

ORACLE® ELOQUA™ 10 MARKETING CLOUD SERVICE

Release Notes

Summer '14
June 17, 2014 (POD2)

Release Summary

Release Version: Oracle® Eloqua™ 10 Summer '14 (465)

Release Date: 17 June 2014 (POD2)

The Summer '14 release of Eloqua 10 includes new and improved functionality as described in the [What's New](#) section. The [Fixed Issues](#) section outlines all previously communicated issues that have been fixed in this version. The [Known Issues](#) section describes functional issues that you may encounter while using this version of the product.

What's New in the Summer '14 Release

The following section describes new and improved functionality included in the Summer '14 Release of Eloqua 10, grouped by area of the application.

Campaigns

The Simple Email Campaign that was formerly in a controlled availability beta status is now generally available for all customers. After clicking on the Campaigns icon in the navigation toolbar at the top of the Eloqua 10 window, you will now see three options on the Campaigns Launchpad from which to choose:

- Create a Multi-Step Campaign
- Open an Existing Campaign
- Create a Simple Campaign



Simple Email Campaigns provide a wizard-like interface that guides you step by step in creating a Campaign by selecting assets and configuring Campaign settings:

1 Name your campaign
This is for your internal reference only.

Double-click to edit...

2 Select the recipients
Select, create, or upload a segment to send to your contacts.

Select a Segment Create a Segment Upload a Contact List

3 Select an email
Select an email to send, create an email based on a template, or upload your own HTML email.

Select an Email Create an Email Upload an Email

4 Email delivery
Select when you would like this email to launch.

Send right now Schedule for a later time

▶ Advanced Sending Options

Email Marketing Campaign

Launch Date: 1/6/2014 3:03 PM
Status: Active
Sent: 4,000 / 4,000

Performance Overview

4,000 Sent	3,000 Total Opens	1,000 Total Clicks	300 Conversions
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Segment: 20130105_WelcomeSegment_V1
Contact Count: **4,000**

Email: 20130105_WelcomeEmail_V1
Subject: Welcome to Acme
From: marketing@acme.com

Delivery Rate: 80%
3,200 Delivered

- Hard bounces: 3%
- Soft bounces: 4.5%

Open Rate: 50%
1,000 Unique Opens

- No action: 2000

Click-Through Rate (CTR): 20%
500 Unique Clicks

- Unsubscribed: 2%

Conversions

Landing Page: 20130105_WelcomeLP_V1
Total Visits: 1,000

Form: 20130105_WelcomeForm_V1
Total Submits: 50

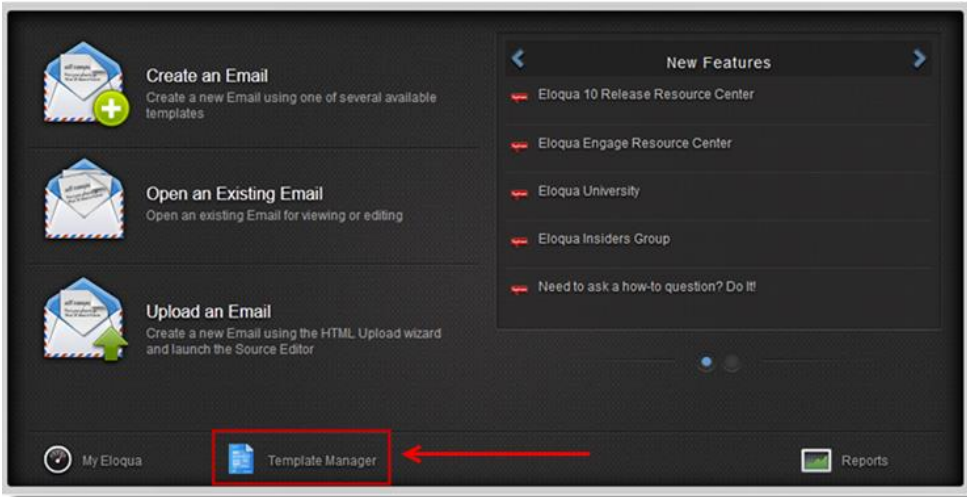
Campaign Conversion Rate: 1%

Reporting is available via a graphic funnel-shaped report right from the Campaigns window (as shown in the screenshot on the right, above). For complete information on the Simple Email Campaigns, please refer to the Simple Email Campaigns User Guide on Topliners at this location: <http://topliners.eloqua.com/docs/DOC-5658>.

Email Templates and Editor

Significant changes have been introduced to the Email Editor that will make your Email creation, management and editing experience more powerful. As an Administrator or member of a Security Group with the correct permissions, you now have the ability to manage templates, including not having to Save As.. if you are modifying a Template, you can also now select to see a thumbnail image of the Template when creating a new Email from the Template Chooser, lock the entire Email so it cannot be modified (called "Protected Mode"), enable certain sections as editable, and more.

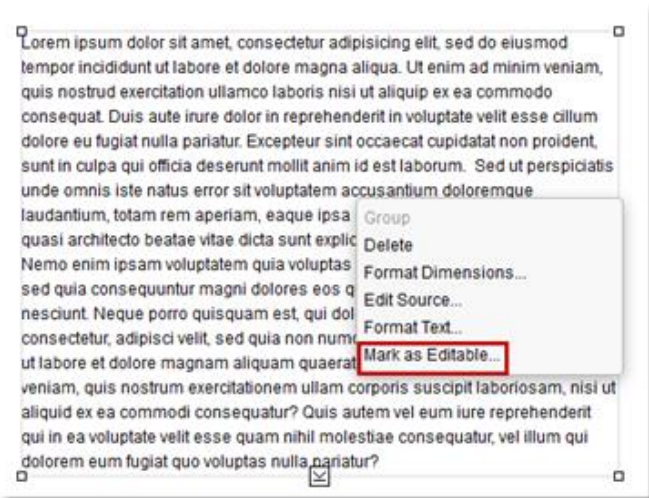
The Email Launchpad now shows a new option called Template Manager. If you do not have the proper permissions to use this feature, you will not see this button on the Launchpad:



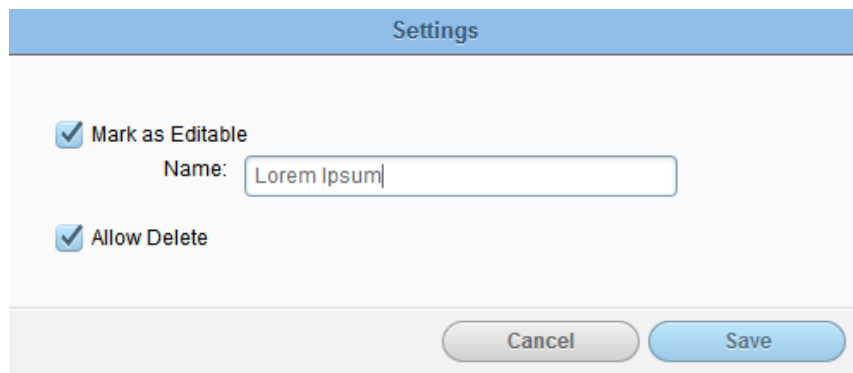
Clicking the Template Manager brings you to the new Template Chooser that has slight UI modifications from pre-Summer releases, namely a choice of Blank and Recent Templates in the navigation pane on the left-hand side. Also, the Thumbnail images are provided as long as they are enabled for previews, and if you change a template at a later date, the thumbnail is automatically updated in the Chooser as well.

