LIONBRIDGE

Lionbridge Connector for Hybris

Version 2.2.2

Release Notes

November 5, 2018

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 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
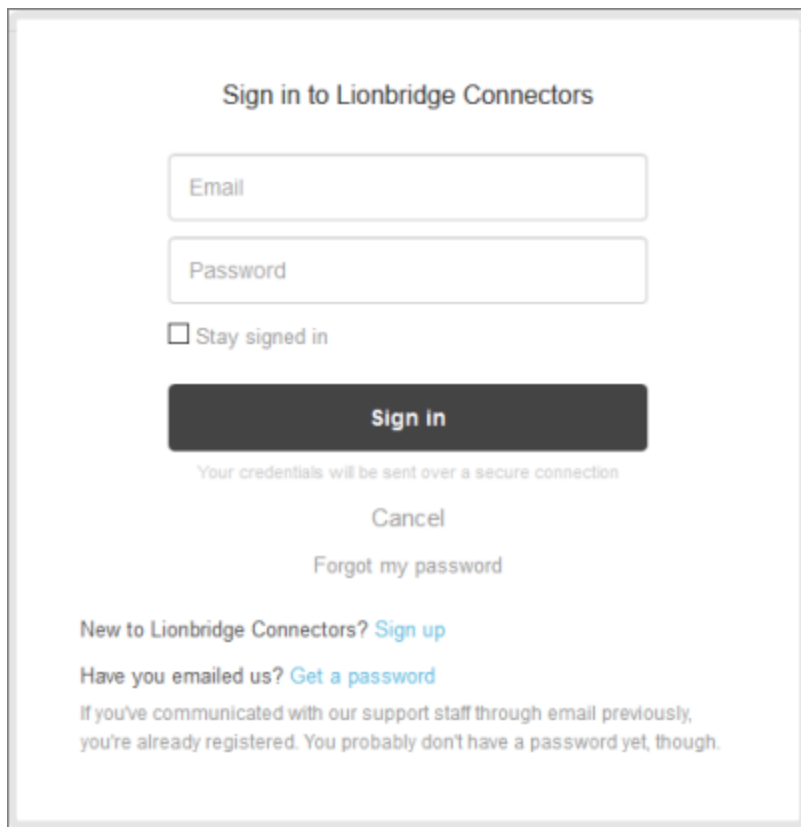- any error text—copy and paste, if applicable

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.

Sign in to Lionbridge Connectors

Email

Password

☐ Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

Forgot my password

New to Lionbridge Connectors? 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.

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 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 an additional 170 MB of disk space. ■ Space for storing log files.

Issues Fixed in This Release

Issue ID	Description
LHYB-380	Previously, users could not send for translation previously mapped multi-value product classification attributes. When attempting to do this, a `StringIndexOutOfBoundsException` error was written to the log file. This issue has been resolved. You can now successfully send for translation multi-value product classification attributes that were previously mapped.

Issue ID	Description
LHYB-381	Previously, when sending for translation a product that had both localized and non-localized product classification attributes, none of the attributes were translated. This issue has been resolved. In this scenario, the localized product classification attributes are now translated, and the non-localized product classification attributes are not translated.

Known Issues

Issue ID	Description
LHYB-318	In the **Translation Settings** section of the **System Configuration** page, if the **Maximum number of items per translation file** or the **Cron Job Interval (Minutes)** settings has a value greater than `9999999999`, an `Out of range` error message is displayed.
LHYB-368	When sending content for translation from the Hybris Product Cockpit or the Hybris WCMS Cockpit, the `SendToTranslationComposer` error message is written to the `Claytablet.log` log file. However, the Connector sends the content for translation normally.
LHYB-373	You cannot send the metadata of classification attributes for translation. For example, you cannot send the description of the `ProductFeature` product attribute for translation. This limitation occurs because this functionality is not supported by the Hybris API.