

Lionbridge

Lionbridge App for Oracle Eloqua

Version 1.5.8

Release Notes

July 10, 2018

Overview

Welcome to the Lionbridge App for Oracle Eloqua (App). The App enables you to automate sending and retrieving content from Oracle Eloqua, 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 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:

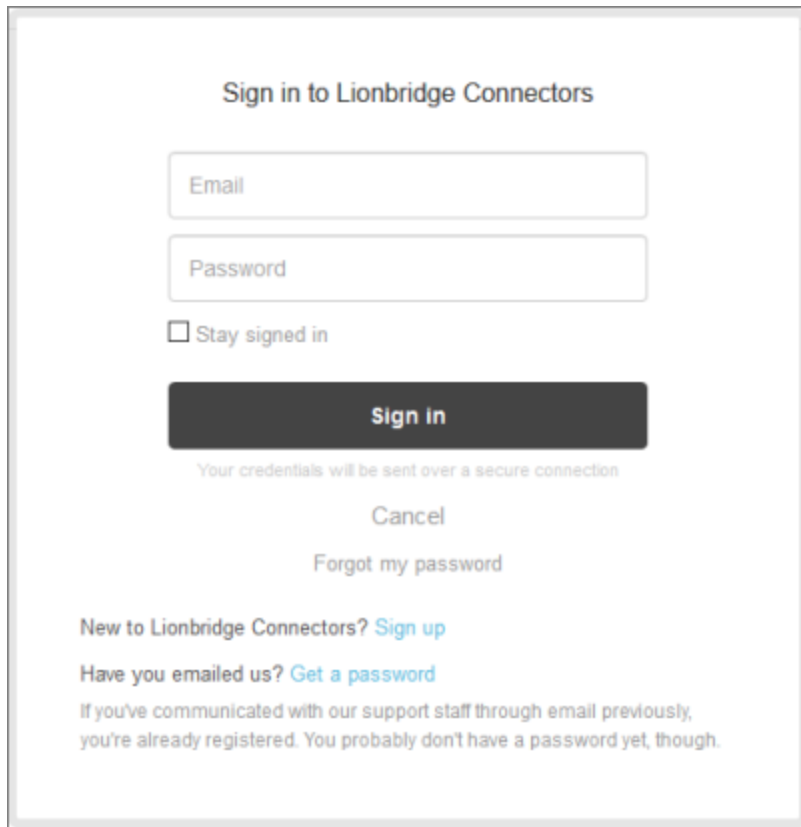
- CMS log files for the date the issue occurred
- Connector or App log files for the date the issue occurred
- screen capture of the issue

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 Connectors 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". Under the "Password" field is a checkbox labeled "Stay signed in". A prominent black button with the text "Sign in" is centered below the checkbox. Below the button, a small grey text line reads "Your credentials will be sent over a secure connection". Further down are two links: "Cancel" and "Forgot my password". At the bottom of the form, there are two blue links: "New to Lionbridge Connectors? Sign up" and "Have you emailed us? Get a password". Below these links is a small paragraph of text: "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.

What's New?

- You can now edit URL-conversion settings by editing entries in the **Translation URL Conversion** tab of the **Site Extension** dialog box.
- You can now configure the App to replace the language and country metadata of assets you send out for translation by adding entries to the **HTML Element Conversion** tab of the **Site Extension** dialog box. You do

this so that the language and country metadata will match the target language instead of the source language.