When you create a Template, it initially opens in STANDARD mode as indicated by a blue status button in the top-left of the application window. This indicates that you can create elements on the Email Canvas and they are all editable by default. Once you have your Template configured as desired, click **Enable Protected Mode** from the Action Menu (gear icon) in the top-right corner. In the confirmation dialog box that appears, select to confirm Protected Mode status requirement.

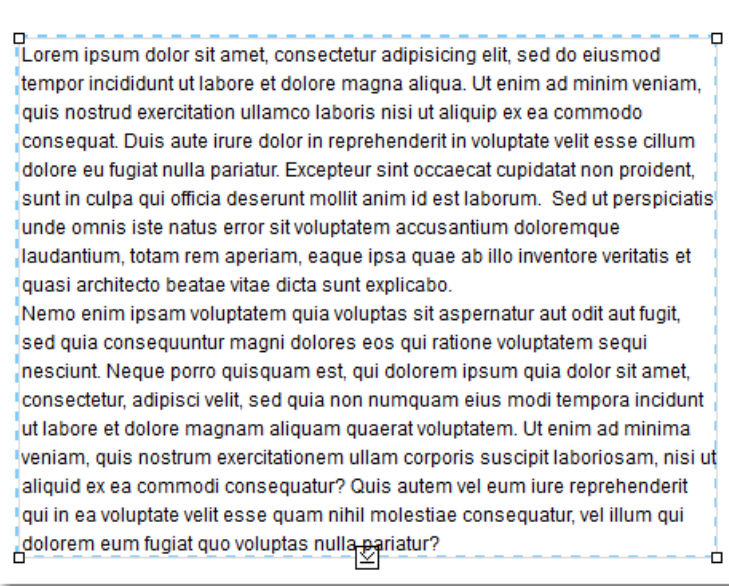
As indicated, once the Protected Mode has been enabled, you can mark individual sections or elements on your Email as editable .



A dialog box appears where you can configure the section (element) as editable, give it a name for easy reference, and also mark whether it can be deleted when creating an Email using this Template (edit and delete are considered as different options).



Any editable section is denoted with a blue dashed line around it for easy identification.



Note the handle (underlined down-arrow) at the bottom of the Text element. This indicates that there is more text that follows, and by dragging the lower-right handle to expand the remainder of the text will appear.

Other improvements include (but are not limited to): automatic resizing of overlapping components, Images and other elements can be placed outside the editing area and resized or managed in the browser window area of the Email Editor, and more.

For complete information on the new Template Manager and Email Functionality, please refer to Eloqua 10 Emails on Topliners.

Email and Landing Page Live Preview Editors

No longer part of a beta program as part of the Summer '14 release, the standard Email and Landing Page Source Editors in Eloqua 10 provide the ability for an Eloqua user to upload an HTML Email or Landing Page that was created outside of Eloqua.

Eloqua 10 users can modify an Email that was originally created outside of Eloqua using either the native Eloqua Email or Landing Page ("Awesome") Editor, or via the source code is currently being conducted. This feature allows an Eloqua user with or without HTML knowledge to modify the Email or Landing Page using either method - the WYSIWYG (Live Preview) version or the HTML source.

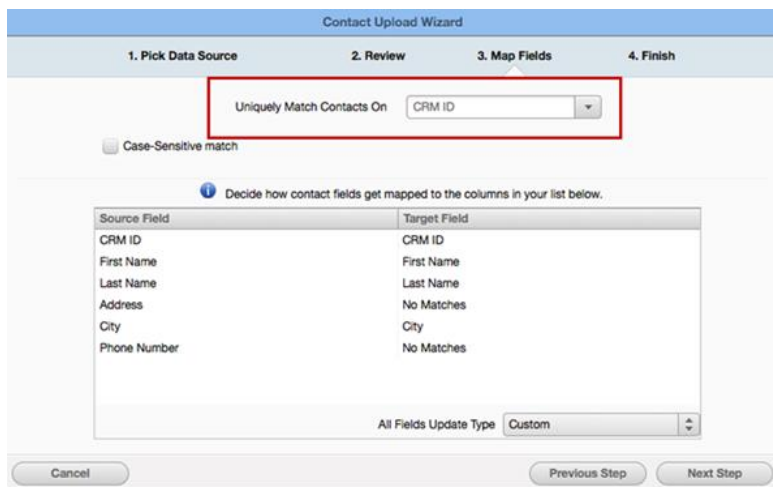
Prior to the Summer '14 release, when making changes to the Email in the Source Editor, it was necessary to click Save in order to see the changes in either the code or the Awesome Editor. This new features allows you to make changes in either pane and these changes will be immediately visible in the corresponding Editor without requiring a Save or refresh of the Editor page.

For complete information on this new functionality, and how to use it, refer to the Eloqua 10 Email and Landing Page Live Preview Editors User Guide located at: <http://topliners.eloqua.com/docs/DOC-4980>.

****Note: Even though this is now generally available to all Eloqua 10 customers, you must still log a Service Request ("SR") through My Oracle Support ("MOS") to have this feature enabled in your Eloqua instance.**

Contacts with No Email Address

The Contacts with No Email Address feature is available for all customers in all trims. Prior to this release, it was not possible to add a contact containing no Email address to Eloqua, as that was used as the unique identifier for contacts in the Eloqua database. Now, however, whether creating a new Contact manually, uploading via a Data Import using an SFTP server, uploading Contacts using the Upload Wizard, or importing via your CRM system, the Email Address is no longer required. Contacts will be matched on a Unique ID field that you select from a list of Fields, for example in this screenshot, they will be matched by CRM ID:



A possible scenario for wanting to have such Contacts in your Eloqua instance is for marketing to a group of contacts for which having their Email address is not critical to marketing, for example, Digital Advertising (formerly “AdFocus”). You may also have a Campaign that will send an SMS message to one of these Contacts, or direct (postal) mail. In these situations, having Email addresses is not critical.

Currently **not** supported in this feature for the Summer release are the following:

- Form Submissions
- Uploading Contacts with no Email Address using the Bulk API
- Linking Contacts with No Email Address to Custom Object Records via the Eloqua API
- Cloud Connectors
- Field Merges
- Rollup of duplicates into the master Eloqua database.

