Lionbridge

Lionbridge Connector for Drupal 8 TMGMT

Version 2.2

Release Notes

May 22, 2019

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 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 Connector Zendesk page, using your web browser

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.

> **Note:** If you do not have sign-in credentials yet, then click either **Sign up** or **Get a password,** and follow the onscreen instructions.

> **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.

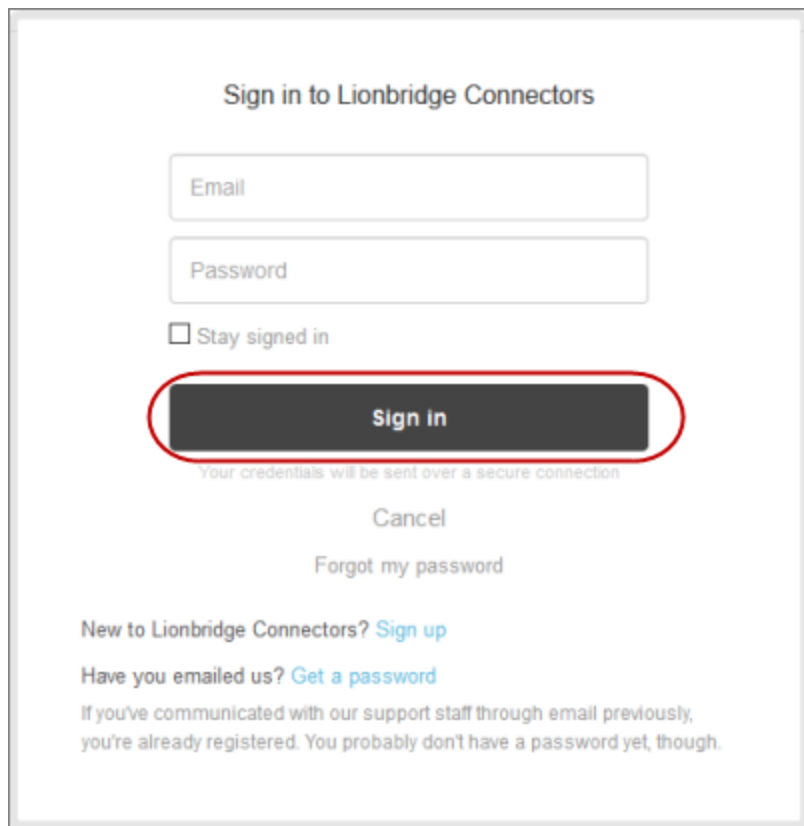When the issue is resolved, Lionbridge closes the ticket.

- 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

> **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. Enter your credentials, and click **Sign in**.

> **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.

You can create a new Zendesk account for Lionbridge Connectors.

Note: If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your email account. For detailed instructions, see "How to Get a Password if You Have Previously Emailed Lionbridge Connectors."

To sign up for a Zendesk account:

