



# Infor Omni-Channel Campaign Management 10.1 Release Notes

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## **Publication information**

Release: 10.1

Publication Date: September 23, 2015

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# Introduction

# 1

This document lists the enhancements included in the new release of Infor Omni-channel Campaign Management 10.1 and Infor Email Marketing 10.1, which is generally available in September 2015.

Infor Campaign Management, formerly known as Infor Epiphany Outbound Marketing or Infor Epiphany Marketing, has been renamed in conjunction with the new release 10.1. This release includes several new features and the Soho User interface that ensures a seamless, integrated, and consistent multi-channel operational view of a customer's experience. The Infor Campaign Management product name is also a better reflection of the functionality the application is known for in the industry.

In addition to the product name change, the Marketing Manager component has been renamed to Admin Manager. This helps to encompass the administrative and configuration work that occurs when using the tool.



This chapter outlines the major new enhancements included in the new release of Infor Campaign Management 10.1.

### Campaign Workflow

The Campaign Workflow is a powerful and intuitive tool that let the marketers visually design their campaign journey to create a personalized user experience. Using the drag-and-drop feature, this easy to use tool enables a marketing team to create multi-wave and multi-channel marketing promotions.

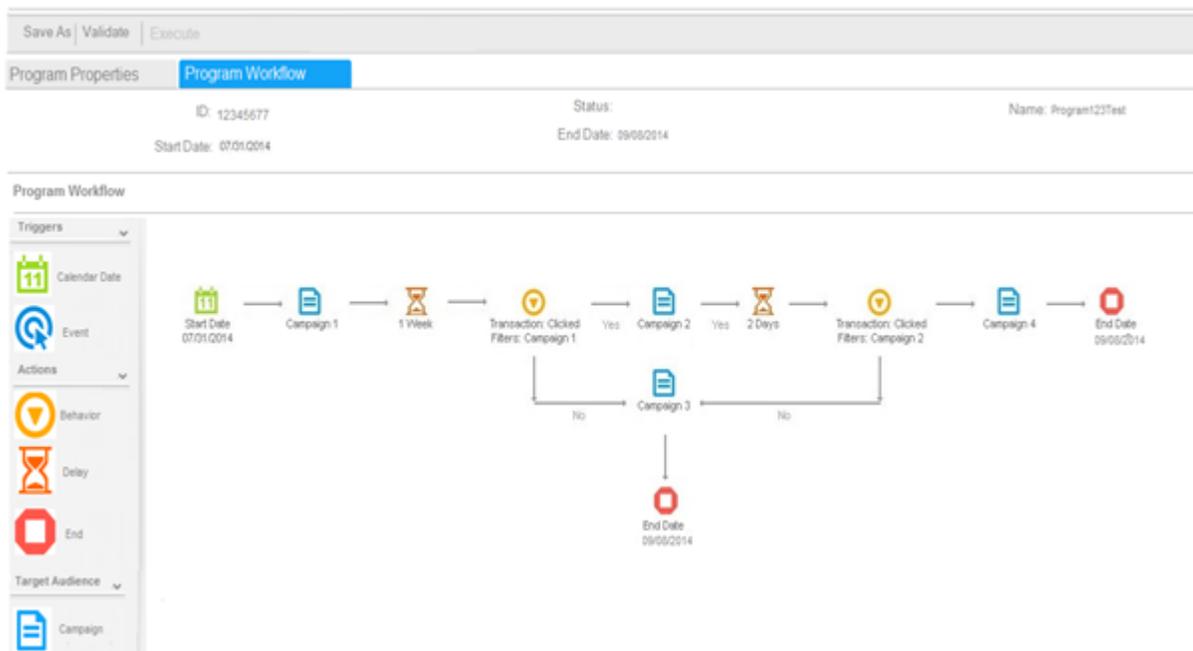
This campaign automation tool helps track customer's behavior and send relevant follow-up campaigns automatically based on the appropriate delay. This feature will significantly augments the existing campaign management solution's capability of reaching the right audience, at the right time, in the right place, with the right offer, and on the right device.

The features include:

- Ability to Pause, Cancel, and Restart the journey at any given time.
- Ability to modify the creative work or offer details during any stage of customer engagement.
- User-friendly email notifications ensures Marketing users are updated on the customer's progress.
- Capability to sequence multiple campaigns with multiple channels within same journey.
- Visual display of campaign counts at every stage.

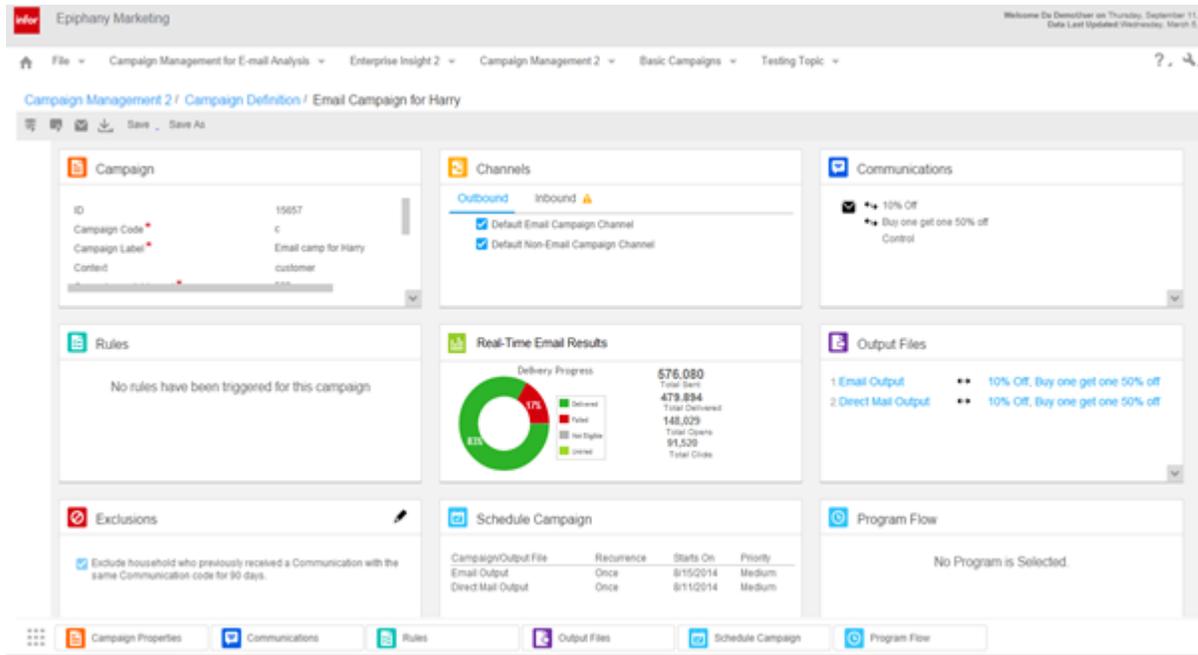
## New and enhanced features

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## New Campaign home page

The objective of the home page is to offer a consolidated view of the existing campaign functionality. The home page consists of many sections or tiles. These tiles can be repositioned so each person can prioritize the information in the way that is most relevant to them. Click the header of each section to navigate to a specific page.



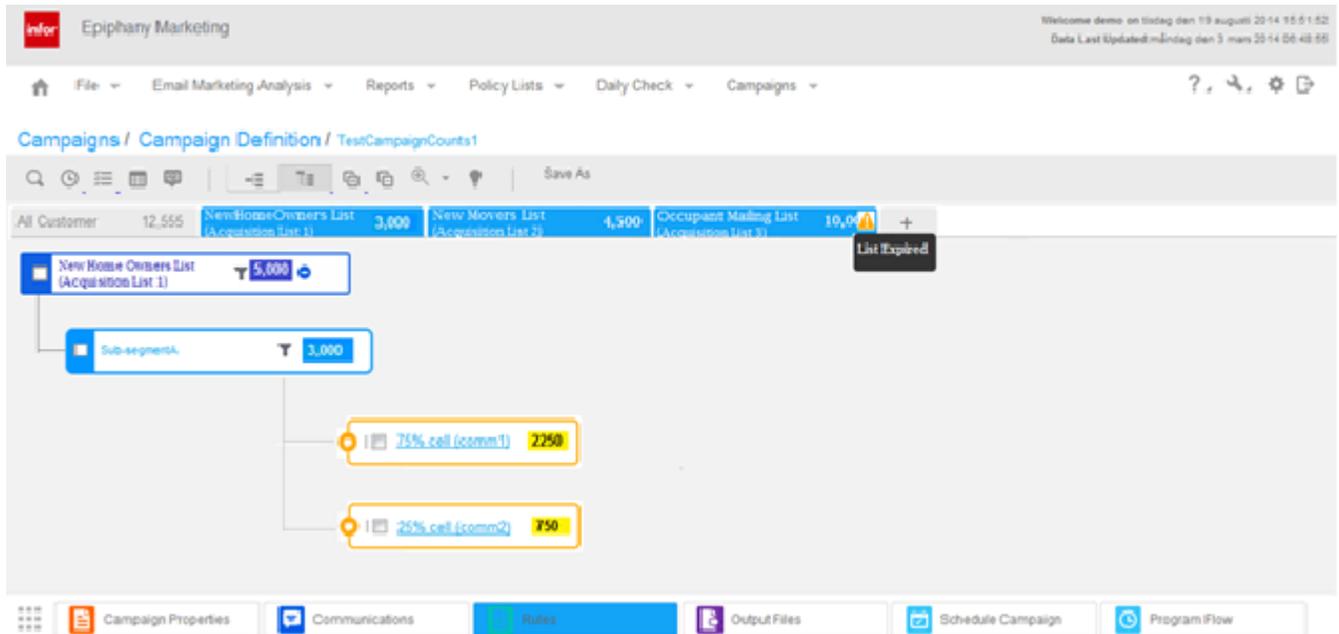
## Third Party External List Management

Third Party External List Management within our campaign functionality is now more robust, visual and has a powerful interface. A marketer's increasing requirement is to merge their own customer data with data from third parties to better segment audiences.