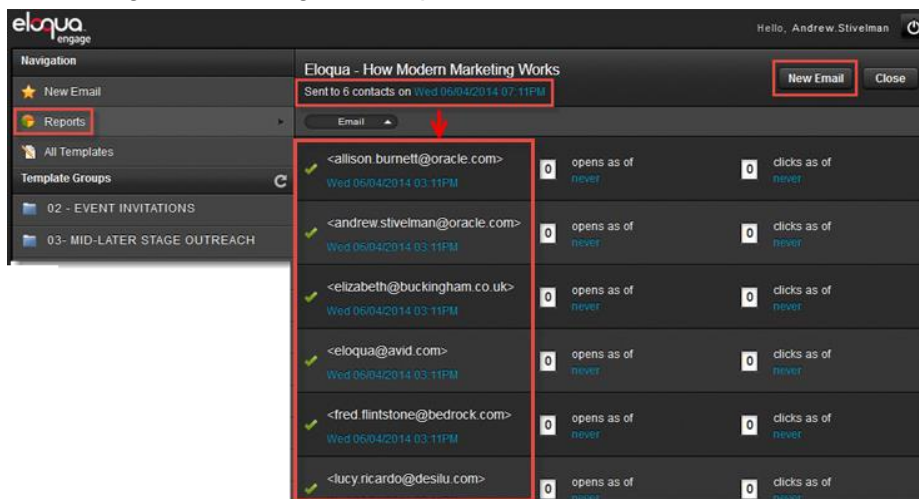
For complete information on how this feature functions, please refer to the following document on Topliners: <http://topliners.eloqua.com/docs/DOC-5716>.

Important: If you were previously participating in the Contacts With No Email Address beta program, you must still request to have this feature enabled in your Eloqua instance. Please log a case in MOS (support.oracle.com).

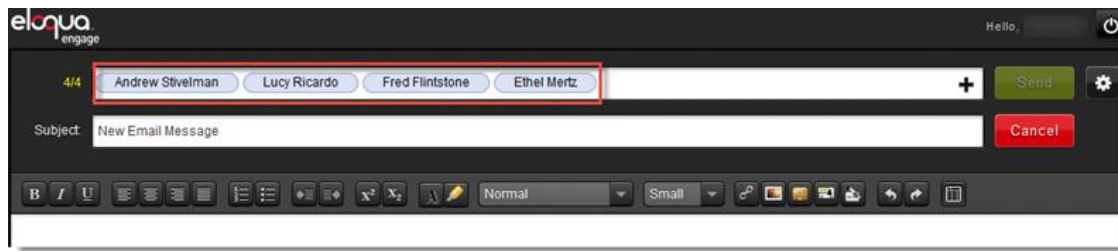
Eloqua Engage

Eloqua Engage now includes functionality that makes it quicker and easier to send Emails to your Contacts.

You may need to send Emails to the same group of people on a regular basis, similar to a distribution list that you would use in your desktop Email client. This release of Engage includes a button labeled **New Email** in the top-right corner of the page. In Engage, with the **Reports** tab selected, click on the Email that contains the contacts you wish to Email again on the right-hand pane. Once selected, click the **New Email** button.



A blank Email is displayed with the names of the previously used Contacts already pre-populated in the list of recipients:

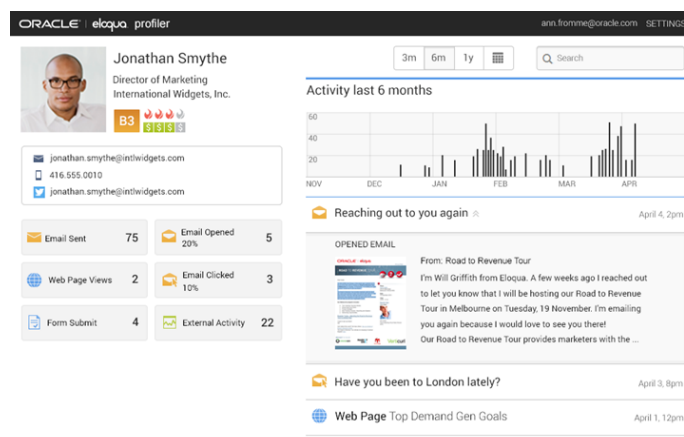


Now that Contacts are pre-populated in the new Email, you can add or delete other contacts as desired. Note that you cannot use a Template other than a blank one for this purpose; even though you may have used a Template that you created for the original Email, clicking “New Email” will always display a blank canvas.

Another usability improvement in the Summer '14 Engage release has been implemented where a personal folder is created in the root folder of the Email chooser in Eloqua for each user. New Templates created by the currently logged-in user will automatically be placed in that folder, but can subsequently be moved as required. This feature makes navigating and locating your own Emails much simpler. Note, this feature already existed for both Images and File Storage prior to the Summer release.

Eloqua Profiler

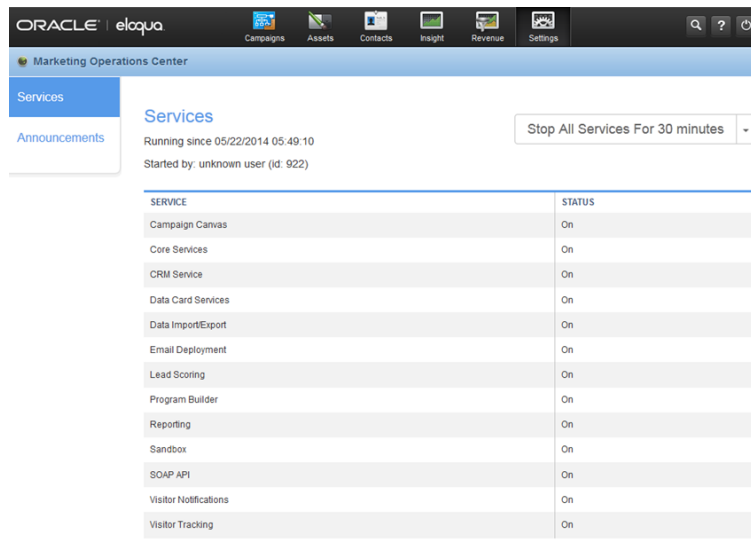
Eloqua Profiler provides a 360° view of a contact's activity across your marketing assets, for example, how many Emails were sent to that person, Email Opens and Clicked, Form Submissions, Web Page Views, and External Activity (if any). The Summer '14 release adds even more information to the contact's profile page, including his or her Email Address, phone number, photo (only if one has been configured on Gravatar), Twitter handle (if available), most recent Lead Score. In addition, you can now search for a specific contact's profile directly on the Profiler main screen by entering a first or last name or an Email Address. You can now search for a specific activity, for example the name of an Email or web page. Finally, there is also a graphical representation of activities, on which you can select from three-, six- or 12-month (or custom date) graphical views. For complete information on Eloqua Profiler, refer to the Eloqua Profiler User Guide on Topliners.



