LIONBRIDGE

Lionbridge Connector for Sitecore

Version 4.0.7

Release Notes

February 25, 2019

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 Connector 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 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
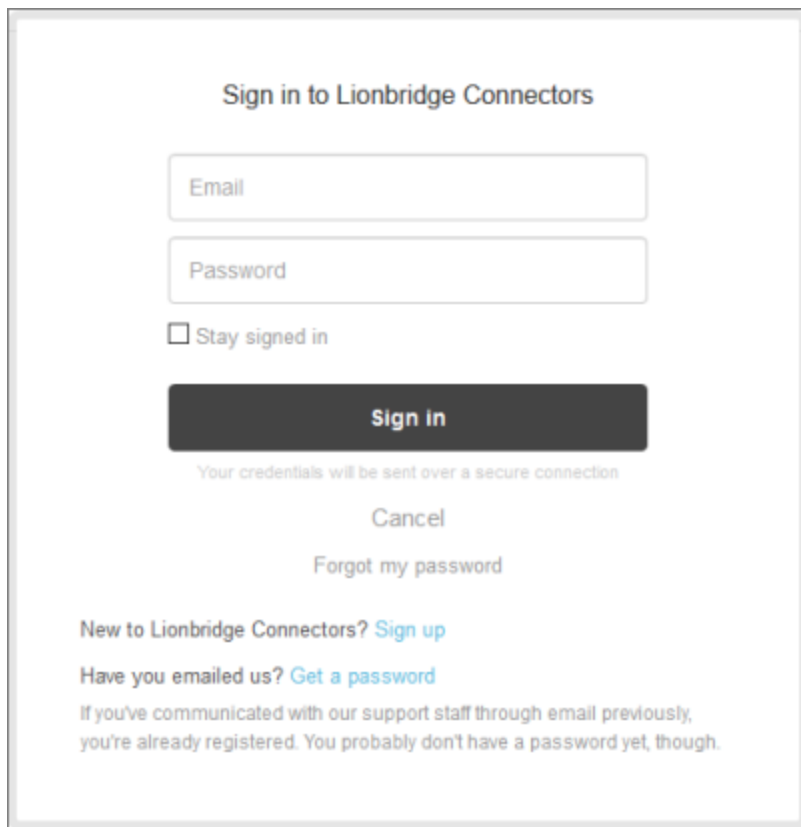- any error text—copy and paste, if applicable

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.

Sign in to Lionbridge Connectors

Email

Password

☐ Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

Forgot my password

New to Lionbridge Connectors? 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 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.

Issues Fixed in This Release

Issue ID	Description
SIT-497	Previously, in versions 4.0.x of the Connector, the `Failed to deserialize xml data to a NotifyEmailInfo object` INFO message was included in the log files, and the Connector did not send out email notifications when it sent out a job for translation. This issue has been resolved.
SIT-533	When using the Connector's optional enhanced Workbox with Sitecore 9.x, an application error was displayed and the **Language** selector did not work. This issue has been resolved.

Issue ID	Description
SIT-536	Previously, when using the Clay Tablet Connector for Lionbridge Freeway and specifying analysis codes in Lionbridge Freeway, if you renamed the analysis codes, then the Lionbridge Connector incorrectly re-ordered and displayed the analysis-code fields alphabetically instead of sequentially. This issue has been resolved.
SIT-579	Previously, after adding Sitecore's own publish action (`Sitecore.Workflows.Simple.PublishAction`, `Sitecore.Kernel`) to the final state of a translation workflow and setting the **Workflow State to set (for Source Content) once content has been sent for translation** parameter of the workflow template to the final state, when sending out the content item for translation, the source item was moved to the final state. However, instead of publishing the source item, the Connector tried to publish the item for the workflow's final state. This issue has been resolved. In the previous scenario, the Connector now publishes the source item, as expected.
SIT-580	Previously, the log files included many diagnostic messages logged at the `INFO` level and some messages, starting with `[COLLECTING]`, that should not have been logged. This issue has been resolved. Some of these messages are no longer logged, while others are logged at the `DEBUG` level.
SIT-583	In versions 4.0.4 to 4.0.6 of the Connector, the `due date` metadata sent to the translation provider was the PO reference instead of the actual due date specified by the user who sent out the job for translation. This issue has been resolved. The `due date` metadata sent to the translation provider is now the due date specified by the user who sent out the job for translation.
SIT-586	In version 4.0.6 of the Connector, when sending content for translation to Lionbridge Freeway, the Connector did not send the specified Freeway analysis codes to Lionbridge Freeway. This issue has been resolved. The Connector now sends the specified Freeway analysis codes to Lionbridge Freeway.

Issue ID	Description
SIT-588	In version 4.0.6 of the Connector, if there was content in the **Delivery Date** field that was not in the supported date format (`MM/DD/YYYY`), then: ■ If the translation provider was Lionbridge Freeway (`Freeway` provider type), then the Connector displayed an error message that the date format was incorrect. However, when the Connector sent out the job for translation, it ignored the content of the **Delivery Date** field and set the delivery date to two weeks after the current date. ■ If the translation provider was a (`Generic` provider type, then the Connector did not display an error message. When the Connector sent out the job for translation, it did not include any delivery date in the job metadata. This issue has been resolved. The Connector now sends out a job for translation only if the content of the **Delivery Date** field is either blank or in the correct date format. If the content of the field is not in the correct date format, a meaningful message is always displayed.
SIT-590	In version 4.0.6 of the Connector, if the **Copy source to target only** radio button was selected in the **Translation Options** page of the Bulk Translation wizard, then after clicking **Submit** in the **Summary Report** page, a runtime error was displayed. This issue has been resolved.
SIT-591	When using version 4.0.4 of the Connector with version 8.1 of Sitecore, opening the Translation Queue displayed an internal server error. This issue has 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.

Issue ID	Description
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.
SIT-526	After selecting the **Supports Quoting** check box while creating a translation provider, the **Send for Quote** check box is selected by default in the following Connector interfaces: ■ the **Bulk Translation** wizard ■ the **Automatic Item export for translation** dialog box ■ the **Send Items Out for Translation** dialog box, which opens from Translation Queue This is incorrect. The **Send for Quote** check box should be available for selection, but the check box should be cleared by default.

Issue ID	Description
SIT-541	When installing the update package, three errors may be displayed, and the `/sitecore/system/Settings/Lionbridge Settings/Lionbridge Connector Settings/` node and its child item `Advanced Settings` may be missing. **Workaround** 1. Locate the `CT3 Translation Settings` node, which was the name of the node before the Connector was rebranded from Clay Tablet to Lionbridge. 2. Manually rename items to match the following tree structure. 3. Run the installation upgrade package again.