Clay Tablet Connector for Sitecore

Version 3.10.2

Release Notes

August 16, 2017

Overview

Welcome to the Clay Tablet Connector for Sitecore (Connector). The Connector enables you to automate sending and retrieving content from your Sitecore 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 Sitecore (Connector) must be installed on the machine where Sitecore is installed. The Connector supports Sitecore versions 6.4 and higher, including all current releases.

The Connector has no additional hardware or software requirements beyond those of Sitecore CE. For detailed requirements, refer to the appropriate version of the *Sitecore CMS Installation Guide*. This guide is available in the documentation section of the Sitecore Developer Network (SDN) site, at http://sdn.sitecore.net/Reference.aspx. You must log in to this site to access the documentation.

Note about Sitecore Azure: The Connector installation is supported for Sitecore installed via the Sitecore Azure Toolkit 8.2 and higher. The Connector installation on Sitecore installed with the Sitecore Azure Module (Sitecore

8.1 and lower) is not fully supported. For guidance on installing the Connector with the Sitecore Azure Module, please contact Clay Tablet Support.

The Connector supports the Mozilla Firefox and Google Chrome web browsers. The Connector supports Microsoft Internet Explorer 11 with Sitecore 7 and 8.

Issues Fixed in This Release

Issue ID	Description
SIT-401	Previously, when sending out many content items for translation from the Bulk Translation wizard, items were sent twice in the same job. This issue has been resolved. Each item in the Bulk Translation wizard is now sent once in the job.
SIT-426	Previously, in the Connector version 3.10.1, if the Connector was configured to automatically submit items for translation from the Translation Queue, then after job submission: ■ There was an error in the log files. ■ Trying to open the **Translation Status** window sometimes displayed an `Index was outside the bounds of the array` error, and all submitted jobs were stuck at `Preparing 1%` translation status. These issues have been resolved.

Known Issues

Issue ID	Description
SIT-149	When running Clay Tablet's enhanced Workbox from the Launch Pad in Sitecore 8.x, the Workflow ribbon is not displayed properly, so that the **Workflow**, **Filter**, **Sort**, and **View** sections of the ribbon are cut off.
SIT-239	The **Items per Page** and **Refresh** user interface controls in the Workbox are not displayed properly in Sitecore 7.x.
SIT-276	When using Clay Tablet's enhanced Workbox version 3.9.7 with the Connector version 3.9.7 and Sitecore 8.1 and Microsoft Internet Explorer 11, scroll bars are not displayed.
SIT-287	After clicking **Cancel** in or closing the **Automatic Item Export for Translation** dialog box, the item's workflow state is displayed in the browser as the next workflow state, although it remains unchanged. **Workaround:** To view the correct workflow state, either click again on the item in the content tree, or refresh the browser.

Issue ID	Description
SIT-293	When using Clay Tablet's enhanced Workbox, selecting a value from either the **Language** or **Field** dropdown lists does not automatically update the list of content items. **Workaround:** To update the list of content items, click the **Refresh** button.
SIT-308	When using Clay Tablet's enhanced Workbox with Sitecore 8.1, clicking any button with **All** or any link such as **Submit**, **Reject**, or **Translate** does not display the subsequent changes. **Workaround:** To view the changes that should be displayed after clicking any button with **All** or a link, click the **Refresh** button.
SIT-360	When using versions 8.0 or lower of Sitecore, in the **Bulk Translation** section of the **Clay Tablet Settings** item in the `/sitecore/system/Settings/Clay Tablet Settings` folder, `Bucket [Not in the selection List]` is displayed instead of `Bucket`.
SIT-361	When using versions 6.x or 7.0 of Sitecore, clicking the **Publish**, **Reject**, **Submit** , or **Translate** link for any item under the **Editing** or **Reviewing** section displays an error.
	When using versions 7.1.x or lower of Sitecore, the **Bulk Translation** wizard does not open in Chrome.