1. Open the Lionbridge Connector Zendesk page in your browser: https://connectors.zendesk.com.

2. Click **Sign up** link.

Sign in to Lionbridge Connectors

Email

Password

☐ Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel
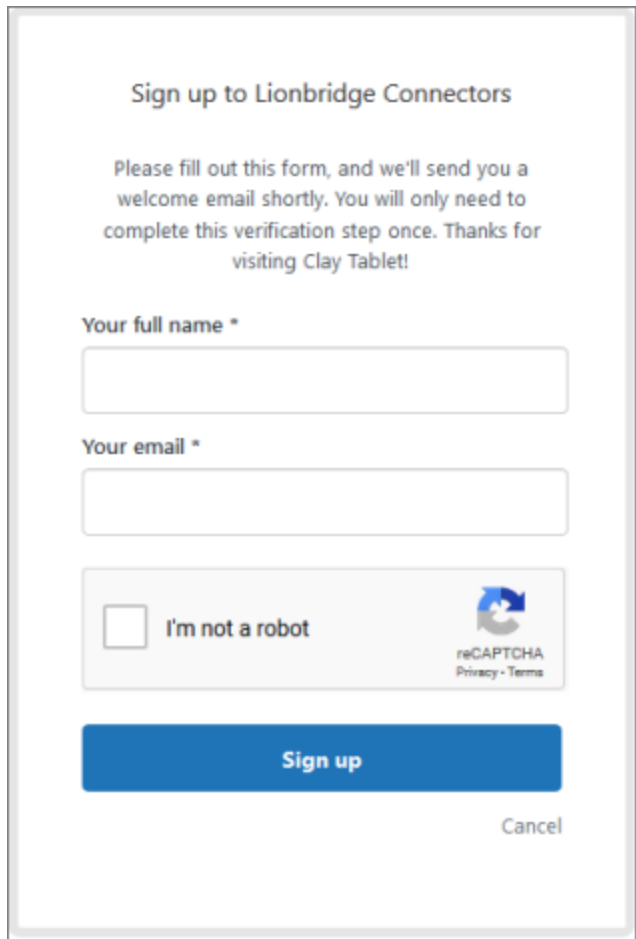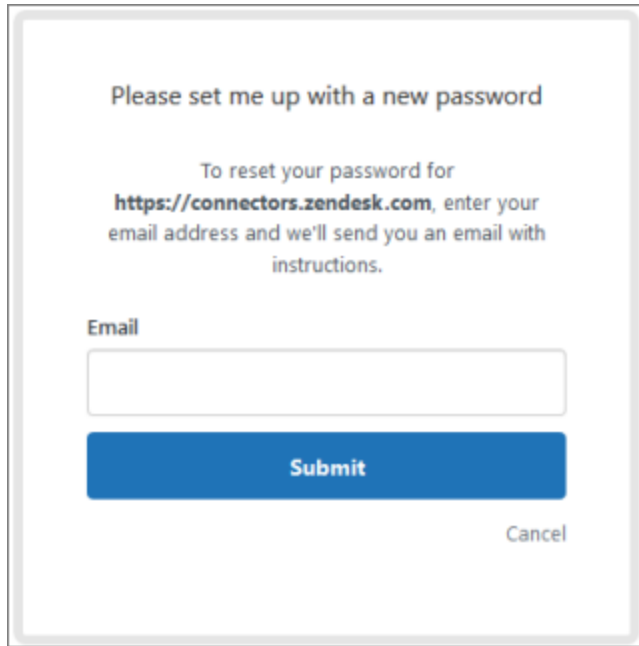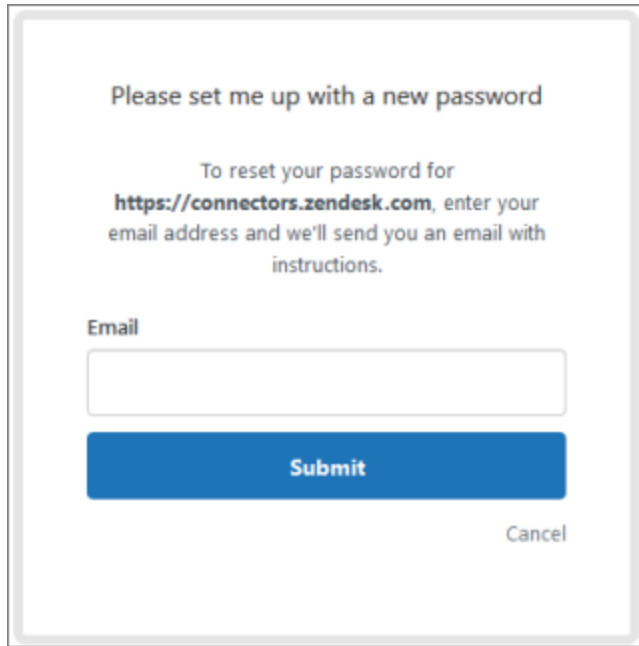
Forgot my password

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.

The **Sign up** page opens.