Marketing Operations Center

The ability to manage your Eloqua 10 instance is now in a unified area called the Marketing Operations Center. From the Marketing Operations Center (located at Settings > Operations), you can:

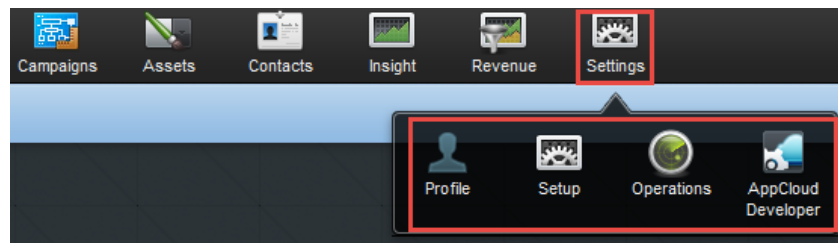
- Stop and restart all Eloqua-related **services** during maintenance periods.
- Create, modify and delete **Announcements** (previously located on the Setup page)
- **(Beta) Dashboard** that allows you to view the performance of Bulk API operations as well as Lead Scoring models, plus view system-generated notifications (alerts) about potential problems in your Eloqua instance. As this initially is part of a beta test program, you may not see this option in your environment. It is targeted for generally availability in a future release. This Dashboard may assist Eloqua Product Support in troubleshooting issues that you may encounter.



Please refer to the following document for the Marketing Operations Center User Guide, which provides details on its usage and benefits: <http://topliners.eloqua.com/docs/DOC-6532>.

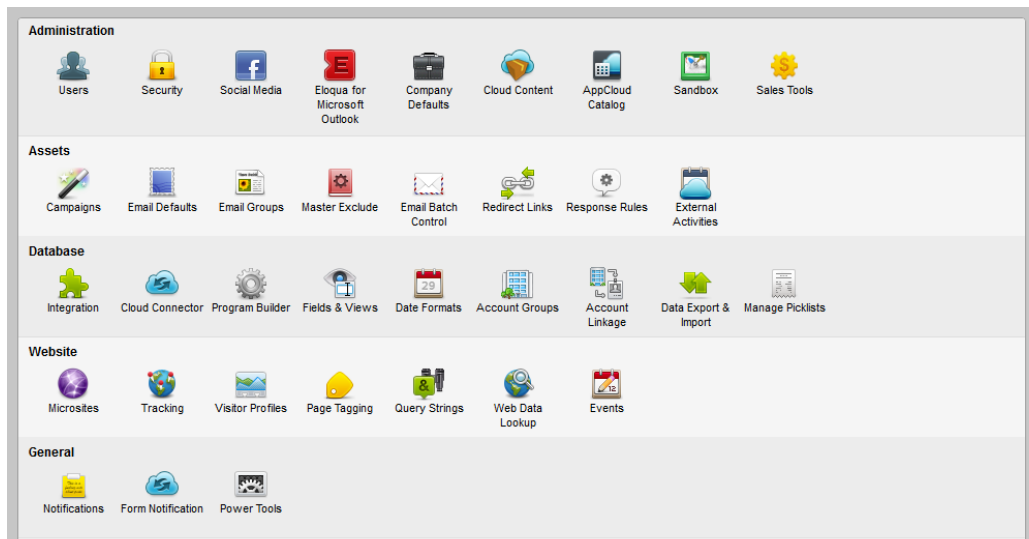
Change to Navigation Paths and Setup area

The Setup icon that was located on the Navigation Toolbar at the top of the Eloqua 10 application has been renamed to **Settings**:



From the **Settings** drop-down, you can navigate to:

- **Profile:** This is a shortcut for accessing the settings for the User who is currently logged in to Eloqua. You can also click **Settings > Setup > Users** to modify or view your profile if you prefer.
- **Setup:** Takes you to the Setup area. The Setup area has been reorganized and some areas have been renamed. The following is the Setup area of Eloqua 10 for Summer '14:



- **Operations:** This is the icon that opens the Marketing Operations Center.
- **AppCloud Developer:** For access to the AppCloud Developer area of Eloqua.

First-Party Cookie Support Update (Open Beta Program)

As is already the case with the Safari browser on Apple's iOS platform, Mozilla, Microsoft and Google may consider blocking third-party cookies by default in Firefox, Internet Explorer and Chrome, respectively, in the near future. When this occurs, this would prevent Eloqua from being able to track a visitor's digital body language. To get around this restriction, you as an Eloqua user can add tracking scripts to your web pages to enable first-party cookies.

The following option (previously known limitation) is now **supported** in the Summer '14 release:

- Strict Mode opt-in/opt-out tracking. Note: Strict Mode opt-in/opt-out preferences cannot be set using a Form Processing step.

The following are **limitations** surrounding the use of first-party cookies in the Summer '14 release:

- It is not possible to track digital body language across multiple domains, for example oracle.com and eloqua.com.
- Strict Mode opt-in/opt-out preferences cannot be set using a Form Processing step.

Note: This remains an OPEN BETA program for the Summer '14 Release. To request access to this

beta program, you must first log a Service Request (SR) via [My Oracle Support \(MOS\)](#).

For branded domains configured to support first-party cookies, it is possible to drop a first-party cookie on the visitor's machine. If an existing third-party cookie already exists on that machine, its GUID is used for the first-party cookie in order for Eloqua to continue to capture the visitor's activity (digital body language). If no third-party cookie exists, a first-party cookie with a unique GUID is dropped on the visitor's machine.

Localization

Localized versions of Eloqua 9 are now generally available in French (Canadian and European), German, Spanish and Brazilian Portuguese for the Summer '14 release.

An additional group of 14 languages are now available as part of a Controlled Availability (Beta) Program and you must request access to participate in this program by contacting Eloqua Product Support. To request participation in this program, please log a Service Request (SR) via [My Oracle Support](#).

These 14 languages are:

- Chinese (Simplified)
- Chinese (Traditional)
- Czech
- Danish
- Dutch
- Finnish
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Russian
- Swedish
- Turkish

Eloqua will determine via the language settings in your browser in which of the 14 languages (or English) the login page should be displayed. If you are participating in this beta program, the Eloqua application will then also be presented to you in one of the fourteen languages above.

Please note: Eloqua Sales Tools (Profiler, Engage and Discover) as well as Product Documentation are not included as part of this localization program. They will still be displayed in English regardless of your browser or beta participation settings.

