# Lionbridge

# Lionbridge Connector for Hybris

Version 2.1.0

## Release Notes

November 24, 2017

#### Overview

Welcome to the Lionbridge 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 Lionbridge Connector Support**

Email @: connectors@lionbridge.com

Telephone: +1-416-363-0888

You can submit a support ticket either:

- by email
- from the Lionbridge Connectors 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 Connectors 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:

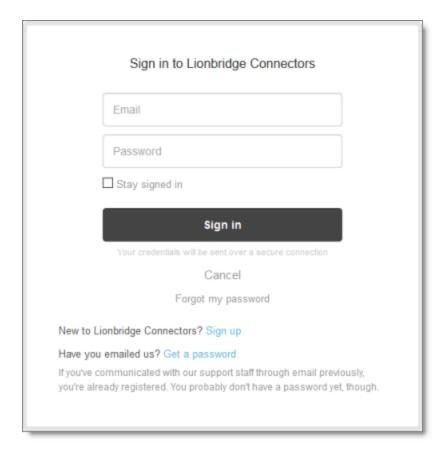
- CMS log files for the date the issue occurred
- log files for the date the issue occurred
- screen capture of the issue

#### 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 Connectors Zendesk page in your browser: https://connectors.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: <a href="https://support.zendesk.com/hc/en-us/articles/203664386-Help-Center-guide-for-agents-and-end-users">https://support.zendesk.com/hc/en-us/articles/203664386-Help-Center-guide-for-agents-and-end-users</a>.

**Important:** Zendesk refers to a *support ticket* as a *support request*. These terms are interchangeable.

## **System Requirements**

The Lionbridge Connector for Hybris ("Connector") supports Hybris versions 6.1 and higher. The Connector has several pre-installation requirements, described in "Before You Install" in the *Lionbridge Connector for Hybris Installation and Configuration Guide*.

The Connector requires Java 8.

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 is recommended by Hybris. This is recommended for
	the Connector to function as expected.

Disk Space	5 GB is recommended by Hybris.
	■ The Connector installation requires extensions of 170 MB.
	Space for storing log files.

#### What's New?

- The Connector now supports Hybris versions 6.1 and higher.
- You can now configure the Connector to send additional types of content for translation.
  - You can configure the Connector to send product classification attributes for translation.
  - You can configure the Connector to send any Hybris business objects and localized attributes for translation.
- You can now send the following types of content for translation from the Hybris Backoffice:
  - products, from the Hybris Backoffice Product Cockpit (Hybris 6.4 and higher only)
  - products, from the Products page in the Hybris Backoffice
  - website pages, fromthe WCMS Pages page in the Hybris Backoffice