

HCL Unica V12.0 Fast Upgrade Guide



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Before you begin fast upgrade

1. The fast upgrade approach supports the HCL Unica products (Unica Platform, Unica Campaign, Unica Optimize, Unica Plan, Unica Interact) upgrade 8.6.x version onwards.
2. While migrating the - Unica Platform, Unica Campaign, Unica Optimize, Unica Plan, Unica Interact - system database from source (the production / test) environment to 12.0.0 (a clean environment) it is strongly recommended that you check if all the required constraints and indexes are migrated successfully. Any failures in this will cause the fast upgrade to fail.
3. System tables data migration from source (production / test) environment to 12.0.0 (a clean environment) should be done with help of your DBA.
4. This upgrade should be executed, verified and tested on the QA environment before executing on the production environment.
5. Stop v12.0.0 all product application services, Campaign listener, Optimize listener or any other running processes before proceeding with fast upgrade

High-level steps involved in the Fast Upgrade process

The Unica Fast upgrade process is introduced to help complete the upgrade process in a short time so that you encounter less downtime on your production environment. Also, Fast upgrade process will get executed on clean 12.0.0 environment, so users existing environment will remain untouched. **Please note** that the extension of script files on Windows operating system is ".bat", and on Unix operating systems, it is ".sh". When running scripts as suggested in this document, please choose the corresponding extension

Installing a clean 12.0.0 environment

1. You must set up a clean 12.0.0 environment with the same products installed as in the old version.
2. You can setup a clean 12.0.0 environment either on the same hardware or a different hardware. We recommend that you setup a clean 12.0.0 environment on a different hardware. If installed on the same hardware you must configure the JVM memory options for the new environment and keep sufficient disk space, memory and CPU for the older versions as well as for the 12.0.0 version.
3. A clean 12.0.0 environment installation should be done with the stack combination used in the old version. For example, if your existing 8.6 version is installed on the RHEL operating system with the DB2 database, then a clean 12.0.0 should be installed on same operating system flavor and same database vendor. But, note that you must use the supported third party software - operating systems, application servers, database, and so on versions that 12.0.0 supports.
4. Ensure that the 12.0.0 application is up and running.

Migrating the system database

The steps underneath are database specific, you may consult your DBA to complete them:

1. You must take a backup of the system tables from the old version.
2. You must also take a backup of the system tables from the 12.0.0 version.
3. Stop the clean installed 12.0.0 application.
4. Clean up the system tables of the 12.0.0 clean applications. This involves deleting all the tables, constraints, indexes, and so on from the system tables. Alternatively, you can create new database schemas to migrate system data from the old version to the 12.0.0 version.
5. Restore the database backup from the older version system tables to the 12.0.0 application system tables for all the required products into the respective database schema.

Executing the Fast Upgrade

1. You must execute the Unica Platform upgrade process first. In case Unica Campaign is part of the installed suite then execute the Fast Upgrade for Unica Campaign. Only after that execute the other fast upgrades.
2. Contact Technical Support if you encounter errors in the Fast Upgrade process.

Post Fast Upgrade

1. After completing the Fast Upgrade, you must execute the configuration steps for every product. Refer to the respective product section in this guide for details.
2. Perform a UAT on the upgraded environment. The old version can be shutdown once the UAT passes and the new 12.0.0 environment can then be used in production.

Procedure: Fast upgrade Unica Platform

Unica Platform pre-upgrade

Import the Unica Platform system tables backup from the old version to the system tables schema used in the clean 12.0.0 environment.

Upgrading the Unica Platform database manually

If system DB is DB2 refer to the Troubleshooting section of this guide.

You should manually execute the following scripts provided in the table underneath on the Unica Platform database while upgrading from various base versions. These steps are not applicable to Fast Upgrade from version 11.0 to version 12.0.0:

Version	SQL scripts to execute
8.6.x to 12.0.0	SQL Server <ul style="list-style-type: none">• <PLATFORM_HOME>/db/upgrade86to8601/insert_new_8601_locales.sql (do not execute this script if upgrading from 8.6.0.1 onwards)• <PLATFORM_HOME>/db/upgrade86to90/ManagerSchema_SqlServer_90upg.sql• <PLATFORM_HOME>/db/upgrade90to91/ManagerSchema_SqlServer_91upg.sql

	<ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade91to911/ ManagerSchema_SqlServer_911upg.sql • <PLATFORM_HOME>/ db/upgrade912to10/ ManagerSchema_SqlServer_10upg.sql • <PLATFORM_HOME>/ db/upgrade912to10/ SqlServer_QRTZ_Scheduler_10_upgrade_Script.sql • <PLATFORM_HOME>/db/ upgrade10001to10002/ ManagerSchema_SqlServer_10002upg.sql • <PLATFORM_HOME>/ db/upgrade10002to101/ ManagerSchema_SqlServer_101upg.sql • <PLATFORM_HOME>/ db/upgrade101to11/ ManagerSchema_SqlServer_11upg.sql • <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_SqlServer_111upg.sql • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_SqlServer_11102upg.sql • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_SqlServer_12upg.sql
8.6.x to 12.0.0	<p>Oracle</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade86to8601/ insert_new_8601_locales.sql (do not

execute this script if upgrading from
8.6.0.1 onwards

- <PLATFORM_HOME>/
db/upgrade86to90/
ManagerSchema_Oracle_90upg.sql
- <PLATFORM_HOME>/
db/upgrade90to91/
ManagerSchema_Oracle_91upg.sql
- <PLATFORM_HOME>/
db/upgrade91to911/
ManagerSchema_Oracle_911upg.sql
- <PLATFORM_HOME>/
db/upgrade912to10/
ManagerSchema_Oracle_10upg.sql
- <PLATFORM_HOME>/
db/upgrade912to10/
Oracle_QRTZ_Scheduler_10_upgrade_Script.sql
- <PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_Oracle_10002upg.sql
- <PLATFORM_HOME>/
db/upgrade10002to101/
ManagerSchema_Oracle_101upg.sql
- <PLATFORM_HOME>/
db/upgrade101to11/
ManagerSchema_Oracle_11upg.sql
- <PLATFORM_HOME>/
db/upgrade1101to111/
ManagerSchema_Oracle_111upg.sql
- <PLATFORM_HOME>/
db/upgrade111to11102/
ManagerSchema_Oracle_11102upg.sql

	<ul style="list-style-type: none">• <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_Oracle_12upg.sql
8.6.x to 12.0.0	<p>DB2</p> <ul style="list-style-type: none">• <PLATFORM_HOME>/ db/upgrade86to8601/ insert_new_8601_locales.sql (do not execute this script if upgrading from 8.6.0.1 onwards• <PLATFORM_HOME>/ db/upgrade86to90/ ManagerSchema_DB2_90upg.sql <p>OR if Unicode environment execute: <PLATFORM_HOME>/db/upgrade86to90/ ManagerSchema_DB2_90upg_unicode.sql AND</p> <ul style="list-style-type: none">• <PLATFORM_HOME>/db/ upgrade86to90/db2_unicode_fix_90.sql• <PLATFORM_HOME>/ db/upgrade90to91/ ManagerSchema_DB2_91upg.sql <p>OR if Unicode environment execute: <PLATFORM_HOME>/db/upgrade90to91/ ManagerSchema_DB2_91upg_unicode.sql</p> <ul style="list-style-type: none">• <PLATFORM_HOME>/ db/upgrade91to911/ ManagerSchema_DB2_911upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/ upgrade91to911/
ManagerSchema_DB2_911upg_unicode.sql

- <PLATFORM_HOME>/
db/upgrade912to10/
DB2_QRTZ_Scheduler_10_upggrade_Script.sql
- <PLATFORM_HOME>/
db/upgrade912to10/
ManagerSchema_DB2_10upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/upgrade912to10/
ManagerSchema_DB2_10upg_unicode.sql

- <PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_DB2_10002upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_DB2_10002upg_unicode.sql

- <PLATFORM_HOME>/
db/ upgrade10002to101/
ManagerSchema_DB2_101upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/
db/ upgrade10002to101/
ManagerSchema_DB2_101upg_unicode.sql

- <PLATFORM_HOME>/
db/upgrade101to11/
ManagerSchema_DB2_11upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/ upgrade101to11/
ManagerSchema_DB2_11upg_unicode.sql

- <PLATFORM_HOME>/
db/upgrade1101to111/
ManagerSchema_DB2_111upg.sql
- <PLATFORM_HOME>/
db/upgrade111to11102/
ManagerSchema_DB2_11102upg.sql
- <PLATFORM_HOME>/
db/upgrade11102to12/
ManagerSchema_DB2_12upg.sql

OR if Unicode environment execute:

- <PLATFORM_HOME>/
db/upgrade11102to12/
ManagerSchema_DB2_12upg_unicode.sql

9.0.x to 12.0.0

SQL Server

- <PLATFORM_HOME>/
db/upgrade90to91/
ManagerSchema_SqlServer_91upg.sql
- <PLATFORM_HOME>/
db/upgrade91to911/
ManagerSchema_SqlServer_911upg.sql

- <PLATFORM_HOME>/
db/upgrade912to10/
ManagerSchema_SqlServer_10upg.sql
- <PLATFORM_HOME>/
db/upgrade912to10/
SqlServer_QRTZ_Scheduler_10_upgrade_Script.sql
- <PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_SqlServer_10002upg.sql
- <PLATFORM_HOME>/
db/upgrade10002to101/
ManagerSchema_SqlServer_101upg.sql
- <PLATFORM_HOME>/
db/upgrade101to11/
ManagerSchema_SqlServer_11upg.sql
- <PLATFORM_HOME>/
db/upgrade1101to111/
ManagerSchema_SqlServer_111upg.sql
- <PLATFORM_HOME>/
db/upgrade111to11102/
ManagerSchema_SqlServer_11102upg.sql
- <PLATFORM_HOME>/
db/upgrade11102to12/
ManagerSchema_SqlServer_12upg.sql

9.0.x to 12.0.0

Oracle

- <PLATFORM_HOME>/
db/upgrade90to91/
ManagerSchema_Oracle_91upg.sql

- <PLATFORM_HOME>/
db/upgrade91to911/
ManagerSchema_Oracle_911upg.sql
- <PLATFORM_HOME>/
db/upgrade912to10/
ManagerSchema_Oracle_10upg.sql
- <PLATFORM_HOME>/
db/upgrade912to10/
Oracle_QRTZ_Scheduler_10_upgrade_Script.sql
- <PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_Oracle_10002upg.sql
- <PLATFORM_HOME>/
db/upgrade10002to101/
ManagerSchema_Oracle_101upg.sql
- <PLATFORM_HOME>/
db/upgrade101to11/
ManagerSchema_Oracle_11upg.sql
- <PLATFORM_HOME>/
db/upgrade1101to111/
ManagerSchema_Oracle_111upg.sql
- <PLATFORM_HOME>/
db/upgrade111to11102/
ManagerSchema_Oracle_11102upg.sql
- <PLATFORM_HOME>/
db/upgrade11102to12/
ManagerSchema_Oracle_12upg.sql

