alterian

Release Notes

Email Manager 6.0

Version Management

Version History

Version	Date	Author	Distribution
1.0	23 June 2015	J Davis	Release
1.1 'FTP – Drop Folders' section added	18 August 2015	J Davis	Release
1.2 correction made to the location icon names in section 3	04 September 2015	J Davis	Release

Related Documents

The related documents are located in the Alterian product help.

Name
Email Manager 6.0 API Introduction Guide
Email Manager 6.0 Features and Enhancements

Table of Contents

1 Introduction

This document provides a summary of the changes introduced in Email Manager 6.0.

1.1 Overview of changes

Email Manager 6.0 includes a number of functional enhancements as well as fixes for reported issues. See the 'Updates included in Email Manager 6.0' section of this document for further details.

Fixes and enhancements that were delivered in Email Manager 5.6.1 to 5.6.10 have been included in this release.

1.2 Important Upgrade Considerations

This section highlights any important factors that must be considered before upgrading to this release.

Information	Related Document
The release package no longer contains the product documentation, it has been moved to the Documentation Portal. A link to the Portal is provided on the right, and also in the Help.	Click here to go to the Documentation Portal

1.3 Deprecated Functionality

The following functionality has been deprecated in this release:

- Webpage Contents can no longer be sent as part of Proof Mode deployments.

2 Supported Platforms

Email Manager 6.0 has been tested and will be supported on the following:

Client

- Windows Vista$^{©}$
- Windows 7$^{©}$
- Windows Server 2008$^{©}$
- Windows 8$^{©}$

Other

- Email Manager 6.0 was also successfully tested against XenApp 5.6
- Internet Explorer 7.0 or later must be installed on the client machine

3 Client Installation

Email Manager 6.0 has a new download URL.

For new Email Manager users - use the following download URLs to access the new Email Manager 6.0 client:

Location	New Download URL for Email Manager
Bristol	http(s)://uk.em.sdlproducts.com
Denver	http(s)://us.em.sdlproducts.com
Sydney	http(s)://au.em.sdlproducts.com

We recommend that any measures you originally put in place to ensure access, and a stable connection to Email Manager through the original download domain, are also applied to the new location before you use the new download URL. This may include whitelisting the URLs in your corporate firewalls or publishing them on Citrix.

For existing Email Manager users - the Email Manager 5.6 download URLs shown below will be linked to Email Manager 6.0 and will continue to work:

Location	Existing Download URL for Email Manager
Bristol	http(s)://uk56.em.sdlproducts.com
Denver	http(s)://us56.em.sdlproducts.com
Sydney	http(s)://au56.em.sdlproducts.com

The first time you access Email Manager through your existing desktop links after Email Manager 6.0 has been rolled out, an automatic process will check for the newest version. The new version is downloaded, along with a new **Email Manager (location)** icon on your desktop. The location in the icon name will be either Bristol, Denver or Sydney.

Use the new icon to access Email Manager. You can delete the old icon (by default called **Email Manager 5.6 (*location*)**).

Note: this change does not affect the default email sending or content domains – they will remain as they are.

All new features and fixes will be available as soon as the new client is downloaded.

4 FTP – Drop Folders

As part of the 6.0 rollout we were due to consolidate our Email Manager URLs, allowing the new 6.0 URLs to perform all actions. In the short term this will not be the case and Drop Folders will only be accessible from the original regional URLs shown below:

Region	FTP address
EMEA	FTP://ws.bridm.com
NASA	FTP://dm4.dynamicmessenger.com
APAC	http(s)://au56.em.sdlproducts.com

5 Updates included in Email Manager 6.0

In Email Manager 6.0, some naming conventions have changed:

- Campaigns have been renamed to Creatives
- Email and Webpage Creatives have been renamed to Content.

5.1 New Features

None

5.2 Enhancements

Quick Totals Report

Improvements have been made in collecting Email Manager user agent data, including mobile devices for the first time. This data is stored for future analytical use. In this release limited elements of the data appear in the Email Manager Quick Totals report, replacing and improving the existing Platform and Browser information, making it possible to identify the platform on which the email was viewed.

Unknown values and unmatched values are now shown as 'Unknown' in Quick Totals reports.

Email Send Performance

Improvements have been made to email send performance and prefetching stability.

Event Data View – available in Campaign Manager 2015 R1

For Campaign Manager users, functionality has been added to Email Manager 6.0 to export event data to the Campaign Manager History Data Schema. This allows event data to be viewed in the Campaign Dashboards.

API

The Email Manager 6.0 API is backwards compatible with the existing Email Manager 5.6 API.

New calls have been added to enable the flow of event data to the Campaign Manager History Data Schema. These calls are not at this time supported for client use.

Throttled Deployments

Throttled deployments now have the same potential top speed as non-throttled deployments.