Bulk API 2.0

The Bulk API 2.0 now includes the capability to export Email activities, including Email sends, opens, clickthroughs, bouncebacks and unsubscribes. Note: the Bulk API 2.0 was released prior to the Summer '14 Eloqua availability.

CRM Integration (Oracle Sales Cloud) Updates

Updates to the integration between Eloqua and the Oracle Sales Cloud Release 7 are included in this release, as well as testing of integration with Sales Cloud Release 8. Field mapping between systems has been improved, as well as Error Logging in order to better troubleshoot issues that may arise during sync operations in this environment.

AppCloud Developer Framework Updates

The AppCloud Developer Framework now incorporates the ability to provide feedback to Developers in order for them to better monitor and support their apps. Logs are generated for troubleshooting purposes, and Administrators can manage all their apps themselves directly in the Eloqua database. This includes the ability to install new apps, view those that are currently installed, and remove or reconfigure them as necessary.

Along with other modifications to the Setup area of the Eloqua application in general, the Campaign Canvas has had minor changes to the Actions, Decisions and Audience components.

Ongoing Beta Programs

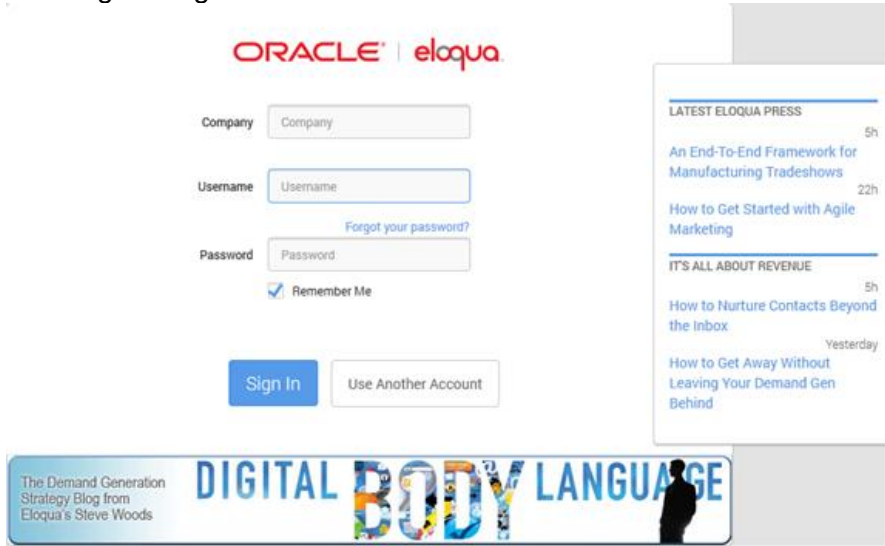
The following are Beta Programs that began prior to the Summer '14 release and are still in progress:

- Email and Landing Page Visual Clickthrough Report (Open)
- Using Eloqua Engage in IE9 without having to install Google Chrome Frame (Open)
- Storing Multiple Contacts with the Same Email Address (Closed)
- Integrated Sales and Marketing Funnel (Controlled Availability)

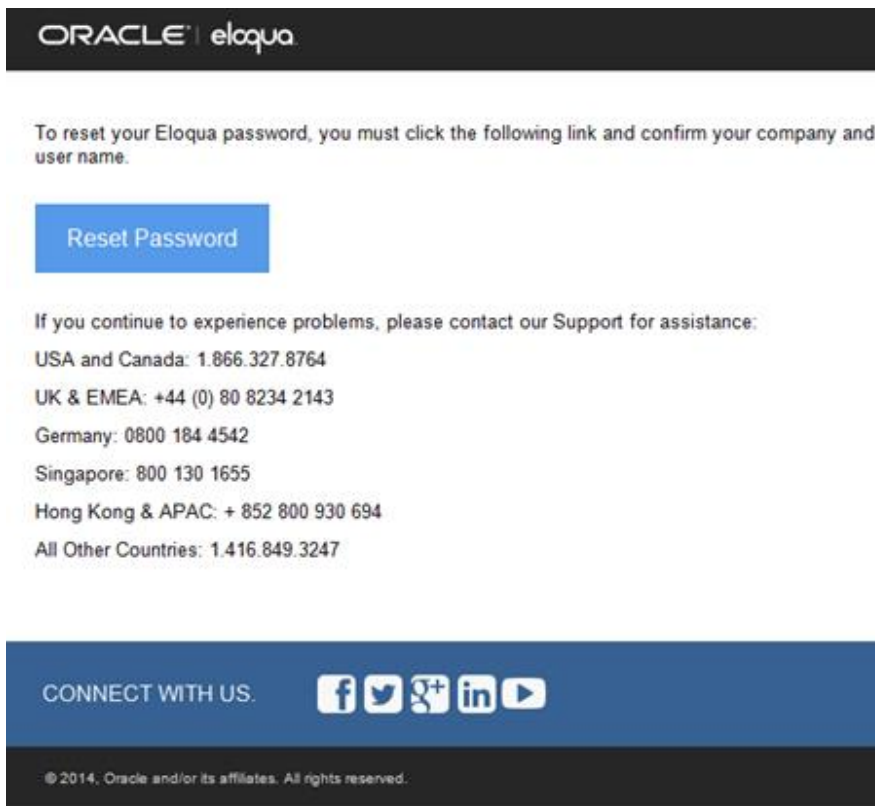
To request access to any Open Beta programs, please log a Service Request (SR) in [My Oracle Support](#) (MOS).

...and more

- Redesigned login screen



...and Password Reset Notification Email:



- Support for MS Dynamics CRM 2013
- Performance improvements
- Branding updates to reflect the Oracle Eloqua name.

Fixed Issues

The following previously communicated issues have been fixed in this release, grouped alphabetically by component.

Issue Number	Component(s)	Summary
EMCS-29929	Accounts/Companies	Account input errors do not return proper validation syntax.
EMCS-29931	Announcements	“The value 1/15/2014 6:05:54 PM is not valid for Expiry Date” error when adding announcement.
ECMS-38657	App Cloud	Firehose alerts include unescaped control characters in JSON.
EMCS-39235	Application Permissions User Management	Cannot revoke user access to AppCloud Developer and Catalog.
EMCS-31077	Application Permissions	“These changes will prevent access to the asset..” message prevents user’s changes from being saved.
EMCS-31050	Application Permissions	Warning message appears when modifying permissions on a Shared Filter.
EMCS-40035	Application Permissions	Unresponsive entity access pages.
EMCS-21503	Application Permissions	User can delete a Custom Security Group that has labels assigned to it.
EMCS-20826	Application Permissions	User able to delete Prospect or Company without having the rights to perform that action.
EMCS-31147	Asset Choosers	Multiple drag-and-drop does not work in Chooser window while in Search mode.
EMCS-28537	Asset Choosers	Navigating to a folder using the Chooser does not show the same folder again in the same Chooser session as expected.
EMCS-28431	Asset Choosers	If you make changes to an Email, then open another Email without saving the previous changes, you cannot save the changes in the most recent instance of the previous asset after closing the chooser.
EMCS-40450	Campaigns	No response presented to contact when submitting a Form on a Landing Page.
EMCS-40234	Campaigns	Numeric field types default to ‘0’ if left blank in Campaign Custom Fields.
EMCS-40179	Campaigns	When using the “at least” or “at most” conditions in the Compare Custom Object Fields decision steps in a Campaign, the “not” checkbox is automatically checked and greyed out (preventing you from unchecking the box).
EMCS-40155	Campaigns	Date entered into a custom date field in a Campaign is automatically reduced by one day.
EMCS-39574	Campaigns	Cannot save Campaigns as a Favorite.
EMCS-33899	Campaigns	“Resource not found” server error when opening a Campaign.