9.0.x to 12.0.0

DB2

- <PLATFORM_HOME>/
db/upgrade90to91/
ManagerSchema_DB2_91upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/upgrade90to91/
ManagerSchema_DB2_91upg_unicode.sql

- <PLATFORM_HOME>/
db/upgrade91to911/
ManagerSchema_DB2_911upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/ upgrade91to911/
ManagerSchema_DB2_911upg_unicode.sql

- <PLATFORM_HOME>/
db/upgrade912to10/
DB2_QRTZ_Scheduler_10_upggrade_Script.sql
- <PLATFORM_HOME>/
db/upgrade912to10/
ManagerSchema_DB2_10upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/upgrade912to10/
ManagerSchema_DB2_10upg_unicode.sql

- <PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_DB2_10002upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/

upgrade10001to10002/

ManagerSchema_DB2_10002upg_unicode.sql

- <PLATFORM_HOME>/
db/ upgrade10002to101/
ManagerSchema_DB2_101upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/

db/ upgrade10002to101/

ManagerSchema_DB2_101upg_unicode.sql

- <PLATFORM_HOME>/
db/upgrade101to11/
ManagerSchema_DB2_11upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/ upgrade101to11/

ManagerSchema_DB2_11upg_unicode.sql

- <PLATFORM_HOME>/
db/upgrade1101to111/
ManagerSchema_DB2_111upg.sql
- <PLATFORM_HOME>/
db/upgrade111to11102/
ManagerSchema_DB2_11102upg.sql
- <PLATFORM_HOME>/
db/upgrade11102to12/
ManagerSchema_DB2_12upg.sql

	<p>Or if Unicode environment execute:</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_DB2_12upg_unicode.sql
9.1.x to 12.0.0	<p>SQL Server</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade91to911/ ManagerSchema_SqlServer_911upg.sql • <PLATFORM_HOME>/ db/upgrade912to10/ ManagerSchema_SqlServer_10upg.sql • <PLATFORM_HOME>/ db/upgrade912to10/ SqlServer_QRTZ_Scheduler_10_upgrade_Script.sql • <PLATFORM_HOME>/db/ upgrade10001to10002/ ManagerSchema_SqlServer_10002upg.sql • <PLATFORM_HOME>/ db/upgrade10002to101/ ManagerSchema_SqlServer_101upg.sql • <PLATFORM_HOME>/ db/upgrade101to11/ ManagerSchema_SqlServer_11upg.sql • <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_SqlServer_111upg.sql • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_SqlServer_11102upg.sql

	<ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_SqlServer_12upg.sql
9.1.x to 12.0.0	<p>Oracle</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade91to911/ ManagerSchema_Oracle_911upg.sql • <PLATFORM_HOME>/ db/upgrade912to10/ ManagerSchema_Oracle_10upg.sql • <PLATFORM_HOME>/ db/upgrade912to10/ Oracle_QRTZ_Scheduler_10_upgrade_Script.sql • <PLATFORM_HOME>/db/ upgrade10001to10002/ ManagerSchema_Oracle_10002upg.sql • <PLATFORM_HOME>/ db/upgrade10002to101/ ManagerSchema_Oracle_101upg.sql • <PLATFORM_HOME>/ db/upgrade101to11/ ManagerSchema_Oracle_11upg.sql • <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_Oracle_111upg.sql • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_Oracle_11102upg.sql • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_Oracle_12upg.sql

9.1.x to 12.0.0

DB2

<PLATFORM_HOME>/db/upgrade91to911/
ManagerSchema_DB2_911upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/ upgrade91to911/
ManagerSchema_DB2_911upg_unicode.sql

<PLATFORM_HOME>/db/upgrade912to10/
DB2_QRTZ_Scheduler_10_upggrade_Script.sql

<PLATFORM_HOME>/db/upgrade912to10/
ManagerSchema_DB2_10upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/upgrade912to10/
ManagerSchema_DB2_10upg_unicode.sql

<PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_DB2_10002upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_DB2_10002upg_unicode.sql

<PLATFORM_HOME>/
db/ upgrade10002to101/
ManagerSchema_DB2_101upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/
db/ upgrade10002to101/
ManagerSchema_DB2_101upg_unicode.sql

<PLATFORM_HOME>/db/upgrade101to11/
ManagerSchema_DB2_11upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/ upgrade101to11/
ManagerSchema_DB2_11upg_unicode.sql

<PLATFORM_HOME>/
db/upgrade111to11102/
ManagerSchema_DB2_11102upg.sql

<PLATFORM_HOME>/
db/upgrade11102to12/
ManagerSchema_DB2_12upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/
db/upgrade11102to12/
ManagerSchema_DB2_12upg_unicode.sql

9.1.1.x to 12.0.0

SQL Server

- <PLATFORM_HOME>/
db/upgrade912to10/
ManagerSchema_SqlServer_10upg.sql
- <PLATFORM_HOME>/
db/upgrade912to10/
SqlServer_QRTZ_Scheduler_10_upgrade_Script.sql
- <PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_SqlServer_10002upg.sql
- <PLATFORM_HOME>/
db/upgrade10002to101/
ManagerSchema_SqlServer_101upg.sql

	<ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade101to11/ ManagerSchema_SqlServer_11upg.sql • <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_SqlServer_111upg.sql • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_SqlServer_11102upg.sql • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_SqlServer_12upg.sql
9.1.1.x to 12.0.0	<p>Oracle</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade912to10/ ManagerSchema_Oracle_10upg.sql • <PLATFORM_HOME>/ db/upgrade912to10/ Oracle_QRTZ_Scheduler_10_upgrade_Script.sql • <PLATFORM_HOME>/db/ upgrade10001to10002/ ManagerSchema_Oracle_10002upg.sql • <PLATFORM_HOME>/ db/upgrade10002to101/ ManagerSchema_Oracle_101upg.sql • <PLATFORM_HOME>/ db/upgrade101to11/ ManagerSchema_Oracle_11upg.sql • <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_Oracle_111upg.sql

	<ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_Oracle_11102upg.sql • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_Oracle_12upg.sql
9.1.1.x to 12.0.0	<p>DB2</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade912to10/ DB2_QRTZ_Scheduler_10_upggrade_Script.sql • <PLATFORM_HOME>/ db/upgrade912to10/ ManagerSchema_DB2_10upg.sql <p>OR if Unicode environment execute: <PLATFORM_HOME>/db/upgrade912to10/ ManagerSchema_DB2_10upg_unicode.sql</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/db/ upgrade10001to10002/ ManagerSchema_DB2_10002upg.sql <p>OR if Unicode environment execute: <PLATFORM_HOME>/db/ upgrade10001to10002/ ManagerSchema_DB2_10002upg_unicode.sql</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/ upgrade10002to101/ ManagerSchema_DB2_101upg.sql

	<p>OR if Unicode environment execute:</p> <p><PLATFORM_HOME>/ db/ upgrade10002to101/ ManagerSchema_DB2_101upg_unicode.sql</p> <ul style="list-style-type: none">• <PLATFORM_HOME>/ db/upgrade101to11/ ManagerSchema_DB2_11upg.sql <p>OR if Unicode environment execute:</p> <ul style="list-style-type: none">• <PLATFORM_HOME>/ db/ upgrade101to11/ ManagerSchema_DB2_11upg_unicode.sql• <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_DB2_111upg.sql <p><PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_DB2_11102upg.sql</p> <p><PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_DB2_12upg.sql</p> <p>OR if Unicode environment execute:</p> <ul style="list-style-type: none">• <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_DB2_12upg_unicode.sql
9.1.2.x to 12.0.0	SQL Server

- <PLATFORM_HOME>/
db/upgrade912to10/
ManagerSchema_SqlServer_10upg.sql
- <PLATFORM_HOME>/
db/upgrade912to10/
SqlServer_QRTZ_Scheduler_10_upgrade_Script.sql
- <PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_SqlServer_10002upg.sql
- <PLATFORM_HOME>/
db/upgrade10002to101/
ManagerSchema_SqlServer_101upg.sql
- <PLATFORM_HOME>/
db/upgrade101to11/
ManagerSchema_SqlServer_11upg.sql
- <PLATFORM_HOME>/
db/upgrade1101to111/
ManagerSchema_SqlServer_111upg.sql
- <PLATFORM_HOME>/
db/upgrade111to11102/
ManagerSchema_SqlServer_11102upg.sql
- <PLATFORM_HOME>/
db/upgrade11102to12/
ManagerSchema_SqlServer_12upg.sql

9.1.2.x to 12.0.0

Oracle

- <PLATFORM_HOME>/
db/upgrade912to10/
ManagerSchema_Oracle_10upg.sql

- <PLATFORM_HOME>/
db/upgrade912to10/
Oracle_QRTZ_Scheduler_10_upgrade_Script.sql
- <PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_Oracle_10002upg.sql
- <PLATFORM_HOME>/
db/upgrade10002to101/
ManagerSchema_Oracle_101upg.sql
- <PLATFORM_HOME>/
db/upgrade101to11/
ManagerSchema_Oracle_11upg.sql
- <PLATFORM_HOME>/
db/upgrade1101to111/
ManagerSchema_Oracle_111upg.sql
- <PLATFORM_HOME>/
db/upgrade111to11102/
ManagerSchema_Oracle_11102upg.sql
- <PLATFORM_HOME>/
db/upgrade11102to12/
ManagerSchema_Oracle_12upg.sql

9.1.2.x to 12.0.0

DB2

- <PLATFORM_HOME>/
db/upgrade912to10/
DB2_QRTZ_Scheduler_10_upggrade_Script.sql
- <PLATFORM_HOME>/
db/upgrade912to10/
ManagerSchema_DB2_10upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/upgrade912to10/
ManagerSchema_DB2_10upg_unicode.sql

- <PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_DB2_10002upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/
upgrade10001to10002/
ManagerSchema_DB2_10002upg_unicode.sql

- <PLATFORM_HOME>/
db/ upgrade10002to101/
ManagerSchema_DB2_101upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/
db/ upgrade10002to101/
ManagerSchema_DB2_101upg_unicode.sql

- <PLATFORM_HOME>/
db/upgrade101to11/
ManagerSchema_DB2_11upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/ upgrade101to11/
ManagerSchema_DB2_11upg_unicode.sql

- <PLATFORM_HOME>/
db/upgrade1101to111/
ManagerSchema_DB2_111upg.sql

	<ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_DB2_11102upg.sql • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_DB2_12upg.sql <p>Or if Unicode environment execute:</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_DB2_12upg_unicode.sql
10.0.x to 12.0.0	<p>SQL Server</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/db/ upgrade10001to10002/ ManagerSchema_SqlServer_10002upg.sql • <PLATFORM_HOME>/ db/upgrade10002to101/ ManagerSchema_SqlServer_101upg.sql • <PLATFORM_HOME>/ db/upgrade101to11/ ManagerSchema_SqlServer_11upg.sql • <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_SqlServer_111upg.sql • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_SqlServer_11102upg.sql • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_SqlServer_12upg.sql

