Lionbridge

Lionbridge Connector for Sitecore

Version 4.0.2

Release Notes

April 3, 2018

Overview

Welcome to the Lionbridge Connector for Sitecore (Connector). The Connector enables you to automate sending and retrieving content from your Sitecore 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: 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 Sitecore (Connector) must be installed on the machine where Sitecore is installed. The Connector supports Sitecore versions 8.0 and higher, including all current releases.

The Connector has no additional hardware or software requirements beyond those of Sitecore CE. For detailed requirements, refer to the appropriate version of the *Sitecore CMS Installation Guide*. This guide is available in the documentation section of the Sitecore Developer Network (SDN) site, at http://sdn.sitecore.net/Reference.aspx. You must log in to this site to access the documentation.

Note about Sitecore Azure: The Connector installation is supported for Sitecore installed via the Sitecore Azure Toolkit 8.2 and higher. The Connector installation on Sitecore installed with the Sitecore Azure Module (Sitecore

8.1 and lower) is not fully supported. For guidance on installing the Connector with the Sitecore Azure Module, please contact Lionbridge Connector Support.

The Connector supports the Mozilla Firefox, Google Chrome, and Microsoft Internet Explorer 11 web browsers.

What's New?

- You can now call the `<UserSendItemsPipeline>` pipeline to use custom logic when sending out translation jobs. This enables you to avoid using the Connector user interface.

- If you are new to the Connector, you can now import existing translations of your website to a local TM. This enables you to use the Connector's **Use Local TM** feature, which helps you reduce translation costs by reducing the quantity of content that Connector sends to translation providers. With this feature, the Connector sends only new and changed content fields out for translation.

- Previously, if the `UploadService` service ran for a long time because it processing over 1,000 content items, it may have blocked the `DownloadService` service from running. If this scenario occurs, you can now enable the new `AsyncUploadDownloadService` service. This service runs the `UploadService` and `DownloadService` services in sequence, so that `UploadService` does not block the `DownloadService` service.

- After saving a team-profile setting, a message box now confirms that the team profile was successfully saved.

- In the `/sitecore/system/Settings/Clay Tablet Settings/Advanced Settings` folder, in the **Standard fields to copy to target item** section, by default the `__Final Renderings` standard field is now in the **Selected** column.

- The interface that opens from the **Item Translation Details** link in the **Translation Tools** section of the **Lionbridge Translation** tab has changed as follows:
  - The **Translation Status** tab has been renamed to **Item Translation Details**.
  - The new **Job Name** column displays the name of the job in which the item was translated.
  - The **Reference** column has been renamed to **Provider Ref**.
    - If this item has been translated, it now displays the translation provider's reference for the job in which the item was translated.
    - If this item has not been translated, for example, it is in the Translation Queue, then this column is blank.

- The information bars in the Sitecore Content Editor information now display only summary information. You can click the **Item Translation Details** link to view additional translation information in the newly renamed **Item Translation Details** tab (formerly the **Status** tab).

- The labels of the onDemand-configuration fields in the **Translation Providers Configuration** page now match the user interface in the Lionbridge onDemand portal:
  - The **API Key** field has been renamed to **Access Key**.
  - The **API Key ID** field has been renamed to **Access Key ID**.

  Note: The order of these two fields has been reversed.

Issues Fixed in This Release

Issue ID	Description
SIT-469	In versions 3.10.2 and higher of the Connector, clicking **Translate To** in the Sitecore Experience Editor displayed an error instead of opening the **Automatic Item export for translation** dialog box. This issue has been resolved.
SIT-486	Previously, when sending multiple content items for translation as a single job, the job was split into two jobs with the same project ID. This occurred because the `UploadService` started while the Connector was processing the job, and it sent out the items that were already processed to be sent out. Then the Bulk Translation wizard sent out the remaining items as a separate job with the same project ID. This caused incorrect `assetTaskCount` metadata, which prevented part of the job from being processed by the translation provider. This issue has been resolved.
SIT-495	Previously, when sending out content for translation to Lionbridge onDemand, all onDemand service options were displayed in the **onDemand Service** dropdown list. However, some of these onDemand services did not support receiving content from the Connector. This issue has been resolved. Now, the **onDemand Service** dropdown list displays only onDemand services that accept files in `XML` format, which is the format that the Connector uses to send out content for translation.
SIT-499	Previously, the copyright year in the Connector installer was incorrect. This issue has been resolved.
SIT-503	If the `lionbridgeteams domain needs to be created manually` error is displayed during installation, you can either ignore this message (if you are not using the team profile feature), or you can add the `lionbridgeteams` domain manually. If you cannot add this domain from the Sitecore user interface, you add `<domain name="lionbridgeteams" />` to the `domains` node in `\Website\App_Config\Security\Domains.config`.
SIT-504	In version 4.0.1 of the Connector, in the **Excluding Items** page of the Bulk Translation wizard: ■ Clicking **Check a branch** opened the **Uncheck a branch** dialog box. ■ The **Un-check All** button was incorrectly labeled as **Un-check a branch**. These issues have been resolved.
SIT-505	Previously, if a user defined a filter and then removed the template used in that filter from the Sitecore database: ■ The **Translation Filter** window did not open properly. ■ Sending content for translation from the Bulk Translation wizard failed at the last step. ■ The upload service crashed. These issues have been resolved.

Known Issues

Issue ID	Description
SIT-149	When running the enhanced Workbox from the Launch Pad in Sitecore 8.x, the Workflow ribbon is not displayed properly, so that the **Workflow**, **Filter**, **Sort**, and **View** sections of the ribbon are cut off.
SIT-276	When using the enhanced Workbox version 3.9.7 with the Connector version 3.9.7 and Sitecore 8.1 and Microsoft Internet Explorer 11, scroll bars are not displayed.
SIT-287	After clicking **Cancel** in or closing the **Automatic Item Export for Translation** dialog box, the item's workflow state is displayed in the browser as the next workflow state, although it remains unchanged. **Workaround:** To view the correct workflow state, either click again on the item in the content tree, or refresh the browser.
SIT-293	When using the enhanced Workbox, selecting a value from either the **Language** or **Field** dropdown lists does not automatically update the list of content items. **Workaround:** To update the list of content items, click the **Refresh** button.
SIT-308	When using the enhanced Workbox with Sitecore 8.1, clicking any button with **All** or any link such as **Submit**, **Reject**, or **Translate** does not display the subsequent changes. **Workaround:** To view the changes that should be displayed after clicking any button with **All** or a link, click the **Refresh** button.
SIT-360	When using version 8.0 of Sitecore, in the **Bulk Translation** section of the **Lionbridge Connector Settings** item in the `/sitecore/system/Settings/Lionbridge Settings/Lionbridge Connector Settings` folder, `Bucket [Not in the selection List]` is displayed instead of `Bucket`.
SIT-463	When using the Microsoft Internet Explorer browser, the Lionbridge logo is not displayed properly in the wizard user interfaces.