



Clay Tablet Connector for Sitecore

Version 3.9.10

Release Notes

January 10, 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.

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 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.

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

What's New?

- Previously, the Connector always sent the target version that it created (the version it received from translation) when updating a remote TM (translation memory). You can now specify which target version of translated content to use when updating a TM. This enables you to send post-translation edits to the remote TM, which are generally in a new version. You can specify this setting in the `/sitecore/system/Settings/Clay Tablet Settings` folder, in the **Update TM** section, in the **Always Update TM using latest target version** field.
- The Connector now automatically filters out item buckets (introduced in Sitecore 7.0) from items collected by the Bulk Translation wizard. However, the items within the buckets are still included in the collected items. You can change this setting in the `/sitecore/system/Settings/Clay Tablet Settings` folder, in the **Bulk Translation** section, in the **Templates Excluded from Bulk Translation** list, by clearing the **Bucket** check box. You can also configure whether to prevent the wizard from collecting Sitecore items in other templates.
- You can now configure the Connector to send an email notification when a translation job is stuck, and it fails to reach 10% (In Translation) status for more than a configurable number of hours. You can configure the number of hours for this email notification in the `/sitecore/system/Settings/Clay Tablet Settings` folder, in the **Notification** section, in the **Delay Threshold Hours** field.
- You can now configure the Connector to copy standard fields from the source to the target. You can configure this setting in the `/sitecore/system/Settings/Clay Tablet Settings/Advanced Settings` folder, in the **Standard fields to copy to target item** section. Previously, the standard fields were not copied or sent for translation because they are usually shared and therefore identical in all versions.
- The new `ClayTablet.Sitecore.PreserveTemporaryFiles` setting in the `CT3Translation.config` file enables you to save the temporary, generated files in the following scenarios:
 - The Connector sends out files for translation (source folder).
 - The Connector sends out files for TM update.
 - The Connector receives translated files from the Platform (target folder).

Usually the Connector deletes these temporary files when it finishes processing them. However, they are useful for debugging and general troubleshooting.

Issues Fixed in This Release

Issue ID	Description
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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-285	The Sitecore log file displays the following error: <code>Could not instantiate</code> . However, the Connector functions as expected.
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.
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-294	In Clay Tablet's enhanced Workbox, the label of the Language dropdown list is misspelled.
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-339	In the Connector versions 3.9.9 or 3.9.10, the following items are assigned to the CT3 Sample Workflow workflow: <ul style="list-style-type: none"> ■ /Sitecore/system/Workflows/CT3 Sample Workflow/Reviewing/Translate ■ /sitecore/system/Settings/Clay Tablet Settings/Clay Tablet Settings/Advanced Settings These items are displayed in the enhanced Workbox. Workaround: Remove the CT3 Sample Workflow workflow from these workflow states.

Issue ID	Description
SIT-343	<p>When using the Connector version 3.9.10, The Download service has an <code>TargetInvocationException</code> exception that prevents completed items from being published.</p> <p>There are two workarounds:</p> <ul style="list-style-type: none"> ■ Run the following SQL scripts on the Clay Tablet database: <ul style="list-style-type: none"> ■ Insert into <code>NotificationEmails</code> values ('78d230cf-f131-4b25-8a1c-8b31ce01736c', 2, '<ClayTablet.SC.Translation.NotifyEmailInfo assembly="ClayTablet.SC, Version=0.0.0.0, Culture=neutral, PublicKeyToken=null"><m_createTime>636137688660959235</m_createTime><m_type>3</m_type><m_notifyItems><_items /><_size>0</_size><_version>0</_version></m_notifyItems><m_notifyErrors><_items /><_size>0</_size><_version>0</_version></m_notifyErrors><m_notifyAssetTasksInTranslation><_items/><_size>0</_size><_version>0</_version></m_notifyAssetTasksInTranslation><m_id>78d230cf-f131-4b25-8a1c-8b31ce01736c</m_id></ClayTablet.SC.Translation.NotifyEmailInfo>'); ■ Insert into <code>NotificationEmails</code> values ('604330cf-f131-4b25-8a1c-8b31ce01f237', 3, '<ClayTablet.SC.Translation.NotifyEmailInfo assembly="ClayTablet.SC, Version=0.0.0.0, Culture=neutral, PublicKeyToken=null"><m_createTime>636137688660959235</m_createTime><m_type>3</m_type><m_notifyItems><_items /><_size>0</_size><_version>0</_version></m_notifyItems><m_notifyErrors><_items /><_size>0</_size><_version>0</_version></m_notifyErrors><m_notifyAssetTasksInTranslation><_items/><_size>0</_size><_version>0</_version></m_notifyAssetTasksInTranslation><m_id>604330cf-f131-4b25-8a1c-8b31ce01f237</m_id></ClayTablet.SC.Translation.NotifyEmailInfo>'); ■ Edit <code>CT3Translation.config</code>, and set <code>ClayTablet.EmailNotification.NotifySentOut</code> and <code>ClayTablet.EmailNotification.NotifyErrors</code> to <code>False</code>. <p>Warning: This workaround temporarily stops email notifications about translation job errors or the translation job successfully reaching the LSP (translation provider).</p>
SIT-347	<p>A <code>NullReferenceException</code> error is displayed on the last page of the following wizards:</p> <ul style="list-style-type: none"> ■ Batch Remote TM Update wizard ■ Update a Remote Translation Memory Server wizard