10.0.x to 12.0.0	<p>Oracle</p> <ul style="list-style-type: none">• <PLATFORM_HOME>/db/ upgrade10001to10002/ ManagerSchema_Oracle_10002upg.sql• <PLATFORM_HOME>/ db/upgrade10002to101/ ManagerSchema_Oracle_101upg.sql• <PLATFORM_HOME>/ db/upgrade101to11/ ManagerSchema_Oracle_11upg.sql• <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_Oracle_111upg.sql• <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_Oracle_11102upg.sql• <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_Oracle_12upg.sql
10.0.x to 12.0.0	<p>DB2</p> <ul style="list-style-type: none">• <PLATFORM_HOME>/db/ upgrade10001to10002/ ManagerSchema_DB2_10002upg.sql <p>OR if Unicode environment execute:</p> <p><PLATFORM_HOME>/db/ upgrade10001to10002/ ManagerSchema_DB2_10002upg_unicode.sql</p>

- <PLATFORM_HOME>/
db/ upgrade10002to101/
ManagerSchema_DB2_101upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/
db/ upgrade10002to101/
ManagerSchema_DB2_101upg_unicode.sql

- <PLATFORM_HOME>/
db/upgrade101to11/
ManagerSchema_DB2_11upg.sql

OR if Unicode environment execute:

<PLATFORM_HOME>/db/ upgrade101to11/
ManagerSchema_DB2_11upg_unicode.sql

- <PLATFORM_HOME>/
db/upgrade1101to111/
ManagerSchema_DB2_111upg.sql
- <PLATFORM_HOME>/
db/upgrade111to11102/
ManagerSchema_DB2_11102upg.sql
- <PLATFORM_HOME>/
db/upgrade11102to12/
ManagerSchema_DB2_12upg.sql

OR if Unicode environment execute:

	<ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_DB2_12upg_unicode.sql
10.1.0 to 12.0.0	<p>SQL Server</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade101to11/ ManagerSchema_SqlServer_11upg.sql • <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_SqlServer_111upg.sql • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_SqlServer_11102upg.sql • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_SqlServer_12upg.sql
10.1.0 to 12.0.0	<p>Oracle</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade101to11/ ManagerSchema_Oracle_11upg.sql • <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_Oracle_111upg.sql

	<ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_Oracle_11102upg.sql • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_Oracle_12upg.sql
10.1.0 to 12.0.0	<p>DB2</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade101to11/ ManagerSchema_DB2_11upg.sql <p>OR if Unicode environment execute:</p> <p><PLATFORM_HOME>/db/ upgrade101to11/ ManagerSchema_DB2_11upg_unicode.sql</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_DB2_111upg.sql • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_DB2_11102upg.sql • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_DB2_12upg.sql <p>Or if a Unicode environment execute:</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_DB2_12upg_unicode.sql

11.0 to 12.0.0	Does not require execution of any scripts
11.0.1 to 12.0.0	<p>SQL Server</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_SqlServer_111upg.sql • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_SqlServer_11102upg.sql • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_SqlServer_12upg.sql <p>Oracle</p> <ul style="list-style-type: none"> • <PLATFORM_HOME>/ db/upgrade1101to111/ ManagerSchema_Oracle_111upg.sql • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_SqlServer_11102upg.sql • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_SqlServer_12upg.sql • <PLATFORM_HOME>/ db/upgrade111to11102/ ManagerSchema_Oracle_11102upg.sql • <PLATFORM_HOME>/ db/upgrade11102to12/ ManagerSchema_Oracle_12upg.sql <p>DB2</p>

- <PLATFORM_HOME>/
db/upgrade1101to111/
ManagerSchema_DB2_111upg.sql
- <PLATFORM_HOME>/
db/upgrade111to11102/
ManagerSchema_DB2_11102upg.sql
- <PLATFORM_HOME>/
db/upgrade11102to12/
ManagerSchema_DB2_12upg.sql

Or if a unicode environment execute

- <PLATFORM_HOME>/
db/upgrade11102to12/
ManagerSchema_DB2_12upg_unicode.sql

Updating the JDBC files in Unica Platform

In case you do not want to reuse the Platform schema used for a 12.0.0 clean installation and rather want to use another user schema, you will need to follow the additional steps underneath:

1. Back up the jdbc.properties file from the 12.0.0 environment (Platform/tools/bin/jdbc.properties). Update the username in the 12.0.0 platform system database / schema name in jdbc.properties file.

Example of jdbc.properties:

```
uasm.jdbc_driver=com.ibm.db2.jcc.DB2Driver uasm.data_source=jdbc:db2://
<DB_HOST>:<DB_PORT>/<DB2_SID>
uasm.data_source_login=<PLATFORM_DB_SCHEMA>
uasm.data_source_password=ENC(T+rsrWP41Vqu8SoDARMhDdWkf0dFB0Zc)
hibernate.dialect=org.hibernate.dialect.DB2Dialect
```


2. To update the encrypted password in the jdbc.properties file run the following command: Navigate to Platform/tools/bin directory and execute the below command:

```
./encryptPasswords.sh -d <PLATFORM_DB_USER_PASSWORD>
```

This will update the encrypted password in the jdbc.properties file. Save the Platform/tools/bin/jdbc.properties with this encrypted password of the new schema user.
3. In the application server, update the JNDI details (schema / SID, userid, password) for Platform JNDI as per the new database schema used with v12.0.0 environment.

Upgrading the Unica Platform configuration

1. Execute the following command to upgrade Unica Platform configurations to 12.0.0:
Navigate to `<UNICA_PLATFORM_HOME>/tools/bin` directory
Execute command:

```
./configTool.sh -vp -p "Affinium" -f "<UNICA_PLATFORM_HOME>/conf/Manager_config.xml"
```

Note: You may encounter an insertion of duplicate key related error or `com.ibm.db2.jcc.am.SqlIntegrityConstraintViolationException`:
Please refer to troubleshooting section.
2. Execute the command: `./populateDb.sh -n Manager`
3. Execute the command:

```
./configTool.sh -vp -p "Affinium|suite|uiNavigation|mainMenu|Analytics" -f "<PLATFORM_HOME>/conf/watsonAssistant_navigation.xml"
```
4. Execute the command: `./alertConfigTool.sh -i -f "<UNICA_PLATFORM_HOME>/conf/Platform_alerts_configuration.xml"`

Note: If upgrading from version 11.0.1, then do not execute the below scripts(step 5,6,7).

5. Execute the command: `./configTool.sh -vp -p "Affinium|Report|integrations" -f "<UNICA_PLATFORM_HOME>/conf/upgrade101to11/cognos11_integration.xml"`

Note: If upgrading from version 8.6.0, execute steps 6 and 7.

6. Execute the command: `upgrade86to90`(Only Upgrading from version 8.6.0)
7. Execute the command: `upgrade90to91`(Only Upgrading from version 9.0)
8. Upgrade the scheduler jobs.

Use the `quartzjobtool` to update scheduler jobs. This is a required step. If this upgrade tool is not run, any existing scheduled job fails to start. The `quartzjobtool` is in the `tools\bin` directory under Unica Platform installation. Run this utility from the `tools\bin` directory.

Example command (Windows): `quartzjobtool.bat`

Example command (Unix): `./quartzjobtool.sh`

Setting the Unica Platform – Help About > Version

1. Change the Unica Platform version in the database. Refer to the following guidelines:
Export the version configuration using the following command on clean 12.0.0 environment: `./configTool.sh -x -p "Affinium|Manager|about" -f "<PLATFORM_HOME>/conf/about.xml"`
2. Edit the `about.xml` file generated by the above command. Change the version to `12.0.0.0.0.GA_BUILD`. `<GA_BUILD>` - Please replace this with build number referring to `version.txt` from installation location.

```
<property id="xxxxxx" name="releaseNumber" type="string_property" width="40">
```

```
<value>12.0.0.0.0.GA_BUILD</value>
```

```
</property>
```

3. Edit the about.xml file generated by step 1 with the destination server details of the following properties:

1.display name

2.copyright

3.OS

4.server name

5.support and support web URL if change required.

4. Import the above mentioned about.xml edited file using the following command: `./configTool.sh -v -i -o -p "Affinium|Manager" -f <PLATFORM_HOME>/conf/about.xml`

Unica Platform post-upgrade

1. Unica Platform application navigation URL points to the old base environment. You must change the navigation URL using the SQL script from the Platform system database.

2. The URL of the start page that appears when each users log in to HCL Unica products has to be changed manually from the **USM_PERSONALIZATION** table.

3. Check the following properties files from the source and destination Environment. Copy all the urls mentioned in the respective properties files from source to destination files.

1.Platform_Admin_URL.properties

2.Platform_Admin_View_Priv.properties

3.Platform_Admin_URL.properties

4.Platform_Admin_Scheduler_Scripts.properties

5.Platform_Admin_Scheduler_API.properties

4. Perform UAT on Unica Platform application. Make sure all the functions are working correctly.

Procedure: Fast upgrade Unica Campaign

Unica Campaign pre-upgrade

1. Import the Unica Campaign system tables backup from the old / base version to the system tables schema used in the clean 12.0 environment.
2. Take a File system backup of the "CAMPAIGN_HOME/partitions/partition1" directory.
3. Copy all the partitions data from the old environment's partition folders to the clean 12.0 environment Unica Campaign partition folder.

Upgrading Unica Campaign

1. Update the setenv.sh file the with required values for the Unica Campaign upgrade. For details on environment variables in the setenv.sh file, refer to the Unica Campaign 12.0 Upgrade guide.
 - a. Navigate to the path: <installation path>/Campaign/tools/upgrade/11.0.1+to12.0/
Set the following variables in the setenv.sh file:
Set JAVA_HOME='<Installation Path >/jre'
Set CAMPAIGN_HOME='<Installation Path>/Campaign'
Set LOG_TEMP_DIR='<Installation Path>/Campaign/logs'
Set JDBCDRIVER_CLASSPATH=<JDBC DRIVER CLASSPATH>
 - b. Add the JVM Option "-DFAST_UPGRADE_VERSION=<BASE_VERSION>"
For example:
JAVA_OPTIONS="{JAVA_OPTIONS} -DFAST_UPGRADE_VERSION=8.6.x"
 - c. Supported versions in fast upgrade:

Upgrade from Version	JVM Option
8.6.x	-DFAST_UPGRADE_VERSION=8.6.x
9.0.x	-DFAST_UPGRADE_VERSION=9.0.x
9.1.x.x (9.1.x, 9.1.1.x and 9.1.2.x)	-DFAST_UPGRADE_VERSION=9.1.x
10.0.x	-DFAST_UPGRADE_VERSION=10.0.x
10.1.x	-DFAST_UPGRADE_VERSION=10.1.x
11.0.x	-DFAST_UPGRADE_VERSION=11.0.x
11.0.1	-DFAST_UPGRADE_VERSION=11.0.1.x
11.1	-DFAST_UPGRADE_VERSION=11.1.x

2. Pre-requisite to complete before running the Unica Campaign upgrade tool: The <CAMPAIGN_HOME>/install directory "jdbc.properties" file contains the correct JDBC URL, Platform system database userID and encrypted password. User will need to copy paste jdbc.properties file from Platform/tools/bin directory to Campaign/install directory. If this information is incorrect Campaign upgrade tool will fail with database authentication related errors.
3. Execute Campaign "acUpgradeTool.sh". This Upgrade tool execution is similar to the usual acUpgradeTool execution. During the upgrade tool execution when prompted for "select base version to upgrade", you can see the upgrade version specified with the JVM option "-DFAST_UPGRADE_VERSION=<BASE_VERSION>". Select the fast upgrade base version to upgrade from.
4. Updating the JDBC files in Unica Campaign: In the application server, update the JNDI details (schema / SID, userid, password) for Campaign JNDI as per the new database schema used with v12.0 environment.

