



Lionbridge Connector for Sitecore

Version 4.0.5

Release Notes

November 14, 2018

Overview

Welcome to the Lionbridge 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 Lionbridge Connector Support

Email @: connectors@lionbridge.com

Telephone: +1-416-363-0888

You can submit a support ticket either:

- by email
- from the Lionbridge Connector Zendesk page, using your web browser

To submit a support ticket:

1. Do one of the following:

- Email connectors@lionbridge.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 Lionbridge Connector Zendesk page in your browser:

<https://connectors.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, Lionbridge 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

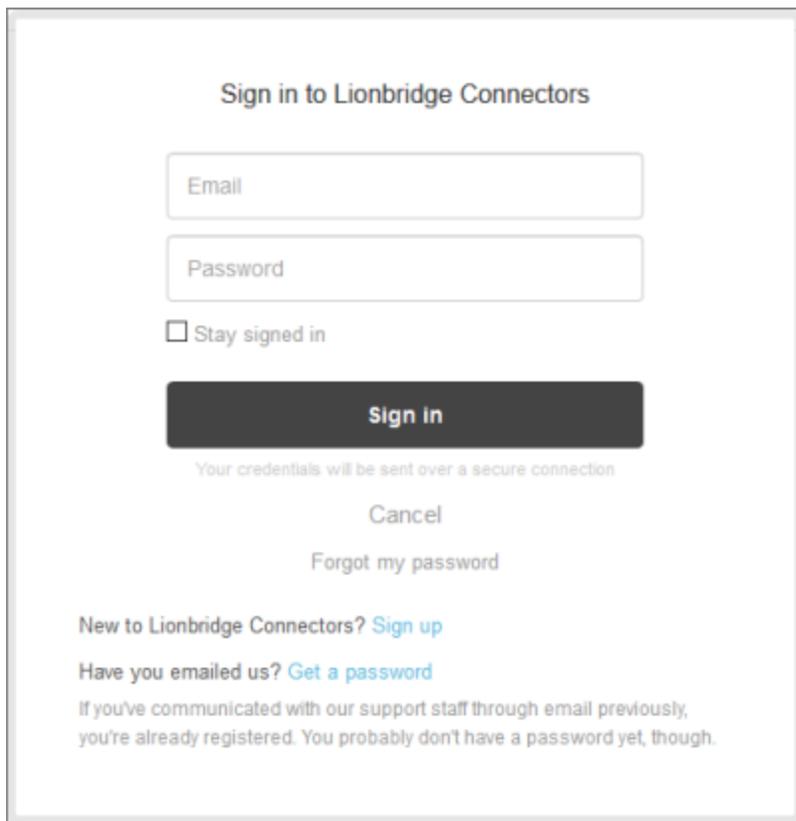
Files to attach to the support ticket:

- CMS log files for the date the issue occurred
- Connector or App 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 Lionbridge Connector Zendesk page in your browser: <https://connectors.zendesk.com>.
2. In the top-right corner, click **Sign in**, and enter your credentials.



The screenshot shows a sign-in form for Lionbridge Connectors. At the top, it says "Sign in to Lionbridge Connectors". Below this are two input fields: "Email" and "Password". There is a checkbox labeled "Stay signed in". A large black button with the text "Sign in" is positioned below the input fields. Underneath the button, a small line of text reads "Your credentials will be sent over a secure connection". Below that are two links: "Cancel" and "Forgot my password". At the bottom of the form, there are two links: "New to Lionbridge Connectors? Sign up" and "Have you emailed us? Get a password". A small note below these links states: "If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though."

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 Lionbridge Connector for Sitecore (Connector) must be installed on the machine where Sitecore is installed. The Connector supports Sitecore versions 8.0 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 Lionbridge Connector Support.

The Connector supports the Mozilla Firefox, Google Chrome, and Microsoft Internet Explorer 11 web browsers.

What's New?

- You can now configure the Connector to use a specific Sitecore user to run Connector processes in the background. This is displayed as the user who modified an item's target version. Previously, this user was always `sitecore/Anonymous`. You can configure this user in the **Security - User context for services** section of the `/sitecore/system/Settings/Lionbridge Settings/Lionbridge Connector Settings` item in the Content Editor to be one of the following values:
 - `LionbridgeTranslationAgent`, which is the recommended user for this feature
 - any Sitecore user

Note: If you do not configure this feature, the Connector continues to use the Anonymous user.

- The **Import to local TM** tab, in /sitecore/system/Settings/Lionbridge Settings/Import to local TM/ in the content tree, has been redesigned to optimize performance when importing many content items into a local TM (translation memory).