- The App now supports translating responsive emails created with Eloqua's new Design Editor.
- There is now a separate log file for your site.
- When an asset that is configured in the `Asset Translation Blacklist` site extension is renamed or moved to a new location within Eloqua, the blacklist now displays the new name or location. Similarly, if an asset that is configured in the `Asset Translation Blacklist` site extension is deleted within Eloqua, it is now deleted from the asset list in blacklist.
- The App now supports translating dynamic content that is embedded in Eloqua assets.
- The **Site Configuration** dialog box has been reorganized as follows:
 - The **Site Settings** tab has been renamed to the **Site** tab.
 - The **Options for LSP: Freeway** tab and **Options for LSP: SDL TMS** tab have been merged into the **LSP** tab.
 - There is a new **UI** tab, described below.
 - The **Translation Settings** tab has been renamed to the **Translation** tab.
 - The new **Email Format** tab contains the **Email Format for Translation Completed** section, which was previously in the **Translation Settings** tab.
- In the **Site** tab of the **Site Configuration** dialog box:
 - You can now configure the App to either show or hide the **Due Date** field in the **Translation Job** tab of the **New Translation** dialog box and in the **Send Out Queued Items** dialog box.
 - You can now specify the logging level for the new log file for your site.
- In the new **UI** tab of the **Site Configuration** dialog box, you can now configure the following changes to the **PO Reference** field, which is displayed in the **Translation Job** tab of the **New Translation** dialog box and in the **Send Out Queued Items** dialog box:
 - You can modify the label of this field.
 - You can configure this field to be either a dropdown list, with pre-configured entries, or a freeform text box.
 - If you configure this field to be a dropdown list, you can specify the pre-configured entries available for selection.
- In the **Translation** tab of the **Site Configuration** dialog box, you can now modify the name of the `{CT_Translated}` folder, which stores translated assets.

Issues Fixed in This Release

Issue ID	Description
OEL-84	Previously, in version 1.5.7.1 of the App, emails in a Campaign that were referenced by an additional node and that were collected for translation from within the Lionbridge App were displayed twice in the Select Eloqua Assets dialog box. This issue has been resolved.
OEL-88 OEL-89	<p>Assets in the Translation Queue are actually pointers to the assets within Eloqua, and not copies of those assets. Previously, this caused the following issues:</p> <ul style="list-style-type: none"> ■ Renaming an asset within Eloqua after adding it to the queue: <ul style="list-style-type: none"> ▣ The queue displayed its original name within Eloqua instead of its modified name. ▣ The App sent out the asset for translation using its original name instead of its modified name. ▣ The name of the translated asset was based on its original name instead of on its modified name. ■ Deleting an asset within Eloqua after adding it to the queue did not prevent users from adding it to a translation job. This caused the translation job to fail, because it was not sent out without the deleted asset. ■ Moving an asset within Eloqua after adding it to the queue: <ul style="list-style-type: none"> ▣ Displayed its original path instead of its modified path, both within the queue and after it was added to a translation job. ▣ The asset was stuck in translation and it was unclear why it was overdue. <p>These issues have been resolved.</p> <ul style="list-style-type: none"> ■ An asset that is renamed within Eloqua after adding it to the queue is now displayed correctly within the queue. It is sent out with the correct name and the name of the translated asset is based on the correct name. ■ An asset that is deleted within Eloqua after adding it to the queue is now deleted from the queue, and the queue user is notified that it has been deleted within Eloqua. ■ An asset that has moved is displayed with its modified path, both within the queue and after adding it to a translation job. It is processed properly during translation.
OEL-90	Lionbridge Connector Support personnel can now obtain the <code>JSON</code> version of a source or target asset, which assists in troubleshooting.
OEL-91	Previously, in version 1.5.7.1 of the App, if embedded dynamic content in an email subject line was added to the Translation Blacklist after translation, then the App updated the dynamic content in the previously translated target. This should not have occurred, because it was added to the blacklist, which excludes assets from translation. This issue has been resolved. In the previous scenario, the App no longer updates the dynamic content in the previously translated target.

Issue ID	Description
OEL-99	Previously, in version 1.5.7.1, the App returned actual special characters in XML instead of the escape sequences representing those characters. For example, the App returned <code>&ouml</code> as <code>ö</code> . This issue has been resolved. The App now returns special characters in XML exactly as it receives them: It returns escape sequences as escape sequences, and it returns actual special characters as those characters.

Known Issue

Issue ID	Description
OEL-101	When using the Clay Tablet Connector for Lionbridge Freeway and specifying analysis codes in Lionbridge Freeway, if you rename the analysis codes, then the Lionbridge App incorrectly re-orders and displays the analysis-code fields alphabetically instead of sequentially.