It has always been a challenge to include these acquisition lists within Campaign segments:

- Managing their usage limits.
- Comparing counts of these lists with existing customer data.
- Maintaining list data.

The new highly flexible, tab-based UI gives a 360 degree view of campaign segmentation to marketers. They can visually compare the counts for each third-party list included within the campaign and can add as many tabs for each acquisition list as required.

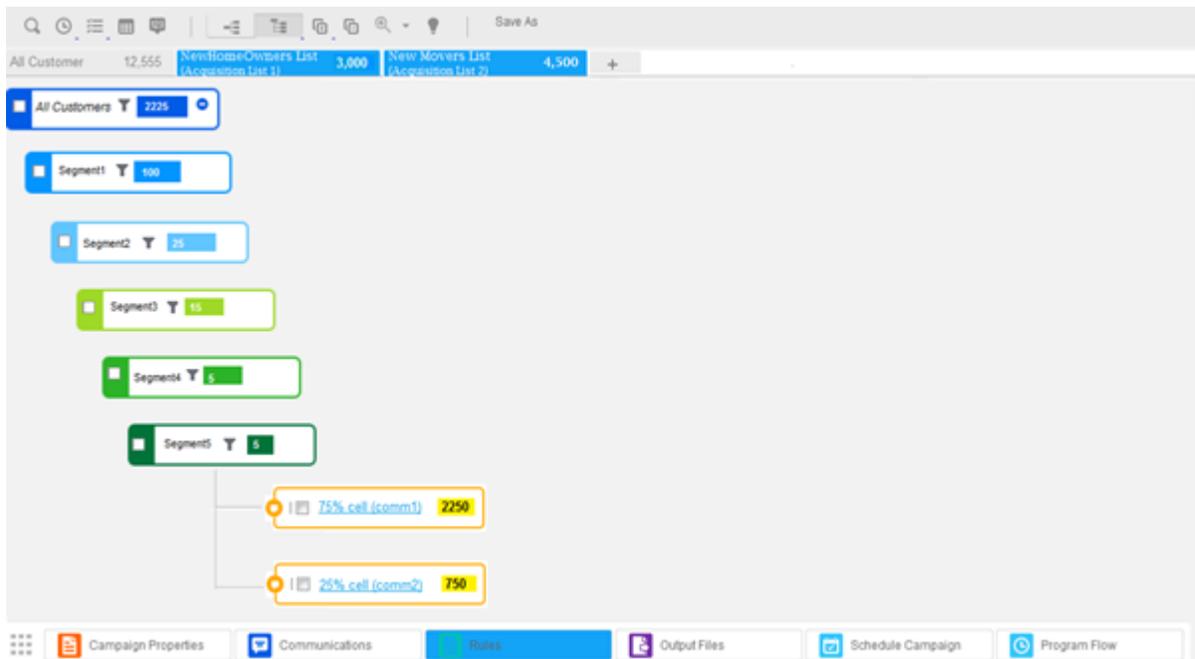


## Campaign Segmentation

Market segmentation has always been an integral part of any company's marketing strategy. The entire process of breaking down a larger target market into smaller, more homogeneous groups of customers is now much easier. The new interface uses one click or drag-and-drop feature to enable this functionality and is more intuitive to users.

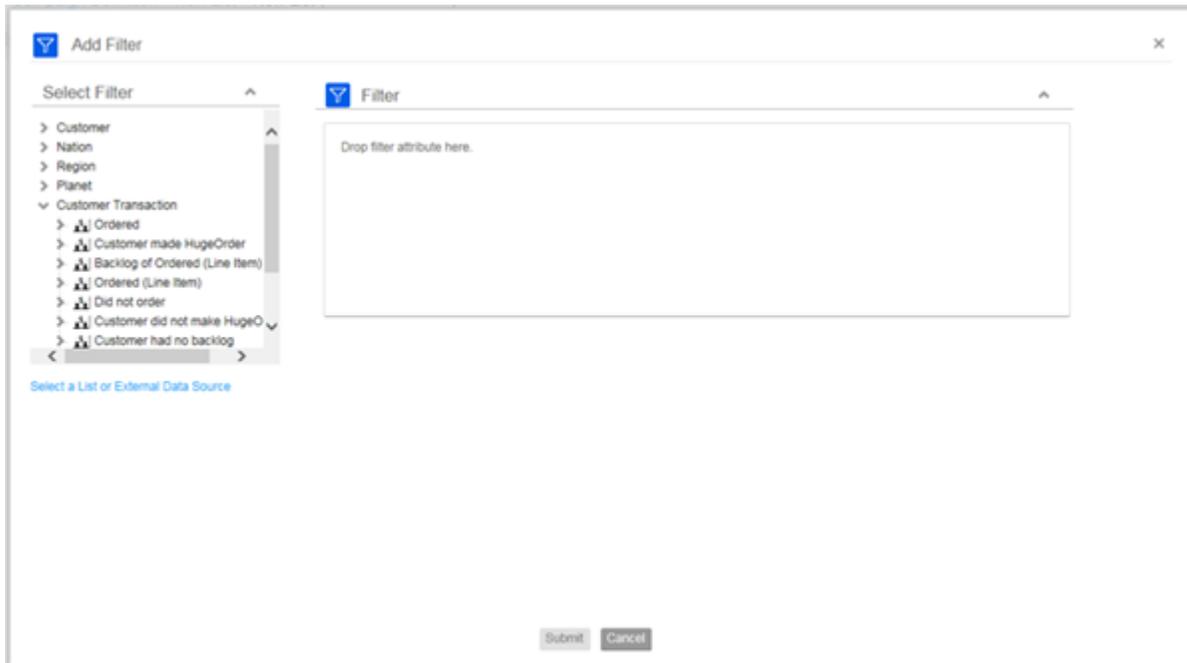
The features include:

- Search capability to find the exact communication and segment name in a deep nested marketing strategy.
- Safe Undo for adding and deleting filters and segments.
- Visual counts for each segment and each offer.
- Vertical and horizontal display of filters for any segment.
- Easy display of financial KPIs.
- Multiple list are supported for inclusion, exclusion, or both within any segmented target audience.
- Support of multiple third party lists in a campaign with easy count comparison for each list.
- Easy to use control groups for test market campaigns.