Campaign post-upgrade

Setting the Campaign – Help About > Version

1. Change the Unica Campaign version in the Unica Platform registration:

a. Export the version configuration using the following command on clean

```
12.0 environment:./configTool.sh -x -p "Affinium|Campaign|about" -f  
<PLATFORM_HOME>/conf/campaign_about.xml
```

b. Edit the campaign_about.xml file generated by the above command. Change the version to 12.0.0.0.GA_BUILD".<GA_BUILD> - Please replace this with build number referring to version.txt from installation location.

```
<property id="xxxxxx" name="releaseNumber" type="string_property" width="40">  
<value>12.0.0.0.GA_BUILD</value>  
</property>
```

c. If Unica Optimize is also being upgraded update following tag:

```
<displayNameKey>Optimize Version</displayNameKey>  
<displayName>Optimize Version</displayName>  
<value>12.0.0.0.GA_BUILD</value>
```

d. Import the above edited file using the following command:./configTool.sh -v -i -o -p "Affinium|Campaign" -f <PLATFORM_HOME>/Platform/conf/campaign_about.xml

2. Execute the following command to upgrade Campaign Security Policies from the base version to version 12.0:

Navigate to <Platform_Home/tools/bin>

```
./populateDb.sh -n Campaign
```

Unica Campaign configuration changes

1. Campaign "Campaign REST API Filter" registration:

- a. Navigate to the PLATFORM_HOME/tools/bin directory.
- b. Execute the following commands:

```
configTool -v -i -p "Affinium|suite|security|apiSecurity|campaign" -f  
"full_path_to_Campaign_installation_directory\conf\API_Filter.xml"  
configTool -v -i -p "Affinium|suite|security|apiSecurity|campaign" -f  
"full_path_to_Campaign_installation_directory\conf\API_V2_Filter.xml"  
configTool -v -i -p "Affinium|suite|security|apiSecurity|campaign" -f  
"full_path_to_Campaign_installation_directory\conf\API_V3_Filter.xml"
```

2. Campaign "Engage REST API" registration:

- a. Navigate to the PLATFORM_HOME/tools/bin directory.
- b. Execute the following command:

```
./configTool.sh -vp -p "Affinium|suite|security|  
apiSecurity|campaign" -f <CAMPAIGN_HOME>/conf/Engage_API_Filter.xml
```

3. Change Campaign configurations in the Unica Platform configuration:

- a. Change the Campaign navigation URLs.
- b. Change the "serverHost" under Settings for 'unicaACLlistener'(Affinium|Campaign|unicaACLlistener).
- c. Change DSN under UA_SYSTEM_TABLES if required.
- d. Change the JNDI name under UA_SYSTEM_TABLES if required.
- e. Remap all system tables in the Campaign table mapping. This can be done using the following steps:
 1. Stop the listener.
 2. Remove "unica_tblcache.mgr" from <CAMPAIGN_HOME>/partitions/partition/conf.
 3. Start the listener.
 4. Navigate to Campaign settings > Table mapping.

4. Platform – DBResourceBundle: The steps underneath will import resource bundles in Unica Platform. Execute the script underneath as specified:
 - a. Navigate to <platform_home>/tools/bin
 - b. DBResourceBundle.sh /bat -P Campaign -F <Campaign_home>/resourcebundles

Unica Campaign post-upgrade functional check

1. The Unica Campaign application navigation URL points to the old base environment. You must change this navigation URL to point to the target environment using the SQL script in the Unica Platform system database.
2. Perform UAT on Unica Campaign application. Ensure that all the flowchart are opening and the run is successful.

Upgrading IBM eMessage

(This can be skipped if eMessage is not in use): You should manually execute the following scripts provided in the table underneath on the Unica Campaign database while upgrading from various base versions:

Versions	Scripts to Execute
8.6.x to 12.0	Navigate to <CAMPAIGN_HOME>/eMessage/ddl/upgrade on the Newly install Campaign 12.0 setup. Execute all scripts after "-- 8.6.0.0 Updates --" from ace_upgrade_<DATABASE_TYPE>.sql
9.0.x to 12.0	Navigate to <CAMPAIGN_HOME>/eMessage/ddl/upgrade on the Newly install Campaign 12.0 setup. Execute all scripts after "-- 9.0.0.0 Updates --" from ace_upgrade_<DATABASE_TYPE>.sql

Versions	Scripts to Execute
9.1.x to 12.0	Navigate to <CAMPAIGN_HOME>/eMessage/ddl/upgrade on the Newly install Campaign 12.0 setup. Execute all scripts after "-- 9.1.0.0 Updates --" from ace_upgrade_<DATABASE_TYPE>.sql
9.1.1.x to 12.0	Does not require any script execution.
9.1.2.x to 12.0	Does not require any script execution.
10.0.x to 12.0	Does not require any script execution.

Procedure: Fast upgrade Unica Optimize

1. Restore CO system tables backup from old / base version to system tables schema used for clean 12.0 environment.
2. Copy Optimize old session data from source environment to 12.0 environment: Copy Optimize/partitions/partition1/reports content into Campaign/partitions/partition1/reports directory. You will need to repeat this steps for each partition. Copy Optimize/partitions/partition1/logs content into Campaign/partitions/partition1/logs directory. You will need to repeat this steps for each partition.
3. This step is not applicable to Fast Upgrade from version 11.0 to version 12.0. Execute following script on Unica Campaign 12.0 system database:

- a. Execute following script on Unica Campaign 12.0 system database:

8.0 Updates

Oracle:

```
ALTER TABLE UACO_OptSession MODIFY CustomSettingsXML VARCHAR(4000);
```

SQL:

```
ALTER TABLE UACO_OptSession MODIFY CustomSettingsXML VARCHAR(4000);
```

DB2:

```
ALTER TABLE UACO_OptSession ALTER COLUMN CustomSettingsXML SET DATA  
TYPE VARCHAR(4000);
```

-- 9.0 Updates --

```
ALTER TABLE UACO_OptSession ADD AgentChannelName VARCHAR(192);
```

```
ALTER TABLE UACO_OptSession ADD AgentInfoTemplateTable VARCHAR(192);
```

```
ALTER TABLE UACO_OptSession ADD AgentCustomerRelTemplateTable  
VARCHAR(192);
```

```
ALTER TABLE UACO_OptSession ADD CustomSettingsFlag int;
```

```

ALTER TABLE UACO_OptSession ADD CustomSettingsXML VARCHAR(4000);

ALTER TABLE UACO_OptSession ADD LastRunType VARCHAR(192);

UPDATE UACO_OptSession SET LastRunType = 'Production Run';

CALL SYSPROC.ADMIN_CMD ('REORG TABLE UACO_OptSession');

-- 9.1.1 Updates --

ALTER TABLE UACO_OptSession ADD AgentChannelName VARCHAR(192);

ALTER TABLE UACO_OptSession ADD AgentInfoTemplateTable VARCHAR(192);

ALTER TABLE UACO_OptSession ADD AgentCustomerRelTemplateTable
VARCHAR(192);

ALTER TABLE UACO_OptSession ADD LastRunType VARCHAR(192);

UPDATE UACO_OptSession SET LastRunType = 'Production Run';

-- 10.0 Updates --

< No script needed >

-- 10.1 Updates --

< No script needed >

-- 11.0 Updates --

< No script needed >

```

- b. This step is not applicable to Fast Upgrade from version 11.0 to version 12.0.
Execute the script that resides at the following location on the Unica Campaign
12.0 system database: <CAMPAIGN_HOME>/ddl/aco_extra_indexes_<db>.sql

Setting the Unica Optimize – Help About > Version

1. Change the CO version in the Unica Platform registration:

- a. Export the version configuration using the following command on a clean 12.0 environment:`configTool.sh -x -p "Affinium|Campaign|about" -f <PLATFORM_HOME>/conf/campaign_about.xml`
- b. Edit the `campaign_about.xml` file generated by the above command. Change the version to `12.0.0.0.GA_BUILD`.

```
<displayNameKey>Optimize Version</displayNameKey>
```

```
<displayName>Optimize Version</displayName>
```

```
<value>12.0.0.0.GA_BUILD</value>
```

- c. Import the above edited file using the following command:`configTool.sh -v -i -o -p "Affinium|Campaign" -f <PLATFORM_HOME>/Platform/conf/campaign_about.xml`

2. Change Unica Campaign configurations in the Unica Platform configuration:

- a. Change the "serverHost" in the Settings of 'unicaACOListener'(Affinium|Campaign|unicaACOListener)
- b. Remap all the system tables in the Unica Campaign table mapping. This can be done using following the steps:
 - Stop the listener.
 - Remove "unica_tblcache.mgr" from `<CAMPAIGN_HOME>/partitions/partition/conf`.
 - Start the listener.
 - Navigate to Unica Campaign settings > Table mapping.

Optimize post-upgrade functional check

Perform UAT on Optimize application. Ensure that all the sessions are opening and the run is successful.

Procedure: Fast upgrade Unica Interact

Pre-requisites to upgrade from Unica Interact 8.6.x/later version to Unica Interact 12.0:

1. Ensure that Unica Platform and Unica Campaign are upgraded successfully on the target setup. Install Interact 12.0 on the setup.
2. Take a backup for source system Databases InteractDT, InteractRT, Interact Learning, Interact prod
3. Make sure that the Interact related files in Campaign's 'partition' folder are copied from the source system to the target system.
4. Restore the backed up database schema on target system.
5. Create data sources on the target application server and point to the new database schema. You can use the same JNDI names as those in the source system to save effort in doing manual changes.

Upgrading Interact DT

1. Update setenv.sh with the values required for upgrade. For details on the environment variables in the setenv.sh file, refer to the Interact Upgrade guide.

