

# LIONBRIDGE

## Lionbridge Connector for Sitecore

### Version 4.0.6

## Release Notes

December 18, 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](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

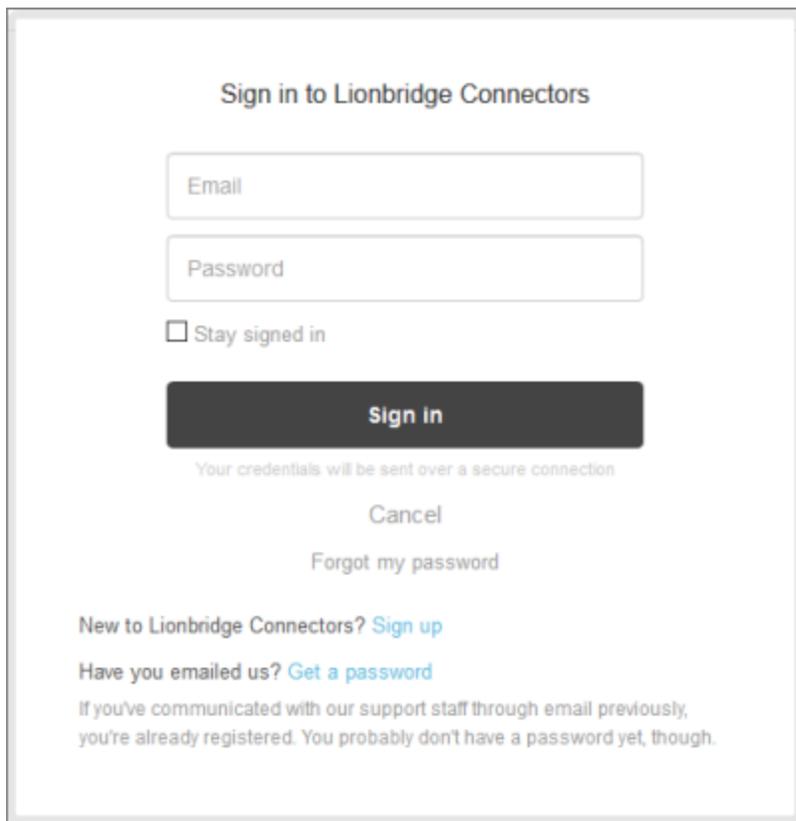
## Files to attach to the support ticket:

- 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". Under the "Password" field is a checkbox labeled "Stay signed in". A large black button with the text "Sign in" is centered below the fields. Below the button, it says "Your credentials will be sent over a secure connection". Further down are links for "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 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.

## 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?

- In the **Settings** page of the **Bulk Translation** wizard, admin users can now select the **Show jobs from all users** check box to view jobs previously submitted by other users. This enables admin users to select items from those jobs to send for translation.
- You can now configure the Connector to update the latest version of a target item when sending out a translation job. Previously, the Connector always created a new version of a target item when sending out a translation job. This default behavior has not changed. You configure this feature using the `ClayTablet.Sitecore.UpdateLatestExistingTargetVersion` setting in the `Website_root/Website/App_Config/Include/CT3Translation.config` configuration file.

- You can now configure the **PO Reference** field to be a required field when sending out content for a translation. You configure this setting separately for each translation provider by selecting the new **PO Required** check box:
  - When creating a new translation provider or upgrading the account keys for an existing provider, this check box is located in the Content Editor, in the content tree, under `/sitecore/system/Settings/Lionbridge Settings/Translation Providers Configuration`, in the **Provider** tab.
  - When updating a translation provider, this check box is located in the Content Editor, in the content tree, under `/sitecore/system/Settings/Lionbridge Settings/Translation Providers Configuration`, in the item for the translation provider. Within this item, this check box is located in the **Item parameters** section.

## Issues Fixed in This Release

Issue ID	Description
SIT-555	Previously, the log file was sometimes flooded with misleading error messages similar to the following: <code>System.Exception: TranslatedSitecoreItem should not have empty CT2AssetId field</code> . This issue has been resolved.
SIT-567	Previously, multiple emails were sent from <code>CTTNotification@clay-tablet.com</code> when items in a translation job were sent out for translation and when translated items returned from translation. This situation occurred when the client's SMTP server had the following errors in the log file <code>Failed to send notification email with local smtp: Insufficient system storage</code> but still sent out the email notifications. This issue has been resolved.

Issue ID	Description
SIT-569	<p>In version 4.0.5 of the Connector, in the <code>CT3Translation.config</code> configuration file:</p> <ul style="list-style-type: none"> <li>■ The default value of <code>ClayTablet.LogDebugTraceInfo</code> was set to <code>true</code> instead of <code>false</code>.</li> <li>■ <code>ClayTablet.LogSystemFieldNameWhileCollecting</code> was included in the configuration file. This was for debugging purposes only and it should not have been included in the Connector package.</li> </ul> <p>These issues have been resolved:</p> <ul style="list-style-type: none"> <li>■ The default value of <code>ClayTablet.LogDebugTraceInfo</code> is now set to <code>false</code>.</li> <li>■ <code>ClayTablet.LogSystemFieldNameWhileCollecting</code> has been removed from the configuration file.</li> </ul>
SIT-570	<p>Previously, there were sometimes many entries in the log file of <code>System.Reflection.TargetInvocationException</code>, where the stack trace points to <code>ClayTablet.SC.Pipelines.ContentEditorTranslationWarnings.Process</code>. This issue has been resolved.</p>
SIT-572	<p>Previously, in the <b>Excluding Item(s)</b> page of the Bulk Translation wizard, in the <b>Target language and version</b> pane, the <b>Version</b> text boxes were too narrow to view a number that was entered in the box. This issue has been resolved. You can now view a number that you enter in the text box.</p>
SIT-574	<p>Previously, there was a <b>Primary Server</b> configuration field in the following location in the Content Editor in the content tree: <code>/sitecore/system/Settings/Lionbridge Settings/Translation Providers Configuration</code>. This setting was not used, and it has been removed. The correct configuration option is the <b>Primary Server Host Name or IP</b> field in the <code>/sitecore/system/Settings/Lionbridge Settings/Lionbridge Connector Settings</code>.</p>
SIT-577	<p>Previously, if a content item was added to the Translation Queue and then deleted from Sitecore, the Translation Queue could not process new translation requests, and an error was displayed in the Sitecore log file. This issue has been resolved. Deleting a content item that was in the Translation Queue does not prevent the queue from processing new translation requests.</p>

## 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.

Issue ID	Description
SIT-526	<p>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:</p> <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> <p>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.</p>
SIT-536	<p>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.</p>
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> <div data-bbox="347 1398 813 1728" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <pre> └─ Layouts   └─ Lionbridge Settings     └─ Import to local TM       └─ Lionbridge Connector Settings         └─ Advanced Settings           └─ Purchase Orders             └─ Team Profiles               └─ Translation Providers Configuration           </pre> </div> <ol style="list-style-type: none"> <li>3. Run the installation upgrade package again.</li> </ol>