Client throttled campaigns are now distributed evenly across the full duration of the deployment. See the Fixes section for further information.

Importing lists

List import performance has been improved.

Email Rendering Gallery View

Emails can now be verified more accurately in Gallery view with the new tablet rendering functionality. This includes Ipad, Ipad mini, Android, Windows Phone 8.

5.3 Fixes

The following section details the fixes to issues reported by Alterian's 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
PM021778	For throttled deployments, emails are now sent every hour at a time specified by the user, instead of on the hour. This reduces spikes of activity at the beginning of each hour.
PM025222	An issue that caused messages to hang in a sending state, because they were not being assigned an MTA, has been resolved.
PM022868	An issue where users were unable to add existing fields to a list if the lists share a primary key has been resolved.
PM026128	An error which meant that suppression lists could not be added to 'Send a Message' has been resolved.
PM025792	An issue that allowed a field to be created in Email Manager which used the same name as a field in Campaign Manager to be pulled into Email Manager using the API with no error. This has been resolved to now produce an exception error.
PM023405	An issue where the Quick Totals report was returning incorrect results if **Select All** was checked and then items were manually deselected, has been resolved.
PM025958	Design View no longer adds an extra 'http://' string to the HTML code URL when an image with event tracking attached is modified.
PM026503	An issue where an {embed: text template ID} was used in a lookup table to insert a text template containing Non-English language characters into a text email was not rendering the Non-English characters when the email was sent has been resolved.
PM026277	An issue where Email Manager was treating different URLs as the same URL when the first 100 characters were identical, and therefore tracked them as the same event, has been resolved.
PM022367	An issue whereby the folder structure 'flattened' in Quick Total reports (parent and child folders appeared at the same level) has been resolved.
PM027352	An issue where unique events pointing to the same URL were not tracking in Quick Totals reports has been resolved.
PM026031	Performance has been improved to fix deployments with a large number of templates being stuck at 'sending' status in Deployment Manager.

6 Known Issues

The following list provides detailed information on the limitations and known issues associated with this software release. Alterian consider it important to highlight these issues.

These issues will be prioritized for resolution in a future release of the software.

- The Subject line in emails is not being populated in the contacts table and the contacts file when the email subject is linked to a list field in Send a Message.

- Event data exported to the Campaign Manager History Data Schema does not support Decimals or Real number decimals as primary keys

- When exporting a list as a CSV file, Email Manager does not put text qualifiers around fields that contain carriage return/line feed characters. The end result is that the file will contain a line break to the next row where instead that line break should be contained within one cell.

- When editing fields that contain certain special characters the data in these fields may not be displayed correctly, and therefore cannot be edited properly. A workaround is to edit values in these fields, make the edits in an external editor and re-import the data.

- Users are able to delete lists used by recurring deployments. This can result in recurring deployments failing to send. Importing a new list with the same name as the deleted list will not resolve this issue.

- In the Send a Message module, variables flagged as read-only are not disabled for user input, giving the impression that a user can modified a read-only variable when setting up a deployment. Read-only variables do not honor the user defined settings declared in the Send a Message module.

- In both the Message Tracking and Quick Totals modules, users running reports cannot elect to include deployments sent by a user who is deleted. This data is available historically, but the option to select such users is not available in the UI.

- When querying a list on a 'text' field using the 'Equal to' or 'In List' operator, an error occurs when the query is executed. A workaround is to use the 'Contains' operator.

- An intermittent issue can occur resulting in a scheduled deployment being sent out one hour off its expected time if the deployment is scheduled far enough in advance that it goes into standard or daylight saving time.

- When a Drop Folder is configured to create a new list, and then all the recipients on that new list are added to an existing deployment, Email Manager will not display the name of that new list with the affected Deployment in the Deployment Manager module (even though all those recipients HAVE been added to the Deployment).

- When a user generates a report in the Quick Totals module where one of the Groups is a Variable with conditional criteria, the report returns no values for that Group.

- When uploading a file to an existing Campaign in Campaign Builder if the file as the same name as an already existing file, the existing file will be overwritten with the new file without any message to the user.

- Content names cannot contain any of the following characters: &/\:*?><| as they can cause problems when Email Manager tries to display the name in other modules. Email Manager correctly disallows such characters in a Content's name when a user is creating a new Content. However, the characters are incorrectly allowed if a user adds them when editing an existing Content name.

- Email Manager does not handle trailing spaces in a charset attribute of an HTML template being imported as a creative. Removing the space and re-importing the templates renders all the characters as desired.

- Webpage Contents can no longer be sent as part of Proof Mode deployments, however they are still listed in the **Select Content** pop-up as Contents that can be used. Only Email Contents can be used for Proof Mode deployments.

7   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/.