Issue Number	Component(s)	Summary
EMCS-30459	Campaigns	Compare Custom Data Objects criterion set to "is Blank" causes a validation error.
EMCS-30143	Campaigns	Error message is not displayed when uploading zero contacts.
EMCS-24292	Campaigns	No records found when viewing "All Opportunities" in an Opportunity search.
EMCS-22142	Campaigns	"Move to Folder" option is not visible for Assets that are returned by a search in the Chooser window.
EMCS-16331	Campaigns	When moving Opportunity Stage ranking up or down in the Opportunity Settings list, the list returns to the default view after saving.
EMCS-15825	Campaigns	Campaign End Date moves one day ahead each time Campaign is saved when the user's time zone is earlier than GMT-5.
EMCS-29933	Cloud Components	A YouTube video used as an embedded component does not resize to anything smaller than the default size.
EMCS-39737	Contacts	Numeric fields contain four decimal places, regardless of format setting.
EMCS-41078	CRM Integration	Integrating Eloqua databases that were created prior to January 2014 with Oracle Sales Cloud CRM throws the following error message: 'C_OracleFusion_EmailOptOut'.
EMCS-39278	CRM Integration	Some filter criteria are not honored during the Get Accounts Auto Sync process in Eloqua environments integrated with Oracle Sales Cloud.
EMCS-37271	CRM Integration	In Oracle Sales Cloud integrations, the Get Accounts auto sync fails with a "Malformed XML" error.
EMCS-31224	CRM Integration	In Oracle Sales Cloud integrations, the Get Accounts auto sync fails with a "Malformed XML" error.
EMCS-28450	CRM Integration	"Not Found" warning occurs when creating a Program Note on the Event Tester page.
EMCS-23398	CRM Integration	Campaign selection list displays Programs instead of Campaigns.
EMCS-41349	Custom Objects (CDO)	Incorrect Email sent to event registrants (same Email sent erroneously to multiple registrants based on the last data card created).
EMCS-39498	Custom Objects (CDO)	Last modified on and Created on fields are blank when viewing a specific record in a Custom Object (CDO) Data Card.
EMCS-38390	Custom Objects (CDO)	Moving custom object records between events results in blank window.
EMCS-28651	Custom Objects (CDO)	Invalid menu options for Edit, View, Move and Delete CDO filters have been removed.
EMCS-28589	Custom Objects (CDO)	If the Registrant Info Field contains Date or Numeric field types, the "Save and Map", "Save and Close" and "Save" buttons do not work in "New Registrant" page.

Issue Number	Component(s)	Summary
EMCS-28025	Custom Objects (CDO)	If the Custom Object Record Fields contain the "Date Created" in "Contacts Fields", the "Save", "Save and Close" and "Save and Map" button have no response on the "New Custom Object Record" page.
EMCS-27013	Custom Objects (CDO)	Unable to configure Custom Objects (CDO) for Eloqua Insight.
EMCS-41074	Data Export & Import	Data Import fails if LF or CR are used as the row delimiter in the source (delimited text) file and data can be corrupted.
EMCS-30260	Data Export & Import	No Fields are shown on subsequent imports if the Contact Upload wizard was cancelled during a previous import.
EMCS-30257	Data Export & Import	"Case-sensitive" checkbox value is not retained during a data import.
EMCS-30147	Data Export & Import	On the Field Mapping page for a Contact Import, mapping individual Fields does not update the value as expected.
EMCS-26567	Data Export & Import	Empty Validation Error when a default date format is not selected.
EMCS-10635	Data Export & Import	Email Field required for Accounts deletion purpose in a Data Import.
EMCS-42737	Data Tools	Editing a Match Rule that was previously set as "Exact Match" criterion does not save the changes when returning to that page.
EMCS-40665	Data Tools	"Next" button is greyed out when creating Contacts to Companies match rule.
EMCS-28909	Dynamic Content	When multiple Dynamic Content sections are used in a single Email, and if each of those have rules based on a different data card set, the wrong content sections are shown.
EMCS-40736	Eloqua Engage	Footer is dropped from Engage Email in Chrome.
EMCS-40464	Eloqua Engage	Misspelled words are not highlighted.
EMCS-38275	Eloqua Engage	Email was sent successfully even though status still shows Sending .
EMCS-37400	Eloqua Engage	When an Email is sent to a Contact through Engage, the Email recipient is unable to open the hyperlinks when the Email is viewed in a browser. The Email works as designed when opened in an Email client.
EMCS-30052	Eloqua Engage	Updating the Email Bounceback Address in Eloqua does not get reflected or updated in Engage.
EMCS-28546	Eloqua Engage	When Email templates are saved using "Save As" in Engage, the signature in the Email is duplicated multiple times. In addition, code is added to all the links in the newly saved Email in Eloqua.
EMCS-17642	Eloqua Insight	Send times may incorrectly show "1/1/1900 12:00:00 AM" in an Email Analysis report.
EMCS-41892	Eloqua Insight	Email open tracking fails if no cookie is present.
EMCS-41178	Eloqua Insight	Insight report shows '0' as the subject line for Emails created in Eloqua Engage.
EMCS-28678	Eloqua Insight	Campaign Revenue report shows revenue from open opportunities.

