



Lionbridge Connector for Hybris

Version 2.3.0

Release Notes

February 1, 2019

Overview

Welcome to the Lionbridge Connector for Hybris (Connector). The Connector enables you to automate sending and retrieving content from your Hybris 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

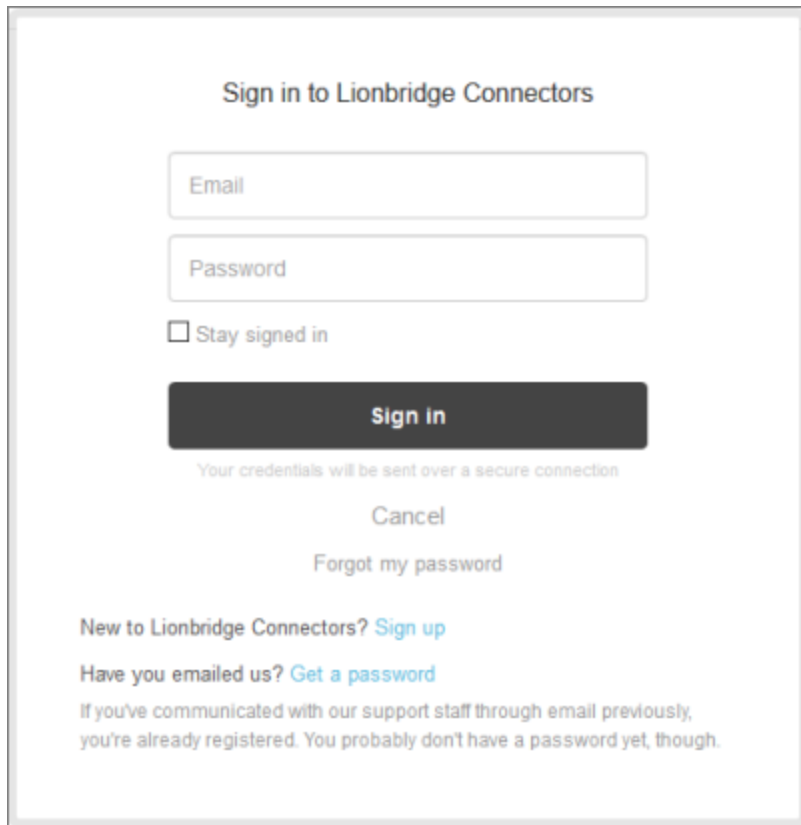
Files to attach to the support ticket:

- 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.



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 more links: "New to Lionbridge Connectors? Sign up" and "Have you emailed us? Get a password". A small note at the very bottom 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 Hybris ("Connector") supports Hybris versions 6.1 and higher. The Connector has several pre-installation requirements, described in "Before You Install" in the *Lionbridge Connector for Hybris Installation and Configuration Guide*.

The Connector requires Java 8.

The Connector has no additional hardware or software requirements beyond those of Hybris. For detailed requirements, refer to the appropriate version of the Hybris documentation at <https://wiki.hybris.com>.

Memory	16 GB minimum is recommended by Hybris. This is recommended for the Connector to function as expected.
Disk Space	<ul style="list-style-type: none">■ 5 GB is recommended by Hybris.■ The Connector installation requires an additional 170 MB of disk space.■ Space for storing log files.

What's New?

- You can now include any `keyword` properties in content you send for translation. Previously you could include `keyword` properties only of the `Product` type.
- The **Item Type Attributes** tab of the **Content Mapping** page now displays by default `Relation` type attributes and types that contain only `Relation` type attributes in search results. If you want to exclude these attributes and types from the search results, clear the new **Include relations** check box. By default the level of recursion of these type attributes is 1. You can modify the number of levels by editing the value of the `contentextraction.requestsSourcesExtractionRecursivenessMaxDepth`

parameter in the {HYBRIS_HOME}
/hybris/bin/custom/ctcore/project.properties file.

Warning: Changing the default value of 1 to a larger number may produce large process-consuming tasks that can affect system performance.

Issues Fixed in This Release

Issue ID	Description
LHYB-379	In previous versions of the Connector, the Backoffice did not work properly in Hybris version 1808. This issue has been resolved.
LHYB-383	In version 2.2.2 of the Connector, if multiple classification attributes were assigned to a category to which a product was assigned, then when the Connector sent the product for translation, it sent only the product attributes and it did not send the product features. This issue has been resolved. In the previous scenario, the Connector now sends both the product attributes and product features for translation.

Known Issues

Issue ID	Description
LHYB-318	In the Translation Settings section of the System Configuration page, if the Maximum number of items per translation file or the Cron Job Interval (Minutes) settings has a value greater than 9999999999, an Out of range error message is displayed.
LHYB-368	When sending content for translation from the Hybris Product Cockpit or the Hybris WCMS Cockpit, the <code>sendToTranslationComposer</code> error message is written to the <code>Claytablet.log</code> log file. However, the Connector sends the content for translation normally.
LHYB-373	You cannot send the metadata of classification attributes for translation. For example, you cannot send the description of the <code>ProductFeature</code> product attribute for translation. This limitation occurs because this functionality is not supported by the Hybris API.