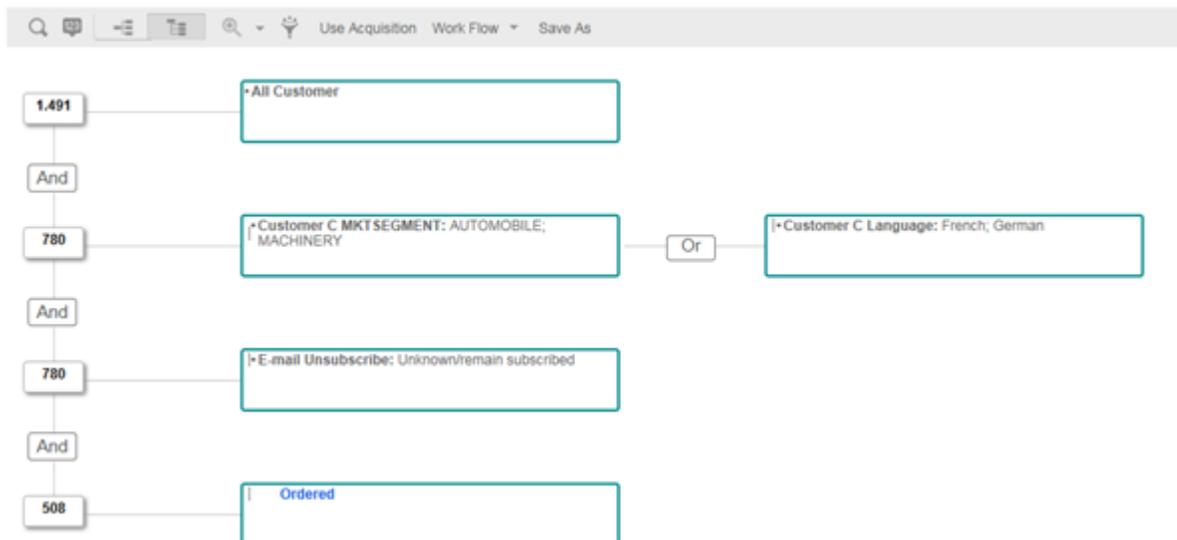
## New Filter Functionality

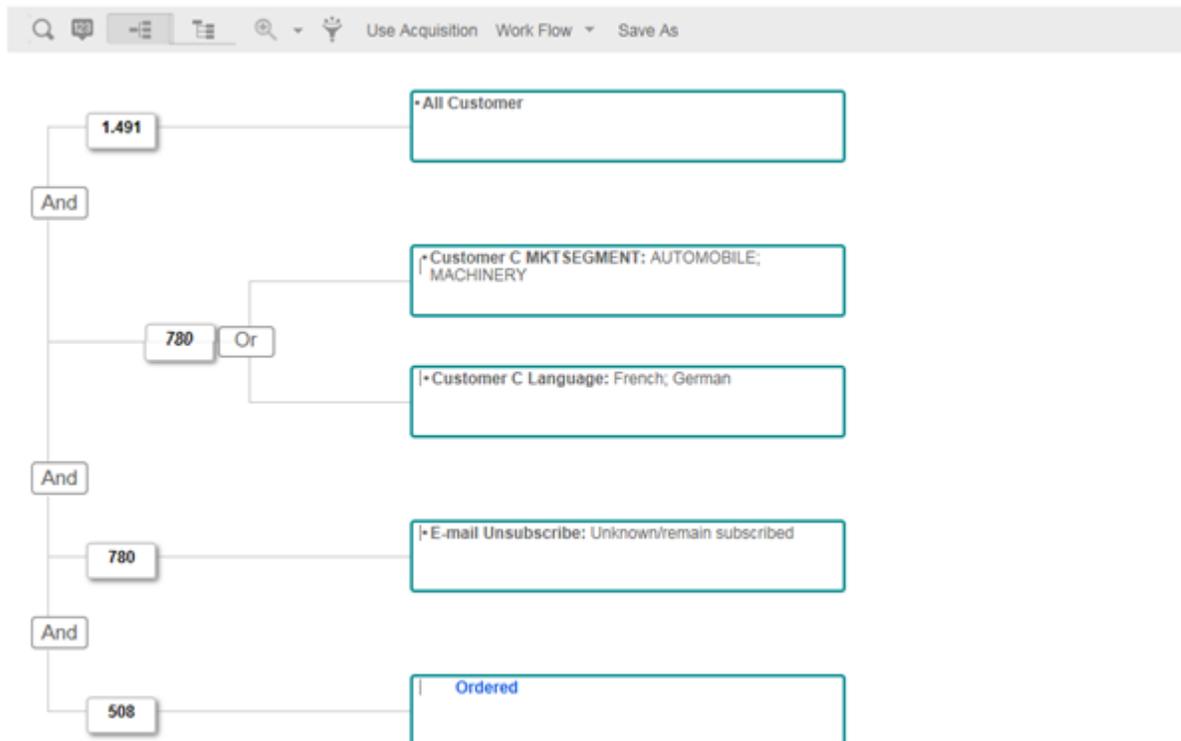
Marketers can target a campaign to a portion of their customers. Define criteria to filter customers and create a segmented customer list. Adding, editing, and deleting filters has been improved by adding the drag-and-drop feature in a simple tree structure.



## New Filter Display and Count

The user can select to display the filters and counts in a horizontal or vertical format. Counts display for filter level improving ease of use. The counts are available when adding (AND filters) or defining alternative criteria (OR filters) for the list.





## Personalization of Email messaging and Inbox Preview

Personalization is now simple, flexible and easy to use. With just one click, Marketers can now enrich customer engagement by adding demographic and transactional data to create personalized content for all campaign recipients. Specially designed to do the heavy lifting for bulk upload, this functionality also supports data matching and sorting behind the scenes. This user-friendly UI for Marketers no longer requires technical training or support to develop and design email campaigns.

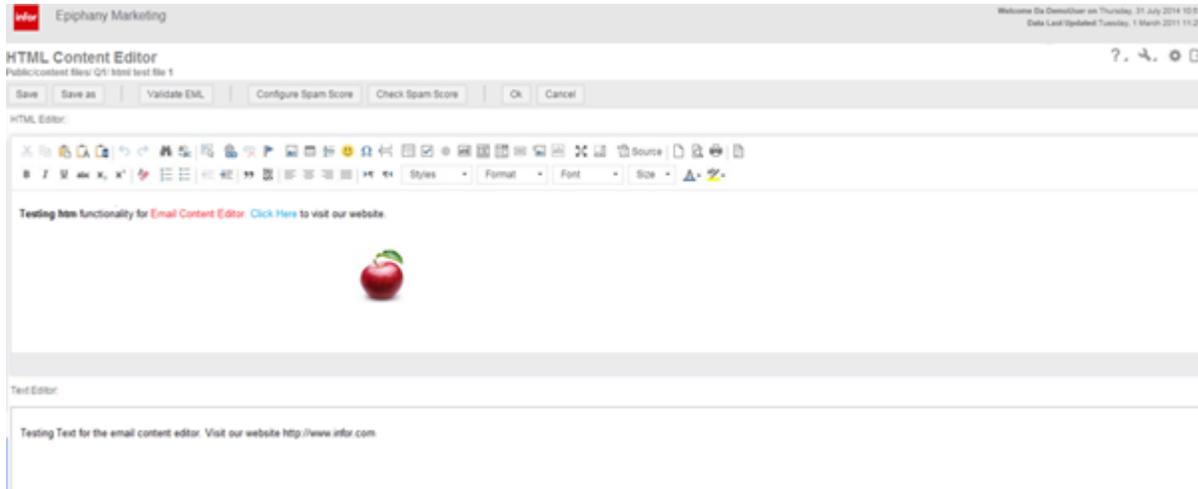
## Email Content Editor

The Email Content Editor was updated using the WYSIWYG technique (What You See Is What You Get). It is simple, yet powerful. As a browser based utility, the editor allows marketers to easily create, edit, or view the content of their email. This content creation tool empowers marketers to quickly engage the customer by creating relevant messages in real time.

## New and enhanced features

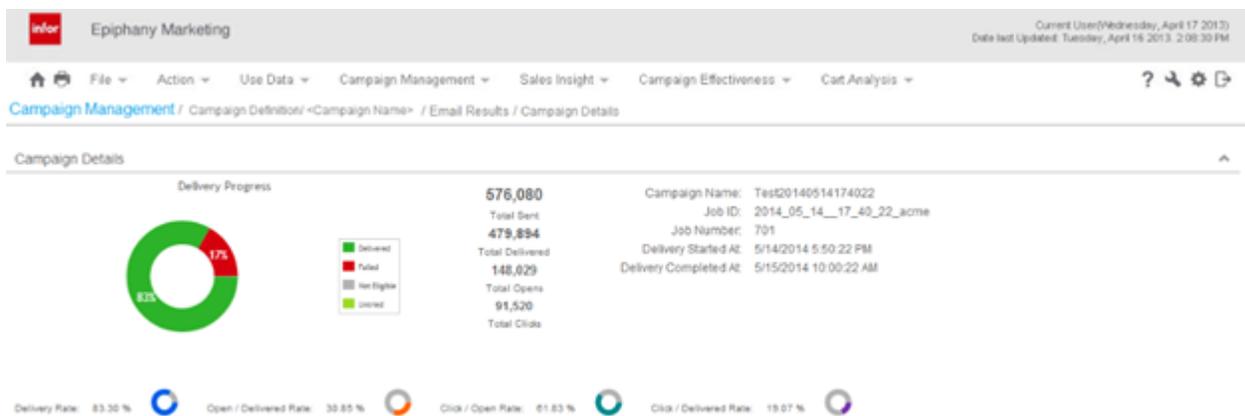
The features include:

- Ability to create both html and text emails on the same page.
- Safe Undo function.
- UI language auto detection.
- High quality XHTML output.
- User friendly drag-and-drop operation of images in the content file to customize the message.
- The easy image and files drag-and-drop operation to save time and effort.



## Real-time Email Results

This functionality allows marketing and sales managers to monitor campaign results in real-time. The benefit to our customers is that they can maximize the ability to respond to changing market dynamics and create a more personalized journey for customer engagement.



