
DREAMmail 5.1 Release Notes

April 2012

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Introduction

Epsilon is proud to announce the next release of its email marketing platform, DREAMmail 5.1. The goal of the DREAMmail 5.1 release is to provide a variety of operational and feature improvements over DREAMmail 5.0. The operational enhancements improve the reliability, availability, and serviceability of several platform components. The feature enhancements include a localized user interface, an upgraded Omniture integration, and user management security improvements.

DREAMmail 5.1 will be released to North American data centers (DDC) on Saturday, April 14, 2012, and to European Data Centers (EDC) on Saturday, April 28, 2012.

This document contains the following information specific to this release:

- [New Features](#)
- [Fixes and Enhancements](#)
- [Frequently Asked Questions](#)
- [Browser Compatibility](#)
- [Known Issues](#)
- [Resources](#)

New Features

New features available in the DREAMmail 5.1 release include:

- [Localized User Interface](#)
- [Upgraded Omniture Integration](#)
- [User Management Security Enhancements](#)

Localized User Interface

The DREAMmail user interface is now available in seven languages. For the first time, the user interface is available in the Korean and Spanish languages. The available languages are:

- English
- Chinese (Simplified)
- Japanese
- Korean
- French (France)
- German (Germany)
- Spanish (Spain)

This provides the language of preference for many international clients, enabling users to increase their efficiency when using the application. The language option can now be set in the user preferences; it no longer needs to be set each time a user logs into the application.

Note: The SSLG component is not localized in Spanish or Korean.

Upgraded Omniture Integration

Epsilon's Omniture Site Catalyst integration has been updated to support Adobe's latest release of Genesis. The new Omniture integration uses an API-based solution rather than an FTP-based one. This enables the following features:

- **Faster Data Import into SiteCatalyst**
 - Updates of previous day's data from Epsilon can be sent to Omniture and made available in Site Catalyst through multiple daily uploads. These updates are currently only done once daily.
- **More Robust Integration**
 - API integrations are more easily monitored and maintained.
 - Greater redundancy in the API server model increases integration up-time.
 - Enhanced audit trails for data exchanged between DREAMmail and Site Catalyst

User Management Security Enhancements

The new release improves security through changes to user management. Key changes are:

- API user permissions have been removed for the Standard user permissions, and a new DM Connect user type has been created to provision this. Standard users currently with API permissions will be grandfathered in to support that permission.
- Users are now required to be explicitly permissioned to access the Sites within a Client. Previously, Client permissions would implicitly cascade to Sites when setting up users. This change makes the permissioning process more transparent and intuitive.
- To improve the audit trail, the system now logs the following actions:
 - Users sign in and out
 - Users change Clients/Sites
 - Users modify passwords, challenge questions, or challenge answers
- Only Server Admins and above are able to modify email addresses for user accounts.
- Only Server Admins and above are able to modify passwords for any user other than themselves through My Account.
- All Channel Admins have been downgraded to Client Admins.
- Admin users are now required to reset their passwords every 30 days.

Fixes & Enhancements

With every release, Epsilon addresses as many items and suggestions from our customers and stakeholders as possible. DREAMmail 5.1 includes the following bug fixes and enhancements:

Item	Current State	Enhancement
RTM message can be armed if content generation fails	At times, an RTM message can be successfully armed even though the content generation fails. This can cause previous RTM content to deploy.	The RTM message can no longer be armed if the content generation fails.
BOM Mailings not deploying at selected send rate	There is the potential for BOM Mailings to not deploy at the selected send rate.	The BOM mailings now deploy at the selected send rate.
Old RTM content occasionally deploys	Sometimes, if RTM content is changed, the previous content still deploys.	The updated RTM content now deploys instead.
LG transaction processing issue	There have been instances where LG continuously tries to process transactions for sites that no longer exist.	Added a retry limit, and once the transaction has reached this limit, it no longer is processed.
Bounceback processing stops, which leads to backlog	Currently, bounceback processes that crash or fail to start lead to a backlog of items waiting to be processed. In order to restore the processing, a server restart is required, which leads to downtime.	Added error handling to prevent bounceback processes from stopping.
Bounce counters don't reset after subscriber click	Currently, bounce counters are not reset to zero after a subscriber clicks a tracked URL.	The bounce counters now correctly resets to zero.
Enhancement: Ability to track unsubscribes at a template level	Currently, if users want to create messages from templates and have unsubscribes tracked, they must manually check the Track Unsubscribe option for each individual message.	This enhancement enables users to click the Track Unsubscribe option for a template, and all messages created from the template inherit these options. These settings can be enabled through the user interface and the DMC API.

