Version 10 Release 0
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IBM Contact Optimization
Release Notes

IBM

This edition applies to version 10, release 0, modification 0 of IBM Contact Optimization and to all subsequent releases and modifications until otherwise indicated in new editions.

Contents

Chapter 1. System requirements and compatibility

Contact Optimization operates as part of the IBM® Marketing Software suite of products. Contact Optimization version 10.0 requires IBM Campaign 10.0.

This section provides the following information for this release of IBM Contact Optimization:

- Where to find system requirement and compatibility information
- Changes in support for third-party software

You can upgrade to Contact Optimization 10.0 from Contact Optimization versions 8.6.0, 9.0.0, 9.1.0, 9.1.1, or 9.1.2. For instructions, see the *IBM Contact Optimization Upgrade Guide*.

Contact Optimization supports 64-bit operating systems only.

Where to find complete system requirement and compatibility information

For a list of IBM Marketing Software product versions compatible with this product and a list of third-party requirements for this product, see the *Recommended Software Environments and Minimum System Requirements* document. This document is posted under Detailed System Requirements on the IBM Support Portal website: (http://support.ibm.com).

You can also access this document by selecting **Help > Product documentation** when you are logged in to IBM Marketing Software.

Chapter 2. New features and changes in version 10.0

The following new features and changes are introduced in version 10.0 of Contact Optimization.

Context-sensitive help for Configuration properties

When you view configuration properties under **Settings** > **Configuration**, you can choose **Help** > **Help for this page** to display context-sensitive help. For example, if you request help for the `Campaign | caching` page, you see a help topic that specifically describes all of the caching options. You must have an internet connection to use this feature.

Enhanced user interface for Marketing Platform, Campaign, Interact, and Contact Optimization

This release updates the user interface so that it is easy to use, offers a clean, modern design, and delivers improved inline text and error messages. The new look does not change how the product works, and you can get updated documentation from the **Help** menu.

New environment variable for listener script: STALE_CONN_TIMEOUT

A new environment variable, `STALE_CONN_TIMEOUT`, is available for the listener script file for IBM Campaign and Contact Optimization. The listener script file is `rc.unica_ac/cmpServer.bat` (for Campaign) and `ACOServer.sh/.bat` (for Contact Optimization), located in `<CAMPAIGN_HOME>\bin`.

The `STALE_CONN_TIMEOUT` variable was introduced to enable long-running campaigns to continue without losing connection to the back-end database. If a connection is idle for the number of seconds defined, the connection will be re-opened. For example: `STALE_CONN_TIMEOUT=<seconds>`. If you add or change this environment variable, you must restart the listener. If a connection is lost, the following debug message appears in the Campaign flowchart or Contact Optimization server log file: **[DB QUERY] Connection is stale, so re-opening db connection!**

EMM files and directories renamed to IMS

Files and folders that included "EMM" have been changed to IMS. For example, the default top-level directory is now `C:\IBM\IMS` and the names of the installers are `IBM_Marketing_Software_Installer_10.0.0.0_linux.bin`, `IBM_Marketing_Software_Installer_10.0.0.0.sh`, and `IBM_Marketing_Software_Installer_10.0.0.0_win.exe`.

Chapter 3. Fixed defects

This section lists defects that are fixed in IBM Contact Optimization version 10.0. The defects are sorted by defect number then by incident number (if applicable).

Issue ID	Description
Defect 7637	For Korean and Simplified Chinese user interfaces, there are problems with the layout and alignment of a few messages in Contact Optimization sessions.
Defect 121703	Creating a Contact Optimization session fails with multi-byte audience level name. If a non-English language with multiple-byte characters is used to name an audience level, Contact Optimization fails to create Contact Optimization sessions that contain that audience level.
Defect 206514	In the case of a Contact Optimization session run resulting in a crash, a stack file is generated and ends the run without updating the status in the database.

Chapter 4. Known issues

This section lists known issues in Contact Optimization 10.0.

