



Clay Tablet Connector for Adobe Experience Manager

Version 3.4.0

Release Notes

July 10, 2018

Overview

Welcome to the Clay Tablet Connector for Adobe Experience Manager (Connector). The Connector enables you to automate sending and retrieving content from your Adobe Experience Manager 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:

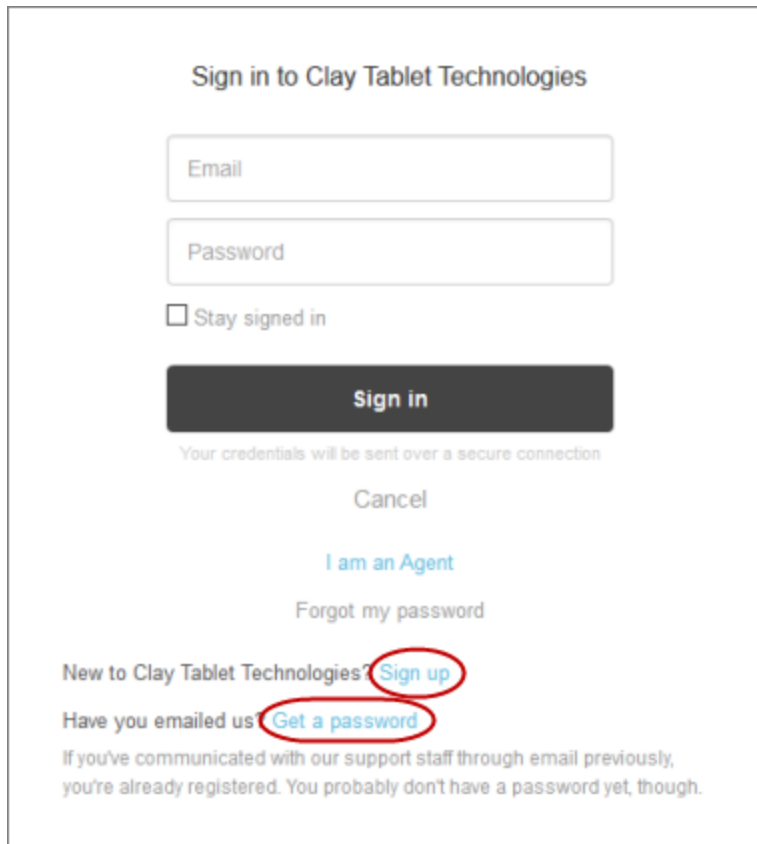
- CMS log files for the date the issue occurred
- Clay Tablet log files for the date the issue occurred
- screen capture of the issue

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.



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.

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 Adobe Experience Manager must be installed on the Adobe Experience Manager Author server. The Clay Tablet Connector for Adobe Experience Manager supports Adobe Experience Manager versions 6.0 and higher.

The Clay Tablet Connector for Adobe Experience Manager has no additional hardware or software requirements beyond those of Adobe Experience Manager. For detailed requirements, refer to the appropriate version of the *Adobe Experience Manager Technical Requirements*.

What's New?

- The Connector now supports version 6.4 of Adobe Experience Manager.
- If page paths are configured for a team profile, then only pages in those paths are available for selection when a team member selects pages to send out for translation.
- You can now configure the Connector to include or exclude a submitter's username and email address when submitting a job for translation. You configure this setting with the **Submit user name and email as job metadata** check box in the **Translation Settings** section of the **Configuration** page. By default, this metadata is excluded from the submitted job. This feature supports the EU's new General Data Protection Regulation.
Note: If you are upgrading from a previous version of the Connector, this is a change in the default behavior of the Connector, because previously, this metadata was always included in submitted jobs. If your translation provider relies on this job metadata, notify them of this change.
Recommendation: In the scenario above, enable this option to continue sending this job metadata to your translation provider.
- You can now select the **Allow Reference Files for Translation Job** check box in the **UI and Default Settings** section of the **Configuration** page to determine whether the **Reference Files** feature is available in the Translation Queue, Bulk Translation Wizard, Globalization Tool, and the Sidekick wizard. Previously, displaying this user control was determined by the `ShowReferenceFilesDialog` option in CRXDE Lite.
Note: This feature is backward compatible, so that if you previously configured it in CRXDE Lite, you do not need to reconfigure it in the **Configuration** page.
- The *Clay Tablet Connector for Adobe Experience Manager Installation and Configuration Guide* now includes instructions for configuring the Connector to wrap content for translation in `CData` tags.
- The *Clay Tablet Connector for Adobe Experience Manager Installation and Configuration Guide* now includes a subsection in the "Configuring the Connector" chapter listing all available Connector configuration options in CRXDE Lite.

