



Altorra PowerShield Whitelist Multilingual Email Notifications Support Guide

May 2024 – v1.3

Table of Contents

1. Introduction	3
2. Installation	3
3. Support	4

1. Introduction

The PowerShield Whitelist tool prevents unintentional emails from being sent to users in sub-production instances. To learn more about this application, how it works and where to get it, visit the PowerShield Whitelist product page on our website:

<https://www.altorra.com/products/powershield-whitelist>

The tool can also help guard against inadvertent **multilingual** email notifications, however this requires the installation of an additional **Altorra PowerShield Whitelist – Global** Update Set.

An additional update set is required, because the functionality required to filter multilingual emails (a Global Script Include) cannot be delivered as part of a Scoped Application.

If you are using the Multilingual Email Notifications feature or may possibly use it in the future, you should install this Update Set by following the instructions below.

2. Installation

If you have not yet installed or configured the Altorra PowerShield Whitelist application, please do so, using the User guide or QuickStart guide, which can be found on the product page (<https://www.altorra.com/products/powershield-whitelist>)

After installing the PowerShield Whitelist tool, you will need to download the **Altorra PowerShield Whitelist – Global** Update Set from our support page:

<https://www.altorra.com/support/support-powershield-whitelist>

1. Download the **Altorra PowerShield Whitelist – Global.zip** file and extract the contents.
2. Navigate to **All -> System Update Sets -> Retrieved Update Sets**.
3. Click on **Choose File** and select the XML file extracted from step #1.
4. Click on **Upload**.
5. Open the retrieved Update Set.
6. Click on **Preview Update Set**.
7. Click on **Commit Update Set**.

3. Support

If you require further support, have comments or even have a feature request, please contact us by visiting us at <https://www.altorra.com/support> or by emailing us at support@altorra.com.

Thank you for your interest in Altorra Solutions products and services.