Issue	Issue ID	Description
Scores entered manually in the score matrix are not considered while optimizing the contact list.	Defect 194109	Scores entered manually should be considered for calculation in the Customer Capacity rule. However, while applying the Customer Capacity rule, scores in the PCT are considered, and all customer records are removed in the optimized list.
Campaign Contact Optimization summary report is incorrect.	Defect 176368	If offer versions are used in a rule, the report that shows pre-optimization versus post-optimization counts will always report the pre-optimization count of records as 1. The post-optimization counts will be correct.
Listener shows login error even in the case of an expired password.	Defect 175554	For the Campaign listener and Contact Optimization listener, the user is displayed a login failure error instead of an expired password error even if the password expired.
After upgrading Campaign to 9.1, Optimize listener can no longer be stopped via `ACOServer.sh`.	Defect 81245	Users must upgrade Campaign and Contact Optimization together. If they cannot, they will need to stop the Contact Optimization listener manually through the task manager/kill command.
Error messages for the ACOOptAdmin utility do not display according to non-English locales.	DEF051284	When you run the ACOOptAdmin command line utility in a locale other than English, error messages do not display according to the specified locale. The error messages display only in English.
Contact Optimization listener does not automatically use the same non-English locale that is used by Campaign listener.	ENH11618	In installations where Campaign and Contact Optimization are installed with a non-English locale, the Contact Optimization listener always starts in English instead of the installed locale. To work around this issue, in the command window or batch file (`ACOServer.bat` or `ACOServer.sh`) used to start the Contact Optimization listener, set LANG=*xx_XX* as follows. • Brazilian Portuguese - pt_BR • French - fr_FR • German - de_DE • Italian - it_IT • Japanese - ja_JP • Korean - ko_KR • Simplified Chinese - zh_CN • Spanish - es_ES On UNIX systems, use the following commands. `LANG=`*xx_XX* `export LANG`
`unprocessables_`*sessionid*`.csv` might contain some customers who receive offers.	DEF054841	In some scenarios, a few of the customers who get offers might be present in the `unprocessables_`*sessionid*`.csv` file.

Issue	Issue ID	Description
Incorrect optimization result with Custom Capacity rule in specific circumstances.	DEF058362	A customer that satisfies the following criteria might receive fewer offers than wanted: • The customer has an even number of proposed transactions. • Each of these transactions has the same score. • This score is a low value.
Some labels display incorrectly in Japanese, Chinese, and Korean.	DEF059595	Some translated labels are displaying incorrectly. For example, when you edit the score matrix manually, the vertical label on the right side of the table displays upside down. Also, for optimization rules that contain **customers in the segment**, the **segment** label displays on two lines.
Offer filtering summary report displays an incorrect count of Proposed Contacts that are removed by each Custom Capacity rule.	DEF059805	The Offer Summary Report displays incorrect counts in the "Removed By This Rule" column for Custom Capacity rules if the participating Flowchart for this Contact Optimization session contains multiple contact dates and multiple offers that are made to each customer on different channels.
Issues with offer version query builder.	DEF060676	There are several minor issues with the offer version query builder: • For custom attributes with the Form Element Type of Select Box, the offer version query builder does not use the select box. You must enter the value manually. • When the group level is removed, the subgroup conditions are added to the parent condition, and vice versa. • All arithmetic operators are displayed for a string variable, but only equal and not equal apply. • Defined length validations for attributes are not verified upon input for conditions.
Offer version rules that contain dates do not provide expected optimization results.	DEF061554	If you create an offer version condition that includes a date, such as the offer parameter "valid end date" equals "12/31/2011", the rule containing offer version condition might not be satisfied; however, the rest of the rules will work as expected.
Rule exceptions that span calendar years give incorrect results.	DEF061639	If you create a rule exception to a Min/Max # Offers capacity rule that spans calendar years, such as 07/01/2011 to 06/30/2012, the rule containing rule exception condition will not be satisfied; however, the rest of the rules will work as expected.

