

Lionbridge

Lionbridge App for Oracle Eloqua

Version 1.5.2

Release Notes

January 20, 2017

Overview

Welcome to the Lionbridge App for Oracle Eloqua (App). The App enables you to automate sending and retrieving content from Oracle Eloqua, 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.

What's New?

- You can now grant the following permissions to users who are not site administrators:
 - ▣ configure your site, in the **Site Configuration** dialog box
 - ▣ configure language mappings, in the **Language Mapping** dialog box
 - ▣ manage translation settings for dynamic content, in the **Site Extension** dialog box
 - ▣ manage translation providers, in the **Site Providers** page
 - ▣ manage teams, in the **Site Teams** page
 - ▣ manage users, in the **Site Users** page

- view all teams' translation jobs, in the **Site Jobs** page
- download source and target XML translation files, in the **Job Details** tab of the **Translation Jobs** page

Note: All these permissions are granted to site administrators.

- Users with the **Download Translation Files** permission and site administrators can now download both source and target XML translation files.

Issues Fixed in This Release

Issue ID	Description
OEL-36	Previously, when the Use LocalTM check box was selected when sending out an asset for translation, some parts of the asset were not translated. This issue has been resolved.
OEL-37	Previously, after the Use LocalTM check box was selected when sending out an asset for translation, then in the Job Details tab, when the status was <code>Completed (with LocalTM)</code> , the Target Language column did not display a hyperlink to the translated asset. This issue has been resolved.
OEL-38	Previously, after sending out an email or a landing page for translation, the dynamic rules were not displayed for the translated asset. This issue has been resolved.
OEL-39	Previously, if a rule in dynamic content was configured to <code>Ignore</code> for selected languages in the Translation Setting tab of the Site Extension dialog box, then the Connector sent out this rule for translation to those languages. This issue has been resolved, and the Connector now does not send out a rule in dynamic content for translation into languages it is configured to ignore.
OEL-40	Previously, adding or deleting a rule in dynamic content in the source language after translation did not add or delete that rule in the dynamic content in the target languages (the translation). This issue has been resolved. If you add or delete a rule in dynamic content in the source language, the Connector now updates the dynamic content in the target languages with these changes.
OEL-46	In version 1.5.1 of the Connector, if translation settings were already configured for Eloqua dynamic content, then after clicking Edit in the Dynamic Content Translation tab of the Site Extension dialog box, the Translation Settings tab opens and it is blank. This issue has been resolved. When the Translation Settings tab opens, it now displays the previously saved dynamic content configuration.
OEL-47	After <code>site admin</code> permissions were removed from a user, the Lionbridge App displayed in the right panel of the My Eloqua dashboard had overlapping panels. This issue has been resolved, and in this scenario, the Lionbridge App now displays correctly in the right panel of the dashboard.

Issue ID	Description
OEL-48	In the Site Users page, clicking Import Users displayed an error message. This issue has been resolved.
OEL-49	In version 1.5.1 of the Connector, ***