

# Marketing Hub known issues

Updated 15 April 2014

- **Internet Explorer 11**

Internet Explorer 11 is not a supported browser. Users who have upgraded to Internet Explorer 11 are encouraged to log in to the Marketing Hub via Mozilla Firefox (versions 28+), the most stable browser, to limit run-ins with bugs.

- **Unable to download assets**

Users must read and accept license details for assets with use restrictions or expiration dates prior to download. The license window will not appear if the browser used is configured to block pop-up windows. Enable pop-ups for the Marketing Hub site and then re-initiate the download.

- **Rendition title missing**

Rendition titles are missing from the Choose Renditions to Download window for select assets. The Marketing Hub technical support team is working to resolve this problem. If you attempt to download an asset and the rendition title field is blank, cancel the download, double click on the asset thumbnail and download the desired renditions from the Asset Viewer page.

- **Search box and filters not visible on Asset Finder page**

The Asset Finder search and filter functionality is non-operational when Internet Explorer is running in compatibility view. To turn compatibility view off, click the "broken page" icon on the address bar. Compatibility view is off if the icon is gray.

- **Unable to modify assets**

Select asset publishers are unable to modify asset (e.g. edit/save metadata, add renditions) that they have uploaded. Adobe IT has identified the root cause and is working on solution. Asset publishers experiencing this issue should e-mail [MarketingHub@adobe.com](mailto:MarketingHub@adobe.com) for assistance.