



RELEASE NOTES

EMAIL MANAGER 6.2.4



VERSION MANAGEMENT

VERSION HISTORY

Version	Date	Author	Distribution
1.0	19 June 2017	D Cooper	Service Release

RELATED DOCUMENTS

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

Name
Alterian Barcodes How to Guide

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1 INTRODUCTION

This document provides a summary of the changes introduced in Email Manager 6.2.4

1.1 OVERVIEW OF CHANGES

Email Manager 6.2.4 is a service release for Email Manager 6.2.0. This release contains a series of back end performance improvements. It also contains three elements of new functionality.

The first is the ability to automatically create Bar and QR codes within an Email Manager creative. The second is the creation of a new “Last Engaged Date”. This date updates each time your email recipients interact positively with your emails providing you with an easy way to understand which recipients are engaged with your emails and the ability to target and re-engage those that are not.

The last is an improvement to the way you download the Email Manager client

1.2 IMPORTANT UPGRADE CONSIDERATIONS

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

Information	Related document
The Email Manager 6.2.4.0 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 6.2.4 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 6.2.4

3.1 ENHANCEMENTS

3.1.1 Ability to add Bar and QR codes to Email Manager creatives

Email Manager now supports the creation and insertion of barcodes and QR codes into creatives. The following codes are supported:

QR	Barcode
Code QR	Code 128 Code EAN 13 Code EAN 8

Please refer to the Alterian Barcodes How to Guide for more information.

3.1.2 Last Engaged Date

To help customers target recipients who are or are not engaged with your emails we are introducing a Last Engaged date. This works at a recipient level and can be queried within field criteria within List Manager.

The Last Engaged date is updated under two scenarios:

- All new recipients loaded into Email Manager will be given a default Last Engaged date equal to the date and time when they were first loaded into Email Manager. New additions into your Email Manager database will have just opted in and therefore have very recently "engaged" with your brand. These new recipients may not however have had time to engaged with an email so this default ensures they are not included in queries looking at unengaged recipients.
- Each time a recipient opens or clicks on an email the Last Engaged date updates for that recipient. This provides you with a constantly updating view on whether your Email Manager recipients are or are not engaged.

We will be updating the Last Engaged Date so that all recipients have a value between now and the July maintenance window. From this point on, any recipient opening or clicking will have the Last Engaged date updated. Recipients that have not opened or clicked recently will have the value updated in time.

3.1.1 Email Manager download page

Before 6.2.4 you downloaded the Email Manager client by pasting the regional URL into your browser. At this point Email Manager would automatically pass your browser the client and it would download. We have changed this. Now when you paste your

Email Manager URL into the browser you will be taken to a page where you can choose to download the standard file or a zipped alternative. This new method works with all Email Manager download URLs those that are client specific and generic.

Email Manager upgrades will continue automatically as before.

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
ASD-15384	Customers were intermittently seeing Error:Abstract Error after clicking 'Send Message(s)' on stage three of send a message
ASD-15537	

4 KNOWN ISSUES

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/>.