- a. Navigate to the path: <Interact_Home>/interactDT/tools/upgrade/ Set the following variables in the setenv.sh file:

```
set JAVA_HOME='<Installation Path >/jre'.
```

```
set JDBC_DRIVER_CP=Actual location of the databasedriver along with database driver
```


```
For example: set JDBC_DRIVER_CP=/opt/IBM/FastUpgrade12/ojdbc8.jar
```

```
set JDBC_DRIVER_CLASS=Datasase driver
```

```
set JDBC_DRIVER_URL=Database url
```

- b. Change the Log file Name and location if required

- c. Navigate to <Interact_Home>\interactDT\tools\upgrade\conf
- d. Edit file ACIUpgradeTaskList.properties and change the value of CHOICES_FOR_PREVIOUS_VERSIONS=8.6.x or other base version you are upgrading from

 **Note:** If CHOICES_FOR_PREVIOUS_VERSIONS is already present that you are upgrading from, then do not make change in the value.

2. Pre-requisite to complete before running the Interact upgrade tool: Update the jdbc.properties file under: 1. <Installation_Home>\install\2. <Interact_Home>\interactDT\tools\upgrade\conf The "jdbc.properties" file must contain the correct JDBC URL, Platform system database userID and encrypted password. If this information is incorrect, then the Interact upgrade tool will fail with database authentication related errors.
3. Execute Interact "aciUpgradeTool.sh/bat". This Upgrade tool execution is similar to the usual acUpgradeTool execution of Campaign.
4. While executing the upgrade tool you are prompted for database details. Enter the Interact DesignTime Database details.
5. The tool will also prompt for "select base version to upgrade". You will be able to see the upgrade version specified for CHOICES_FOR_PREVIOUS_VERSIONS. Select the fastest upgrade base version to upgrade from.
6. Once the upgrade tool execution completes, check the related logs to ensure that no errors were encountered during the upgrade tool execution.

Upgrading Interact RT, Interact learning and Interact Production databases

1. Update setenv.sh with required values for Unica Interact upgrade. For details on the environment variables in the setenv.sh file, refer to the Unica Interact Upgrade guide.
 - a. Navigate to Path: <Interact_Home>/tools/upgrade Set the following variables in the setenv.sh file:

set JAVA_HOME='<Installation Path >/jre'

set JDBC_DRIVER_CP=Actual location of the database driver along with database driver

ex: set JDBC_DRIVER_CP=/opt/IBM/FastUpgrade12/ojdbc8.jar

set JDBC_DRIVER_CLASS=Database driver

set JDBC_DRIVER_URL=Database url

The database URL can be the same in DB2 and Oracle if you are using the same DB with different schemas.

In case you need to update the database URL for the SQLServer, update the respective DB before executing the upgrade tool.

Change the log file name and location if required.

b. Navigate to <Interact_Home>\tools\upgrade\conf edit file ACIUpgradeTaskList_crhtab.properties and change the value of CHOICES_FOR_PREVIOUS_VERSIONS=8.6.x or other base version you are upgrading from. Note: If CHOICES_FOR_PREVIOUS_VERSIONS is already present that you are upgrading from, then do not make change in the value.

c. Repeat the above change for the ACIUpgradeTaskList_lrntab.properties, ACIUpgradeTaskList_runtab.properties, ACIUpgradeTaskList_usrtab.properties files at the above mentioned path.

2. Pre-requisite to complete before running the Interact upgrade tool: Update the jdbc.properties file under: 1. <Installation_Home>\install\2. <Interact_Home>\tools\upgrade\conf The "jdbc.properties" file must contain the correct JDBC URL, Platform system database userID and encrypted password. If this information is incorrect, the Interact upgrade tool will fail with database authentication related errors.

3. Execute Interact "aciUpgradeTool_crhtab .sh/bat" . This Upgrade tool execution is similar to the usual aciUpgradeTool.

a. While executing the upgrade tool you are prompted for database details. Please mention the details of the Interact DesignTime Database. The tool will also prompt for "select base version to upgrade". You will see the upgrade version specified

with CHOICES_FOR_PREVIOUS_VERSIONS= . Select the fast upgrade base version you are upgrading from.

b. Once the upgradetool execution completes, check the related logs and ensure that no errors were encountered during the upgrade tool execution.

4. Execute Interact "aciUpgradeTool_runtab.sh/bat". This Upgrade tool execution is similar to the usual aciUpgradeTool.

a. While executing the upgrade tool you are prompted for database details.

Enter the Interact RunTime Database details. The tool will also prompt for "select base version to upgrade", you can see the upgrade version specified in CHOICES_FOR_PREVIOUS_VERSIONS. Select the fast upgrade base version you are upgrading from.

b. Once the upgradetool execute completes, check the related logs and ensure that no errors were encountered during the upgrade tool execution.

5. Execute Interact "aciUpgradeTool_lrntab .sh/bat". This Upgrade tool execution is similar to the usual aciUpgradeTool.

a. While executing the upgrade tool you are prompted for database details. Enter the Interact Learning Database details. The tool will also prompt for "select base version to upgrade". You can see the upgrade version specified with CHOICES_FOR_PREVIOUS_VERSIONS. Select the fast upgrade base version to upgrade from.

b. Once the upgradetool execution completes, check the related logs and ensure that errors were not encountered during the upgrade tool execution.

6. Execute Interact "aciUpgradeTool_usrtab.sh/bat". This Upgrade tool execution is similar to the usual aciUpgradeTool.

a. During the execution of the upgrade tool, you are prompted for database details. Enter the Interact Production/prod Database details. The tool will also prompt for "select base version to upgrade". You can see the upgrade version specified with CHOICES_FOR_PREVIOUS_VERSIONS. Select the fast upgrade base version to upgrade from.

b. Once the upgradetool execution completes, check the related logs and ensure no errors were encountered during the upgrade tool execution.

Execute ILPB Migration Utility

Run ILPB migration utility for the migration of data from old predicate and enableStateld columns to new predicate columns scorepredicate, scorepredicateenabled, eligibilitypredicate and eligibilitypredicateenabled, EffectiveDate and ExpirationDate for the ILPB tables.

Properties setups for the ILPB migration upgrade utility

1. Navigate to path `<Installation_Directory>\Interact\tools\upgrade\conf` and open **ACIILPBUpgradeTaskList_usrtab.properties** file.

ILPB_TABLES_TO_UPDATE – Append the ILPB table (whitelist offers, default offers, offer by SQL) names which you want to migrate data from old columns to new predicate columns. The utility work only on the tables mentioned for this property.

ILPB_MIGRATIONTASK_BATCHSIZE - You can set this property for specifying the batch size for data update operations of this utility.

2. Run the standalone batch file **acilPBUpgradeTool_usrtab.bat** or the shell script file **acilPBUpgradeTool_usrtab.sh** from path "`<Installation_Directory>\Interact\tools\upgrade`" to run the migration utility.

Updating the JDBC file in InteractRT WAR

In case you do not want to reuse the Platform schema used in the 12.0 clean installation and rather want to use another user schema, follow the additional steps underneath:

1. Back up the interactRT.war file from the 12.0 environment (Interact/interactRT.war).
2. Unwar the interactRT.war file.
3. Copy the jdbc.properties file from Platform/tools/bin/ directory and paste it under interactRT.war/WEB-INF/classes.
4. Re-war the interactRT.

Post Upgrade

1. Register Interact DT Rest API Filter V2. Navigate to the `PLATFORM_HOME/tools/bin` directory. Execute the following commands:

```
configTool.bat -vp -p "Affinium|suite|security|apiSecurity|interact" -f  
<Interact_Home>\interactDT\conf\ Interact_API_V2_Filter.xml
```

2. Interact version registration:

- a. Execute the following command on the source environment: Navigate to the `PLATFORM_HOME/tools/bin` directory. Execute the command: `./configTool.sh -x -p "Affinium|Interact|about" -f Interact_about.xml`
- b. Update the product name from 'IBM Interact' to 'Unica Interact' in the 'Interact_about.xml' file. Note: Do not update the product name if you are upgrading from 11.0 -> 11.x in the Interact_about.xml file.
- c. Copy the exported output on the 12.0 - Destination system under the `PLATFORM_HOME/tools/bin` directory.
- d. Modify the version information in "Interact_about.xml" file referring to the Interact version in version.txt. For example: `<value>12.0.0.<Build number as per version.txt></value></property>` The following are the lines from 8.6.x

```
<property id="6261" name="support" type="string_property"  
width="40">  
<value>https://customercentral.unica.com/value</value
```

- e. Update the following property.

```
<property id="6260" name="java" type="string_property" width="40">  
    <value>IBM Corporation 2.4</value>  
</property>
```

to

```
<property id="6260" name="java" type="string_property" width="40">
  <value>HCL Technologies Ltd.</value>
</property>
```

f. Execute the following command on the destination 12.0 environment: ./

```
configTool.sh -v -o -i -p "Affinium|Interact" -f Interact_about.xml
```

g. For the Interact sub component version, execute the following commands on the destination 12.0 environment.

Navigate to the `PLATFORM_HOME/tools/bin` directory.

Execute command: `./configTool.sh -i -p "Affinium|Campaign|about|components" -f <INTERACT_HOME>/interactDT/conf/interact_subcomponent_version.xml -o`

3. This step is not required if you are upgrading from 11.x version. You must update the old Interact navigation with a new one.

4. Execute the following commands on the destination 12.0 environment:

Remove old menu: `configTool.bat -d -p "Affinium|suite|uiNavigation|mainMenu|Campaign|Interactive Channels" -o`

Add the new menu: `configTool.sh/bat -i -p "Affinium|suite|uiNavigation|mainMenu" "full_path_to_Interact_installation_directory/conf/interact_navigation.xml"`

5. Register Unica Interact settings as configuration menu under

`"Affinium|suite|uiNavigation|settings"` menu using `full_path_to_Interact_installation_directory/interactDT/conf/interact_setup_navigation.xml`.

6. Platform – DBResourceBundle: The following steps imports resource bundles in Unica Platform. Execute the script underneath as specified: a. b.

a. Navigate to `<platform_home>/tools/bin`.

b. Run this command. `DBResourceBundle.sh /bat -P interact-F
<Interact_home>/resourcebundles`

7. If you have added any custom entries in the 'interact_log4j.xml' file on source 8.6 setup, then you must copy those custom entries into the target setup in the newly added 'interact_log4j2.xml' file.
8. Deploy Interact RT WAR file.
9. Update the configuration instanceURLs accordingly for your ServerGroup defined at `Affinium|Campaign|partitions|partition1|Interact|serverGroups`.

The second Interact runtime

1. Repeat the following steps for each Interact runtime if you have used a different server group and Platform.
2. Install New Platform 12.0 with Interact RT.
3. Perform the Platform upgrade and make the setup ready. (Refer the Platform Upgrade Guide.)
4. Copy and restore the InteractRT database from the source to the target.
5. Upgrade the database from source database to 12.0 by running the `aciupgrade` utility for RT.
6. Create data sources on the target application server using the same JNDI names as the source setup.
7. Deploy `InteractRT.war`.