Issue Number	Component(s)	Summary
EMCS-28228	Eloqua Insight	Form Submission Trend report omits a filter on drilldown menus.
EMCS-26904	Eloqua Insight	If you export a Shared List Validation Rule as a PNG image, the image cannot be opened.
EMCS-25296	Eloqua Insight	Email and Campaign Analysis drill-down reports are limited to 100,000 (100K) rows.
EMCS-29905	Eloqua Profiler	Sales Tools Admin menu window does not render in IE8.
EMCS-20454	Eloqua Profiler	User without Eloqua Profiler license is able to access Profiler through Salesforce.
EMCS-40177	Email Sending Cloud Components	Email containing Cloud Content is not sent as configured in a Campaign step.
EMCS-24085	Email Editor	Email Editor will not scroll after inserting Dynamic Content element in a Subject line.
EMCS-29943	Email Sending	Permission set for Emails is applied to an invalid user.
EMCS-27218	Fields & Views	Error thrown when trying to view Field dependencies.
EMCS-28990	Fields & Views Segments	“Not in Picklist” criterion returns inaccurate results in a Segment.
EMCS-40686	Forms	Custom Objects time value does not update as expected.
EMCS-37317	Forms	Fields used in a Form Processing step can be modified without validation.
EMCS-30162	Forms	Optional parameters are shown in the “Add to Contact Group” Form processing step.
EMCS-29213	Forms	Not all images are available for the Submit button selection when using Firefox.
EMCS-28835	Forms	If you save a checkbox value as “Uses a static value” and select “None” as the value, then go back and select “Uses a static value”, no value is added to the property and the server does not process the Form correctly.
EMCS-31034	General	A redirect to https://formslogin.aspx instead of https://login.eloqua.com or Error! Hyperlink reference not valid. as expected.
EMCS-40569	Hypersites Landing Pages	Multiple Cloud Components on a Landing Page share the same configuration instance.
EMCS-39713	Hypersites Cloud Content	Even though Cloud Components (Cloud Content) are shown as Enabled, clicking the Configure button does nothing. Components (content) that is disabled is showing in the Landing Page Cloud Component chooser.
EMCS-38073	Hypersites Landing Pages	Cloud Content applications are displayed in the Cloud Content area (formerly Cloud Components).
EMCS-26141	Hypersites	Data Lookup does not return contact information if Email expression contains a plus (“+”) sign.
EMCS-41223	Internationalization	Application loads in the incorrect language based on participation in the Controlled Availability (beta) program using login.eloqua.com.
EMCS-31004	Lead Scoring	“Not Our Finest Moment” server error when setting a numeric rule followed by a date rule.

Issue Number	Component(s)	Summary
EMCS-24397	Lead Scoring	Attempting to activate a newly created Lead Scoring model without clicking Save throws a Not Our Finest Moment error. Workaround: Click Save and then Activate .
EMCS-22469	Lead Scoring	Able to modify an active Lead Scoring model and changes are not saved as expected.
EMCS-16411	Security	Save and Close button on Assign Label window does not save data.
EMCS-13954	Security	Unable to delete a Security Group and no error is thrown.
EMCS-37538	Segments	When using a segment with filter "Responded to Any Campaign" and selecting a field, the "quicklist" operator can be set with the incorrect value.
EMCS-30801	Segments	Segments created from templates can corrupt the Segment.
EMCS-30583	Segments	Using the "Responded to Any Campaign" criterion in a Segment, the field label changes from "within last" to "_ withinLast" if you click in any other field.
EMCS-28877	Segments	Text appears outside of the Edit Field condition area.
EMCS-26583	Segments	Dependency error is thrown when adding filter criteria.
EMCS-26469	Segments	"Contact Count not Available" error in a new Segment.
EMCS-24040	Segments	Field created in a Custom Object is not listed in the criteria for that Segment.
EMCS-40554	Shared Filters	Contacts in the "Shared Filter Member?" step in a Campaign are not being routed correctly. They are routed via the No path regardless of their status.
EMCS-24926	Shared Filters	No validation check for duplicate names in an existing Shared Filter.
EMCS-40078	User Management	Analyzer License (for Eloqua Insight) is removed after enabling Campaign Approvals.
EMCS-22431	User Management	Disabling the Help option from a Security Group does not hide the "?" icon in the application.
EMCS-40054	Web Tracking	All URLs associated with a Query String Parameter Set may not be displayed.
EMCS-37490	Web Tracking	Contact activity overview URL on notification Emails is incorrect.

Known Issues

The following are issues that have been identified that you may encounter while using this version of the product, grouped alphabetically by affected area of the application.

Issue Number	Component(s)	Summary
EMCS-20743	Accounts/Companies	Blank Validation error is displayed when linking an account with a Contact containing a duplicate value.
EMCS-26494	Accounts/Companies	Contact and Account Upload key field type-ahead does not work.
EMCS-42542	Asset Choosers	Landing Page template does not display correctly.
EMCS-41282	Bulk API	An Invalid data warning error is thrown for some date fields during a bulk sync operation, preventing the data from being successfully imported.
EMCS-40832	Bulk API	Cloud Connector export fails when <code>syncAction</code> is marked Active (“markActive”).
EMCS-43016	Cloud Components	Cloud Content is not displayed on Landing Page and Email previews.
EMCS-29934	Cloud Components	Thumbnail and video for a suggested or searched video for an embedded YouTube video are not displayed. Selected video space is blank.
EMCS-40620	Component Library	Searches for assets containing an apostrophe fail.
EMCS-42595	Contacts	Map Fields tab on the Contact Uploads wizard does not display the Search field correctly.
EMCS-42077	CRM Integration	External Call date and time data sent to Oracle Sales Cloud is off by 10 minutes from the actual date and time.
EMCS-40263	CRM Integration	Contact search results incorrectly show the contact’s first name followed by a “greater than” symbol when searching by name. For example, searching for “John” returns “John>John”.
EMCS-39219	CRM Integration	“Add Selected Fields” functionality does not create Fields in Eloqua.
EMCS-28948	CRM Integration	Get Contacts fails with AccountId key error.
EMCS-26932	CRM Integration	Test External Call fails when call contains a field whose name is a substring of another field.
EMCS-16325	CRM Integration	Campaign Member Status values do not sync from Eloqua to Salesforce.com.
EMCS-43514	Custom Objects (CDO)	Searching for “Created Date” does not return the expected results.
EMCS-27259	Custom Objects (CDO) Events	An ERROR has Occurred message when using a Form link to cancel an event registrant.
EMCS-43210	Data Export & Import	If you change the delimiter value to CR , CRF or LF after running a Data Export that contains only one row, the resulting CSV file contains only one line and shows %0D as the row delimiter.

