



# Clay Tablet Connector for Adobe Experience Manager

## Version 2.5.2

## Release Notes

August 12, 2016

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### 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.

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### How to Contact Clay Tablet Support

Email @: [support@clay-tablet.com](mailto:support@clay-tablet.com)

Telephone: +1-416-363-0888

#### How to submit a support ticket:

1. Email [support@clay-tablet.com](mailto: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 following sub-sections.

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

### How to view and update your support ticket in Zendesk:

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 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.

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## 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*.

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## Issues Fixed in This Release

Issue ID	Description
AEM-747	There were errors in the scripts for Microsoft SQL Server. The issues have been resolved.
AEM-751	There were errors in the scripts and the Connector code for the Oracle database. The issues have been resolved.
AEM-766	Versions 2.5.x of the Connector use the AEM logback support for logging. The Connector now uses the ConfigProvider instance to update the logback configuration fragment.

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## Known Issue

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.