

HCL Detect v12.1.10 Release Notes



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Chapter 1. About HCL Detect

Detect is a powerful Complex Event Detection platform that empowers business users to configure and respond to a wide range of customer life-cycle events. As consumer behavior becomes increasingly dynamic and digital interactions grow more complex, Detect enables businesses to deliver real-time, personalized experiences that drive loyalty and engagement.

By seamlessly connecting to various streaming data sources, Detect breaks down data silos and provides a unified view of customer behavior. This allows organizations to act instantly on insights, automate workflows, and create meaningful interactions across channels—all while staying one step ahead of customer needs.

Key Features of Detect

- **Hyper-Personalization:** Delivers real-time, tailored customer experiences by dynamically adapting to user behavior and preferences.
- **Automated Triggers:** Instantly activates workflows and engagement campaigns based on predefined business or marketing criteria.
- **Seamless Integration:** Easily integrates with CRM, CMS, and engagement platforms to fit within diverse Martech ecosystems.
- **Real-Time Event Prediction:** Integrate external machine learning models to anticipate customer actions and enable proactive engagement.
- **Pattern Recognition:** Identifies meaningful correlations across vast data streams, allowing businesses to detect key events and trends quickly.
- **Unified Customer View:** Consolidates data from multiple sources, enabling a comprehensive and cohesive understanding of customer interactions.
- **Real-Time Data Aggregation:** Processes streaming data instantly to generate insights and inform decision-making on the fly.
- **Data Enrichment:** Enhances event contents by enriching data from various sources to provide extra meaningful and actionable context for downstream systems and endpoints.

Chapter 2. System Requirement and Compatibility

System requirements and compatibility for Detect. 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 from [HCL Software portal](#).

Prerequisites for using Detect

Before you begin using Detect, 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, Detect might not function properly. For best results, disable pop-up blocker software while running Detect.
- 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. Known Issues

The following table lists the known issues in this release:

Defect ID	Known Issues
HMA-371957	Administrators or users with event editing permissions cannot edit or draft events deployed by other users.
HMA-375891	In the Reports tab, the colour graph code is same for the Event ID's.
HMA-375825	In the Trigger Report tab, Time is showing different from the report Generated time.
HMA-375380	In the System Health View Tuples tab, Freeze is required for sorting Name/Type Bar.
HMA-374944	In the events, the Event endpoint name is truncated.
HMA-374904	User admin not able to edit the Trigger.
HMA-374577	Multiple reminders are interchanging in the Action Based Event.
HMA-373128	TPS in Kubernetes Environment is Half of On-Prem Environment Despite Similar CPU Usage.
HMA-372173	Event name getting matched for spaces in all events page in search box.
HMA-372012	The Build zip custom_event_consumer folder should not be at root level.
HMA-371329	If user has only Event Management Role assigned, post login to application getting Error.

Chapter 4. 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>