



RELEASE NOTES

EMAIL MANAGER 6.2.3



VERSION MANAGEMENT

VERSION HISTORY

Version	Date	Author	Distribution
1.0	15 th May 2017	D Cooper	Service Release

RELATED DOCUMENTS

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

Name
N/A

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1 INTRODUCTION

This document provides a summary of the changes introduced in Email Manager 6.2.3

1.1 OVERVIEW OF CHANGES

Email Manager 6.2.3 is a service release for Email Manager 6.2.0. This release includes an updated method of contacting Alterian Support.

1.2 IMPORTANT UPGRADE CONSIDERATIONS

There are no important factors to be considered before upgrading to this release.

Information	Related document
The Email Manager 6.2.3.0 Delphi client <i>will be</i> updated for this release.	n/a

1.3 PREREQUISITES

Email Manager 6.2.0

1.4 SUPPORTED PLATFORMS

Email Manager 6.2.3 has been tested and is supported on the following:

Client

- Windows 7[©]
- Windows 8[©]

Other

- Microsoft Internet Explorer must be installed on the client machine

2 CLIENT INSTALLATION

A new version of the client will be automatically deployed with this upgrade.

3 UPDATES INCLUDED IN EMAIL MANAGER 6.2.3

3.1 ENHANCEMENTS

3.1.1 New Alterian Support Contact Method

The log on screen has been updated to reflect the new Alterian support URL (<https://alterian.atlassian.net>.) for clients who have not implemented bespoke skin settings.

3.2 FIXES

This section details the fixes to issues reported by 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
DOB-12789 ASD-16044 ASD-15899	Quick totals will not return any click events if the creative ids are not passed to the API method

4 KNOWN ISSUES

Bug 52680: - Existing issue. The Deployment Manager list total can be incorrect when using a single drop folder mapped to multiple existing deployments

See Existing Known Issues in the [Alterian product help](#) for a full list.

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/>.