Deployed items are grayed out on the deployment page	DEF049236	After items have been deployed, they are grayed out in the list on the deployment page. Changing the server group does not change the records of the items previously deployed. Those items must first be marked for deployment in order to use the new server group.
Distributed caching in hybrid architecture is not supported	DEF049665	Interact does not support distributed caching in architectures that use a combination of operating systems and databases on different instances of the runtime environment (for example, an instance on UNIX with Oracle and an instance on Windows with SQL Server). To support various components, including ETL capabilities, Interact requires that all instances of the runtime environment be of the same operating system type.
JNDI names for data sources must be unique	DEF049882	In a multi-partition setup, the JNDI name for each data source must be unique.
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.

Issue	Number	Description
Known limitation with German character ß	DEF051037	<p>The German Eszett character ß (Unicode U+00DF) is not supported in Interact.</p> <ul style="list-style-type: none"> Interact initialization fails when an Audience is mapped to a table that contains this character. An eligible Segment name that contains the character displays incorrectly when the segment is added to an interaction strategy.
UACI_EligStat table logs offers with effective dates that should have been excluded by <code>effDateBehavior></code>	DEF054281	<p>Offers with effective dates that falls out of the (<code>effectiveDateBehavior</code> + <code>effectiveDateGracePeriodOfferAttr</code>) are being logged as eligible offers in the <code>UACI_EligStat</code> table. The parameter specified in <code>effectiveDateGracePeriodOfferAttr</code> is not dynamic therefore if you include a "Grace_Period" attribute in <code>effectiveDateGracePeriodOfferAttr</code> and this is included in offers, every time the value for this parameter is changed in the offer, it requires re-deployment of the interactive channel.</p>
Constraint state lost on restarting Interact runtime server.	DEF057040	<p>If the Interact runtime server is restarted for any reason, the most recent constraint state (stored in memory, for performance reasons) is lost.</p>
Offer constraints do not work as expected when multiple offer constraint rules are added in one interactive channel for same set of offers.	DEF057081	<p>Interact currently does not support multiple constraints to be applied independently over different intervals of tie for a given deployment. Offers that fall under multiple constraints will follow the most restrictive of the constraints.</p>
Modifying a constraint parameters (such as start date or maximum number of offers per interval) results in changes to how the offers are served using that constraint.	DEF057070, DEF057076	<p>Modifying the settings may affect constraint results in several ways:</p> <ul style="list-style-type: none"> Changing the start date of an offer constraint midstream may result in the counter being reset to zero. This occurs because when the <code>startTime</code> changes, the interval is recalculated and may yield a different interval, so the the count may be reset. On the Interact Constraint State page, the Current count for this interval data does not update if you change the offer constraint's start date to an earlier date. This issue occurs because, when the start time is changed, the interval must also be recalculated. The constraint state is updated correctly after that initial recalculation. <p>For more information on how the constraint parameters affect the outcome, see the <i>IBM Unica Interact User's Guide</i>.</p>

Issue	Number	Description
<p>When issuing the <code>getoffersForMultipleInteractionPoints()</code> call in the Interact API, the top level attribute requirements can accept at most one attribute.</p>	DEF057693	<p>For example, if you set up offers in an Interactive Channel and execute a <code>getoffersForMultipleInteractionPoints()</code> API call using the Offer Attribute with OfferType values "Bank Account" and "Insurance".</p> <p>For an eligible segment, three offers are assigned: Two offers with an offer type of "Bank Account" and one with an offer type of "Insurance". The following <code>getoffersForMultipleInteractionPoints()</code> API call would produce <i>incorrect</i> results:</p> <pre data-bbox="751 590 1422 684">{DIP1,3,1,(2,Offertype=Bank account string)(1,Offertype=Inssurance string)}</pre> <p>This call would return only two offers with an offer type of "Bank Account."</p> <p>The following call would correctly return the desired output:</p> <pre data-bbox="751 869 1422 961">{DIP1,3,1,(3,,(2,Offertype=Bank account string)(1,Offertype=Inssurance string))}</pre>