Important

CFS updates: If the customer is using SOAP, then generate the proxy code based on the new WSDL and rebuild the CFS code using the new proxy.

Note

1. After Upgrade, it is observed that a Configuration Node sessionManagement is displayed under:Affinium|interact| Removal of this configuration can be done using the Platform configTool.sh/configTool.bat tool.2. After upgrade, it is observed that configuration Node treatmentStore is displayed under:Affinium|Interact|services|contactHist| Removal of this configuration can be done using the Platform configTool.sh/configTool.bat tool3. In case, after deployment during access, you encounter the "DB2 SQL Error: SQLCODE=-668, SQLSTATE=57016, SQLERRMC=7" error, then contact your DBA and run the REORG query on the necessary database tables.4. Removal steps are not applicable if you are upgrading from 11.x to 12.0.

Procedure: Fast upgrade Unica Plan

Plan pre-upgrade

Note:

1. Existing customers who want to upgrade to JBOSS + 12.0, must perform the following steps:

- Clear the recent items for all the users. Note: Administrator: Please communicate to all the users to clear their respective recent items prior to the migration to JBOSS.
- Clear the directory <plan_home>/recentdata.
- Migrate to JBOSS + 12.0.

2. No change is required to be done by new customers who are installing JBOSS + 12.0. This is because recent items will not be present in their case.

3. No change is required to be done by new customers who are installing JBOSS + 12.0. This is because recent items will not be present in their case.

1. Import the plan system tables backup from the old version to the system tables schema used in a clean 12.0 environment.

2. Take a file system backup of the source and the destination of the following folders:

"Plan_HOME/ accountattachments" directory.

"Plan_HOME/ approvalitems" directory.

"Plan_HOME/ assets" directory.

"Plan_HOME/ componentattachments" directory.

"Plan_HOME/ images" directory.

"Plan_HOME/ invoiceattachments" directory.

"Plan_HOME/ planattachments" directory.

"Plan_HOME/ programattachments" directory.

"Plan_HOME/ projectattachments" directory.

"Plan_HOME/ templates" directory.


3. Copy/Merge all files mentioned in step 2 in 12.0 from the source folders to the destination Plan respective folders.

4. In the source version, if you have customized the `plan_log4j.xml` file and `plan_ehcache.xml` file, copy the `plan_log4j.xml` file and `plan_ehcache.xml` file to `Plan_HOME/conf` folder of the destination environment.

Adhere to the following guidelines:

- For the `plan_log4j.xml` file, if the source version is earlier than 11.1.0, ensure that the `plan_log4j.xml` file follows `log4j2` conventions. For more information, see the *Unica Plan Installation Guide*.
- For the `plan_ehcache.xml` file, ensure that you add the attribute-value pair `name="PlanEhCacheManager"`, as shown in the following example, if it does not exist:

```
<ehcache updateCheck="false" name="PlanEhCacheManager">
```

 **Note:** You can ignore *Step 4* if you have not made any changes to the `plan_log4j.xml` file and `plan_ehcache.xml` file in the source version, and if you want to retain the target file without any modifications.

5. Also copy "Plan_HOME/ conf/ plan_log4j.xml and "Plan_HOME/ conf/ plan_ehcache.xml" in 12.0 environment from source to destination respective folders.

6. Rename ext folder to ext_data on the destination server at the `<PLAN_HOME> \messages\com\hcl\umo\ path`.

7. In `Plan_HOME/conf/xx_XX/systemmenu.xml` (where `xx_XX` is the locale) change the value of `<display>` to Plan (see the following xml section).

```
<systemenu>  
  <menugroups>
```

```
<menugroup id="Operations">
    <display>Plan</display>
```

8. In `Plan_HOME/conf/resourcebundles/com/unica/manager/configuration/plan*.properties` files.

Update the value of property `Operations` = with `Plan`.

Update the value of property `projectmanagement` = with `Plan`.

9. In `Plan_HOME/conf/en_US/sysmodules.xml` (where `en_US` is the locale), change the value of `<display>` to `Plan` (see the following xml section).

```
<sysmodules>
    <section>
        <module id='analysis'>
            <display>Plan analytics</display>
```

10. In `Plan_HOME\conf\resourcebundles\com\unica\manager\configuration\plan_en_US.properties` files update the value of property `analysis=` with `Plan analytics`.

11. Copy `ext` folder from source `<PLAN_HOME>\messages\com\ibm\umo\ext` to the respective destination server.

12. If there are marketing objects in the source setup, copy following files on 12.0 from `<Plan_Home>/conf/en_US` from source to 12.0. `mo_creatives_state.xml` `globalstates.xml` `systemenu.xml` `sysmodules.xml`

13. Perform this step if you have installed Plan and chose manual database. Ignore this step if you have chosen the automatic database.

- a. Unregister the `plan` - `./configTool.sh -u Plan`

- b. Register with 8.6 config. Replace 8.6 with your existing source version.

```
./configTool.sh -r Plan -f "Plan_Home/conf/plan_registration.xml"
```

Use following command:


```
./configTool.sh -vp -p "Affinium" -f"Plan_Home/conf /  
plan_registration.xml
```

14. Ensure that the following JVM parameters are present. If not add them:

- -
Dlog4j2.contextSelector=org.apache.logging.log4j.core.async.AsyncLoggerContextSele
- -Dlog4j2.configurationFile=file:/// <Plan_home>\conf\plan_log4j.xml
- -Dlog4j.configuration=file:/// <Plan_home>\conf\plan_log4j_1x.xml

 **Note:**

- If there is a plan_log4j12.0.xml file apart from the plan_log4j.xml, use the plan_log4j12.0.xml.
- In the Dlog4j2.configurationFile=file:/// <Plan_home>\conf\plan_log4j.xml setting, if you have customized the plan_log4j.xml and made some changes to suit your organization, then ensure that you make those settings in the plan_log4j.xml specified here as per the Dlog4j2.configurationFile that we have deployed to you now. If you have used the plan_log4j12.0.xml file, make your changes in that file.
- In Windows, the file path contains a back slash, whereas, in UNIX, it must contain a forward slash.

Upgrading Unica Plan

Updating JDBC files

In case you do not want to reuse the Plan schema used in the 12.0 clean installation and rather want to use another user schema, follow the additional steps underneath:

1. Take a back up of the jdbc.properties file from the 12.0 environment (Plan/tools/bin / umo_jdbc.properties). Update the username of the 12.0 Platform system database / schema name in the umo_jdbc.properties file.

Example of umo_jdbc.properties:

Name: umo_data_source.url

Description: URL reference for the Unica Plan system table database.

Example values for supported databases are:

SQL Server: jdbc:sqlserver://sqlserverHost:1433;databaseName=databaseName

IBM DB2: jdbc:db2://db2Host:50000/databaseName

Oracle: jdbc:oracle:thin:@oracleHost:1521:databaseName

umo_data_source.url=jdbc:oracle:thin:@<databaseHostName>:1521:<sid>

Name: umo_data_source.login

Description: Name of login for Unica Plan database-login account must have database administrative rights.


Name of login for Unica Plan database. login account must have database administrative rights.

umo_data_source.login=xmsp

Name: umo_data_source.password

Description: Password for Unica Plan database for login id provided in umo_data_source.login property

umo_data_source.password=ENC(+1Kd731xEuzqdDfjqJ9wnw==)

 **Note:** If you have used the same user in the Platform and Plan, you can take the encrypted password from the Platform/tools/bin/jdbc.properties file.

2. Under `Plan_Home/tools/bin`, update the `setenv.bat` file with the correct DB driver path for the parameter `DBDRIVER_CLASSPATH`.

Upgrade to 12.0 config

Note: This procedure is not applicable to Fast Upgrade from version 11.0 to version 12.0.

1. Add jboss-logging-3.3.2.Final.jar and classmate-1.3.4.jar in CLASSPATH in setenv . These files are located in `<Platform_HOME>/tools/lib`.

For example: You can add like following in the classpath

```
${TOOLS_LIB}/../../../../Platform/tools/lib/jboss-logging-3.3.2.Final.jar:${TOOLS_LIB}/../../../../Platform/tools/lib/classmate-1.3.4.jar
```

2. Copy the 8.6 plan_registration.xml file from source to the respective destination UMO_HOME\conf folder. Replace 8.6 with your existing source version.

3. Run the following commands at `Platform_Home/tools/bin`:

```
./configTool.sh -vp -p "Affinium|Plan|umoConfiguration" -f Plan_Home/conf/plan_approvals_settings_10.0.0.2.xml
```

```
./configTool.sh -vp -p "Affinium|Plan|umoConfiguration" -f Plan_Home/conf/plan_workflowservice_settings_10.0.0.2.xml"
```

4. Run config_migration.sh in `Plan_Home/tools/bin`. Prerequisite: Set or update `PLAN_HOME` in the config_migration.sh file.

```
./config_migration.sh -p Plan_Home -b 8.6.0.0 (Replace 8.6 with your existing source version.)
```

5. Run the following command to enable encodeCSV feature:

```
configTool -vp -p "Affinium|Plan|umoConfiguration" -f Plan_Home\conf\Plan_encodeProperty_11.1.xml
```


Upgrading Plan database

Import the database with the source system tables of the VM containing the fresh installation of 12.0 Plan.

- a. Run the umoulistupgrade utility from `Plan/Home/tools/bin` to merge the UMOConfigurationMessages_<locale>.properties and the

UMOMktObjectConfigurationMessages_<locale>.properties of 8.6 and 12.0. This utility does not have any parameters: `umouilistupgrade.bat`.

- b. Run the `umodbsetup` utility to upgrade the database to 12.0: `umodbsetup.bat -t upgrade -m -b 8.6 -L en_US`. Type the above command in the command prompt. Copying may give an error.
- c. Execute the command: `umodbsetup.bat -t upgrade -b 8.6` . If this does not work, you can execute the `umo_upgrade_[8.6.0.0.0]_[12.0.0.0].sql` file on the Plan database. This file is located at `Plan_Home\tools`.

 **Note:** Replace 8.6 with your existing source version

Unica Plan post-upgrade

Unica Plan Configuration changes

Deploy Unica Plan 12.0.0 war and run the Unica Plan Java Upgrade using the following procedure:

 **Note:**

About log4j upgrade

Prior to 12.0 log4j1x API was used by Plan source (config file being used for that was `plan_log4j.xml`).

With 12.0

1. log4j2x API is used by Plan source (config file being used for that is `plan_log4j.xml` for fresh install and `plan_log4j.12.0.xml` for upgrade).
2. log4j1x API is still used by `unica_common.jar` inside Plan JVM since Platform source (which results in `unica_common`) has not been changed to use log4j2x.

Hence additionally we also ship plan_log4j_1x.xml which is as per the log4j1x syntax . This file is not used by source code in Unica Plan.