3. Enter your name and email address, and select the **I'm not a robot** check box.
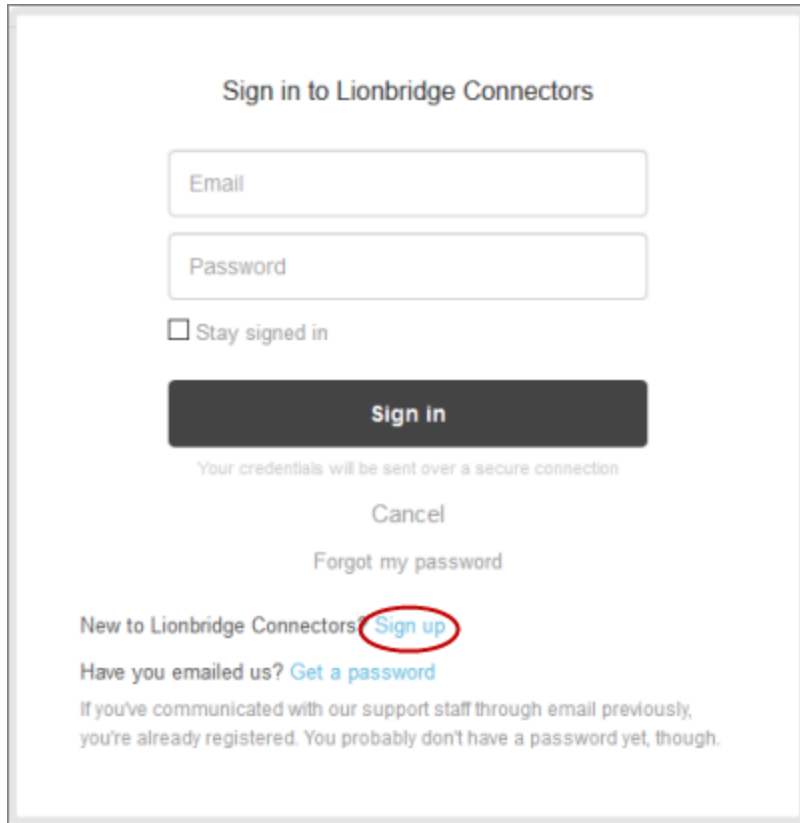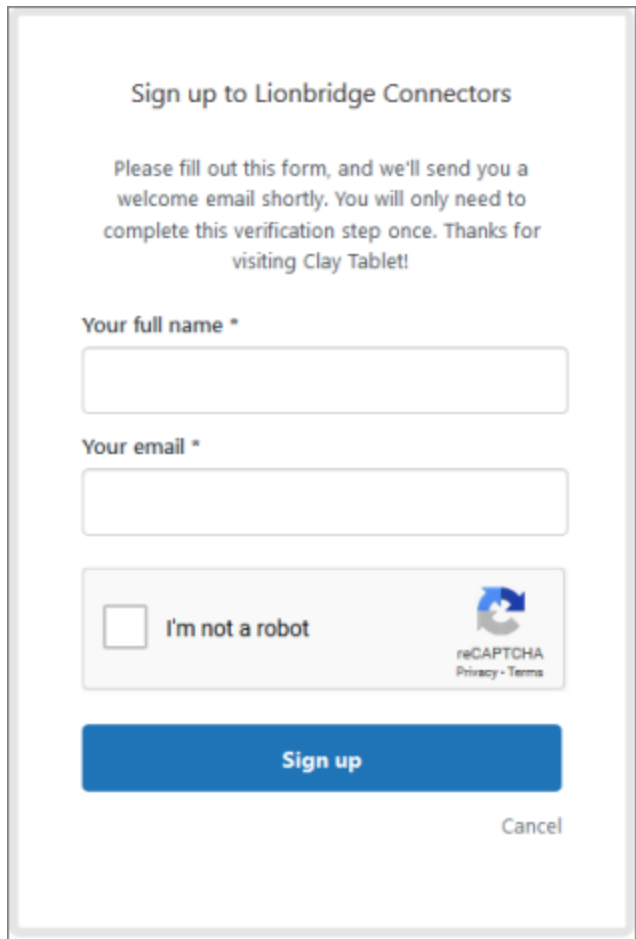
4. Click **Sign up**.

   The **Sign-up complete** page opens. You will receive a verification email shortly with a verification link that enables you to sign in. If you do not receive an email within a few minutes, please check your junk or spam folder.

5. Click the link in the verification email to create a password and sign into Zendesk.

   You can create a new Zendesk account for Lionbridge Connectors.

Note: If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your email account. For detailed instructions, see "How to Get a Password if You Have Previously Emailed Lionbridge Connectors."