## Email Marketing Design

Ability to design email marketing programs utilizing real-time email results data.

## Updated User Interface

Responsive design controls designed by Infor's Hook & Loop team are used throughout the solution.



### New platform certifications

Infor Campaign Management IT infrastructure support has been extended to include these new platforms:

- Oracle WebLogic 12cR2 (12.1.2)
- Oracle 12c
- Windows 8.1
- IE 11 browser

### Removed platform certifications

To optimize Infor's engineering and quality assurance resources, these environments are no longer supported:

- Oracle WebLogic 12cR2 (12.1.1)
- IE 9 & 10 browser
- Oracle 11i
- SQL Server 2008 R2

For all certifications, see *Infor Campaign Management 10.1 Platform Support Matrix*.



This chapter describes the resolved issues from earlier versions of Infor Campaign Management and Infor Email Marketing.

## Infor Campaign Management Resolved Issues

### Admin Manager

These are the resolved issue related to the admin manager:

#### **EPIM-783: Update warning messages when the Admin Manager is started for the currently supported OS**

A warning message is displayed when your system and user regional settings are different. The warning refers to the OS versions that are no longer supported. The versions must be updated for the current OS with the instructions to fix the issue on the current OS.

#### **EPIM-1090: Dangling References tool in the Admin Manager generates an error with regards to the acceptance\_level table**

A special case for the acceptance\_level table, for which a non-standard name is not specified, that must be added to prevent the pop-up error messages in the Admin Manager.

#### **EPIM-1113 Meta Import Error: The INSERT statement conflicted with the CHECK constraint "epifile\_to\_epiobject\_check"**

Migrated a 10.0.3 meta (full export, user-defined meta) from one environment to another and multiple import errors related to acceptance\_level are generated:

[Microsoft][ODBC SQL Server Driver][SQL Server]The INSERT statement conflicted with the CHECK constraint "epifile\_to\_epiobject\_check". The conflict occurred in database "epimeta", table "dbo.epifile\_to\_epiobject".

### **EPIM-1413: \Behavior\Scheduler\WakeQueueDuringExecution does not work in Config Settings**

\Behavior\Scheduler\WakeQueueDuringExecution does not work in Config Settings. You must manually update the registry to use this config setting.

### **EPIM-1429: Error when trying to create a Glossary report from the Admin Manager**

This error is displayed when trying to create a Glossary report from Admin Manager "TakeReportAction FileErrHandler: Writing Report: "Topics Object doesn't support this property or method".

### **EPIM-1847: OMM Sorting By Label Does Not Work**

When the customer uses a transaction filter, and sort by Label, this error message is generated. When you sort by Developer Label the sorting process works fine. This can be reproduced only on an Oracle Meta, the process works fine on the SQL Meta.

## Campaign Bulk Upload

This is the resolved issue related to the Campaign Bulk Upload:

### **EPIM-1152: ECM is not saved to the report gallery correctly when the Bulk E-mail Upload option is used**

The wrong numbers of ECM files are being created in the report gallery when you use a zip file to create the files using the Bulk E-mail Upload option. Also the different locales are not created in the ECM that is uploaded.

## Campaign Calendar

These are the resolved issue related to the campaign calendar:

### **EPIM-961: Treatment default date format is different when compared with the Offer start/end date**

When adding a communication to segment, the default date is in a different format when compared to the Offer start and end date (18/09/2013 vs. 09/18/2013). The format must be identical for both the default value from the edit control and the default value from communication.

**EPIM-1091: A campaign calendar loads a blank page when you click the link to open a campaign archive.**

## Campaign Management

These are the resolved issue related to the campaign management:

**EPIM-1432: Different behavior is observed between Chrome and IE when the Return to Campaign button is used.**

Using Chrome, the return to campaign option reverts you to the page of origin. Using IE, the return to campaign reverts you to the 1st tab of the campaign. Consistent behavior between both browsers is required by the customers.

**EPIM-1463: Campaign references Seed list does not exist**

A campaign that has reference to a seed list is exported to an environment wherein the Meta is not configured to use a seed list. Editing this campaign and the attempt to save fails and an "Invalid Access for seed list: SEED\_RETURNPATH" error is displayed.

**EPIM-1552: When you add communication to cells the top of page is displayed instead of where required**

Every time the user attaches content in the segmentation, the web page refreshes and the top of the page is displayed instead of updating the data at the cell level and as the campaigns include multiple cells it is difficult to scroll every time a content file is attached.

## Campaign Output Files

These are the resolved issue related to the Campaign Output Files:

**EPIM-1762: Unable to View/download list due to NPE.**

The default list for the user, stored in the gallery results in an output format error and a Null pointer exception.

## Campaign Scheduler

This is the resolved issue related to the Campaign Scheduler:

### **EPIM-2105: Schedule button missing in Chrome**

Cancelling the edit of an output format from 'Add Output File' from campaign, disables the Schedule button in Campaign in Chrome.

## Campaign Segments

These are the resolved issue related to the Campaign Segments:

### **EPIM-1504: When multiple filters are created on the page there is no scrollbar to view the full segmentation.**

Create a campaign that includes 5 filters with the OR condition on the segment and the user cannot scroll to view all the filters. The page is cut and filters are not visible.

### **EPIM-1678: Change to Filters does not retain the placement on the page.**

Changes made to the filters in a segment or when a new segment/communication is added, the page is refreshed and the top of the page is displayed instead of the position where the change were applied.

## Communications

These are the resolved issue related to the communications:

### **EPIM-1763: Error message is displayed when you edit the "OMProfile>Lis Memeberhip"> qualification rule and the Includes filter is used.**

In an integrated environment, when editing a new communication, filter that contains "List membership" the edit option is not applicable, you must recreate the filter.

### **EPIM-1449: Disable the EM Channel.**

Currently, there is no option to disable the EM Channel. This is a bug that does not allow the user to disable the EM channel, even if EM is not as it cannot be used in a non-EM meta.

## Documentation

These are the resolved issue related to the documentation:

### **EPIM-1423: Services without Oracle Classpath updated in WAS console cannot be started.**

Missing instruction in the Install Guide for setting up the CLASSPATH in the WAS console.

**EPIM-1439: Update section on SNMP in Topic Guide.**

The Marketing 10.0.3 topic guide contains a chapter about SNMP Status Reporting on p. 10-36, is not updated,

The Infor Marketing Server provides a management information base (MIB) and a Simple Network Management Protocol (SNMP) extension agent for status reporting across a network with these platforms:

- Windows NT
- Windows 2000
- Solaris 5.10

**EPIM-1479: Update OLH with details of query\_timeout and CancelreportOnTimeout.**

The Manager Help includes details on the settings help for cancelreportonTimeout.

**EPIM-1526: Update Install Guide to include the process to run the Marketing Manager and Application Server on same machine as Oracle.**

Customers must be provided with the process to be implemented to allow the OM Manager with a 32-bit Oracle to reside on the same system as the application server, scheduler, and EpiChannel.

**EPIM-1531: Updates to Cluster documentation**

We are requesting that the attached JMS clustering document be added to the clustering section of the Install Guide. There are queries raised to support that the process is not clear in the current documentation.

**EPIM-1734: Path for upgrade log is incorrect in the Install Guide for 10.0.3.**

The Install guide lists the paths for the upgrade logs on pages A-6 and A-12. The path is incorrect for this log.

**EPIM-2465: Topic guide must be updated for the IFR campaigns.**

The topic guide is missing a key component for enabling IFR campaigns. Within the dimension, select the Options tab.

## Email Content Master

These are the resolved issue related to the email content master:

**EPIM-1219: Output of the Format Specifications are not generated on preview.**

The preview is not using the format specification when output for the data from the substitution fields is required. It uses the default value.

**EPIM-379: Change the label when applying a list to a Substitution field from the Filter on List's Attributes to the Use List's Attributes.**

Change the label when applying a list to a Substitution field from the Filter on List's Attributes to the Use List's Attributes.

## Event Based Campaign

These are the resolved issue related to the event based campaign:

**EPIM-1315: An issue occurs when the event queue is run with more than one parallel thread.**

Events are not picked up by the OM Scheduler. When an Event Based Campaign is fired, the Event and the attributes are staged in the staged\_event and staged\_event\_attribute table for a scheduler to pick these events and execute the campaign. However, the execution process stops without any error and the server must be restarted for the campaigns to be executed.

**EPIM-1760: Campaign Export Failing Due to Lock Error.**

Customer's export of campaign is failing due to a problem of obtaining the Called setTable without calling acquireLock lock.

**EPIM-1822: Restriction of 60 seconds between campaign execution - 1066 errors when inserting duplicate keys.**

A hospitality customer is sending out hotel reservations using OM or EM. The HMS system is sending requests sometimes at a frequency of more than 60 seconds. This causes the creation of duplicate sskeys on the staging tables in OM for the person booking the hotel room. There is no mechanism currently to retry these requests so the customers are losing hotel reservations.

