# Clay Tablet Connector for Adobe Experience Manager

# Version 3.3.2

# Release Notes

January 12, 2018

## 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.

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?

- The **Status** tab of the **Translation Status** page now enables users to filter the list of jobs:
  - by date range of job submission date, using the **Previous** and **to** fields and date choosers
  - by submitter, either the current user, or the current user's team, using the **Submitted By** dropdown list

  In the **Status UI Default Settings** sub-section of the **UI and Default Settings** section of the **Configuration** page, you can configure the default values in the date range and the **Submitted By** dropdown list.

- In the **Report Fields Configuration** section of the **Advanced Settings** page, you can add the *{PageTemplate}*, *{PageType}*, and *{TranslationStatus}* tags to display the corresponding information in the Field report.

  **Note:***{PageTemplate}* and *{PageType}* are standard fields in Adobe Experience Manager. *{TranslationStatus}* is a custom property defined in the **Translation Status** section at the top of the **Advanced Settings** page.

- You can now use the **Translate Page Annotations** check box in the **Translation Settings** section of the **Configuration** page to prevent the Connector from sending out page annotations for translation. Previously, the Connector always sent out page annotations for translation.

- In both i18n dictionary and tag items, if there is no source language specified, the Connector now uses the default title or message as the source:
  - For i18n dictionary items, if the `sling:message` property is empty, the Connector now uses the `sling:key` property.
  - For tags, in the `jcr:title` property is empty, the Connector now uses the `jcr:title.<source language>` property, for example, `jcr:title.en`.

  **Tip:** If you want to disable this behavior, to prevent the Connector from using the default title or message as the source if there is no source language specified, you can create the `/etc/ctctranslation/debug/disableUseDefaultAsSourceForTagsAndI18N` property.

# Issues Fixed in This Release

| Issue ID | Description |
|---|---|
| AEM-997 | Previously, if a page associated with multiple languages was selected in the Globalization Tool, then clicking the **Activation** tab and selecting `Highlighted pages/assets only` in the dropdown list displayed a highlighted language, and you could not change this selection. This issue has been resolved. In the previous scenario, you can now select any language in the list. |
| AEM-1017 | In version 3.3.0 of the Connector, the Queue Scheduler did not schedule jobs containing digital assets. This issue has been resolved. |

| Issue ID | Description |
|---|---|
| AEM-1021 | Previously, after locking multiple target pages in the **Activation** tab of the Globalization Tool, the Lock report (generated from the **Reporting** tab of the tool) indicated that the locked pages were unlocked. This issue has been resolved. |
| AEM-1023 | Previously, 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 stated that the Connector build version was not compatible with Adobe Experience Manager. This was incorrect, because the Connector version *is* compatible. The Connector is compatible with all versions of Adobe Experience Manager 6.3.x. This issue has been resolved, and the error message is no longer displayed. |
| AEM-1025 | Previously, if Lionbridge Freeway was configured as an LSP (translation provider), the Bulk Translation wizard did not open, and an error message was displayed. This issue has been resolved. |
| AEM-1032 | In version 3.3.0 of the Connector, digital assets were not displayed in the Globalization Tool. This issue has been resolved. |
| AEM-1035 | Previously, a non-admin user who was assigned to the `Translation User` user group could not submit a job from the Adobe Experience Manager Sidekick: although the **Translate Content** option was available, clicking it did not submit the content for translation. This issue has been resolved and the **Translate Content** option functions as expected. |
| AEM-1038 | The font size has been increased in some of the lists in the tabs of the Globalization Tool, to make them more readable. |
| AEM-1044 | In version 3.3.0 of the Connector, if a user did not have permission to translate a page, then opening that page in the Touch UI displayed an error message. This issue has been resolved. |
| AEM-1046 | In version 3.2.1 of the Connector, if content contained a link, it was not sent out for translation. 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 *not* to cache these files, edit `/etc/ctcpipelineconfig/ctcTranslationPipes.xml` 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. Starting in version 2.5.0 of Connector, the files are stored in the database, so you should update the `DeleteLocalTranslationFile` pipeline step to remove cached files from the database instead of looking in the file system. 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 versions 3.3.x 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-1013 | When using Adobe Experience Manager version 6.1 with Firefox, the dropdown lists in the Connector **Configuration** page do not work and clicking **Save Configuration** displays the `403 Forbidden error` HTTP status code. |
| AEM-1022 | 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. <br><br> **Workaround** <br><br> If the endpoints are different from the default `/vojo/FreewayAuth.asmx` and `/vojo/service.asmx`, specify the endpoints for connecting to Freeway as follows: <br><br> 1. Create the `/etc/ctctranslation/debug` node. <br><br> 2. Create the `FreewayAuthUrl` string property in that node. If this is missing, the Connector uses the default value of `/vojo/FreewayAuth.asmx`. <br><br> 3. Create the `FreewayServiceUrl` string property in that node. If this is missing, the Connector uses the default value of `/vojo/service.asmx`. |

| Issue ID | Description |
|---|---|
| AEM-1024 | After editing some translated pages, and then updating a remote TM, only some of the edited pages are updated in the remote TM. |
| AEM-1028 | In versionx 3.3.x of the Connector, after removing a user from Adobe Experience Manager who still had jobs in the Translation Queue, users cannot open the queue, and an error message is displayed. |
| AEM-1056 | When using the Microsoft SQL Server database, monitoring a job from within Adobe Experience Manager that was sent using Adobe's Translation Integration feature initially displays the job status as `Committed for translation`, but that automatically changes to `Cancel`. |
|  | 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). |