Issues Fixed in This Release

Issue ID	Description
SIT-537	Previously, when importing content into a local TM (translation memory), the content tree could not be expanded, and after a long wait, an error message was displayed. This occurred because there were many items to process in the content tree. This issue has been resolved. There is a new user interface for importing content into a local TM. For details, see "What's New?" on page 4.
SIT-554	Previously, in /sitecore/system/Settings/Lionbridge Settings/Lionbridge Connector Settings/, if the Send out email of job creator check box was selected but the Send out user name of job creator check box was cleared, then neither the job creator's email address or Sitecore username are included in the job metadata that the Connector sends to the translation provider. This issue has been resolved. In this scenario, the Connector now sends out the email address of the job submitter without sending out the corresponding Sitecore username.
SIT-558	Previously, if a field was deleted from a content item's template after translation, and then that item was sent to a remote translation memory (TM), an error was displayed after clicking Submit on the Preparing page of the Update Remote TM wizard. This issue has been resolved. In this scenario, the Connector now sends the item to a remote TM without displaying an error.

Issue ID	Description
SIT-559	<p>Previously, the Delivery date metadata field (<code>dueDate</code>) in all Connector job submission user interfaces was not correctly passed to the Clay Tablet Platform:</p> <ul style="list-style-type: none"> ■ When using the Bulk Translation wizard, <code>dueDate</code> was empty even though the Delivery date was specified in the user interface. ■ When sending a single content item for translation or when sending content from the Translation Queue, <code>dueDate</code> was specified but the format was changed from <code>mm/dd/yyyy</code> to <code>yyyymmddT000000</code>, which provider connectors could not parse. <p>These issues have been resolved:</p> <ul style="list-style-type: none"> ■ The Connector now always passes the Delivery date that a user enters to the Clay Tablet Platform as <code>dueDate</code> job metadata. ■ The user interfaces with the Delivery date fields now state that the expected date format is <code>mm/dd/yyyy</code>.
SIT-560	<p>Previously, when sending all content in the Translation Queue for translation, then if the translation provider was Lionbridge onDemand, then after selecting an onDemand Service, the Delivery Date dropdown list was displayed instead of the onDemand Service dropdown list. This issue has been resolved. In the previous scenario, the onDemand Service dropdown list continues to be displayed after selecting a service, and the Delivery Date dropdown list is not displayed.</p>
SIT-563	<p>Previously, the content of the Description metadata field, which is labeled Special instruction when Lionbridge Freeway is the translation provider, was not passed to the Clay Tablet Platform. This issue has been resolved. This metadata is now passed to the Clay Tablet Platform.</p>
SIT-565	<p>In versions 4.0.3 and 4.0.4 of the Connector, installing the enhanced Workbox created two <code>master</code> database entries on the Sitecore instance. This issue has been resolved.</p>

Known Issues

Issue ID	Description
SIT-149	When running the 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-276	When using the 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.
SIT-293	When using the 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 the 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 version 8.0 of Sitecore, in the Bulk Translation section of the Lionbridge Connector Settings item in the <code>/sitecore/system/Settings/Lionbridge Settings/Lionbridge Connector Settings</code> folder, <code>Bucket [Not in the selection List]</code> is displayed instead of <code>Bucket</code> .
SIT-463	When using the Microsoft Internet Explorer browser, the Lionbridge logo is not displayed properly in the wizard user interfaces.

Issue ID	Description
SIT-526	<p>After selecting the Supports Quoting check box while creating a translation provider, the Send for Quote check box is selected by default in the following Connector interfaces:</p> <ul style="list-style-type: none"> ■ the Bulk Translation wizard ■ the Automatic Item export for translation dialog box ■ the Send Items Out for Translation dialog box, which opens from Translation Queue <p>This is incorrect. The Send for Quote check box should be available for selection, but the check box should be cleared by default.</p>
SIT-536	<p>When using the Clay Tablet Connector for Lionbridge Freeway and specifying analysis codes in Lionbridge Freeway, if you rename the analysis codes, then the Lionbridge App incorrectly re-orders and displays the analysis-code fields alphabetically instead of sequentially.</p>
SIT-541	<p>When installing the update package, three errors may be displayed, and the <code>/sitecore/system/Settings/Lionbridge Settings/Lionbridge Connector Settings/node</code> and its child item <code>Advanced Settings</code> may be missing.</p> <p>Workaround</p> <ol style="list-style-type: none"> 1. Locate the <code>CT3 Translation Settings</code> node, which was the name of the node before the Connector was rebranded from Clay Tablet to Lionbridge. 2. Manually rename items to match the following tree structure. <div data-bbox="347 1398 813 1728" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <pre> > Layouts > Lionbridge Settings > Import to local TM > Lionbridge Connector Settings > Advanced Settings > Purchase Orders > Team Profiles > Translation Providers Configuration </pre> </div> <ol style="list-style-type: none"> 3. Run the installation upgrade package again.