



Release Notes

Version 6.0 SP1



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- The circumstances in which the problem arose
- What error messages you saw (if any);
- The version of the software that you were using.

Pitney Bowes Software Inc.

January 02, 2014

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Introduction

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Purpose

This document describes what has changed in Portrait Dialogue 6.0 SP1 compared to its previous release 6.0, including:

- An overview of new enhancements
- A list of fixed issues since the last release

Note: For more detailed release note information, see the Portrait Dialogue Release Note v6.0.

Intended audience

The intended audience for this document is:

- System administrators
- Marketing analysts

Related documentation

Document	Location
<i>Portrait Dialogue Release Note v6.0</i>	Portrait Dialogue media in: \Documentation\ <i><language_code></i> \
<i>Portrait Dialogue Installation Guide</i>	Portrait Dialogue media in: \Documentation\ <i><language_code></i> \
<i>Portrait Dialogue Upgrade Guide</i>	Portrait Dialogue media in: \Documentation\ <i><language_code></i> \
<i>Portrait Dialogue Client Installation Guide</i>	Portrait Dialogue media in: \Documentation\ <i><language_code></i> \
<i>Portrait Suite Installation Guide</i> (for multi-product installs)	Portrait Dialogue media in: \Documentation\en-us\

Tip: All documents are also available on Portrait Software's support website: <http://support.portrait-software.com>

Release overview

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Portrait Dialogue

Portrait Dialogue helps you convert customer interactions into a connected two-way dialogue for greater customer engagement. Portrait Dialogue is designed to support business and marketing processes across multiple communication and delivery channels.

Portrait Dialogue can be integrated with existing applications and technologies linking real-time communication information with your front and back office applications. This enables you to build strong relationships with your customers based on information from all sources in your company.

Portrait Dialogue is one of the modules within the Portrait Customer Interaction Suite. Other modules in the suite include: *Portrait Interaction Optimizer*, *Portrait Miner*, *Portrait Explorer*, *Portrait Uplift*, *Portrait Optimizer*, and *Portrait Foundation*.

Release overview

Portrait Dialogue 6.0 SP1 is a service pack release to address a number of:

- Change requests
- Reported bugs

Release highlights

A number of bug fixes and enhancements have been addressed in this service pack, including:

- Reduced memory usage when creating messages in dialogs, including email and SMS messages.
- Fixes to avoid database deadlock situations where many dialog operations are running concurrently
- Support for SSL/TLS in standard Send Email plug-in
- Link tracking integrity checking

Enhancements and issues resolved in 6.0 SP1

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Visual Dialogue

Bug / Enhancement	Description	TFS ID (internal)	Rollup of hotfix (if existing)
Bug fix	Branch order is not saved correctly when changing branch order in the "Edit operation" window.	TFS 28280	PD 5.2 Hotfix
Bug fix	Dialog Execute view stops updating progress when switching tabs in Visual Dialogue. For example, execution progress may be hanging on 20%.	TFS 28341	PD 5.2 Hotfix
Bug fix	Error making changes to newly saved selection. If you create a selection and save it, but leave it open and then try to make changes to it, you will get an error saying "Record not found or changed by another user."	TFS 27494	
Bug fix	Dialogue preview images (thumbnails) fails to preview Unicode characters in text message templates.	TFS 27018	
Bug fix	Dialogue Designer. Color picker does nothing when selecting the same color as last time.	TFS 26920	
Bug fix	Dialogue Designer. Incorrect branch numbering in error message.	TFS 26948	
Bug fix	Dialogue Designer options are not persisted correctly.	TFS 28904	
Bug fix	Dialogue Designer. Sometimes an access violation error occurs when doing copy and paste in a dialog.	TFS 29016	PD 5.2 Hotfix
Bug fix	Dialogue Designer. "Snap to grid" does not work properly.	TFS 29106	
Enhancement	Increased space for items in toolbox.	TFS 28078	
Enhancement	Visual Dialogue. The instance and server names to which the user is logged into, are now displayed as part of the application title. This is an option which can be turned off and on.	TFS 27976	
Enhancement	Export / Import. Support published files used in Emarketing templates as a dependency object.	TFS 28942	PD 5.2 Hotfix
Enhancement	Export / Import. Support content objects used in Emarketing templates as a dependency object.	TFS 28943	PD 5.2 Hotfix

Dialogue Server and database relates

Bug / Enhancement	Description	TFS ID (internal)	Rollup of hotfix (if existing)
Bug fix	Index changes to avoid deadlocks on table <code>TREATMENT_OFFER_LOG_STAGING</code> when many dialog operations of type "Log offer" run simultaneously (SQL Server only).	TFS 28854	PD 5.2 Hotfix
Bug fix	Index changes to avoid deadlocks on table <code>DLG_PARTICIPANT</code> when many dialog operations run simultaneously (SQL Server only).	TFS 28846	PD 5.2 Hotfix
Bug fix	Sending emails fails if a "Bounce email address" is specified in Dialog Admin for the standard Email output channel.	TFS 28114	PD 6.0 Hotfix
Bug fix	The Twitter integration plug-ins have now been updated to use the latest supported Twitter API. Support for the API used by the original 6.0 release, has been discontinued by Twitter.	TFS 27251	PD 6.0 Hotfix
Enhancement	Significant lower memory consumption when creating large number of email and SMS messages. Note: As a result of this change, the configuration option "Max. bundle size" has been removed from the Send Email and Send SMS operation types.	TFS 28618	PD 5.2 Hotfix
Enhancement	Support for SSL / TLS in standard Send Email plug-in.	TFS 28397	PD 5.2 and 6.0 Hotfix
Enhancement	The send order for messages has now been changed in order to make sure that messages are sent in the same order as they were put in the Send Queue in Message Manager.	TFS 27977	PD 5.2 Hotfix