Known Issues

Issue ID	Description
AEM-731	<p>By default, the Connector caches all the files for translation and all received translation files. To instruct the Connector <i>not</i> to cache these files, edit <code>/etc/ctcpipelineconfig/ctcTranslationPipes.xml</code> in CRX and follow the instructions in the comments in that file about how to comment out or enable particular steps in the Pipeline to meet your needs. Starting in version 2.5.0 of Connector, the files are stored in the database, so you should update the <code>DeleteLocalTranslationFile</code> pipeline step to remove cached files from the database instead of looking in the file system. For updated instructions, please contact Clay Tablet Support.</p>
AEM-768	<p>When using Adobe Experience Manager 6.2, some pages and dialog boxes that are slow to load are blank instead of populated with data. This is caused by an issue in Adobe Experience Manager 6.2. You can contact Adobe Support to receive a hotfix for this issue, which will be fixed in an upcoming Adobe maintenance release.</p>
AEM-1008	<p>In versions 3.3.x of the Connector, the Est. Words column in the Translation Status window and the Words column in the Translation Queue display 0 (zero) as the word count for digital assets.</p>
AEM-1013	<p>When using Adobe Experience Manager version 6.1 with Firefox, the dropdown lists in the Connector Configuration page do not work and clicking Save Configuration displays the <code>403 Forbidden error</code> HTTP status code.</p>
AEM-1022	<p>When the Connector's add-in for Lionbridge Freeway is installed, and the connection to Freeway, as configured in the Freeway Config sub-section of the Translation Platform section of the Configuration page uses non-default values, then clicking Test in that section displays an error message that Freeway testing has failed, stating that the user account is invalid.</p> <p>Workaround</p> <p>If the endpoints are different from the default <code>/vojo/FreewayAuth.asmx</code> and <code>/vojo/service.asmx</code>, specify the endpoints for connecting to Freeway as follows:</p> <ol style="list-style-type: none">1. Create the <code>/etc/ctctranslation/debug</code> node.2. Create the <code>FreewayAuthUrl</code> string property in that node. If this is missing, the Connector uses the default value of <code>/vojo/FreewayAuth.asmx</code>.3. Create the <code>FreewayServiceUrl</code> string property in that node. If this is missing, the Connector uses the default value of <code>/vojo/service.asmx</code>.

Issue ID	Description
AEM-1028	In versionx 3.3.x of the Connector, after removing a user from Adobe Experience Manager who still had jobs in the Translation Queue, users cannot open the queue, and an error message is displayed.
AEM-1056	When using the Microsoft SQL Server database, monitoring a job from within Adobe Experience Manager that was sent using Adobe's Translation Integration feature initially displays the job status as <code>Committed for translation</code> , but that automatically changes to <code>Cancel</code> .
AEM-1118	<p>The following scenario occurs when using the Clay Tablet Connector for Lionbridge Freeway:</p> <ul style="list-style-type: none"> ■ You specify analysis codes in Lionbridge Freeway. ■ You rename the analysis codes from their default names in Lionbridge Freeway. ■ In the Translation Platform section, Freeway Config sub-section of the Configuration page of the Connector, you select only the Require Value 1 check box. <p>In the LSP page of the Bulk Translation wizard, if Lionbridge Freeway is selected in the Choose LSP box, in the Analysis Code section, the Connector selects the first analysis code in alphabetical order instead of selecting the analysis code originally named <code>Analysis Codes 1</code>.</p>
	When the add-in for Lionbridge Freeway is installed, Freeway-specific fields are displayed in the second page of the Sidekick wizard even when Lionbridge Freeway is not selected as the translation provider (LSP).