**EPIM-2506: ECM does not displays event information as expected, if you save the information on a communication.**

Create an ECM that uses an Event and add the event attributes for the ECM on the right column. Save the ECM. Create a communication and load the ECM to the communication and save the communication. Reopen the communication to edit the ECM. The event attributes loaded to the ECM are the different when compared to the attributes saved earlier.

## External Data Segment

This is the resolved issue related to the external data segment:

**EPIM-1515: When an external data segment is defined using an acquisition list loaded with the EDA output format screen only EDA attributes are displayed.**

Define an external data segment, that is, an acquisition list loaded using EDA, the output format screen only displays the EDA attributes. Campaign or cell attributes must also be displayed.

## Filters

These are the resolved issue related to the filters:

**EPIM-335: Gridlines in Set Filter Values were removed in 10.0.1.**

The latest SoHo Standard the Gridlines are no longer available. The data is now separated with Spaces.

**EPIM-1433: Get counts displays the wrong values if the communication is not specified.**

Create a campaign with several communications and segments. The first segment sets the target group to zero. Irrespective, after you run 'Get Counts' the communications at the bottom segments display counts greater than 0.

**EPIM-1921: Unable to use the Date Range Filter when the values are between 0 and 1 (for example, 0.5, 0.8).**

Create a new Date Range Filter on a dimension that is decimal\_9\_5. The values in this column can range from 0 to 1. When entering the values - 0.3 and 0.8, an error "Please enter a lower value for the lower bound!" is displayed.

**EPIM-1740: Unable to save a campaign after changing the Output Format.**

When trying to change the Output file of a campaign, the UI changes from 'Campaign (Current Context: \*\*\*)' to 'Define Output Format'. When you attempt to save the campaign the "Function CampaignFileNotFound was passed in invalid value for argument file: \*\*\*\*" error is displayed .

**EPIM-2028: Date Range Filter not accepting dates and Value Truncated on Thousands Separator "."**

Date Range Filter is not accepting dates. Values are truncated after data is saved when the Thousands Separator is "." This occurs when the format locale is set to Spanish. When a comma is used as a thousands separator, the issue does not occur.

## Installer

These are the resolved issue related to the installer:

**EPIM-228: Apache 2.1 Forward is searching for httpd.exe but the OM installer is searching for Apache.exe.**

An explanation of the cause of the issue:

[https://issues.apache.org/bugzilla/show\\_bug.cgi?id=41823](https://issues.apache.org/bugzilla/show_bug.cgi?id=41823)

- Prior to 2.1 --> Apache.exe
- Since 2.1 --> httpd.exe

**EPIM-1042: Document the process to remove a server and server group from JBoss to allow an Instance to be edited.**

This error is common for all customers installing 10.0.3 with JBoss when they add or edit an instance using a name previously used:

Error, com.infor.instancemanager.actions.EP\_ConfigureAction, \*\*\*\*\*Error while creating server-group  
\*\*\*\*\*

Error, com.infor.instancemanager.actions.EP\_ConfigureAction, Argument has embedded quote, use the explicit CMD.EXE call.

**EPIM-1410: Include servicepack installer as part of an OM install.**

Include ServicePackInstaller.exe and ServicePackInstaller.jar as part of the OM installation.

## Instance Manager

These are the resolved issue related to the instance manager:

**EPIM-743: Modifying an Instance defaults to JBoss rather than the previously selected option.**

Modifying an Instance defaults to JBoss rather than the previously selected option. When the user modifies a WebSphere instance, the instance defaults to JBoss instead of the WebSphere.

**EPIM-1574: Instance Manager does not allow you to create an instance with remote Web Server.**

## Lists

This is the resolved issue related to the lists:

**EPIM-882: When you Change Context on the List Page on which you already had Got Counts, the counts from the previous counts are retained:**

When you Change Context on the List Page on which you already had Got Counts, the counts from the previous counts are retained.

## Campaign Management and IA Integration

These are the resolved issue related to the OM and IA integration:

**EPIM-805: Missing Translation String when you delete a deployment from the deploy manager.**

When the user deletes deployment from the deploy manager, the system displays "Users of [300]" message instead of the reason for the [300] message.

**EPIM-1089: Cell\_BF\_P Duplicated key for cell\_sskey column.**

Create a mixed campaign with a control group cell for the cell assigned to a mixed communication. When a backfeed job is executed the exception fails:

```
*****Fatal Exception @ 2013-11-15 11:31:18*****
```

\*The CREATE UNIQUE INDEX statement terminated because a duplicate key was found for the object name 'dbo.Cell\_BF\_B' and the index name 'Cell\_BF\_B\_PK'. The duplicate key value is (null\_10). \*

## Reports

These are the resolved issue related to the reports:

**EPIM-881: The Overwrite Option for the Personal Default Chart is not working.**

The Overwrite Option for the Personal Default Chart is not working. You must save the data with a new name.

**EPIM-879: Check box to save a Personal Favorite Chart is not working.**

The check box to save a Personal Favorite Chart is not working. The chart is saved in the personal folder, but the check box option to personalize the favorite chart does not work.

**EPIM-1061: The "Use streaming spreadsheet download" radio button in File > Option from UI is disabled often.**

FastspreadsheetDownload set to '0' in Admin Manager, but "Use streaming spreadsheet download" radio button in Report Option in the front end does not get disabled.

**EPIM-1100: Error with Scoring when using an influences model.**

When you use a scored list to create a report with a model, no results are returned. A message to save the list id displayed.

Secondly, when you open the saved report a null pointer error occurs.

**EPIM-1187: Cannot add a section to dashboards using Google Chrome.**

User cannot add a section to dashboards using Google Chrome. The option to add the section is not applicable in 10.0.3.

**EPIM-1256: Cannot add a date range filter to a report with a date format other than US.**

Add a date range filter to a report with a date format other than US and an error Caused by: java.lang.IllegalArgumentException: Illegal pattern character 'j' is displayed.

**EPIM-1378: If you save a favorite chart without saving the report first, an error is displayed.**

When you save a favorite chart you get an unclear exception. It is recommended that before you save the favorite chart, you must save the report to prevent the issue. If not possible, a clear error message must be printed on the favorite chart.

**EPIM-1480: The Execute mailed reports option to forward an report that you emailed does not work.**

In version 10.0.3, if you forward an email from a report created with the Execute mailed reports option and the user logs in, the report results are not displayed.

**EPIM-1508: Numbers must be right aligned on reports.**

All the numbers in the result table must be right aligned. Currently, only currency values are right aligned.

**EPIM-1729 and EPIM-1728: If restrictions are added, the R&C reports cannot be accessed.**

When you add a restriction on a dimension column in a Group, on an Access Tab, or the Dimension columns a user can no longer access the RC web pages. All users get a 500 error when they access any RC report.

**EPIM-1773: Upgraded reports failing when RuntimeException is used.**

After upgrading reports from v7 to v10.0.3 SP2, a RuntimeException occurred when attempting to execute the reports. The issue occurs when both the streaming download option and the automatic download are set.

**EPIM-1839: Unable to add lower end date range value (< or <=).**

After applying 10.0.3 SP2 to a Websphere instance, a user is no longer able to add a lower end value for a date range filter. "The value used in the date range filter equation must be a date." error is displayed.

## Scheduler

This is the resolved issue related to the scheduler:

**EPIM-1099: When you open the failed scheduled reports from the task manager, the settings of the report are transferred when opened using a link.**

When a report and the link to open the report fails. The report settings are not transferred to the report. The user cannot view the report settings to modify the report.

## Security

These are the resolved issue related to the security:

**EPIM-1488: Arbitrary File retrieval security issue.**

It is possible to access arbitrary files on the server's file system by manipulating the 'TEMPLATE' parameter. This allows users to access data otherwise protected by the application, such as files containing OS usernames and source code of the application.

**EPIM-1490: Authentication credentials unprotected due to lack of 302 redirect responses to HTTP POST.**

When the application accepted an authentication transaction using the HTTP POST method, a 302 redirect response was not used. Therefore, even if the session is correctly terminated by logging out, the Back button on the browser can be used to return to the page, and the authentication credentials can be resubmitted.

**EPIM-1993: Persistent Cross-Site Scripting / Non-Persistent Cross-site Scripting (XSS).**

The application was found to be vulnerable to the XSS attack vector and could be used to steal credentials and other data, or and corrupt sessions.

## Server

These are is the resolved issue related to the server:

**EPIM-796: Error when cleaning up expired cache.**

A number of errors are displayed in the SRV logs of the application and the error occurs when "Cleaning up expired cache" is used.

**EPIM-1794: Import list web page does not display the context data.**

The import external list web page does not display the context data.

