



Clay Tablet Connector for Adobe Experience Manager

Version 2.6.2

Release Notes

November 29, 2016

Overview

Welcome to the Clay Tablet Connector for Adobe Experience Manager (Connector). The Connector enables you to automate sending and retrieving content from your Adobe Experience Manager CMS, which dramatically reduces the effort required to create, maintain, and publish Web content in multiple languages.

How to Contact Clay Tablet Support

Email @: support@clay-tablet.com

Telephone: +1-416-363-0888

You can submit a support ticket either:

- by email
- from the Clay Tablet Zedesk page, using your web browser

To submit a support ticket:

1. Do one of the following:
 - Email support@clay-tablet.com, and cc (carbon copy) anyone to include in the ticket correspondence.

Important: Include the information and attachments in your email that are listed in the sub-sections below.

■ Create a ticket in Zendesk:

- a. Open the Clay Tablet Zendesk page in your browser: <https://claytablet.zendesk.com>.
- b. Sign in to Zendesk. If you do not have sign-in credentials, see "To view and update your support ticket in Zendesk:" below.

Important: Include the information and attachments that are listed in the sub-sections below.

- c. Click **Submit a request**.
- d. In the **CCs** field, add anyone to include in the ticket correspondence.

Zendesk automatically creates a ticket and responds to everyone included in the cc field.

2. Everyone in the original cc receives updates unless they request to be removed from the ticket.

Important: Check your email spam folder (especially first-time Zendesk users) as sometimes email notifications from Zendesk are marked as spam.

When the issue is resolved, Clay Tablet closes the ticket.

Information to include in the support ticket:

- client name
- CMS or content system name and version
- Connector or App version installed
- name of job for which the issue occurs
- date of job submission
- detailed description of the issue
- any error text—copy and paste, if applicable

Files to attach to the support ticket:

- CMS log files for the date the issue occurred
- Clay Tablet log files for the date the issue occurred
- screen capture of the issue

To view and update your support ticket in Zendesk:

Important: You must log into Zendesk to view your support tickets there.

1. Open the Clay Tablet Zendesk page in your browser: <https://claytablet.zendesk.com>.
2. In the top-right corner, click **Sign in**, and enter your credentials.

Note: If you do not have sign-in credentials yet, then click either **Sign up** or **Get a password**, and follow the onscreen instructions.

Sign in to Clay Tablet Technologies

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

[I am an Agent](#)

[Forgot my password](#)

New to Clay Tablet Technologies? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

3. After signing in, click **My activities** to view the tickets you opened or where you are cc'd.
4. To update tickets, you can reply or attach files.

For more information, refer to "Submitting and tracking support requests" in Zendesk's *Help Center guide for end-users*, at: <https://support.zendesk.com/hc/en-us/articles/203664386-Help-Center-guide-for-agents-and-end-users>.

Important: Zendesk refers to a *support ticket* as a *support request*. These terms are interchangeable.

System Requirements

The Clay Tablet Connector for Adobe Experience Manager (AEM) must be installed on the AEM Author server. The Clay Tablet Connector for AEM supports AEM versions 5.6.1 and higher.

The Clay Tablet Connector for AEM has no additional hardware or software requirements beyond those of AEM. For detailed requirements, refer to the appropriate version of the *Adobe Experience Manager Technical Requirements*.

What's New?

- The **Quote** column has been removed from the **Translation Status** page, so you can no longer approve or reject a quote from within the Connector.

Note: You can still request a quote from the **Translation Queue** or the **Bulk Translation** wizard. This functionality is unchanged.

- In the **Bulk Translation** wizard, clicking the arrow in the **Search from Site Path** field to select content for translation now automatically selects the path of the root folder for the source language specified in the wizard.

Issue Fixed in This Release

Issue ID	Description
AEM-814	Previously, when the Language Conversion (URL Reference) and Language Conversion (Content Link) check boxes were selected in the Translation Settings section of the Configuration page, links were not converted when they contained a parameter. This issue has been resolved.

Known Issues

Issue ID	Description
AEM-731	By default, the Connector caches all the files for translation and all received translation files. To instruct the Connector <i>not</i> to cache these files, edit <code>/etc/ctcpipelineconfig/ctcTranslationPipes.xml</code> in CRX and follow the instructions in the comments in that file about how to comment out or enable particular steps in the Pipeline to meet your needs. In version 2.5.0 of the Connector, the files are stored in the database. For updated instructions, please contact Clay Tablet Support.
AEM-742	When using AEM 6.2, collecting fields for translation on the Component Mapping page does not return any results.
AEM-768	When using AEM 6.2, some pages and dialog boxes that are slow to load are blank instead of populated with data. This is caused by an issue in AEM 6.2. You can contact Adobe Support to receive a hotfix for this issue, which will be fixed in an upcoming Adobe maintenance release.
	When the add-in for Lionbridge Freeway is installed, Freeway-specific fields are displayed in the second page of the Sidekick wizard even when Lionbridge Freeway is not selected as the translation provider (LSP).