



## **Release Notes**

**Email Manager 6.1.5**



## Version Management

### Version History

Version	Date	Author	Distribution
1.0	11 July 2016	J Davis	Service Release

### Related Documents

The related documents are located in the [Alterian product help](#).

Name
SDK Help File.chm

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# 1 Introduction

This document provides a summary of the changes introduced in Email Manager 6.1.5.

## 1.1 Overview of changes

Email Manager 6.1.5 is a service release for Email Manager 6.0. This main purpose of this release is to include fixes for reported issues. See the 'Updates included in Email Manager 6.1.5' section of this document for further details.

## 1.2 Important Upgrade Considerations

There are some important factors that must be considered before upgrading to this release.

Information	Related document
The Email Manager 6.1.5 Delphi client <i>will be</i> updated for this release.	n/a

## 1.3 Prerequisites

Email Manager 6.1.0.

## 1.4 Supported Platforms

Email Manager 6.1.5 has been tested and is supported on the following:

### Client

- Windows 7<sup>©</sup>
- Windows 8<sup>©</sup>

### Other

- Email Manager 6.1.5 was also successfully tested against XenApp 5.6
- Microsoft Internet Explorer must be installed on the client machine

## 2 Client Installation

This upgrade will be applied automatically and no user action is required. The client application will be updated when the system is next accessed following the upgrade. All fixes will be available as soon as the update is complete.

To enhance the security of the install and upgrade process:

- the Email Manager client will now be securely signed before it is downloaded
- it will not be compressed as it is downloaded.

These changes will help to alleviate the occurrence of anti-virus false positives with Email Manager (experienced by a small number of customers). See #PM028391 in the 'Fixes' section below.

To minimize the risk of anti-virus false positives, it is recommended that customers use the secure version of Email Manager at all times.

In certain circumstances, it has been helpful to zip the email manager exe before download. To zip the .exe with Email Manager 6.1.5, follow this process:

1. Append " ?ZIP " to the end of your usual Email Manager download location. For example:
  - a. <https://dm4.dynamicmessenger.com/?ZIP>
  - b. <https://ws.bridm.com/?ZIP>
2. You will be prompted to download the file. Select a location.
3. After the download has completed, extract the .exe from the zipped file.
4. Run the extracted .exe.

## 3 Updates included in Email Manager 6.1.5

### 3.1 New Features

There are no new features in Email Manager 6.1.5.

### 3.2 Enhancements

There are no enhancements in Email Manager 6.1.5.

### 3.3 Fixes

The following section details the fixes to issues reported by Alterian customers and partners. This is a subset of the total number of fixes and enhancements that are included as a result of Alterian's structured QA process.

Issue No.	Description
#PM028180	An issue has been fixed where a memory leak was causing large volumes of memory to be consumed until the services were restarted.
#PM028321	Two issues have been fixed relating to the functionality of Campaign Builder.
#PM028357	An issue has been fixed in the prefetch process if an exception occurred while validating the deployment. The issue could result in existing and new message feeder records not being processed.
#PM028385	An issue has been resolved where some customers in Bristol were having problems with connectivity to the FTP/Drop Folder service.
#PM028391	An issue has been addressed where some customers reported that Email Manager was being falsely identified as a virus. See the 'Client Installation' section above for further details.

## 4 Known Issues

No new known issues were identified in Email Manager 6.1.5. See Existing Known Issues in the [Alterian product help](#) for further known issues.

## 5 Issue and Problem Reporting

Before contacting Technical Support, please have the following information available:

- Contact number
- Problem description
- Symptoms
- If possible, give instructions on how to re-create the problem.
- Known causes
- Product information
- Software and hardware versions
- Be ready to send logs, data files or other relevant information.

Report any issues arising from this version of the application to:  
<https://alterian.atlassian.net/>.