**EPIM-1417 Session Handling**

Session handling was is handled differently between OM / IA / S&S. Each product behaves differently when you open a new tab in the same browser.

## Server UI

These are the resolved issue related to the Server UI:

**EPIM-1434: Measure Layouts with a new UI do not have a line dividing the measures.**

In earlier releases, a line divided the measure columns and the user was aware that a check box in both columns must be selected. Measure Layouts with a new UI do not have a line dividing the measures, so it is confusing that you must select a check box in both columns.

**EPIM-1735: The "counts" must be erased, as the old counts are not valid.**

Set up a list with two filter boxes and run GetCounts. Use Filter box/Layout and change the sequence of the two filter boxes. Expected result: The "counts" must be erased, as the old counts are not valid.

**EPIM-1736: Help text for the thousands separator must not be displayed when the attribute is 3 or greater than 3.**

The help text regarding the thousands separator must be displayed when the attribute is 3 digits or lesser.

**EPIM-1737: You have to scroll through the Edit-Filter to view all the data.**

You have to scroll through the Edit-Filter to view all the data. The page size must be defined to ensure that all the data is displayed.

# Infor Email Marketing Resolved Issues

## Administration Manager

These are the resolved issues related to the administration manager:

### **EPIEM-981: More disk space than actually available is displayed in the message.**

An error message with regards to insufficient disk space is displayed. Synchronization issue fixed to display correct disk space on the Admin Manager.

## Configuration Manager

These are the resolved issues related to the configuration manager:

### **EPIEM-586: By default, RetryDeliveryOnDataTimeout Configuration Setting is enabled.**

Modified the default configuration in config\EM.properties file:

- #RetryDeliveryOnDataTimeout=true
- #ReportSuccessOnDataTimeout=false

### **EPIEM-1074: Time throttling is not working.**

Time throttling issue fixed.

### **EPIEM-881: Changes to relay the server, without disabling the relay, are not saved by the Configuration Manager.**

Configuration issue fixed.

### **EPIEM-763: Configuration Manager UI doesn't allow the same name to be used with multiple reply objects even if the From address is different.**

A new internal name field is added to the configuration for the reply messages. This field is used to uniquely identify a reply message and is used in the lists on the Mailbox configuration, to allow the selection of a reply message. Based on this change the requirement that the existing Reply Name, which is also used as the friendly part of the FROM address, be unique is no longer applicable. When running the application the first time after installing SP3, the configuration is automatically upgraded and the new internal name is assigned the same value as the existing Reply Name field.

## Content Generator

These are the resolved issues related to the content generator:

### **EPIEM-467: The View in Browser feature is not enabled unless the ViewInBrowser EML tag is specified in the main message content.**

The View in Browser feature works even if the EML tag is specified in the content file and included using the FileInsert tag.

## Delivery Engine

These are the resolved issues related to the delivery engine:

### **EPIEM-1032: ViewinBrowser fails to synchronize.**

Fixed an internal View in Browser issue when synchronizing related files with the incoming server(s).

### **EPIEM-1026: Local system resources are not working with a remote incoming service.**

Fixed an issue which allows using local system resources with remote incoming service. Configuration in config\EM.properties file: #ctg.allowLocalSystemResources=true.

**Note:** FileInsert EML tag works with local file system resources, only if the operating systems of the incoming and outgoing services are the same.

### **EPIEM-1054: Configured Temporary Directory is not working during the UNIX installation.**

When the MIME message is too large (> 512 KB) to process in the incoming SMTP file, the mime4j library uses a temporary file to process the message. This issue was fixed using a different API method for using a temp directory.

### **EPIEM-903: Campaign Scanner leaves a job in a partially loaded state.**

Used a marker file to identify the jobs for that are which the fulfillment process is in progress. Campaign Scanner will does not load the jobs if the marker file present is specified in the job directory.

## Feedback

These are the resolved issues related to the feedback:

**EPIEM-1089: Email campaigns do not contain data, that is, Open, Click, and Viewed Data for some of our larger campaigns.**

Fixed the issue with a JobFix while running the report for large campaigns.

**EPIEM-590: Parse User-Agent and include the simple email client and browser name and version in the feedback.**

Added email client and browser name, in which the email has been viewed, to the feedback.

## Incoming Service

These are the resolved issues related to the incoming service:

**EPIEM-802: Correct search order for locating customized preference pages.**

The EM system allows web pages to be customized for different identities. The identity defines the look and feel of the preference system. An identity is most commonly used for different languages but can also be used for departments within your company. However, this functionality is not working as described in chapter 2 and 3 of the System Admin guide.

The primary difference is based on the search order which is used when locating file in the WebPages directory structure. The actual search order of the 10.0.3.1 application is:

<mailerdata>/WebPages

<mailerdata>/<tenant>/WebPages/<identity>

<mailerdata>/WebPages/<identity>

<mailerdata>/<tenant>/WebPages

If the identity specific web page is not loaded from the correct location then you can work around the issue by deleting the file from these directories and create a copy in the specific directory.

## Job Setup

These are the resolved issues related to the job setup:

**EPIEM-948: Job setup runs for a long time when the unsubscribe database is very large.**

The Job setup process was taking a long time to run when there are a large number of unsubscribe entries. Several indexes have been added to improve performance when fetching data from the UNSUBSCRIBEENTRY database table.

**EPIEM-984: Concurrency issue when parsing and formatting dates written to the JobInfo.xml file.**

The date parsing issue while writing the date to JobInfo.xml file is fixed.

**EPIEM-991: Large number of EBM campaigns causing the jobs to go to the wait state.**

Changes to optimize the performance of the job loading process.

## Job View

These are the resolved issues related to the job view:

**EPIEM-864: Error viewing or refreshing job details due to ConcurrentModificationException.**

Handled java exception when multiple threads are accessing the job details.

**EPIEM-897: Error generating JobView Reports on campaigns from the Admin Manager and command line.**

Handled and fixed the error while running the Job View report.

**EPIEM-630: Jobview runs out of file handles when reading log data for jobs with untried records.**

The file handle closing issue is fixed.

## Log Processing

These are the resolved issues related to the log processing:

**EPIEM-1062: Change log processing so that the log is not dependent on the incoming server running.**

Log processing can be run even if any of the incoming services is offline.

**EPIEM-888: Log processing performance improvements (Multi-Threaded).**

Handled synchronization and multi-threaded scenarios in a more efficient method to process heavy load by the LogProcessing thread.

**EPIEM-1011: Unsubscribe confirmations using any Non-ASCII language (Ex: Korean) are sent with improper encoding.**

Encoding issue for unsubscribe confirmation replies is fixed.

**EPIEM-640: Excessive logging in the wrapper log caused large files to be generated.**

Removed the wrapper logging for log processing actions.

**EPIEM-681: Optionally require a second click to have re-subscribe requests be processed. (see Release notes)**

Sometimes a multiple click re-subscribe process is required to prevent erroneous re-subscribe events. This occurs when the links in the incoming emails are automatically by an external system. Some systems such as the Barracuda Spam Firewall are known to do this to detect SPAM content referenced by the URLs of an email message. The problem occurs when a user unsubscribes and is automatically sent an Unsubscribe Confirmation message. By default, this message contains a link to re-subscribe if the unsubscribe request was in error. The user may re-subscribe by clicking on a single link.

To enable a multi-click re-subscribe process you must execute these steps after the installation 10.0.3 SP3:

- 1 Copy <installation home>\docs\ResubscribeConfirm.html to the <mailerdata>\WebPages directory on the Outgoing Server.
- 2 If you customized the web pages for your tenant then you may also need to copy this file to the <mailerdata>\<tenant>\WebPages directory. This directory does not exist unless tenant specific customization are made.
- 3 Update the Unsubscribe Reply Confirmation message in the configuration to redirect to the ResubscribeConfirm.html page.
  - a Login to the Configuration Manager.
  - b Navigate to the Tenants > Replies page.
  - c Select the appropriate Unsubscribe Reply Confirmation Message.
  - d Change the parameter in the URLGenerate tag of the message body. The default reply:

```
This is to confirm that we have received your request to receive no further e-mail messages from us.  
  
This message applies to the following e-mail address(s): `Recipient Addresses` If this message is in error, click here to resubscribe:  
`URLGenerate("UnsubscribeCancel.html")`
```

This should be changed as follows:

```
This is to confirm that we have received your request to receive no further e-mail messages from us.  
  
This message applies to the following e-mail address(s): `Recipient Addresses` If this message is in error, click here to resubscribe:  
`URLGenerate("ResubscribeConfirm.html")`
```
- 4 If your Incoming Servers are remote to the Outgoing Server the changes are automatically propagated. If you cannot view the changes, restart the Outgoing Server to force the synchronization with the Incoming Server.

**EPIEM-686: Re-subscribe request is not recorded in the database.**

The code issue in recording the re-subscribe requests in the database is fixed.