Item	Current State	Enhancement
Issue using nested event variables	Currently, using event variables within event variables can cause instability in the RTM services.	Now, a real time message with nested event variables can be deployed successfully. Note: If there are circular references within the event variables, the RTM request fails until the circular references are removed.
DM Server encounters communication link failures that lead to instability	If the DM Server encounters communication link failures, it can lead to instability, which often manifests itself in user interface timeouts.	Communication link failures do not occur.
Mailings do not deploy at selected send rate	There have been instances where the mailings do not deploy at the selected send rate.	The mailings now deploy at the selected send rate.
Enhancement: Enable HTML editor in Message Properties	Currently, in the Message section, the HTML editor checkbox is not displayed in Message Properties. This makes it difficult for the user to review rendered content for a sent message.	The user can now enable or disable the HTML editor after sending a message. The HTML is read-only.
"&#" cannot be used in content segment URLs	Currently, users cannot include the "&#" character combination in content segment URLs.	Users can now include the "&#" character combination in content segment URLs, without an error message appearing.
Import Job failures	Currently, the import job fails due to this error: "The specified network name is no longer available."	Added retry mechanism for the import server, when this error occurs.
Hosted email links are tracked in error	Currently, hosted email links are displayed in the Tracked URL dialog box, but are not actually tracked.	Since hosted email links cannot be tracked, they no longer display in the Tracked URL dialog box.
Error inserting the hosted email into the HTML editor	Inserting the hosted email tag using the user interface displays an error on the page.	The hosted email tag is now inserted correctly.

Item	Current State	Enhancement
Vertical scroll not working consistently in Chrome	Using Chrome, the vertical scroll functionality was not working when a message was opened from properties within Campaigns > Messages.	The vertical scroll functionality now works properly in Chrome.
Identical list name display issue	Currently, there is a display issue when identical list names are used across multiple Sites. When a user presses Schedule, the Warning-Mail dialog box contains all lists that have the same name. The mailing is only sent to the correct list; however, the display issue can confuse the user.	Only the correct list is displayed to the user in the Warning-Mail dialog box.
Screen for entering values does not appear	Currently, when templates have event variables that have no default value specified, the screen for entering values does not appear.	The screen for entering values appears in this circumstance.
Proof to Self not working by itself	Currently, Proof to Self is not working by itself. A user must proof to a list or proof to an address in conjunction with proofing to self for this to work.	A user can now select the Proof to Self option without also proofing to an address or list.
Enhancement: Field Mapping Usability	Currently, the mailing list Field Mapping modal is too small. Users must scroll left and right to view the fields they are mapping.	The Field Mapping modal size has been enlarged so that users no longer need to scroll left and right.
Content Creation Field Resizing Issue	For Chrome and Safari on DREAMmail 5.0, when a user resizes the content creation field on the Message Composer or Content Composer screens, the field overlaps other components of the page.	The field resizes correctly for Chrome and Safari.

Item	Current State	Enhancement
Messages are editable after deployment	Currently, when a message is deployed, the user remains on the Message Composer page and the content is still editable. A user can update the message creative and other settings and save the changes.	Users can no longer modify messages once deployed.
Learning Center links	In the Resources link on the top secondary navigation, there is a list of guides that lead to the Learning Center homepage because a user must authenticate to access the Learning Center.	The list of guides has been replaced with a link to the Learning Center.
Enhancement: Preview Modal Usability	The Preview modal is too small, which makes it difficult to check the email properly.	The Preview modal has been enlarged to make it easier for users to check and confirm their email before sending.
Mailto Link Tracking	Currently, mailto links are tracked as though they are URL links.	Mailto links are no longer tracked.
Enhancement: Only receive one proofing mail	Currently, when proofing a mail, if the user selects both "proof to email address" as well as "proof to self" options, they receive two proofing mails.	When the email address is present in both options, the user only receives one proofing mail if they select both "proof to self" and "Proof to email address"/"Proof to list" options.
Enhancement: Firefox reporting support	Currently, reports are not certified to run on Firefox. Instead, users must use Internet Explorer 8 to view reports.	Users can now use Firefox to view reports.
Enhancement: Improved consistency for URL tracking	Currently, the URL tracking functionality is not consistent across multiple parts of the user interface.	Improved the consistency for URL tracking, such as tracking URLs by default.
Japanese character rendering issues in Reports user interface	Currently, some Japanese characters don't render properly in the Reports user interface legend.	The affected characters now render correctly.

