

HCL CDP 12.1.9 Release Notes



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Chapter 1. About HCL CDP

HCL's Customer Data and Experience Platform (CDP) is a cutting-edge solution designed to revolutionize personalization and real-time marketing automation. By delivering exceptional customer experiences, it empowers enterprises to drive higher conversions, improve retention rates, and achieve sustainable growth.

Key capabilities of HCL CDP include:

- **Real-time Identity Resolution:** Seamlessly identify and unify user profiles across various data sources and channels in real time.
- **Personalized Customer Experiences:** Deliver highly tailored 1:1 experiences for each user across multiple marketing channels.
- **Intelligent Journey Orchestration:** Leverage the proprietary AI engine to craft individualized customer journeys, ensuring the right message reaches the right user on the right channel at the optimal time.

This comprehensive platform equips businesses with the tools needed to create meaningful and impactful customer interactions, transforming customer relationships into growth opportunities.

Chapter 2. System Requirement and Compatibility

System requirements and compatibility for HCL CDP. Also learn about the supported browsers and minimum resolution for the service.

Where to find complete system requirement and compatibility information

You can also access this document by selecting **Need Help?** when you are logged in to HCL CDP.

Prerequisites for using HCL CDP

Before you begin using HCL CDP, confirm that your environment meets the following requirements:

- For an improved user experience, use at least a 21-inch screen.
- For an improved user experience, set your screen resolution to 1600x900. Lower resolutions can result in some information not being properly displayed. If you use a lower resolution, maximize the browser window to see more content.
- A mouse is best for navigating in the user interface.
- Do not use the browser controls to navigate. For example, avoid using the Back and Forward buttons. Instead, use the controls that are in the user interface.
- If pop-up blocker (ad blocker) software is installed on the client machine, HCL CDP might not function properly. For best results, disable pop-up blocker software while running HCL CDP.
- Ensure that the technical environment meets the minimum system requirements and the supported platforms. For more information, see the Prerequisites document.
- The correct browser and versions must be used.
- Clear the browser cache after installation. This only needs to be done once, after the application is updated.



Important: Do not use any other method to open multiple sessions. For example, do not open a new tab; do not open another browser session from the Start menu or desktop icon; and do not use **File > New Window** in Microsoft Internet Explorer. These methods can corrupt information that is shown in the application.

Chapter 3. What's New in HCL CDP

In this release, we have introduced some new features, and we have made changes to some existing features or functionality.

The following list mentions the new features, and the changes to existing features, in HCL CDP 12.1.9:

HCL CDP Integration with Unica Journey

Introducing seamless integration of HCL CDP with Unica Journey. This feature allows businesses to initiate personalized customer journeys based on the most up-to-date profile attributes. By defining journey IDs with entry sources and leveraging accurate data mapping, organizations can seamlessly trigger tailored customer experiences, enhancing engagement and driving better outcomes.

Segments Export for Unica Campaign

Added a new feature that enables the export of user profile attributes from **HCL CDP** to Amazon S3 buckets and MinIO in the Unica Campaign environment. This enhancement allows seamless transfer of user data for advanced campaign management and personalization.

French Language Support Added

Included language support in French.

Kafka Integration as Source and Destination in HCL CDP

Included Kafka integration in **HCL CDP** to be configured as both a data source and a destination. Kafka as a Source can stream large volumes of real-time data securely and reliably from your Kafka producers into HCL CDP, supporting high-throughput streaming data needs. Kafka as a Destination allows configuring HCL CDP to consume raw events and stream them directly to your Kafka consumers, facilitating seamless event processing and data streaming.

Cohort Analysis

Introducing Cohort Analysis in HCL CDP, which helps you group users based on shared actions and track their behavior over time.

Redesigned Dashboards

Redesigned dashboards to align with Unica Dashboard standards, offering a consistent and cohesive user experience across platforms.

Chapter 4. Fixed Defects

The following table lists the defects fixed in this release:

Defect ID	Issue Fixed
CS0944937	NiFi is now updated to use HTTPS instead of HTTP, ensuring secure access.
CS0944956	Druid has been migrated from HTTP to HTTPS, providing enhanced security for OpenShift environments.
HMA-373188	Allowed destination icons for mapped custom events are now visible on the Events Dictionary page under the Custom Events tab.
HMA-373024	Restricted the ability to add destinations that are already linked to sources.
HMA-372333	Users can add multiple destinations for custom events in the Event Dictionary page, and the added destinations are listed in the allowed destinations.
HMA-370184	In Customer One View , the event data under the Activity tab is now updated when user actions are performed.
HMA-369993	Disabled offline data sources are no longer listed in the Segments page under Advanced Settings .
HMA-373295	Users can now activate channel engagements directly from the Channels page.
HMA-372737	User count for a specific segment in the Segments page gets updated, whenever a user is added to the segment.
HMA-371252	For segment export schedules, users are restricted from selecting past times.
HMA-370699	Sensitive information, such as passwords, is now masked in the UI while configuring the RML client.
HMA-374544	Users no longer need to perform data mapping again when uploading the same TSV format in the Profile Management page, as long as the previous data exists.
HMA-374331	Validation has been added to display error messages for invalid Journey API configurations in the Test API section on the Channels page.

Defect ID	Issue Fixed
HMA-373060	Kafka as a source is now included in the source type list while creating an S3 destination.
HMA-373191	A delete icon is added at the end of email addresses on the Contacts page for easier removal.
HMA-373152	Only enabled destinations for custom events are now displayed.
HMA-373001	Users can add new destinations to existing sources and multiple existing destinations to created sources. Similarly, new sources can be added to existing destinations, along with the ability to add multiple sources to created destinations. Sources and destinations can also be detached and re-added without issues.
HMA-372857	While creating a Kafka destination using the Add Existing option, you can now select and connect existing destinations with the source.
HMA-372795	Sources now send events and topics only to connected destinations.
HMA-372768	After disconnecting a source from a destination on the Destinations page, the source information is removed from the List of Sources.
HMA-372767	Users can now add multiple sources from the Destinations page.
HMA-372494	After disconnecting a destination from a source on the Source page, the destination information is removed from the Connected Destinations list.
HMA-372332	Users can modify or delete event properties for custom events in the Event Dictionary page.
HMA-373785	Configuration mapping for the Journey API is updated to ensure user profile details are captured in Unica Journey.

Chapter 5. Known Limitations

The following are the known limitations in this release:

Self-Signed Certificates on OpenShift

The following issues apply only when using self-signed certificates and do not occur with CA-signed certificates:

Admin UI Access: Users need to visit the Admin UI backend URL first and manually accept the self-signed certificate before they can use the Admin UI.

CDP Dashboard Access: Users must accept the self-signed certificates for both the Core API and dash-backend URLs. Once this is done, they can log in and access the CDP Dashboard.

Chapter 6. Contact and Support

Guidelines for Efficiently Resolving Issues with HCL Technical Support.

If you encounter a problem that you cannot resolve by referring the documentation, your company's designated support contact can log a call with HCL 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 HCL administrator for information.

Information to gather

Before you contact HCL 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 HCL 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 HCL 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 HCL technical support

For ways to contact HCL technical support, see the HCL technical support website:

<https://www.hcltech.com/products-and-platforms/contact-support>