



Clay Tablet Connector for Adobe Experience Manager

Version 3.2.1

Release Notes

July 31, 2017

Overview

Welcome to the Clay Tablet Connector for Adobe Experience Manager (Connector). The Connector enables you to automate sending and retrieving content from your Adobe Experience Manager CMS, which dramatically reduces the effort required to create, maintain, and publish Web content in multiple languages.

How to Contact Clay Tablet Support

Email @: support@clay-tablet.com

Telephone: +1-416-363-0888

You can submit a support ticket either:

- by email
- from the Clay Tablet Zendesk page, using your web browser

To submit a support ticket:

1. Do one of the following:
 - Email support@clay-tablet.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 Clay Tablet Zendesk page in your browser: <https://claytablet.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, Clay Tablet 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
- Clay Tablet 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 Clay Tablet Zendesk page in your browser: <https://claytablet.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.

Sign in to Clay Tablet Technologies

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

[I am an Agent](#)

[Forgot my password](#)

New to Clay Tablet Technologies? [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.

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 Clay Tablet Connector for Adobe Experience Manager (AEM) must be installed on the AEM Author server. The Clay Tablet Connector for AEM supports AEM versions 5.6.1 and higher.

The Clay Tablet Connector for AEM has no additional hardware or software requirements beyond those of AEM. For detailed requirements, refer to the appropriate version of the *Adobe Experience Manager Technical Requirements*.

What's New?

- In the **Est. Words** column at the bottom of the **Job Details** tab of the **Translation Status** page, the number of words in a translation job or a content item that have previously been translated and are stored in the local TM (translation memory) are displayed in brackets preceded by TM.
- In the **Language Mapping** page, you can now clear the new clear the **Confirm before delete** check box to prevent displaying a confirmation message box each time you delete a language mapping.
- You can now prevent the installed Clay Tablet bundle from starting automatically.
- You can now enter the full path of a page of a website (for example `http://localhost:4502/content/geometrix/en/company.html`) in the **Search from Site Path** field in the Bulk Tool and use it to search for pages.
- The Connector now remembers the paths you enter in the **Search from Site Path** field in the Bulk Tool, and they are available for selection in the future.
- There are the following changes to the Field report:
 - In the **Report Fields Configuration** section of the **Advanced Settings** page, you can add the `{PageTemplate}`, `{PageType}`, and `{TranslationStatus}` tags to display the corresponding information in the Field report.

Note: `{PageTemplate}` and `{PageType}` are standard fields in AEM. `{TranslationStatus}` is a custom property defined in the **Translation Status** section at the top of the **Advanced Settings** page.
 - The Field report now includes field contents for multiple language versions of selected pages. This information is displayed in a separate tab in the Microsoft Excel file for each language version. It can indicate if pages are missing specific language versions.
 - In the **Report Fields Configuration** section of the **Advanced Settings** page, you can now specify the order in which fields are displayed in the generated report.
- In the Bulk Tool, highlighting pages and clicking **Switch Languages** now displays a message if any pages of of the switched languages do not exist.

Issues Fixed in This Release

Issue ID	Description
AEM-929	Previously, after sending out previously translated tags from the Bulk Translation wizard, when both the Use Local TM and the Save existing target content to Local TM check boxes were cleared in the Options page of the wizard, the status immediately changed to <code>No Translation Required</code> , and the Connector did not send out the tags for translation. This occurred because the Connector did not look for updates to the tags. This issue has been resolved, and the Connector now checks for updates to tags.

Issue ID	Description
AEM-936	Previously, in the Connector versions 3.0 and higher, trying to generate the Field report from the Reporting tab of the Bulk Tool failed, so the report could not be opened from the Tasks tab of the Backend Tasks page. The report was not generated because the language name included a slash (/), for example <code>en/us</code> , and this language name was included in the Excel sheet name, which is not allowed by Microsoft Excel. This issue has been resolved. The Excel sheet name now does not include slashes, and the Field report now generates as expected.
AEM-937	Previously, in the Connector versions 3.1 and higher, in the Bulk Tool, if rows were not selected in the page list, then clicking Refresh did not update information about pages in the list. This issue has been resolved. Clicking Refresh now updates information about pages in the list whether or not rows are selected.
AEM-938	Previously, in the Connector versions 3.1 and higher, the Sitemap report that was generated from the Reporting tab of the Bulk Tool had the following omissions: <ul style="list-style-type: none"> ■ Template column is missing data ■ Translated column is missing These issues have been resolved, and the Sitemap report now includes all expected data.
AEM-944	Previously, if you configured a custom translation-status property that was attached to individual pages (in the Translation Status section of the Advanced Settings page), then the property value was not updated when content returned from translation. This issue has been resolved.
AEM-948	Previously, in the Connector version 3.2.0, double-byte characters entered in the page property fields in the Page Property Updating tab of the Bulk Tool were not saved properly in AEM. This issue has been resolved.
AEM-949	Previously, when using the Connector version 3.2.0 with AEM 6.3, after generating the Translation report, it was blank and did not show any data. This issue has been resolved.
AEM-950	Previously, when using the Connector version 3.2.0 with AEM 6.3, the Connector could not unlock pages that the <code>claytablet-service</code> account had locked, and AEM displayed the following error: <code>Not an owner of the lock</code> . This issue has been resolved.
AEM-956	Previously, in the Connector version 3.2.0, the report for the Page Property Updating task did not display double-byte characters properly. This issue has been resolved.
AEM-961	Previously, in the Connector version 3.2.0, when submitting a new task from the Page Property Updating tab of the Bulk Tool, the Submit a new task dialog box was not displayed properly. This issue has been resolved.
AEM-964	Previously, in the Connector versions 3.1.0 and higher, images were not copied from the source to the target. This issue has been resolved.

Known Issues

Issue ID	Description
AEM-731	By default, the Connector caches all the files for translation and all received translation files. To instruct the Connector <i>not</i> to cache these files, edit <code>/etc/ctcpipelineconfig/ctcTranslationPipes.xml</code> in CRX and follow the instructions in the comments in that file about how to comment out or enable particular steps in the Pipeline to meet your needs. In version 2.5.0 of the Connector, the files are stored in the database. For updated instructions, please contact Clay Tablet Support.
AEM-768	When using AEM 6.2, some pages and dialog boxes that are slow to load are blank instead of populated with data. This is caused by an issue in AEM 6.2. You can contact Adobe Support to receive a hotfix for this issue, which will be fixed in an upcoming Adobe maintenance release.
AEM-928	In versions 3.1.0 and higher of the Connector, in the Bulk Tool, highlighting pages in the page list, clicking Switch Languages , selecting the languages to switch, and then clicking Switch does not display a warning message if some highlighted pages do not have corresponding language versions for the selected target languages.
	When the add-in for Lionbridge Freeway is installed, Freeway-specific fields are displayed in the second page of the Sidekick wizard even when Lionbridge Freeway is not selected as the translation provider (LSP).