Advanced Partner Setup

Tripolis Dialogue 3.24
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**IP Restrictions per Client Domain**

Restricting access to a client to only the necessary IP addresses is an easy way to improve security and protect your customers’ data. We strongly advise this first line of defense to be implemented for all clients.

On the application properties page [SETUP – application – IP Restrictions] it is possible to enter IP addresses and IP ranges (both v4 and v6) of users that should be able to access the current Client Domain via GUI or API. Separate IP addresses with a line break. Once IP’s are added all other IP’s are blocked.

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**Mail job errors**

Receiving mail job error mails from your customers’ mailings is a useful tool to stay informed on what problems your customers run into and to proactively provide support.

By default, error mails for mail jobs that run into a problem are sent to the user that published the job. On the client domain page in Partnerweb [Administration – (choose a client)] there is a field “Error notification addresses” in which a list of up to 5 additional e-mail addresses (separated by a space) can be set to receive these error mails.
Custom landing page for invalid URL’s

Setting a custom landing page for recipients that click on an invalid URL can greatly improve the recipients’ experience and prevent recipients from being directed to a site from a party (Tripolis) that they don’t know and might not trust.

When recipients click on a URL that isn’t valid anymore (often because the contact is no longer available – causing a personalized link to not work), they are by default directed to a Tripolis error page with the message “An error has occurred – Please contact Tripolis support”. The recipient can click on a mailto link that sends an email to support@tripolis.com with the invalid URL.

On the publishing properties page [SETUP – publishing – Mail – Properties] it is possible to set a custom error page URL. This makes it possible to redirect recipients to a page hosted by the sender on which some more information about why the link is not working can be given and possibly instruct them on which further actions to take. The failed URL will be included in the URL as a parameter, so that it can be used on the page.
User management

Deleting users often has undesired results (problems with running campaign that were created by the deleted user being one of them) and therefore users can only be disabled.

Disabling users in Setup

Administrators can disable a user on the Users page in [SETUP – application] if that user only has access to the current client. From the list view the user can be selected and disabled by clicking the unassign or the user can be disabled by un-selecting the “enabled” checkbox on the user details page. Disabled users can be accessed through the ”Disabled users” link in the left pane navigation.

Disabling users in Partnerweb

In Partnerweb an Administrator can disable a user even if that user has access to multiple different clients, but only if that user is not assigned to any clients from another partner domain. This can be done by un-selecting the “enabled” checkbox on the User details page in [ADMINISTRATION – (choose a client) – (select a user)]. Disabled users are still shown in the user list but are greyed out and cursive. On the details page a user can be enabled again.

Audit logs

The audit logs [SETUP – application – Audit logs] are a useful tool to keep track of erroneous logins, see which actions on users have been performed and to help investigate sources of unexpected changes to templates. The following action categories are logged and more will be added in future releases:

• Failed logins: API, API2, Web
• CRUD operations on Users (including password reset)
• CRUD operations on Content in Setup: workspace, types, templates, etc.
Partner support widgets

Partner widgets on the Home Dashboard can make it easier for users to find contact details of the partner and enables partners to push news to the home dashboard through the RSS widget.

On the Home Dashboard there are 2 widgets that can be customized on partner level: the Help & Support widget and the Partner RSS widget. The fields for these can be set in partnerweb on the partner domain details page [ADMINISTRATION – {choose a partner domain}].

Result:
Personalize Reset Password mails

Users who lost their password often look to previous reset password mails for support. If those e-mails come directly from the partner they can reach the right support channel faster, which would improve the user experience.

By default, reset password mails are sent from support@tripolis.com. In partnerweb it is possible to set a custom From-address, From-name and Subject for these mails. The fields for this can be found under [SUPPORT – (choose a client) – Service mail – Reset Password].