Dialog Admin

Bug / Enhancement	Description	TFS ID (internal)	Rollup of hotfix (if existing)
Bug fix	SQL Server Native Client 11 connection string is sometimes set wrong when adding/editing a PD instance in Dialogue Admin.	TFS 27965	

Questionnaires

Bug / Enhancement	Description	TFS ID (internal)	Rollup of hotfix (if existing)
Bug fix	Automatic update of customer domain data from answer forms is not working when clearing data, for example, if the user clears a text answer.	TFS 28918	
Bug fix	Questionnaire. Save button is not shown on the first page in a layout that does not have a prologue page.	TFS 27385	
Bug fix	Questionnaire Flow State. Conversion of Date to String is missing Culture Info. This is a possible problem when users are "saving incomplete" questionnaires and continue answering at later point in time.	TFS 26989	

Message design

Bug / Enhancement	Description	TFS ID (internal)	Rollup of hotfix (if existing)
Bug fix	Blank content object. Error from server when merging an Emarketing message template containing a content object item with an unspecified (blank) content object.	TFS 27917	
Bug fix	Emarketing template. Paragraph formatting and background colour issue.	TFS 28021	PD 5.2 Hotfix

Bug / Enhancement	Description	TFS ID (internal)	Rollup of hotfix (if existing)
Enhancement	Support strikethrough text formatting in Emarketing Mail.	TFS 28794	PD 5.2 Hotfix
Enhancement	Emarketing template. Check box enhancement when building a link for an image. When you click on 'Build' and get a link in the field, and create a link, the checkbox for Enable image link should be automatically ticked.	TFS 28867	PD 5.2 Hotfix
Bug fix	Emarketing template. Offer relations are lost when reapplying or changing master template.	TFS 28860	PD 5.2 Hotfix
Bug fix	Web Message Designer. Templates list show the 'Changed by' user in the "Created by" column.	TFS 28894	
Enhancement	Support for using CID references to published files in all attribute values in HTML email design, for example, in <code><td background="cid:A89..."></code> . Earlier this was only supported in the <code>src</code> attribute of the <code>img</code> tag. This applies to both HTML and Emarketing templates.	TFS 27387	PD 5.2 Hotfix

Customer web access

Bug / Enhancement	Description	TFS ID (internal)	Rollup of hotfix (if existing)
Bug fix	Email web version has additional scrollbars due to sizing issue.	TFS 28623	PD 5.2 Hotfix
Enhancement	Link Tracking Integrity Checking. Add validation to link tracking URLs so that the destination URL (redirect URL) cannot be changed or hacked (for example, avoid phishing attacks). This is a security enhancement. Please refer to <i>Link Tracking</i> in the <i>Portrait Dialogue Reference Guide</i> for further details.	TFS 27939	

HQ integration

Bug / Enhancement	Description	TFS ID (internal)	Rollup of hotfix (if existing)
Enhancement	<p>An option has been added to disable HQ campaigns from updating the scheduling of related dialogs. This enables full control over dialog scheduling and execution from Visual Dialogue for dialogs that is part of an HQ campaign.</p> <p>In Dialogue Admin, under "General admin" -> "Parameter collections" -> "PSS Integration" there is a new parameter:</p> <pre>PSSAlwaysUpdateDialogueExecution</pre> <p>If true, dialogues associated with HQ campaigns will be activated / deactivated and have their scheduling updated in sync with the campaigns "In market" state. If false, this will only be done for dialogues set to be fully automated. The default value of this parameter is false.</p>	TFS 28495	PD 5.2 Hotfix

Miscellaneous

Bug / Enhancement	Description	TFS ID (internal)	Rollup of hotfix (if existing)
Enhancement	A number of minor issues with untranslated texts in UI for non-English (US) languages has been addressed and fixed.	TFS 28805, TFS 28824	

Installing and upgrading

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Upgrading core Portrait Dialogue components

Portrait Dialogue 6.0 SP1 is released as a full release (a complete CD image).

There is no hotfix upgrade path available for this service pack. This means that when upgrading from previous versions or service packs, including the 6.0 release, the full release should be installed.

More details on the upgrade and installation process are covered in the Installation guides.

Note: For detailed information about changes to configuration files for the Portrait Dialogue web application, see *Upgrading web application from 6.0.0 to 6.0.1 (SP1)* in the *Portrait Dialogue Server Upgrade Guide*.

Upgrading Portrait HQ components

There is no changes to the Portrait HQ and Portrait Shared Server (PSS) components. We recommend all Portrait Dialogue installations running Portrait HQ and PSS to get the latest features and bug fixes.

Upgrading Miner Integration components

The *Portrait Miner Export to Portrait Dialogue Plug-in* is the same versions as shipped with the original Portrait Dialogue 6.0 version, and does not need to be upgraded.