To sign up for a Zendesk account:

1. Open the Lionbridge Connector Zendesk page in your browser: https://connectors.zendesk.com.

2. Click Sign up link.

The **Sign up** page opens.

Sign up to Lionbridge Connectors

Please fill out this form, and we'll send you a
welcome email shortly. You will only need to
complete this verification step once. Thanks for
visiting Clay Tablet!

Your full name *

Your email *

☐ I'm not a robot
reCAPTCHA
Privacy - Terms

Sign up

Cancel

3. Enter your name and email address, and select the **I'm not a robot** check box.
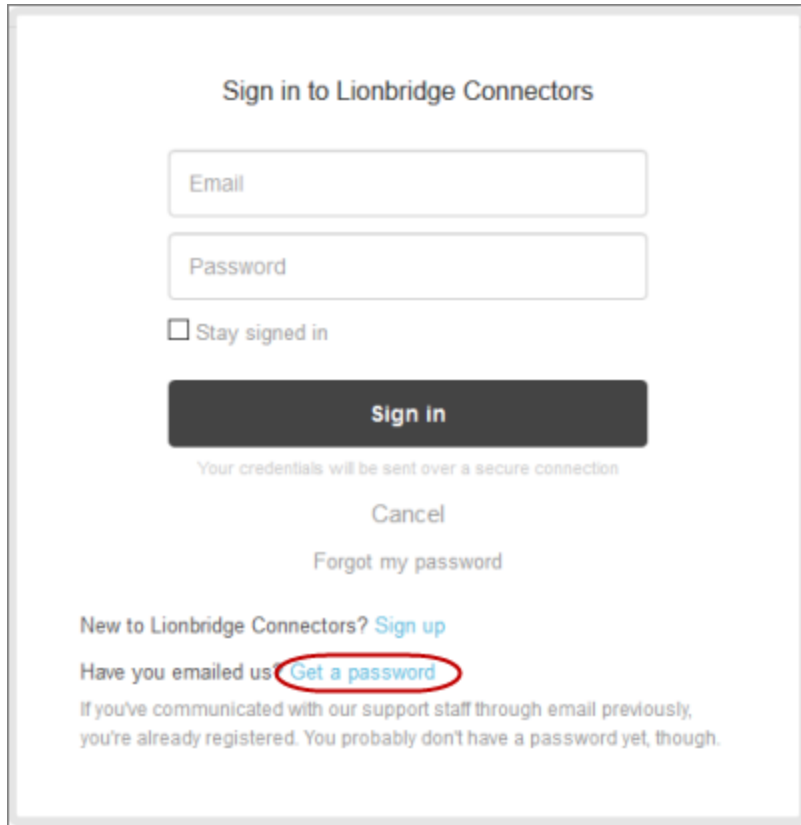
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If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your email account.

To get a password:

1. Open the Lionbridge Connector Zendesk page in your browser: https://connectors.zendesk.com.

2. Click the **Get a password** link.

The **Please set me up with a new password** page opens.

3. Enter the email address from which you emailed Lionbridge Connectors Support (connectors@lionbridge.com).

4. Click **Submit**.

   Zendesk sends you an email with instructions for creating your password.

5. Follow the instructions in the email from Zendesk to create your password.

   You can now sign in to Zendesk to create, view and update your support tickets.

   If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your email account.

