

Overview

On the 20th March 2016 from 5.00 - 6.00 GMT (1:00 - 2:00 AM EDT), Clicktools users may experience brief service interruptions as we make key updates to the Clicktools application.

Maintenance update

The following update is being applied:

Bug	Comment
SUR-365	We have extended the Excel Report to accept 65,536 rows which is the maximum rows allowed with the most widely used version of Microsoft Excel.
SUR-366	A space at the end of the default option text for a checklist question no longer causes the export file to show no data for that option.
SUR-507/537/589	Analyze Questions - The Mean is now being calculated based on the indexes rather than the labels when alternate values are not used. When using alternate values, the mean is calculated based on the alternate values.
SUR-528	Hide Alternate Values text box expanded.
SUR-536/629	Added message within the email template that only a single Pre-Populated URL can be used in an email template, any subsequent Pre-Populated URLs will behave like a Standard Personal URL.
SUR-563	LiveChat added to the Clicktools homepage.

Please Note: There has been a critical update made to how HTML tags appear in the Content Builder. You will now see the raw code appear in the content builder, and it is not until you preview or deploy the survey that you see the code take effect. More information available [here](#).

Community Updates

The Clicktools Community has been updated with the following features:

- Live Chat is now available in the community.
- A leader board has been added, showing who are the highest contributors.
- Cases Tab has been added to easily access all the cases for your account.
- Training Tab has been added to show training options available.