



# Lionbridge Connector for Adobe Experience Manager

Version 4.0.0

## Release Notes

April 3, 2019

### Overview

Welcome to the Lionbridge 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 Lionbridge Connector Support

Email @: [connectors@lionbridge.com](mailto: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](mailto: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

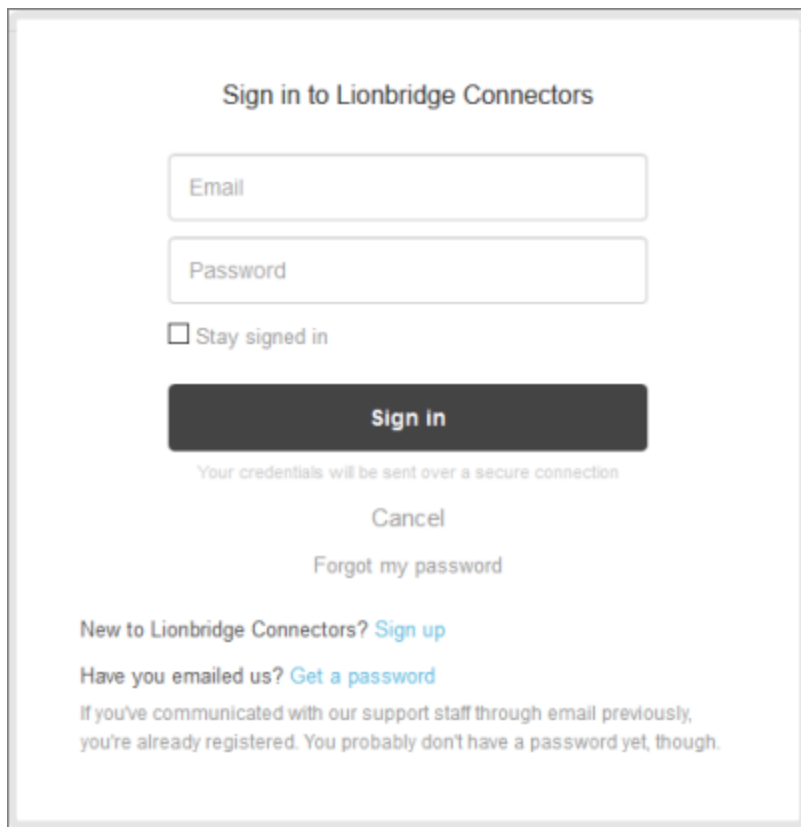
## Files to attach to the support ticket:

- 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 centered below the fields. Underneath the button, it says "Your credentials will be sent over a secure connection". Below that are two links: "Cancel" and "Forgot my password". At the bottom, there are two links: "New to Lionbridge Connectors? Sign up" and "Have you emailed us? Get a password". A note below the second link says: "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 Adobe Experience Manager must be installed on the Adobe Experience Manager Author server. The Lionbridge Connector for Adobe Experience Manager supports Adobe Experience Manager versions 6.0 and higher.

The Lionbridge 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 Clay Tablet Connector for Adobe Experience Manager has been renamed and rebranded as the Lionbridge Connector for Adobe Experience Manager. Some elements of the Connector have been renamed, for example:
  - In the Touch-Optimized UI of Adobe Experience Manager version 6.2 or higher, in the Adobe Experience Manager rail, after clicking the Tools icon , you now click **Lionbridge Connector** to open the Connector. Previously, you clicked **Clay Tablet Connector** to open the Connector.
  - In the Touch-Optimized UI of Adobe Experience Manager version 6.0 or 6.1, in the Adobe Experience Manager rail, you now click **Tools > Lionbridge Connector** to open the Connector. Previously, you clicked **Tools > Clay Tablet Connector** to open the Connector.
  - In the Classic UI of Adobe Experience Manager, you now scroll down and click **Lionbridge Connector** in the right pane to open the Connector. Previously, you scrolled down and clicked **Clay Tablet Connector** in the right pane to open the Connector.
  - In the Globalization Tool, the **Run CQ Workflows** tab has been renamed to **Run Workflows**.

- In the **Language Mapping** page, the **CTC Language** column header has been renamed to **Connector Language**.
- In the **Translation Settings** section of the **Configuration** page, the **Send CT translation events** option has been renamed to **Send Connector translation events**.
- There is a new license server.
  - You must migrate the license keys for your translation providers to the new license server by clicking the **Migrate** button in the **LSP & Keys** page. You can migrate translation providers that are currently processing translation jobs.
  - Adding a new translation provider in the **LSP & Keys** page is now easier.

**Note:** You cannot use `lspkeys.xml` to import license-key settings from previous versions of the Connector to the current version, because the new license server uses a different license-key format.