With 12.0, you must not use existing system properties related to log4j1x setting and instead use the new additional system properties.

1. Login as admin user.
2. In (Affinium|Plan|umoConfiguration) update the location for the nodes listed underneath:

templates

attachmentFolders

integrationServices
3. Update notifyPlanBaseURL in Affinium|Plan|umoConfiguration|notifications.
4. Update serverURL in Affinium|Plan|navigation.
5. If the new application URL is different than the old one, then you must connect to Plan database and access UAP_WS_ALERTS table. Records in this table may contain the pre upgrade application URL. You need to update this table and replace the old application URL by new one.
6. Restart the application server.
7. Go to **Settings -> Plan -> Plan Upgrade**.
8. Check all the checkboxes.
9. Click the "Upgrade" button.

Setting the Plan – Help About > Version

Change the plan version in the Unica Platform registration:

1. Export the version configuration using the following command on clean 12.0 environment.

```
configTool.sh -x -p "Affinium|Plan|about" -f <PLATFORM_HOME>/conf/plan_about.xml
```

2. Edit the plan_about.xml file generated by the above command. Change the version to 12.0.0.0.GA_BUILD".

```
<property id="xxxxxxx" name="releaseNumber" type="string_property"
width="40">
<value>12.0.0.0.GA_BUILD</value>
</property>
```

Change display name as below:

```
<property id="3214" name="displayName" type="string_property"
width="40">
<value>Unica Plan</value>
</property>
```

3. Import this edited xml file using the following command:

```
configTool.sh -v -i -o -p "Affinium|Plan" -f <PLATFORM_HOME>/conf/plan_about.xml
```

Plan Post Upgrade Functional check

Perform UAT on the plan application. Ensure that all the Plans, Programs, Projects, Tasks, Approvals are opening and that the data is successfully imported. Ensure if all the configurations nodes are available.

Procedure: Fast upgrade Reports

Unica Campaign Report Fast Upgrade

Below steps will give you high level overview of Reports Upgrade process:

User will need to perform new installation of IBM Cognos Analytics (formerly known as IBM Cognos Business Intelligence Server) version compatible with HCL Unica v11.1.

Fast upgrade process does not take care of upgrading any customization done in the HCL Unica system tables, users will need to take care of upgrading / validating the customization after upgrade.

Upgrade Steps for Reports when no customization done in Unica Campaign Reports:

User will need to follow the regular reports upgrade steps referring to Unica Reports Installation and Configuration Guide. High level steps involved in the report Installation are as follows.

Upgrade Steps for Reports when customization is done in Unica Campaign Reports:

Cognos model can be upgraded by sequential execution of model upgrade scripts from "<ReportsPackCampaign>/cognos11/CampaignModel" directory. Run the following scripts:

Campaign Reports version to upgrade from	Cognos Model Upgrade scripts to execute from IBM Cognos framework Manager
8.6.x	<ReportsPackCampaign>\cognos11\CampaignModel \upgrade86to90.xml <ReportsPackCampaign>\cognos11\CampaignModel \upgrade90to91.xml <ReportsPackCampaign>\cognos11\CampaignModel \upgrade91to911.xml

	<p><ReportsPackCampaign>\cognos11\CampaignModel \upgrade911to9112.xml</p> <p><ReportsPackCampaign>\cognos11\CampaignModel \upgrade912to100.xml</p>
9.0.x	<p><ReportsPackCampaign>\cognos11\CampaignModel \upgrade90to91.xml</p> <p><ReportsPackCampaign>\cognos11\CampaignModel \upgrade91to911.xml</p> <p><ReportsPackCampaign>\cognos11\CampaignModel \upgrade911to9112.xml</p> <p><ReportsPackCampaign>\cognos11\CampaignModel \upgrade912to100.xml</p>
9.1.x	<p><ReportsPackCampaign>\cognos11\CampaignModel \upgrade91to911.xml</p> <p><ReportsPackCampaign>\cognos11\CampaignModel \upgrade911to9112.xml</p> <p><ReportsPackCampaign>\cognos11\CampaignModel \upgrade912to100.xml</p>
9.1.1.x	<p><ReportsPackCampaign>\cognos11\CampaignModel \upgrade911to9112.xml</p> <p><ReportsPackCampaign>\cognos11\CampaignModel \upgrade912to100.xml</p>
9.1.2.x	<p><ReportsPackCampaign>\cognos11\CampaignModel \upgrade912to100.xml</p>
10.0.x	No Change in Campaign Reports Model
10.1.x	No Change in Campaign Reports Model
11.0.0	No Change in Campaign Reports Model

Unica Plan Reports Fast Upgrade

User will need to perform new installation of IBM Cognos Analytics (formerly known as IBM Cognos Business Intelligence Server) version compatible with HCL Unica v11.1.

Upgrade Steps for Reports when no customization done in Unica Plan Reports:

User will need to follow the regular reports upgrade steps referring to HCL Unica Reports Installation and Configuration Guide.

High level steps involved in the report Installation are as follows.

1. Please take a backup of model in base setup
2. Import Unica Reports for plan.zip file from v11.1 (<ReportsPackPlan>\cognos11) in IBM Cognos framework manager.
3. Import and Publish Reports model version v11.1 using IBM Cognos framework manager
4. Use the newly published model while configuring reports with the server.

Upgrade Steps for Reports when customization is done in Plan Reports:

1. Backup customize reports from old IBM Cognos BI server
2. Import Unica Reports for plan.zip file (version you are upgrading from) model zip file in IBM Cognos framework manager. Please make sure to import customize reports from older version as well.
3. In IBM Cognos framework manager execute the report model upgrade steps as mentioned below.

Cognos model can be upgraded by sequential execution of model upgrade scripts from "<ReportsPackPlan >/cognos11/PlanModel" directory. Run the following scripts:

Unica Plan Reports version to upgrade from	Cognos Model Upgrade scripts to execute from IBM Cognos framework Manager
--	---

8.6.x	<p><ReportsPackPlan>\cognos11\PlanModel \upgrade86to90.xml</p> <p><ReportsPackPlan>\cognos11\PlanModel \upgrade90to91.xml</p> <p><ReportsPackPlan>\cognos11\PlanModel \upgrade91to911.xml</p> <p><ReportsPackPlan>\cognos11\PlanModel \upgrade911to9112.xml</p>
9.0.x	<p><ReportsPackPlan>\cognos11\PlanModel \upgrade90to91.xml</p> <p><ReportsPackPlan>\cognos11\PlanModel \upgrade91to911.xml</p> <p><ReportsPackPlan>\cognos11\PlanModel \upgrade911to9112.xml</p>
9.1.x	<p><ReportsPackPlan>\cognos11\PlanModel \upgrade91to911.xml</p> <p><ReportsPackPlan>\cognos11\PlanModel \upgrade911to9112.xml</p>
9.1.1.x	<p><ReportsPackPlan>\cognos11\PlanModel \upgrade911to9112.xml</p>
9.1.2.x	<p>No Change in Unica Plan Reports Model</p>
10.0.x	<p>No Change in Unica Plan Reports Model</p>
10.1.x	<p>No Change in Unica Plan Reports Model</p>
11.0.0	<p>No Change in Unica Plan Reports Model</p>

Unica Plan and Campaign Report Fast Upgrade

User will need to follow the regular reports upgrade steps referring to HCL Unica Reports Installation and Configuration Guide.

High level steps involved in the report Installation are as follows.

1. Please take a backup of model in base setup
2. Import Unica Reports for Unica Plan and Campaign.zip file from v11.1 (<ReportsPackCampaignPlan>\cognos11) in IBM Cognos framework manager.
3. Import and Publish Reports model version v11.1 using IBM Cognos framework manager
4. Use the newly published model while configuring reports with the server.

Upgrade Steps for Reports when customization is done in Unica Plan Reports:

1. Backup customize reports from old IBM Cognos BI server
2. Import Unica Reports for plan and Campaign.zip file (version you are upgrading from) model zip file in IBM Cognos framework manager. Please make sure to import customize reports from older version as well.
3. In IBM Cognos framework manager execute the report model upgrade steps as mentioned below.

Cognos model can be upgraded by sequential execution of model upgrade scripts from "<ReportsPackCampaignPlan>/cognos11/PlanModel" directory. Run the following scripts:

Unica Plan Reports version to upgrade from	Cognos Model Upgrade scripts to execute from IBM Cognos framework Manager
8.6.x	<ReportsPackCampaignPlan>\cognos11\PlanCampaign \upgrade86to90.xml <ReportsPackCampaignPlan>\cognos11\PlanCampaign \upgrade90to91.xml

	<ReportsPackCampaignPlan>\cognos11\PlanCampaign \upgrade91to911.xml <ReportsPackCampaignPlan>\cognos11\PlanCampaign \upgrade911to9112.xml
9.0.x	<ReportsPackCampaignPlan>\cognos11\PlanCampaign \upgrade90to91.xml <ReportsPackCampaignPlan>\cognos11\PlanCampaign \upgrade91to911.xml <ReportsPackCampaignPlan>\cognos11\PlanCampaign \upgrade911to9112.xml
9.1.x	<ReportsPackCampaignPlan>\cognos11\PlanCampaign \upgrade91to911.xml <ReportsPackCampaignPlan>\cognos11\PlanCampaign \upgrade911to9112.xml
9.1.1.x	<ReportsPackCampaignPlan>\cognos11\PlanCampaign \upgrade911to9112.xml
9.1.2.x	No Change in Plan Campaign Reports Model
10.0.x	No Change in Plan Campaign Reports Model
10.1.x	No Change in Plan Campaign Reports Model
11.0.0	No Change in Plan Campaign Reports Model

Unica Interact Reports Fast Upgrade

User will need to perform new installation of IBM Cognos Analytics (formerly known as IBM Cognos Business Intelligence Server) version compatible with HCL Unica v11.1.

Upgrade Steps for Reports when no customization done in Interact Reports:

User will need to follow the regular reports upgrade steps referring to HCL Unica Reports Installation and Configuration Guide.

High level steps involved in the report Installation are as follows.

1. Please take a backup of model in base setup
2. Import Unica Reports for Interact.zip file from v11.1 (<ReportsPackInteract>\cognos11) in IBM Cognos framework manager.
3. Import and Publish Reports model version v11.1 using IBM Cognos framework manager
4. Use the newly published model while configuring reports with the server.

Upgrade Steps for Reports when customization is done in Interact Reports:

1. Backup customize reports from old IBM Cognos BI server
2. Import Unica Reports for Interact.zip file (version you are upgrading from) model zip file in IBM Cognos framework manager. Please make sure to import customize reports from older version as well.
3. In IBM Cognos framework manager execute the report model upgrade steps as mentioned below.

