



Clay Tablet Connector for Adobe Experience Manager

Version 3.3.0

Release Notes

October 31, 2017

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 Zendesk 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 must be installed on the Adobe Experience Manager Author server. The Clay Tablet Connector for Adobe Experience Manager supports Adobe Experience Manager versions 6.0 and higher.

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

What's New?

- This version of the Connector supports Adobe Experience Manager versions 6.0 and higher only. Version 5.6.1 of Adobe Experience Manager is no longer supported.
- When using Adobe Experience Manager 6.3, you can now send pages to translation from the Touch-Optimized UI of Adobe Experience Manager using the **Translate Content** page. You configure this feature in the **UI and Default Settings** section of the **Configuration** page.
- You can now resend a previous job for translation by clicking the Resend button  in the **Status** tab of **Translation Status** page.
- When upgrading from a previous version of the Connector, it now automatically upgrades your database to the current version.
- For new Connector installations, after you create a database container, the Connector now automatically creates all tables and columns.
- The Bulk Tool has been renamed to the Globalization Tool.
- You can now send digital assets (such as PDF and JPG files) and their properties (metadata) for translation from the Bulk Translation wizard and the Globalization Tool.

Note: The word count for digital assets is not displayed in the **Est. Words** column in the Translation Status window or in the **Words** column in the Translation Queue.

- The **Page Activation** tab of the Globalization Tool has been renamed to the **Activation** tab. In this tab, you can now activate, deactivate, set a future activation date and time, and create versions of digital assets.
- In the Bulk Translation wizard, the Filter box in the **Item Type** page now filters the paths and names of collected digital assets.
- An error message is now displayed if the Connector cannot import translated content back into Adobe Experience Manager because the page is locked.
- Log files now contain additional detailed information about invalid XML in translated files.
- When sending out pages for translation, selecting the **Translate Metadata** check box and clearing the **Target pages have content in source language** check box, the Connector now copies only metadata fields over to the target language. Previously, in this scenario, the Connector copied both metadata fields and content fields over to the target pages.

Note: The **Target pages have content in source language** option is relevant when the target pages are MSM (Multi Site Manager) live copy pages, which means that Adobe Experience Manager automatically updates a target page when the corresponding source page changes. It prevents the Connector from overwriting unique source content that already exists in the target pages.

- The new **Reload CT Cache** button on the **Configuration** page enables you to update the Connector with changes to Adobe Experience Manager users or groups. This facilitates Connector access for newly added or modified users or groups.

Issues Fixed in This Release

Issue ID	Description
AEM-4	When the Bulk Translation wizard is displayed in screens with resolution of 1280 x 1024, scrolling is no longer required to access all functionality.
AEM-523	Previously, jobs created by users who were not part of any team or were removed from Adobe Experience Manager were not displayed in the Translation Status page. This issue has been resolved. Jobs created by these users are now displayed on that page.
AEM-928	<ul style="list-style-type: none">■ In version 3.1.0 of the Connector, clicking Switch Languages in the Globalization Tool changed the language version of all pages in the node that were in the page list. This issue has been resolved. Clicking Switch Languages now changes the language version of all highlighted pages in the page list.■ In version 3.1.0 of the Connector, sending out pages for translation from the Translation tab of the Bulk Tool did not display a warning message if the selected pages were not in a specified target language. This issue has been resolved. If you try to send out pages for translation into an incorrect target language, a warning message is displayed. <p>Note: In version 3.3.0 of the Connector, the Bulk Tool has been renamed to the Globalization Tool.</p>
AEM-930	Previously, after upgrading from the Connector version 3.1.0 to version 3.2.0 on Adobe Experience Manager 6.1 or 6.2, in the Adobe Experience Manager rail, the Admin Tools menu was missing the Queue Scheduler menu item and the Help link was incorrect. These issues have been resolved.
AEM-963	Previously, when multiple versions of the Connector were uploaded to Adobe Experience Manager as separate packages and installed, the Clay Tablet Connector version information displayed at the bottom of the Configuration page was incorrect. This issue has been resolved. In this scenario, the latest installed version number is now displayed at the bottom of the Configuration page.
AEM-973	Previously, in version 3.2.1 of the Connector, the lists in the Bulk Translation wizard, the Translation Queue, and Translation Status page, and the Globalization Tool did not load properly when there were many job users and Adobe Experience Manager users or groups. This issue has been resolved.
AEM-989	Previously, in the Connector versions 2.5.0 and higher, <i>Clay Tablet Connector</i> was missing a space in the Tools rail and the Navigation page in Adobe Experience Manager versions 6.2 and higher. This issue has been resolved.