- The following user interface items were renamed as follows:
  - In the **Server URL** section of the **Configuration** page, the **Adobe AEM Base URL** field was renamed to **Server Base URL**.
  - In the **Mail Server Settings** section of the **Configuration** page, the **Use AEM Mail Service** check box was renamed to **Use Experience Manager Mail Service**.
  - In the **UI and Default Settings** section of the **Configuration** page, the **Disable default AEM language mapping (6.1+)** check box was renamed to **Disable default language mapping (6.1+)**.
  - In the **Queue Scheduler** page:
    - In the **Item Type** section, the **AEM TIF Assets** check box was renamed to **TIF Assets**.
    - In the **Submission Type** section, the **AEM TIF** check box was renamed to **TIF**.
  - In the **Translation Queue**, in the **From** dropdown list, the **AEM TIF** submission type was renamed to **TIF**.
  - In the **Tools** console, the **AEM Reports** folder was renamed to **Reports**.
  - In the **Profiles** section of the **Team Profiles** page:
    - The **AEM Users** list was renamed to **Adobe Experience Manager Users**.
    - The **AEM Groups** list was renamed to **Adobe Experience Manager Groups**.
- In the **Status** tab of the **Translation Status** page:

- You can now view error messages from the translation provider (LSP) about displayed content items. Previously these messages were written to the log file only.
- You can now export summary information about translation jobs from this tab using the new **Export** button in the top-right corner of the tab.
- When resending a previously sent job for translation by clicking the Re-Send icon , you can now modify the content items, source and target languages, translation provider, translation options, and job options. If you are using the Clay Tablet Translation Connector for SDL TMS, you can also now specify a TMS configuration for the job to resend.
- You can now view if a job was completed by a redelivery. If a job was redelivered, then the number of times it was delivered is displayed in the **Completed** column, in brackets, following the number of pages.
- In the Globalization Tool:
  - In the **Select Pages** section, after clicking the **Load pages** button, you can now select files from a job that someone in your team profile previously sent out for translation.
  - You can now use the **Re-Count** button to update the numbers of pages and highlighted pages and digital assets. Previously, this functionality was supported only for updating the numbers of pages and selected pages.
  - You can now view the number of highlighted pages and digital assets. Previously, you could view only the number of total and selected pages and digital assets.
  - In the **Activation** tab, you can now delete multiple pages and the corresponding translated pages.
  - In the new **DAM Metadata Update** tab, you can now update the metadata of digital assets (DAM) with values that you specify. You configure this feature in the new **DAM Metadata Configuration** section of the **Advanced Settings** page. You can also view and update the priority of this task in the **Backend Tasks** page.
- In the **Advanced Settings** page, the **Metadata Configuration** section has been renamed to **Page Metadata Configuration**.
- The On-Premise Platform configuration options have been removed from the **Translation Platform** section of the **Configuration** page because this feature is no longer supported. The **License ID** field is still in this section. The Freeway configuration options are in the new **Freeway Config** section of the **Configuration** page.

- The `.tmx` file that the Connector sends while updating a remote TM (translation memory) now contains additional information to correctly identify which TM to update:
  - ▣ The header note defines the name of the translation job.
  - ▣ The TU note defines the page path and the property name.
 It also contains any comments about the translation corrections.
- You can now see if a job or content items in the job were completed by a redelivery:
  - ▣ In the **Status** tab of the **Translation Status** page, if a job was redelivered, then the number of times it was delivered is displayed, in the **Completed** column, in brackets, following the number of pages.
  - ▣ In the **Details** tab of the **Translation Status** page, if a content item was redelivered, then the number of times it was delivered is displayed, in the **Status** column, following **Completed**, in brackets.
- You can now configure the Connector to submit for translation Content Fragments that are referenced in pages, Experience Fragments, and adaptive forms by selecting the **Translate Dependent CF** check box in the **Translation Settings** section of the **Configuration** page.
- In the Bulk Translation wizard:
  - ▣ If you are a member of multiple teams, then in the **Profile** dropdown list, you can select the team profile to use with the wizard. This displays the source and target languages and translation providers specified for the team profile.
  - ▣ In the **Settings** page, the **Update only** radio buttons have been renamed to **Copy source to target only**. This is a more accurate of the functionality: The Connector copies the source content to the target content item without sending it out for translation. This is useful when there is content that you do not want to translate, but that you want to include in the target version. Previously this functionality was described incorrectly in the user guide.
- To improve clarity, the following settings were renamed in the **Translation Default Settings** sub-section of the **UI and Default Settings** section of the **Configuration** page and in all user interfaces for submitting content for translation:
  - ▣ **Translate Fields** was renamed to **Translate page content**.
  - ▣ **Target pages have content in source language** was renamed to **Select if using Blueprint/Live-copy**.

- The Connector now monitors `/ctc/ctctranslation`, and it now automatically reloads the Connector configuration if required. This is useful if you are restoring a package from another Connector environment. Previously, to trigger the Connector configuration to reload, you had to either manually load the Connector configuration user interface or restart the Connector bundle.
- You can use the new **Exceptions** text field to specify which file-type extensions or asset paths to exclude from the **Translate Asset Binary** setting in the **UI and Default Settings** section of the **Configuration** page.
- While updating a remote translation memory (TM) for a single page, you can now add a comment for your translator about why you are updating the translation of that page. This feature is available both from the Touch-Optimized UI and the Sidekick.

