Clay Tablet Connector for Adobe Experience Manager

Version 3.4.6

Release Notes

October 16, 2018

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.

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 must be installed on the Adobe Experience Manager Author server. The Clay Tablet Connector for Adobe Experience Manager supports Adobe Experience Manager versions 6.0 and higher.

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

What's New?

If either or both of the **Language Conversion (URL Reference)** and **Language Conversion (Content Link)** options are configured in the **Translation Settings** section of the **Configuration** page, you can now specify the following types of overrides to these configurations:

- You can specify a file-type override so that the Connector does not convert URL references or content links to a specific file type, for example, `.JPG` or `.GIF` files.

- You can specify a particular filename so that the Connector does not convert URL references or content links to that file. For example, if you specify `filename1.jpg`, then the Connector does not convert URL references or content links to that file.

You can specify these overrides in the new **Prevent URL Conversions** section of the **Advanced Settings** page.

Issue Fixed in This Release

Issue ID	Description
AEM-1145	The On-Premise Platform configuration options, which were removed from version 3.4.5 of the Connector, have been returned to the **Translation Platform** section of the **Configuration** page because this feature is now supported again. ■ The **License** configuration option has returned to the **Public Platform** sub-section of this section. ■ The Lionbridge Freeway configuration options remain in the new **Freeway Config** section of the **Configuration** page.

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 *not* to cache these files, edit `/etc/ctcpipelineconfig/ctcTranslationPipes.xml` 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. Starting in version 2.5.0 of Connector, the files are stored in the database, so you should update the `DeleteLocalTranslationFile` pipeline step to remove cached files from the database instead of looking in the file system. For updated instructions, please contact Clay Tablet Support.
AEM-768	When using Adobe Experience Manager 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 Adobe Experience Manager 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-1008	In versions 3.3.x of the Connector, the **Est. Words** column in the Translation Status window and the **Words** column in the Translation Queue display 0 (zero) as the word count for digital assets.

Issue ID	Description
AEM-1013	When using Adobe Experience Manager version 6.1 with Firefox, the dropdown lists in the Connector **Configuration** page do not work and clicking **Save Configuration** displays the `403 Forbidden error` HTTP status code.
AEM-1022	When the Connector's add-in for Lionbridge Freeway is installed, and the connection to Freeway, as configured in the **Freeway Config** sub-section of the **Translation Platform** section of the **Configuration** page uses non-default values, then clicking **Test** in that section displays an error message that Freeway testing has failed, stating that the user account is invalid. **Workaround** If the endpoints are different from the default `/vojo/FreewayAuth.asmx` and `/vojo/service.asmx`, specify the endpoints for connecting to Freeway as follows: 1. Create the `/etc/ctctranslation/debug` node. 2. Create the `FreewayAuthUrl` string property in that node. If this is missing, the Connector uses the default value of `/vojo/FreewayAuth.asmx`. 3. Create the `FreewayServiceUrl` string property in that node. If this is missing, the Connector uses the default value of `/vojo/service.asmx`.
AEM-1028	In versionx 3.3.x of the Connector, after removing a user from Adobe Experience Manager who still had jobs in the Translation Queue, users cannot open the queue, and an error message is displayed.
AEM-1056	When using the Microsoft SQL Server database, monitoring a job from within Adobe Experience Manager that was sent using Adobe's Translation Integration feature initially displays the job status as `Committed for translation`, but that automatically changes to `Cancel`.

Issue ID	Description
AEM-1118	The following scenario occurs when using the Clay Tablet Connector for Lionbridge Freeway: ■ You specify analysis codes in Lionbridge Freeway. ■ You rename the analysis codes from their default names in Lionbridge Freeway. ■ In the **Translation Platform** section, **Freeway Config** sub-section of the **Configuration** page of the Connector, you select only the **Require Value 1** check box. In the **LSP** page of the Bulk Translation wizard, if Lionbridge Freeway is selected in the **Choose LSP** box, in the **Analysis Code** section, the Connector selects the first analysis code in alphabetical order instead of selecting the analysis code originally named `Analysis Codes 1`.
	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).