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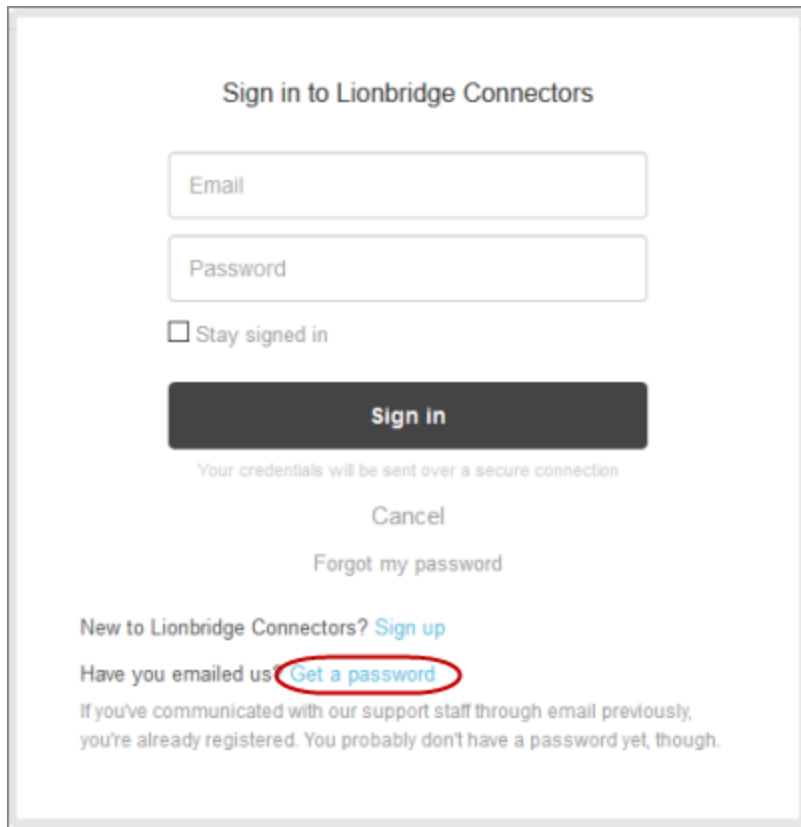
   You can now sign in to Zendesk to create, view and update your support tickets.

What's New?

■ You can now use the Connector to send content from Drupal 8 TMGMT to any Lionbridge translation service via the Lionbridge Content API. Previously, there were separate Connectors that supported sending content either to Lionbridge onDemand or to Lionbridge Freeway.

■ Receiving and authorizing a quote before the translation process starts is now optional. Previously, receiving and authorizing a quote before the translation process was required.

■ You can no longer view and authorize quotes from within the Connector. You must log into Lionbridge Freeway to view and authorize quotes before the translation process starts.

Issues Fixed in Version 2.0

Issue ID	Description
DRUPAL-3	Previously, after submitting a job for translation, and clicking the **Manage** button for the job, the date in the **Due Date** field was displayed in the `YYYY-MM-DD HH:MM:SS` format. This was inconsistent with the format of the other date fields in the Connector. This issue has been resolved. The date in the **Due Date** field is now displayed in the `MM/DD/YYYY – HH:MM` format, like all the other date fields.
DRUPAL-7	Previously, the job name was editable after creation. This issue has been resolved. After creating a job, you cannot change its name.
DRUPAL-8	Previously, after a job was deleted, it was still displayed in the list of jobs in the **Job overview** page / **Jobs** tab. This issue has been resolved. After deleting a job, it is no longer displayed in the user interface.
DRUPAL-10	Previously, after clicking **Auto-Import** in the **Job** page for a translated job, and then for a content item in that job clicking **Review**, and then **Reject Translation**, the **Job overview** page / **Jobs** tab re-opened, displaying the job with `Needs review` in the **Progress** column. This was incorrect. The job should have been rejected because one of its content items was rejected. This issue has been resolved. In this scenario, the job now displays `Rejected` in the **Progress** column. Previously, if a job was completed and its translation was accepted, then in the review page for its content item, the **Reject Translation** button was displayed. This was incorrect. This button should not have been displayed because the job was already accepted. This issue has been resolved. In this scenario, the button is now not displayed.
DRUPAL-11	Previously, in the **Import Translated File** section of the **Job** page, the **Manual Import** button was available even though no file was specified in the **File** box. This issue has been resolved. The **Manual Import** button is now available only if a file is specified in the **File** box.

Issue Fixed in Version 2.1

Issue ID	Description
DRUPAL-29	Previously, after selecting any content item under **Config Entity** and clicking **Request translation,** an error message was displayed. This issue has been resolved. You can now send out **Config Entity** content items for translation.

Issue Fixed in Version 2.2

Issue ID	Description
DRUPAL-27	■ The **Delete** button is now available only when a job is in one of the following states: ▦ Unprocessed ▦ Finished The **Delete** button is *not* available in any of the other states, which occur when the job is actively in translation. Previously, this button was always available, but it did not function properly. ■ The **Abort** button has been removed. It did not function properly.