

# Lionbridge

## Lionbridge Connector for Sitecore

### Version 4.0.4

## Release Notes

September 13, 2018

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### 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.

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### 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 Connectors 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 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:

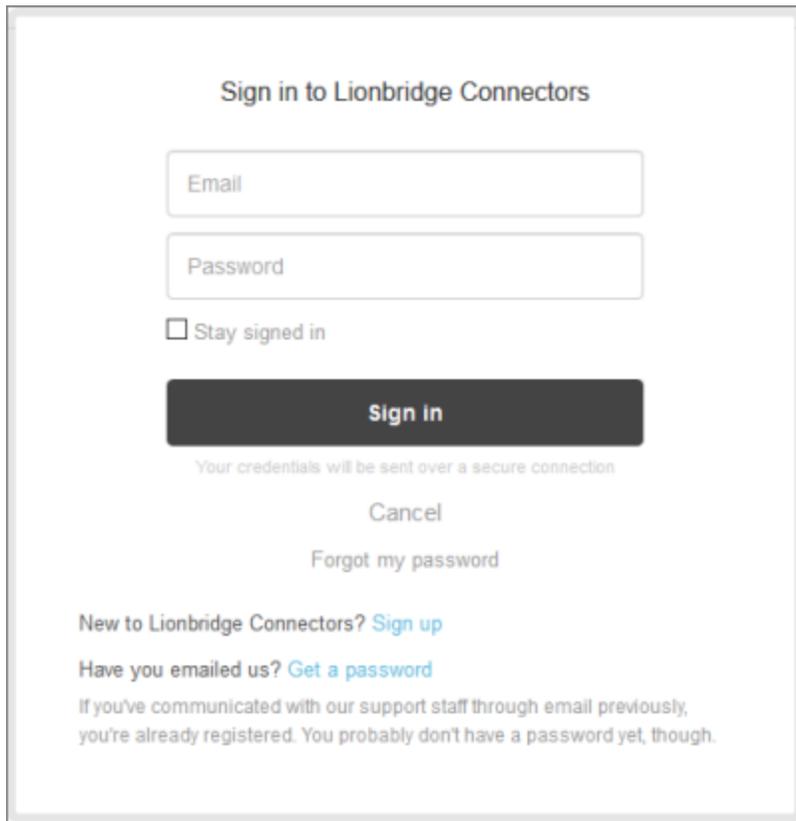
- CMS log files for the date the issue occurred
- Connector or App log files for the date the issue occurred
- screen capture of the issue

### 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 Connectors 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 titled "Sign in to Lionbridge Connectors". It features two input fields: "Email" and "Password". Below these fields is a checkbox labeled "Stay signed in". A prominent black button with the text "Sign in" is centered below the checkbox. Underneath the button, a small grey text line reads "Your credentials will be sent over a secure connection". Below this are two links: "Cancel" and "Forgot my password". At the bottom of the form, there are two blue links: "New to Lionbridge Connectors? Sign up" and "Have you emailed us? Get a password". A final line of text states: "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.

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## 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.

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## What's New?

You can now specify the sort order of languages displayed in all user interfaces when sending out content items for translation. You use the **Sort Languages Alphabetically** check box in the **Bulk Translation** section of the **Lionbridge Connector Settings** item to specify this setting. You can choose one of the following:

- If the check box is selected, the Connector sorts languages alphabetically. This is the current behavior in the Bulk Translation wizard.
- If the check box is cleared, the Connector sorts languages in the order specified in `sitecore/System/Languages`. This is the current behavior in the **Automatic Item export for translation** dialog box. This is the default setting.