**EPIEM-727: Secondary "View in Browser" request fails when multiple outgoing servers are configured.**

The content generator in the incoming server is not being initialized with the correct outgoing service id (it always initializes with OSID of 1) and so links are generated incorrectly when the campaign is generated from the second outgoing server. Issue fixed.

**EPIEM-743: Some instances of IE11 are detected as Firefox 12.0.**

UADetector API is considering a few of the user agent string from IE11 as Firefox 12. Implemented custom code to handle this scenario separately.

**EPIEM-762: LogProcessing does not properly encode the Subject Line and From address in the reply messages with non-ASCII characters in the respective header values.**

The encoding issue of the subject line and the text present in the From address.

**EPIEM-765: Subject Line distorted for the Non-ASCII Preview messages when MPA is enabled or if attachments are included in the message.**

The encoding issue of the subject line is fixed.

**EPIEM-817: Log processing cannot be completed due to a missing or empty user agent.**

Resolved the user agent errors log processing is not interrupted.

**EPIEM-823: Log Processing is failing when executed from the command line.**

Command line log processing issue fixed.

## Outgoing Service

These are the resolved issues related to the outgoing service:

**EPIEM-1033: Unable to start the outgoing service until you delete the DeliveryInfoxxx.dat files.**

Fixed the issue with the DeliveryInfo data files when the outgoing service is terminated abruptly.

**EPIEM-641: Scheduling issues with high volume EBM instance.**

The EBM instance at Microsoft is having trouble keeping up with the volume. The scheduler wakeup interval is increased from 5 seconds to every second. Changed the scheduling to prefer jobs with lower pass numbers so that new jobs are not in the queue until the backlog is cleared. Configuration change to increase the maximum number of jobs that are running. Added a new screen to the debug web application that displays additional details about the scheduler.

## State Count Report

These are the resolved issues related to the state count report:

**EPIEM-848: State count execution is slow when running from the command line.**

The JobInformationLookupService was slowing the process for a standalone command execution. The code to improve performance has been cleaned.

**EPIEM-737: Statecount from command line failing.**

JobInformationLookupService was not being initialized. Fixed.

## Storage Management

These are the resolved issues related to the storage management:

**EPIEM-1060: Storage Management not deleting all files.****EPIEM-1059: Storage Management archive files delete issue.****EPIEM-899: JobUpdate logs are not deleted by Storage Management.****EPIEM-282: The Outbox log files are not automatically deleted by Storage Management.****EPIEM-212 Storage Management doesn't delete log files that only exist on a remote incoming service.**

Fixed all the issues by deleting the OutBox files, the log files stored on the remote incoming servers, and the related synchronization issues.

## Synchronization

These are the resolved issues related to the synchronization:

**EPIEM-982: The Time Synchronization check between incoming and outgoing servers, if the ping response is not as expected must be bypassed.**

Modified the check by allowing a 30 second time drift.

**EPIEM-806: Repeated time synchronization errors for multiple incoming servers.**

When using multiple incoming servers the time synchronization check can sometimes take long and the clocks may seem out of sync.

Moved the regular database check to a separate thread and used the pre-calculated value for the ping operations.

The start time for each incoming server processed when checking for time shift is reset.

## Test Job

These are the resolved issues related to the test job:

**EPIEM-1048: Sometimes the URL validation is not displaying the invalid URL.**

Added detailed logging statements when the URL validations failed.

**EPIEM-892: Currently a substring search for keywords root, abuse, spam, and postmaster is used.**

Added a new configuration setting in config\EM.properties file for allowing to disable the email address filter, if the email address user part contains the word "spam" in it.

Typically, this is done to avoid filtering of a legitimate email address such as mspamt1805@live.com.

To disable this filter, you must add this line to the config/EM.properties file and restart the outgoing service.

```
emailfilter.ignoreSpamInUserPart=true
```

**EPIEM-901: Multi-client issue when you have FROM addresses from two EM servers in the same campaign.**

The FROM address lookup issue in multi-client scenario is fixed.

## Migration

These are the resolved issues related to the migration:

**EPIEM-949: Data migration updated to ignore bad email addresses.**

Data import ignores the invalid unsubscribed email address during migration.

**EPIEM-632: DKIM settings are not migrated with migration tool causing startup failures after migration is complete.**

The issue when migrating DKIM settings is fixed.

## Resolved Issues

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This chapter describes the known issues from earlier versions of Infor Campaign Management and Infor Email Marketing. All the issues will be fixed in our next fix pack or the next release.

## Infor Campaign Management Known Issues

### Admin Manager

These are the known issues related to the admin manager:

**EPIM-2695: Unable to register a SQL meta using the Windows Authentication on a 64 bit EpiManager.**

**Workaround:**

Use 32 bit EpiManager for registering a SQL Server Meta using the Windows Authentication.

### Campaigns

These are the known issues related to the campaigns:

**EPIM-1425: Campaign Output Files Report Links prior to 10.1 has to be executed again during 10.1 upgrade and usage.**

**Workaround:**

If the users have run 'download output files' in the background and still available in task manager, then they may not be able to navigate and download the file. Reschedule their output file download after upgrading to 10.1.

**EPIM-2384: Websphere - add filter and apply communication messages just flicker and are not displayed.**

**Workaround:**

Contact customer support for a solution.

**EPIM-2535: Runtime Exception occurred when user navigates to Campaign page and deletes the filter in Campaign Universe segment only when that campaign is in Personal ->Default Folder.**

**Workaround:**

None.

**EPIM-2608: Unable to Save or Save As the campaign after saving a segmented list from Campaign page.**

**Workaround:**

Refresh the page after the save segmented list.

**EPIM-2621: Getting 500 Exception -- while downloading Email Output File using multiple Acquisition Lists and Multiple Communications.**

**Workaround:**

None.

**EPIM-2679: Schedule from gallery must be disabled for campaigns with attached program.**

**Workaround:**

Do not use this option for campaigns associated with a program.

## Filters

These are the known issues related to filters:

**EPIM 2729: Unable to restrict or prune in the 'Edit Filter' dialog after deleting existing filter unit.**

**Workaround:**

Even though the + icon is not visible, we can restrict the filter. When clicked on the left bottom of any unit the options 'Restrict', and 'Prune' are displayed.

## Email Content Master

These are the known issues related to the email content master:

### **EPIM-2710: ECM Upload Template Icon is missing.**

#### **Workaround:**

Contact customer support for a solution.

### **EPIM-2718: Edit ECM from campaign -> Content editor style issue - HTML editor tools menu is not displayed.**

#### **Workaround:**

Access the Email content Master page from Campaign Tools to view the HTML editor tools menu.

## List

These are the known issues related to the list:

### **EPIM-2721: In View or Download List page, the download dropdown values are not displayed.**

#### **Workaround:**

Contact customer support for a solution.

## Navigation

These are the known issues related to the navigation:

### **EPIM-2468: Runtime Exception occurred while user click on Back button in RC Report to return to List Page.**

#### **Workaround:**

Use Application Menu for navigation.

## Program

These are the known issues related to the program:

**EPIM-2388: Recurrence campaign occurrence must be cancelled if program is in paused status.**

**Workaround:**

Do not pause a program which has recurrence campaign. Solution will be available on the next service pack.

**EPIM-2480: Save As button required to be clicked twice in order to open the Gallery.**

**Workaround:**

Click the save as button twice.

**EPIM-2598: In Manager after changing the Program ID to "Autogen link", system is generating Runtime Exception when user navigates to Program Page.**

**Workaround:**

Do not use Autogenerate for Program ID Attribute. A solution will be available on the next service pack.

**EPIM-2694: Program is saved as other types. For example, Communication.**

**Workaround:**

After creating a communication, before navigating to Program page navigate to the home page.

## Reports

These are the known issues related to the reports:

**EPIM-2499: Measures are not getting added when comparison method is selected as Another measurement as a benchmark.**

**Workaround:**

None.

**EPIM-2690: Unable to open the Save Results file which is saved from the Task Manager.**

**Workaround:**

A solution will be available on the next service pack.

## Segmented List

These are the known issues related to the segmented list:

**EPIM-2674: Get count on Define segmented list is removing the Restricted filter on universe segment which has security filter.**

**Workaround:**

A solution will be available on the next service pack.

## Real-Time Email Results

These are the known issues related to the real-time email results:

**EPIM-2725: Export to Excel of real time email results is not working from Infor Campaign Management.**

**Workaround:**

Access the real-time email results page from Email Marketing URL to export the results.

## Server

These are the known issues related to the server:

**EPIM-2351: Campaign Management is not initiated with IIS when JBoss is used as application server.**

**Workaround:**

Contact customer support for a solution.

**EPIM-2709: Recently Accessed Lists in add filter dialog displays lists used elsewhere but they cannot be used.**

**Workaround:**

Select the list from the link provided on the filter page. A solution will be available on the next service pack.