Chapter 5. Known limitations

This section lists known limitations in Contact Optimization 10.0.

Issue	Number	Description
Strings in the production or test pop-up window are not translated.	Defect 176920	In the case of a non-English setup, the strings in the production or test pop-up window are not translated.
Contact Optimization session run status should be consistent.	Defect 171288	In case of a crash of the Contact Optimization server, you will observe this inconsistency. You can click the ClearHistory button to clear the last run status. However, it also deletes history reports of the respective Contact Optimization session.
The MailList process fails with the following database error: `ORA-00999: INVALID VIEW NAME`.	Defect 170951	Change the value of `UseTempTablePool` from `TRUE` to `FALSE` in UA_SYSTEM_TABLES. The MailList run will end successfully.
Contact Optimization does not terminate the `unica_acsvr` process that is opened during a run.	Defect 164875	In case of a schedule run of a Contact Optimization session by using the Marketing Platform Scheduler, you observe multiple `unica_acsvr` login processes. These processes might terminate automatically after some time.
A DB2 database user change of system tables causes a Contact Optimization session to fail when the administrator has an index with the same name.	Defect 155876	To avoid having a session fail, the DB2 database administrator should remove indexes.
The Contact Optimization session run command is captured in recent links.	Defect 177376	If you go to a session by using recent links, you can run the session by pasting the URL directly.
In a Contact Optimization report, offers by type and segment do not get printed as desired.	Defect 102889	The following issues were noticed while printing the offers by type and segment in a Contact Optimization report. 1. The preview window does not scroll, unless it is resized. 2. While printing it does not print everything, but only what fits in A4 size. Printing options do not seem to make any difference.
Negative scores cause inaccurate rules crediting.	DEF041400	If you use negative scores, rule crediting in the Offer Filtering Summary report might not be accurate. Offers with negative scores are given to meet minimum requirements only.
Cells that are linked to TCS with offer assignments do not appear in Optimize process.	DEF061355	If the Optimize process is connected to one or more cells and the upstream cells are later linked to top-down cells defined in the Target Cell Spreadsheet process (TCS), the offers that are assigned in the TCS do not automatically appear in the Optimize process. Link to any top-down cells in the TCS before you connect those cells to an Optimize process. Otherwise, you must either manually assign the same offers within the Optimize process, or delete the Optimize process and re-create it.

Issue	Number	Description
Running the ACOOptAdmin utility with one-way SSL requires more setup.	DEF046832	You cannot use the **ACOOptAdmin** utility with one-way SSL until you register a security certificate, specify a host name and domain, and configure SSL_Options in the `ACOOptAdmin.bat` file.
Unable to run the session in first attempt when unica_acosvr process stopped.	DEF055010	If you use the **kill** command to stop `unica_acosvr`, the next time you attempt to run a Contact Optimization session, it might fail with the following error: `An unknown communication failure has occurred with the IBM Optimize server process.` **Workaround** - Run the Contact Optimization session again to complete it successfully.

Before you contact IBM 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 technical support. Use these guidelines to ensure that your problem is resolved efficiently and successfully.

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

Note: Technical Support does not write or create API scripts. For assistance in implementing our API offerings, contact IBM Professional Services.

Information to gather

Before you contact IBM technical support, gather the following information:
- A brief description of the nature of your issue.
- Detailed error messages that 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."

System information

When you call IBM 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 applications.

You can access the About page by selecting **Help > About**. If the About page is not accessible, check for a `version.txt` file that is located under the installation directory for your application.

Contact information for IBM technical support

For ways to contact IBM technical support, see the IBM Product Technical Support website: (http://www.ibm.com/support/entry/portal/open_service_request).

Note: To enter a support request, you must log in with an IBM account. This account must be linked to your IBM customer number. To learn more about associating your account with your IBM customer number, see **Support Resources > Entitled Software Support** on the Support Portal.

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