

Juan R: Welcome to Constant Contact Chat Support. How may I help you?

You: We sent an email campaign this morning and most of the links result in a 404 error. I checked the links in our setup and they were correct. Is there a known issue with this?

Juan R: Hello Dana! I am sorry your links don't work. please allow me to pull up your email and investigate further.

Juan R: Thanks for waiting Dana.

Juan R: I've found some broken links in your newsletter.

Juan R: I can gladly replace them and have your email ready in minutes.

Juan R: unfortunately there is nothing we can do to stop the email that was sent.

You: Are you saying it was our error or the trackable links that Constant Contact puts in that were the error?

Juan R: Oh no, I am sorry if i made it look like if it was your error; this is a known defect.

Juan R: I am working on your email right now to have this issue corrected.

You: So you are creating a copy of our email that we can send out?

Juan R: Yes. unfortunately this email will need to be resent.

Juan R: Please allow me 3-5 minutes to make sure there are no more broken links.

You: Okay thanks

Juan R: Thank you!

Juan R: Thanks for waiting Dana!

Juan R: I've found two broken links; "JOIN NOW!", and "Contact us!".

You: Eventbrite in the first story is broken and there are more.

You: LEARN MORE in the 2nd story.

You: Member News in the 3rd and 4th stories.

You: "Find out more" in the 5th story

Juan R: Correct, once one tracking link is broken, it can affect all or most of the other links.

You: HERE in the 6th story (under WBF's High-Level Mastermind)

You: Even the one that is our straight website URL at the bottom.

Juan R: But by finding and fixing these links, it will fix it for all of them. Unfortunately we cannot test it from the preview screen. Would you like to schedule it and send it only to you as a test, before sending it to your contact lists?

You: Yes

You: Found one more - the bottom of the left column text on purple under Why WBF? the 'here' link.

Juan R: Email: Revised Copy of Mid-September 2013, is good to go.

You: One more question - this is the first time I've seen this problem and we've been using CC for a long time. Is it a new issue or an intermittent one?

You: I just sent myself a test and really need to check every link...

Juan R: Good question!

Juan R: This issue seems to happen more often when users create copies of previous newsletters and do not "renew" or "re-enter" their links.

Juan R: And we have seen otherwise. We are still trying to find and correct

this issue as soon as possible.

You: Is there a link somewhere that we can get updates?

Juan R: The error will only come up on scheduled versions of a newsletter, not on the test email or preview window.

You: So checking the links in the test is pointless?

Juan R: Get updated as far as a fix for this defect?

You: Is there a way to check links in the scheduled email?

Juan R: Correct, the error will not display on a test version. If you want to test it before sending it to everyone, then you will need to schedule it only to yourself.

Juan R: The email needs to be sent.

You: So I can schedule it to just me and then send it again to the full list?

Juan R: I found the broken links by creating a copy of the email you sent, double clicking on each of your links, and replacing any link that starts or contacts r20.....

Juan R: Yes, just create a copy.

You: But I thought creating a copy may cause the issue - I need to schedule the email to myself, check the links, then "resend" to the full list (and NOT create another copy)?

Juan R: no, since you will be sending it to another group, you will need to create a copy. These are links that you just updated, so the defect should not affect your new freshly made copies. but again, we still working on determining exactly what is causing this and how to permanently fix it. I would double click on each link from the new copy (on edit mode) and make sure there are no r20 links.

Juan R: I know this is inconvenient, and I apologize for this. Please trust me when I say that we are trying to fix this ASAP.

You: I had already made a copy and checked the links before contacting you. I did not see any "r20" in the links. So I'm totally confused and nervous about resending the email to our membership. 700 BUSINESS OWNERS by the way! Many use Constant Contact and I wanted to give a brief, clear explanation of what happened.

Juan R: I understand. The email that you sent had that r20 link on the left. the issue was caused by those links on the left.

Juan R: I wish we had a better solution Dana; I understand how you feel, but as of now, this is the best I can do to correct this problem.

Juan R: You can test the one I created for you, and contact us back if any issues. Then create a copy and have us inspect your email for errors.