Item	Current State	Enhancement
Enhancement: Modify AOL hygiene rule	Until recently, AOL email addresses (before the "@" symbol) could not contain underscores or periods. Further, they had to be short. AOL has now changed these rules.	<p>Modified the DREAMmail hygiene rule so that AOL addresses ("username@aol.com") now conform to the following rules, username:</p> <ul style="list-style-type: none">• Includes at least 3 characters• Is less than or equal to 32 characters• Must begin with a letter• Does not begin with numbers• May contain an underscore "_" or dot/period "."• Must not contain any other special characters other than "_" or "."• May not begin with a "_" or "."• May not end with a "_" or "."• Does not contain dashes "-"• Cannot contain consecutive underscores or dots, but there may otherwise be any number of dots and/or underscores

Frequently Asked Questions

Frequently asked questions include:

- **What are the DREAMmail 5.1 release dates?**

DREAMmail 5.1 will be released to North American data centers (DDC) on Saturday, April 14, 2012 and to European Data Centers (EDC) on Saturday, April 28, 2012.

- **What will happen to DREAMmail 4.9.7 when DREAMmail 5.1 is rolled out?**

DREAMmail 5.1 will be rolled out in parallel with DREAMmail 4.9.7, and both instances of the application will exist and operate. When a customer is ready to migrate to DREAMmail 5.1 and has taken all of the necessary training, they must request that their Site be migrated to DREAMmail 5.1. Once a customer's DREAMmail Site(s) have been migrated, any new data created in the DREAMmail 5.1 user interface will not be backwards-compatible to DREAMmail 4.9.7, and DREAMmail 4.9.7 data will not be forwards-compatible to DREAMmail 5.1.

- **What if I experience problems with DREAMmail after the release?**

Standard support escalations procedures apply. If you experience issues with DREAMmail, please contact Support at DREAMmail@epsilon.com or follow up with your Account team.

- **If I am a current DREAMmail 5.0 customer, will I automatically receive the DREAMmail 5.1 release?**

Yes, you will be automatically upgraded, and will not need to take any further action.

- **If I am a current DREAMmail 4.9.7 customer, will I need to migrate any assets over? Will my reporting still work like it did on DREAMmail 4.9.7?**

All assets, campaigns, and messages will be automatically migrated to DREAMmail 5.1 for you.

Reports have remained unchanged between DREAMmail 4.9.7 and DREAMmail 5.x. All previous reports are still available.

- **Were any changes made to the DMConnect API?**

Updates have been made to DMConnect to the following calls:

- Createmailing
- Updatemailing
- Createmailingfromtemplate

Optional parameters are now available in these calls should you desire messages to be created/updated to inherit settings for ***Track Unsubscribes from LG*** or ***Track Unsubscribes from a Preference Center***.

▪ **Are there any changes that will impact my custom applications?**

No changes were made in the DREAMmail 5.1 release that will have a functional impact to custom solutions built by Epsilon Solution Services.

▪ **Will there be training or new documents associated with DREAMmail 5.1?**

All the DREAMmail 5.1 feature information has been incorporated into existing DREAMmail training curriculum and materials. In addition, upgrade sessions will be offered via Webex for clients migrating from DREAMmail 4.9.7 to DREAMmail 5.1. The DREAMmail Help files have also been updated to reflect enhancements made in the release.

Browser Compatibility

DREAMmail 5.1 is compatible with the following browsers:

- Internet Explorer 8
- Firefox 3.6
- Firefox 9.0.1
- Chrome version 13
- Safari 5 (on Mac OS X only)

Because it has not been altered as part of the DREAMmail 5.1 release, the List Generator section of the application is supported by Internet Explorer 8 only.

The Reports section of the application is supported on Internet Explorer 8, Firefox 3.6 and 9.0.1, and Chrome 13, but is **not** supported on Safari.

Resources

For the latest version of DREAMmail guides, visit the [Epsilon Learning Center](#).