Issue ID	Description
AEM-990	Previously, when running the Connector version 2.3.1 on a UNIX system where <code>CTC_INIT_HOME</code> was not defined, importing a previously exported configuration file in the Component Mapping page was unsuccessful and displayed an error message. This issue has been resolved.
AEM-1010	Previously, in the Connector version 3.2.1 with Adobe Experience Manager version 6.3, rolling out pages when the Target pages have content in source language check box was selected in the UI and Default Settings section of the Configuration page sent pages to the Translation Queue, but it did not display a word count in the Words column in the queue, and the Connector did not send out the pages for translation from the queue. This issue has been resolved.
AEM-1011	Previously, if the Translate Locked Content/Only translate content from locked components option was specified for a livecopy locked component with inheritance (<code>jcr:mixinTypes</code>), then if a new unlocked child node without inheritance was added, the Connector sent it for translation. This occurred because the Connector considered the new child node to be a locked component. This issue has been resolved. In this scenario, the new child node is no longer sent for translation.

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-768	When using Adobe Experience Manager 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 Adobe Experience Manager 6.2. You can contact Adobe Support to receive a hotfix for this issue, which will be fixed in an upcoming Adobe maintenance release.
AEM-1008	In version 3.3.0 of the Connector, the Est. Words column in the Translation Status window and the Words column in the Translation Queue display 0 (zero) as the word count for digital assets.
AEM-1017	In version 3.3.0 of the Connector, the Queue Scheduler does not schedule jobs containing digital assets.

Issue ID	Description
AEM-1021	After locking multiple target pages in the Activation tab of the Globalization Tool, the Lock report (generated from the Reporting tab of the tool) indicates that the locked pages are unlocked.
AEM-1022	<p>When the Special Edition of the Connector for Lionbridge Freeway is installed, and the connection to Freeway, as configured in the Freeway Config sub-section of the Translation Platform section of the Configuration page uses non-default values, then clicking Test in that section displays an error message that Freeway testing has failed, stating that the user account is invalid.</p> <p>Workaround</p> <p>If the endpoints are different from the default <code>/vojo/FreewayAuth.asmx</code> and <code>/vojo/service.asmx</code>, specify the endpoints for connecting to Freeway as follows:</p> <ol style="list-style-type: none"> 1. Create the <code>/etc/ctctranslation/debug</code> node. 2. Create the <code>FreewayAuthUrl</code> string property in that node. If this is missing, the Connector uses the default value of <code>/vojo/FreewayAuth.asmx</code>. 3. Create the <code>FreewayServiceUrl</code> string property in that node. If this is missing, the Connector uses the default value of <code>/vojo/service.asmx</code>.
AEM-1023	When using the Connector with Adobe Experience Manager 6.3.1 (version 6.3.0 with SP1 installed), an error message at the top of the Configuration page states that the Connector build version is not compatible with Adobe Experience Manager. This is incorrect, because the Connector version <i>is</i> compatible. The Connector is compatible with all versions of Adobe Experience Manager 6.3.x.
AEM-1025	If Lionbridge Freeway is configured as an LSP (translation provider), the Bulk Translation wizard does not open, and an error message is displayed.
	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).