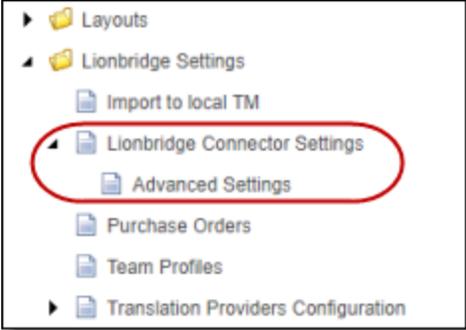
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## Issues Fixed in This Release

Issue ID	Description
SIT-542	Previously, although default target languages were defined in the <b>Bulk Translation</b> section of the <b>Lionbridge Connector Settings</b> item, when using the Bulk Translation wizard, after selecting the source and default target languages, selecting a different source language cleared the selected default target languages. This issue has been resolved. Changing the source language no longer clears the selected default target languages.
SIT-545	Previously, the <b>Import to local TM</b> item under <code>/sitecore/system/Settings/Lionbridge Settings/</code> in the content tree did not load, and an error message was displayed. This occurred because the Connector did not correctly process an illegal character in the XML in the field content. This issue has been resolved. The Connector now correctly processes illegal characters in the XML in the field content.
SIT-547	Previously, if an item was archived before its translation was complete, it did not open in the Content Editor, which behaved unexpectedly. This issue has been resolved. The Content Editor now opens as expected in this scenario.

## 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 <b>Workflow, Filter, Sort, and View</b> 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 <b>Cancel</b> in or closing the <b>Automatic Item Export for Translation</b> dialog box, the item's workflow state is displayed in the browser as the next workflow state, although it remains unchanged. <b>Workaround:</b> 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 <b>Language</b> or <b>Field</b> dropdown lists does not automatically update the list of content items. <b>Workaround:</b> To update the list of content items, click the <b>Refresh</b> button.
SIT-308	When using the enhanced Workbox with Sitecore 8.1, clicking any button with <b>All</b> or any link such as <b>Submit, Reject, or Translate</b> does not display the subsequent changes. <b>Workaround:</b> To view the changes that should be displayed after clicking any button with <b>All</b> or a link, click the <b>Refresh</b> button.
SIT-360	When using version 8.0 of Sitecore, in the <b>Bulk Translation</b> section of the <b>Lionbridge Connector Settings</b> item in the <code>/sitecore/system/Settings/Lionbridge Settings/Lionbridge Connector Settings</code> folder, <code>Bucket [Not in the selection List]</code> is displayed instead of <code>Bucket</code> .
SIT-463	When using the Microsoft Internet Explorer browser, the Lionbridge logo is not displayed properly in the wizard user interfaces.
SIT-526	After selecting the <b>Supports Quoting</b> check box while creating a translation provider, the <b>Send for Quote</b> check box is selected by default in the following Connector interfaces: <ul style="list-style-type: none"> <li>■ the <b>Bulk Translation</b> wizard</li> <li>■ the <b>Automatic Item export for translation</b> dialog box</li> <li>■ the <b>Send Items Out for Translation</b> dialog box, which opens from Translation Queue</li> </ul> This is incorrect. The <b>Send for Quote</b> check box should be available for selection, but the check box should be cleared by default.

Issue ID	Description
SIT-536	When using the Clay Tablet Connector for Lionbridge Freeway and specifying analysis codes in Lionbridge Freeway, if you rename the analysis codes, then the Lionbridge App incorrectly re-orders and displays the analysis-code fields alphabetically instead of sequentially.
SIT-541	<p>When installing the update package, three errors may be displayed, and the <code>/sitecore/system/Settings/Lionbridge Settings/Lionbridge Connector Settings/ node</code> and its child item <code>Advanced Settings</code> may be missing.</p> <p><b>Workaround</b></p> <ol style="list-style-type: none"> <li>1. Locate the <code>CT3 Translation Settings</code> node, which was the name of the node before the Connector was rebranded from Clay Tablet to Lionbridge.</li> <li>2. Manually rename items to match the following tree structure.</li> </ol>  <p>The screenshot shows a settings tree with the following structure:</p> <ul style="list-style-type: none"> <li>Layouts</li> <li>Lionbridge Settings       <ul style="list-style-type: none"> <li>Import to local TM</li> <li>Lionbridge Connector Settings (circled in red)</li> <li>Advanced Settings (circled in red)</li> <li>Purchase Orders</li> <li>Team Profiles</li> </ul> </li> <li>Translation Providers Configuration</li> </ul> <ol style="list-style-type: none"> <li>3. Run the installation upgrade package again.</li> </ol>