**EPIM-2720: UI responses are slow for an instance that is connected through Windows Authentication for Database connection.**

**Workaround:**

Contact customer support for a solution.

## Server UI

These are the known issues related to the server UI:

### **EPIM-1663 and 1977: Dirty Page Indicator and Navigation Prevention.**

**Workaround:**

None.

### **EPIM-2680: Add segment and press enter key to view runtime exception.**

**Workaround:**

Key board buttons are not supported. Use the mouse to click on the form buttons.

## Upgrade

These are the known issues related to the upgrade:

### **EPIM-2556: Profile Attribute value is not transferred from 10012 to 101.**

**Workaround:**

Contact customer support for a solution.

### **EPIM-2712: Saving Upgraded communications from 7.2.x version to 10.1 removes the communication code.**

**Workaround:**

Contact customer support for a solution.

## Infor Email Marketing Known Issues

### Administration Manager

These are the known issues related to the administration manager:

**EPIEM-198: The Suppression Import utility in the Admin Manager requires the file to be specified on the Outgoing Server machine.**

Using the Admin Manager you can specify the file name of a list of email addresses which must be suppressed or un-suppressed. The pathname of this file must exist on the Outgoing Server.

**Workaround:**

None.

**EPIEM-354: Test Job report throws an exception when executed from within the Admin Manager.**

Test Job always runs as part of a normal campaign submission. However, there is an option to execute the job again from within the Admin Manager. This functionality is not working in the 10.0.3 version.

**Workaround:**

None.

## Configuration Manager

These are the known issues related to the configuration manager:

**EPIEM-247 Enabling proxy server support may cause issues when connecting to the incoming server.**

Enabling the proxy server support may cause connectivity issues with the incoming server.

**Workaround:**

Disable proxy server support.

## Configuration Migration Tool

These are the known issues related to the configuration migration tool:

**EPIEM-596: Configuration Migration from a remote computer via a mapped drive fails.**

The configuration migration tool does not work correctly when the source installation directory is referenced using a mapped drive and the data only exists on another machine. This might be a common scenario when upgrading hardware at the same time as the Email Marketing Software Upgrade.

**Workaround:**

If migrating using a mapped network drive (or network mount point on UNIX), the drive letter must be exactly the same as on the source installation machine. This may require that the drive letters for disk volumes be temporarily renamed. For example, if the source installation is on the 'D' drive, then the

network drive mapping must also be assigned to the 'D' drive. If this is not possible, then manual steps may be necessary to modify the configuration to accommodate the migration. The source configuration must be modified to specify all paths as required for the target machine.

### **EPIEM-134: Configuration migration tool must not copy mail data if the specified source and target directories are exactly the same.**

The configuration migration tool does not detect the case where the source and target installation directories are the same or if the source and target mailer data directories are the same. In these cases, the migration may not be required but the tool is attempting to perform the migration and may corrupt the installation.

#### **Workaround:**

You must ensure that the source and target installation directories are different. Additionally, if the source and target mailer data directories are the same, select the Use source mailer data directory or Use target mailer data directory options.

## Content Generator

These are the known issues related to the content generator:

### **EPIEM-176: Lightly Formatted TEXT Messages are sent as HTML only messages.**

In previous versions of Email Marketing, when HTML detection was enabled and the email recipient had an UNKNOWN format preference, the system would generate an MPA message that included a TEXT message part and a lightly formatted HTML version of the TEXT message. As the capabilities of recipients' email clients are known, this was considered the safest approach. The email client could then render the message format that best fit its capabilities. Currently, in this scenario the system is generating an email that only includes the lightly formatted HTML version of the TEXT message. This works in most cases but is not ideal in situations when the recipient has a TEXT-only email client.

#### **Workaround:**

Enable full MPA messages and include TEXT and HTML message content.

### **EPIEM-399: The Content Generator must generate an error if the user attempts to set a variable name that conflicts with a field name defined in the record definition.**

Currently, there is no validation for this condition and may result in other types of content generation errors or in the wrong values being inserted in the email content.

#### **Workaround:**

Ensure that variable names are unique and do not conflict with the defined substitution field names.

**EPIEM-406: HTML Unsubscribe Language used in a lightly formatted TEXT message.**

If a campaign is executed with a treatment that has only TEXT content, and HTML detection has been enabled, then the content generator will incorrectly uses the HTML Unsubscribe Language.

**Workaround:**

Format the HTML Unsubscribe such that the lightly formatted TEXT content is correctly rendered.

**EPIEM-561: Subject line may be lost when including an attachment to the email.**

In certain conditions when attachments are included in an outbound email message, the subject line of the email is lost due to issues in the MIME headers.

**Workaround:**

None.

## Installer

These are the known issues related to the installer:

**EPIEM-150: Java 7 is required to install and execute Email Marketing 10.0.3.**

The Email Marketing application requires Java 7 or higher for installation and execution.

**Workaround:**

If your system has multiple installations of Java, ensure that Java 7 is referenced in the JAVA\_HOME environment variable and also in the system path. To execute the installer with a specific version of Java, you can execute the command:

- Windows: `install.exe LAX_VM <full path to Java executable>`
- Linux/UNIX: `./install.bin LAX_VM <full path to Java executable>`

**Note:** the EM client also requires Java 7. If your Marketing installation is not using Java 7 then you must manually edit the <Marketing Installation Directory>\EM\bin\client.bat (windows), or <Marketing Installation Directory>\EM\bin\client (Linux/UNIX) script.

Search for the line that is used to set the 'JAVA\_COMMAND' variable and update the Java path to specify the full path to the Java 7 executable. For example:

```
SET JAVA_COMMAND=C:\Program Files\Java\jdk1.7.0_17\bin\java.exe
```

**EPIEM-287: The customer number must be coordinated between all servers in a multiple outgoing server configuration.**

The 'CustomerNumber' setting in the configuration is not synchronized automatically between all outgoing servers in a group.

**Workaround:**

This setting must be manually synchronized such that same value is used for all the outgoing servers. You must edit <installation directory>\config\EMConfig.xml and <installation directory>\config>EditEMConfig.xml paths. Search for "CustomerNumber" and update the associated value. For example:

```
<property name="CustomerNumber" type="int">
<item>12345</item>
</property>
```

If you are adding additional outgoing servers, the customer number of the original server must be used. This ensures that any pre-existing campaigns continue to function.

### **EPIEM-295: Manual configuration steps are required after upgrading a remote incoming server.**

The Email Marketing installer does not currently support configuration migration for remote incoming servers.

#### **Workaround:**

The incoming server must be installed as a new instance in a different directory. The configuration on the Outgoing Server must be updated to specify the new location of the incoming mailer data directory. The configuration and all campaign data, is synchronized again with the new instance.

## View in Browser

These are the known issues related to the view in browser:

### **EPIEM-149: Discovery of tracked URLs must be improved for some View in Browser scenarios.**

The discovery of tracked URLs currently depends on the content being referenced during the Test Job phase of the campaign submission. If all the content templates and formats are not referenced using the campaign, broken URLs can be generated. For example, if all members of the campaign use a TEXT preference but the 'View in Browser' link specifies that the HTML message part must be displayed. As the HTML message part is not referenced during the Test Job phase of campaign submission, any tracked URLs that are only referenced in the HTML message part are missed and broken when the email recipient attempts to click the link.

#### **Workaround:**

Ensure that all content templates and formats are referenced during the Test Job phase of campaign submission.

**EPIEM-269: Attachments are not supported by the View in Browser feature.**

The 'View in Browser' feature attempts to display the relevant TEXT or HTML message content. However, the functionality to correctly display files that are attached to the email message is not available.

**Workaround:**

None.

**EPIEM-523: Parenthesis may be required for mathematical expressions to ensure the correct result.**

Sometimes, the Email Markup Language parser may not be able to resolve ambiguities in mathematical expressions. This is because EML is very flexible in the substitution field names that are allowed. Note: Substitution field names can include spaces and the minus sign.

**Workaround:**

Sometimes, you are required to use a parenthesis to assist the parser in resolving these ambiguities. For example,:

Evaluation: ``evaluate(1000 - ca1)``

The parser cannot determine if a substitution field called "1000 - ca1" must be inserted or if this is a mathematical expression. If this is a mathematical expression, you must rewrite the expression to resolve the ambiguity:

Evaluation: ``evaluate((1000) - (ca1))``

**EPIEM-568: TEXT or HTML files attached to an email message can confuse the View in Browser feature.**

If the message content includes attached files with content types of "text/plain" or "text/html", this can confuse the 'View in Browser' feature. It is possible that the attachment may be selected to be displayed in the browser instead of the correct text or HTML message content.

**Workaround:**

Do not attach files that use a content type of "text/plain" or "text/html".

Known Issues

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