Clay Tablet Connector for hybris

Version 1.5.0

Release Notes

February 10, 2017

Overview

Welcome to the Clay Tablet Connector for hybris (Connector). The Connector enables you to automate sending and retrieving content from your hybris 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 hybris (Connector) supports hybris versions 5.2 and higher that are less than 6.0. The Connector has several hybris installation and configuration requirements, described in "hybris Environment Settings" in the *Clay Tablet Connector for hybris Installation and Configuration Guide*.

The Connector requires the MySQL database to store translation data.

The Connector has no additional hardware or software requirements beyond those of hybris. For detailed requirements, refer to the appropriate version of the hybris documentation at https://wiki.hybris.com.

Memory	16 GB minimum.

Disk Space	■ Connector installation – 5 GB
	■ Space for storing log files

What's New?

■ The Connector now supports sending out entire catalogs for translation. Sending out a catalog for translation automatically sends out all the products in the catalog for translation.

■ You can now configure the Connector in the **Admin Console** page in the Connector user interface:

- In the **Clay Tablet License Keys** tab, you can now configure license and account keys. If your translation provider is Lionbridge Freeway, you can now configure Freeway server settings.

- In the **Clay Tablet Configurations** tab, you can now configure:

  - database-connection settings

  - proxy-server settings

  - the logging level, log file name, and location

  - the maximum number of items in a job

  - how frequently to download and import translations

- In the **Language Mapping** tab, you can now map hybris language codes to Clay Tablet language codes.

■ You can now configure which hybris business objects and localized attributes to send out for translation in the **Content Mapping** page in the Connector user interface.

■ The following hybris business objects and corresponding localized attributes are now pre-tested for the Connector:

- ContentPage–description, keywords

- CMSParagraphComponent–content

Known Issue

Issue ID	Description
HYB-83	After sending a large catalog for translation (approximately 1000 items), all the translated items may not be returned properly to hybris.