Cognos model can be upgraded by sequential execution of model upgrade scripts from "<ReportsPackInteract >/cognos11/InteractModel" directory. Run the following scripts:

Unica Interact Reports version to upgrade from	Cognos Model Upgrade scripts to execute from IBM Cognos framework Manager
8.6.x	<ReportsPackInteract>\cognos11\InteractModel \upgrade86to90.xml <ReportsPackInteract>\cognos11\InteractModel \upgrade90to91.xml <ReportsPackInteract>\cognos11\InteractModel \upgrade91to911.xml

	<p><ReportsPackInteract>\cognos11\InteractModel \upgrade911to9112.xml</p> <p><ReportsPackInteract>\cognos11\InteractModel \upgrade912to9121.xml</p>
9.0.x	<p><ReportsPackInteract>\cognos11\InteractModel \upgrade90to91.xml</p> <p><ReportsPackInteract>\cognos11\InteractModel \upgrade91to911.xml</p> <p><ReportsPackInteract>\cognos11\InteractModel \upgrade911to9112.xml</p> <p><ReportsPackInteract>\cognos11\InteractModel \upgrade912to9121.xml</p>
9.1.x	<p><ReportsPackInteract>\cognos11\InteractModel \upgrade91to911.xml</p> <p><ReportsPackInteract>\cognos11\InteractModel \upgrade911to9112.xml</p> <p><ReportsPackInteract>\cognos11\InteractModel \upgrade912to9121.xml</p>
9.1.1.x	<p><ReportsPackInteract>\cognos11\InteractModel \upgrade911to9112.xml</p> <p><ReportsPackInteract>\cognos11\InteractModel \upgrade912to9121.xml</p>
9.1.2.x	<p><ReportsPackInteract>\cognos11\InteractModel \upgrade912to9121.xml</p>
10.0.x	No Change in Interact Reports Model
10.1.x	No Change in Interact Reports Model
11.1	No Change in Interact Reports Model

Troubleshooting

- SQL :Error: Caused by: com.microsoft.sqlserver.jdbc.SqlServerException: Cannot insert duplicate key row in object 'dbo.USM_CONFIGURATION' with unique index 'IX_USM_CONFIGURATION'. The duplicate key value is (<NULL>, Affinium).

1. Drop the Index of USM_CONFIGURATION

```
DROP INDEX [USM_CONFIGURATION].[IX_USM_CONFIGURATION];
```

```
DROP INDEX [USM_CONFIGURATION].[IX1_USM_CONFIGURATION];
```

```
DROP INDEX [USM_CONFIGURATION].[IX2_USM_CONFIGURATION];
```

OR

```
DROP INDEX IX_USM_CONFIGURATION;
```

```
DROP INDEX IX1_USM_CONFIGURATION;
```

```
DROP INDEX IX2_USM_CONFIGURATION;
```

2. Create# the Index for#USM_CONFIGURATION

```
CREATE UNIQUE INDEX IX_USM_CONFIGURATION ON
```

```
USM_CONFIGURATION (PARENT_ID asc, INTERNAL_NAME asc);
```

```
CREATE UNIQUE INDEX IX1_USM_CONFIGURATION ON
```

```
USM_CONFIGURATION (NS_THREAD asc, NS_LEFT asc);
```

```
CREATE UNIQUE INDEX IX2_USM_CONFIGURATION ON
```

```
USM_CONFIGURATION (NS_THREAD asc, NS_RIGHT asc);
```

- DB2 – Constraint violation errors: DB2 data migration from old base environment to 11.1 (clean environment) should be done with help of DBA. Before proceeding with upgrade steps y should ensure that all the database tables, constraints, indexes etc. are migrated successfully. For DB2 system tables import in clean 11.1 will cause issues with AUTO ID increment on certain tables. Due to these errors there will be related to constraint violation error.

This step should be executed only if the "Upgrading the Platform configuration" step fails with errors related to constraint violation error:

```
SELECT MAX(ID)+ 1 FROM USM_CONFIGURATION;
```

```
ALTER TABLE USM_CONFIGURATION ALTER COLUMN ID RESTART WITH NNNN; --here  
put the result for the above query
```

```
SELECT MAX(ID)+ 1 FROM USM_ROLE;
```

```
ALTER TABLE USM_ROLE ALTER COLUMN ID RESTART WITH NNNN; -- here put the  
result for the above query
```

```
SELECT MAX(ID)+ 1 FROM USM_DB_RESOURCE_BUNDLE;
```

```
ALTER TABLE USM_DB_RESOURCE_BUNDLE ALTER COLUMN ID RESTART WITH  
NNNN; --here put the result for the above query
```

```
SELECT MAX(ID)+ 1 FROM USM_AUDIT;
```

```
ALTER TABLE USM_AUDIT ALTER COLUMN ID RESTART WITH NNNN; -- here put the  
result for the above query
```

```
SELECT MAX(ID)+ 1 FROM USM_ALERT;
```

```
ALTER TABLE USM_ALERT ALTER COLUMN ID RESTART WITH NNNN;
```

```
SELECT MAX(ID)+ 1 FROM USM_ALERT_SUBSCRIPTION;
```

```
ALTER TABLE USM_ALERT_SUBSCRIPTION ALTER COLUMN ID RESTART WITH NNNN;
```

```
SELECT MAX(ID)+ 1 FROM USM_NOTICE;
```

```
ALTER TABLE USM_NOTICE ALTER COLUMN ID RESTART WITH NNNN;
```

```
SELECT MAX(ID)+ 1 FROM USM_DASHBOARD;
```

```
ALTER TABLE USM_DASHBOARD ALTER COLUMN ID RESTART WITH NNNN;
```

```
SELECT MAX(ID)+ 1 FROM USM_DASHBOARD_PORTLET;
```

```
ALTER TABLE USM_DASHBOARD_PORTLET ALTER COLUMN ID RESTART WITH NNNN;
```



```
SELECT MAX(ID)+ 1 FROM USM_DASH_PORT_IFRAME_DET;
```

```
ALTER TABLE USM_DASH_PORT_IFRAME_DET ALTER COLUMN ID RESTART WITH  
NNNN;
```

```
SELECT MAX(ID)+ 1 FROM USM_DASH_PORT_PREF_MAP;
```

```
ALTER TABLE USM_DASH_PORT_PREF_MAP ALTER COLUMN ID RESTART WITH  
NNNN;
```

```
SELECT MAX(ID)+ 1 FROM USM_DASH_MANAGE_RIGHTS;
```

```
ALTER TABLE USM_DASH_MANAGE_RIGHTS ALTER COLUMN ID RESTART WITH  
NNNN;
```

```
SELECT MAX(ID)+ 1 FROM USM_PORT_QUICKLINK_PREF;
```

```
ALTER TABLE USM_PORT_QUICKLINK_PREF ALTER COLUMN ID RESTART WITH NNNN;
```

```
SELECT MAX(ID)+ 1 FROM USM_PERSONALIZATION;
```

```
ALTER TABLE USM_PERSONALIZATION ALTER COLUMN ID RESTART WITH NNNN;
```

```
SELECT MAX(ID)+ 1 FROM USM_OBJECT_TYPE;
```

```
ALTER TABLE USM_OBJECT_TYPE ALTER COLUMN ID RESTART WITH NNNN;
```

```
SELECT MAX(ID)+ 1 FROM USM_OBJECT_ATTR;
```

```
ALTER TABLE USM_OBJECT_ATTR ALTER COLUMN ID RESTART WITH NNNN;
```

```
SELECT MAX(ID)+ 1 FROM USCH_TASK_NOTIFICATION;
```

```
ALTER TABLE USCH_TASK_NOTIFICATION ALTER COLUMN ID RESTART WITH NNNN;
```

```
SELECT MAX(ID)+ 1 FROM USCH_RUN_NOTIFICATION;
```

```
ALTER TABLE USCH_RUN_NOTIFICATION ALTER COLUMN ID RESTART WITH NNNN;
```

```
SELECT MAX(TASKID)+ 1 FROM USCH_TASK;
```

```
ALTER TABLE USCH_TASK ALTER COLUMN TASKID RESTART WITH NNNN;
```

```
SELECT MAX(RUNID)+ 1 FROM USCH_RUN;
```

```
ALTER TABLE USCH_RUN ALTER COLUMN RUNID RESTART WITH NNNN;
```

```
SELECT MAX(RUNEXCLUSIONID)+ 1 FROM USCH_RUN_EXCLUSION;
```

```
ALTER TABLE USCH_RUN_EXCLUSION ALTER COLUMN RUNEXCLUSIONID RESTART  
WITH NNNN;
```

```
SELECT MAX(ID)+ 1 from USM_ALERT_TYPE;
```

```
ALTER TABLE USM_ALERT_TYPE ALTER COLUMN ID RESTART WITH NNNN
```

You must execute the 'commit;' statement after the tables are altered.

- DB2 – In case your DBA observed Unica Platform system tables constraints are not imported in the 11.1 system database, then you can execute following query: It will create missing constraints. For constraints that are already present, it shows errors that can be ignored.

Execute the script file: <PLATFORM_HOME> /db/

ManagerSchema_DB2_CreateFKConstraints.sql

- If the temp table is ON in the source DB, it can create to Temp table related issues in the target setup.
- The user DB used in Target setup should be the same as the source. If a different User DataSource is used, then the existing flowcharts will not get executed due to table mappings differences.
- Oracle export database schema using "exp" utility does not export tables with no rows. Note: Before executing these scripts, review them with your DBA, this approach is used by engineering, you can take the appropriate approach as suggested by your DBAs. In this case, you can execute the scripts underneath to enable the export of tables with no records. `SELECT 'ALTER TABLE '||table_name||' ALLOCATE EXTENT;' FROM user_tables WHERE segment_created = 'NO';` This script will provide SQL scripts as output that should be executed in the schema that needs to be exported.
- Oracle – Constraint violation errors: Oracle data migration from old base environment to 11.1 (clean environment) must be done with help of a DBA. Before proceeding with

upgrade steps please ensure that all the database tables, constraints, indexes and so on are migrated successfully. In Oracle the following error is displayed:

```
ORA-00001: unique constraint (UNICA_PLATFORM.SYS_C0038815) violated
insert into USM_CONFIGURATION_VALUES (VERSION, PREDEFINED,
SELECTED, STRING_VALUE, NUMERIC_VALUE, DATE_VALUE, CONFIGURATION_ID,
CONFIGURATION_ORDER, ENVIRONMENT_ID, USER_ID) values (" , " , " , " , " ,
" , " , " , " , " )
```

The following steps should be executed only if the "Upgrading the Unica Platform configuration" step fails with errors related to constraint violation error:

1. Create a backup of the USM_CONFIGURATION and USM_CONFIGURATION_VALUES tables.
2. Create a 'full export' of the configuration: `./configTool.sh/bat -x -f full_export.xml`
3. Truncate the USM_CONFIGURATION_VALUES table: `truncate table usm_configuration_values; commit;`
4. Delete from USM_CONFIGURATION table: `delete from usm_configuration; commit;`
5. Import the "full_export.xml" file: `./configTool.sh/bat -i -p "Affinium" -f full_export.xml`
6. Reattempt the failing command.