Issue Number	Component(s)	Summary
EMCS-16287	Data Export & Import	Row delimiter in exported file appears as “Carriage Return” even if you selected “CR and LF”. This happens once you run the export with a Carriage Return.
EMCS-42856	Dynamic Content	Full content for Dynamic Rule is not displayed in Google Chrome browser.
EMCS-42408	Dynamic Content	“Not Our Finest Moment” error is thrown when attempting to save Dynamic Content after deleting a Rule.
EMCS-43063	Eloqua Engage	Resaving a template after making changes throws an “Unable to open template. Please try another.” error when attempting to reopen the Template.
EMCS-42656	Eloqua Engage	Landing Page preview link does not function properly.
EMCS-26518	Eloqua Engage	Using the Backspace key in Dynamic Content sections results in navigating to the Templates page.
EMCS-29858	Eloqua Insight	Account Custom Fields values are not shown in reports.
EMCS-42669	Eloqua Profiler	Thumbnail image is overridden when Email activity section is expanded.
EMCS-42939	Eloqua Profiler	Score Model while looking at a contact’s profile does not update the Lead Score for the new model.
EMCS-42928	Eloqua Profiler	Contact’s Email Address in Profiler viewed from within Salesforce changes the @ symbol to %2540 and throws “cannot be found” error.
EMCS-40490	Eloqua Profiler	Profiler does not open in IE 8 or 9. Workaround: Use Firefox.
EMCS-43064	Email Editor	Landing Pages associated with an Email are not displayed on the Email Campaign report.
EMCS-42871	Email Editor	Subject line with more than one Field Merge and Dynamic Content is displayed as junk characters.
EMCS-41550	Email Editor	When using the “Email a Contact” feature, double-clicking on an empty contact grid causes a Validation Error.
EMCS-27582	Email Editor	Non-redirect links change to redirected links and have extraneous parameters and tracking set.
EMCS-26779	Email Editor	No clickthroughs captured in Visual Clickthrough Report.
EMCS-8084	Email Editor Landing Page Editor	Outlook 2007 and 2010: A space is added between two images placed side-by-side.
EMCS-40588	Email Headers & Footers	Double-clicking on the Save button in an HTML Email causes the Editor to have malformed HTML code.
EMCS-31375	Email Headers & Footers	Change to font size in Text Box is not reflected properly.
EMCS-42028	Events	If there are pre-existing registrants for an event and you attempt to change the Unique Identifier to or from “Use an Eloqua Identifier”, an error is thrown and the change cannot be saved. This only occurs for pre-existing registrants and does not affect any that are subsequently created.

Issue Number	Component(s)	Summary
EMCS-39349	Events	The Save and Save and Close buttons are not shown in the Edit Event Details window. Workaround: Resize the window by dragging from the lower-right and the buttons are displayed.
EMCS-42690	Forms	Some Fields added to the Form are not displayed in the Form data report.
EMCS-42446	Hyperlinks Email Editor	Hyperlinks in Uploaded Emails are converted to text when double-clicking on them.
EMCS-42860	Hypersites Landing Pages	Unable to insert any component from the Component Library in an uploaded Landing Page after inserting a Form.
EMCS-40463	Lead Scoring	Error opening Lead Scoring Model with international characters.
EMCS-25857	Segments	Server Error when sorting Segments by the Created By column.
EMCS-41164	Shared Content	Component Library search summary overlaps the New button.

Technical Notes and Limitations

This section describes functionality present in Eloqua 10 that is a result of either a third-party limitation affecting Eloqua, and/or technical information with specific scenarios that you may encounter but are not included in the core documentation set.

Custom Campaign Fields not shown in the same order in which they were created

If your Eloqua instance was migrated from Eloqua 9 to Eloqua 10, or if you were using Eloqua 10 prior to the Fall '13 Release (463), the order of any custom Campaign Fields you created did not match the order in which they were displayed in the Campaign. This has now been fixed and the order should match.

Any Custom Campaign Fields created since the Fall '13 release will be added to the bottom of the list in Fields & Views, and will require that you move it up in the list to where you wish it to be (if other than in last position).

Supported Environments

For the complete listing and more details on browser certification and support, please refer to the following document on Topliners: <http://topliners.eloqua.com/docs/DOC-5445>. It contains the most up-to-date information on browser and operating system environments supported and certified for use with Eloqua 10 and Sales Tools.

Mozilla® Firefox® versions 27 and 28 are the certified browsers for the Eloqua 10 Summer '14 Release.

Microsoft® Internet Explorer® (IE) is not supported out-of-the-box. However, we are also currently running an open beta program that will allow users to access Eloqua 10 via IE 8 configured with Google Chrome Frame. As with other beta programs, this environment has not undergone complete testing and is therefore not

certified for use. For more information on Google Chrome Frame and how to download and install it in Internet Explorer 8, refer to <https://developers.google.com/chrome/chrome-frame/>.

In addition, and although not officially certified as supported in this release, you can also access Eloqua10 using Google™ Chrome™. If you encounter an issue using Chrome that does not occur when using Firefox 27 or 28, please be sure to log a case through My Oracle Support (MOS) at support.oracle.com.

Documentation

The **KNOW IT** Section on Topliners is where you can find User Guides, Best Practices articles, FAQs and links to external resources (such as YouTube videos): http://topliners.eloqua.com/community/know_it and is accessible to all (Topliners account not required). Documents and links are categorized by their respective Eloqua 10 component, and you can also search for related content using the search field at the top of any Topliners page.

The **CODE IT** Section of Topliners is where you will find documentation for developers, the API and App Cloud.

Links to all Topliners resources for Eloqua 10 can also be found directly on the Oracle Technology Network (OTN). Navigate to <http://www.oracle.com/technetwork/indexes/documentation/index.html> and click **Applications** under the **Documentation** heading on the right-hand side. From the Applications list, scroll to **Eloqua** and click the **Eloqua** link for more information. You can also access the Documentation Portal directly at <http://docs.oracle.com>.

Online video tutorials hosted under the EloquaChannel on YouTube are available for certain areas of the application. Click the help icon (?) in the upper-right corner of the Eloqua 10 window and select the name of the available Video Tutorial from the drop-down menu.

Troubleshooting and Technical Support

The options for obtaining technical assistance for Eloqua have been updated effective 24 March 2014.

- **My Oracle Support (MOS).** **My Oracle Support** is where you can search the Knowledge Base or log a Service Request (SR, also referred to as a Support Case). To access the Support Portal, click **Eloqua Support Portal** on the drop-down help menu in the top-right corner of the Eloqua 10 application window, and you will be redirected to **My Oracle Support**. You can also access MOS directly by entering support.oracle.com in your browser's address bar. For more information on Oracle Eloqua Support, visit the [Support for Eloqua Products](#) page.
- **Topliners.** Topliners (www.topliners.com) is the place to go to discuss inspiring ideas, share the successes we've had with marketing automation, and learn Eloqua-specific technical tips to help you reach your goals. You can also join the conversation with other Eloqua users and share your experiences with the product with others.
- **Eloqua University.** Eloqua University offers many e-learning or instructor-led classes (requires the purchase of an Eloqua All Access Education Pass). To view course offerings and details of the All Access Pass, go to <http://www.eloqua.com/education.html>.



Social Media. Both Oracle and Eloqua have a significant presence on many social media sites including, but not limited to: Twitter, LinkedIn, Facebook, Google+, foursquare, YouTube, SlideShare and others. Share experiences, ask questions, and connect with Eloqua users around the world by taking advantage of any of these avenues.