Lionbridge

Lionbridge Connector for Drupal 8 TMGMT

Version 1.3

Release Notes

April 24, 2018

Overview

Welcome to the Lionbridge Connector for Drupal 8 TMGMT (Connector). This Connector enables you to automate sending and retrieving content from Drupal 8 TMGMT to Lionbridge onDemand for translation, which dramatically reduces the effort required to create, maintain, and publish Web content in multiple languages.

Note: A separate Lionbridge Connector is available for Drupal 7 TMGMT.

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 Connectors 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 Connectors 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
- 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 Connectors Zendesk page in your browser: https://connectors.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 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.

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.

What's New?

■ You can now send post-translation updates of translated content to the translation memory (TM), so that they will be available to the translation provider for subsequent translations.

■ You can now redeliver all the translated content in a translation job from Lionbridge onDemand to Drupal TMGMT. This is useful in the following scenarios:

  ▦ The translations were updated or corrected after the initial delivery.

  ▦ You want to overwrite any changes that you made in Drupal to the translated content.