## Issues Fixed in This Release

Issue ID	Description
AEM-732	In previous versions of the Connector, some SQL errors occurred because database tables did not include primary keys. This issue has been resolved. All database tables now include primary keys.
AEM-996	In version 3.2.1 of the Connector, if the database server was offline when the Connector was receiving a translated job, then when the database connection was restored, the Connector did not automatically continue receiving the job. This occurred because the Connector deleted the translation from the AWS S3 bucket when it could not find the related translation job in the database. When the database connection was restored and the Connector tried to receive the job again, it could not find the translation in AWS S3. This issue has been resolved. In the previous scenario, if the database server is offline when a job is submitted for translation, the Connector does not delete the translation from AWS S3. When the database connection is restored, the Connector automatically continues receiving the job because it can locate the translation in AWS S3.
AEM-1008	In versions 3.3.x of the Connector, the <b>Est. Words</b> column in the <b>Job Details</b> tab of the <b>Translation Status</b> page and the <b>Words</b> column in the Translation Queue displayed 0 (zero) as the word count for digital assets. This was misleading. These columns now displays <code>n/a</code> for digital assets.



Issue ID	Description
AEM-1139	<p>Previously, the list of content items in the Translation Queue had the following usability issues:</p> <ul style="list-style-type: none"> <li>■ Only a few items were displayed at one time.</li> <li>■ The list was too wide, so that scrolling was required to see all columns.</li> </ul> <p>These issues have been resolved:</p> <ul style="list-style-type: none"> <li>■ The list now displays eight content items without requiring scrolling.</li> <li>■ The list is less wide, and you can resize the columns so that they are all displayed without requiring scrolling.</li> <li>■ The user interface below the list has been organized into the following three tabs: <ul style="list-style-type: none"> <li>■ <b>Translation Job:</b> This tab has the required fields and buttons for sending out a job for translation.</li> <li>■ <b>Reference Files:</b> This tab enables you to attach reference files to your translation job.</li> <li>■ <b>Overwrite options:</b> This tab enables you to overwrite translation settings that were specified when the items were originally submitted to the Translation Queue.</li> </ul> </li> </ul>
AEM-1153	<p>Previously, if there were too many items in the Translation Queue, and too many scheduled jobs for sending out content from the Translation Queue were triggered simultaneously, then some of those jobs were not executed on schedule. Those jobs were executed at the next scheduled time. This issue has been resolved. All jobs are now executed on schedule.</p>
AEM-1157	<p>In previous versions of the Connector, when using the <code>CTCRolloutTranslation</code> workflow in your custom rollout configuration, the Connector set the <code>cq:lastRolledOutBy</code> property to <code>admin</code> instead of to the user who initiated the workflow. This issue has been resolved. The Connector now sets the <code>cq:lastRolledOutBy</code> property to the user who initiated the workflow.</p>

Issue ID	Description
AEM-1172	In versions 3.4 and higher of the Connector, when navigating from the <b>Search from Site Path</b> field in the <b>Item type</b> page of the Bulk Translation wizard, then if a folder had a child folder with a special character in the name, selecting that folder displayed an error message and the icon of the folder changed to a white square. This issue has been resolved. You can now navigate properly in a structure containing folders with special characters in the name.

## Known Issues

Issue ID	Description
AEM-731	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 Lionbridge Support.
AEM-768	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.
AEM-1013	When using Adobe Experience Manager version 6.1 with Firefox, the dropdown lists in the Connector <b>Configuration</b> page do not work and clicking <b>Save Configuration</b> displays the <code>403 Forbidden error HTTP</code> status code.
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.

Issue ID	Description
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 Lionbridge Translation Connector for Lionbridge Freeway:</p> <ul style="list-style-type: none"> <li>■ You specify analysis codes in Lionbridge Freeway.</li> <li>■ You rename the analysis codes from their default names in Lionbridge Freeway.</li> <li>■ In the <b>Translation Platform</b> section, <b>Freeway Config</b> sub-section of the <b>Configuration</b> page of the Connector, you select only the <b>Require Value 1</b> check box.</li> </ul> <p>In the <b>LSP</b> page of the Bulk Translation wizard, if Lionbridge Freeway is selected in the <b>Choose LSP</b> box, in the <b>Analysis Code</b> 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>
AEM-1134	In the Translation Queue, clicking a link in the <b>Page</b> column displaying the path and name of a Content Fragment does not open that fragment in a new browser tab. Instead, the browser tab displays a 404 error.
AEM-1171	The <code>Sample_CT_Workflow_Translation</code> workflow add-on is not supported in the current release. Therefore, you cannot use this workflow to send content for translation, either from the Inbox or from Sidekick.
	When the add-on 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).