

LIONBRIDGE

Lionbridge App for Oracle Eloqua

Version 1.6.1

Release Notes

November 7, 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 Connector 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 Connector 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

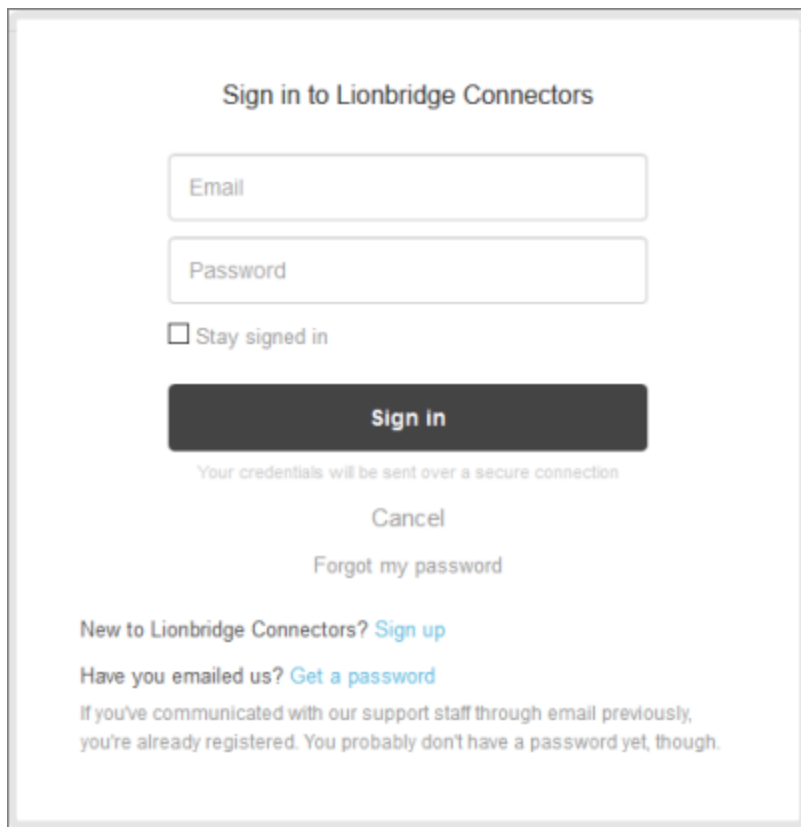
Files to attach to the support ticket:

- 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 Connector 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". There is a checkbox labeled "Stay signed in". A large black button with the text "Sign in" is centered below the fields. Underneath the button, it says "Your credentials will be sent over a secure connection". Below that are the links "Cancel" and "Forgot my password". At the bottom, there are two links: "New to Lionbridge Connectors? Sign up" and "Have you emailed us? Get a password". A note below the second link says: "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?

- When configuring translation settings for Eloqua dynamic content, clicking the **Add** button in the **Multilingual Dynamic Content** tab of the **Site Extension** dialog box now opens the new **Select Asset** tab, which facilitates selecting the dynamic content for translation. You can either enter the asset ID in the **Dynamic Content ID** field, or navigate to the asset in the content tree and select it.
- In the **Translation Blacklist** tab of the **Site Extension** dialog box, you can now specify an asset type and enter an asset ID in addition to selecting assets in a tree structure.
- The Connector now supports sending landing pages for translation from Eloqua's new Design Editor. This editor enables creating personal and responsive landing pages.

Issue Fixed in This Release

Issue ID	Description
OEL-107	In version 1.6.0 of the Lionbridge App, the Site Jobs page displayed only archived jobs. This issue has been resolved. This page now displays all the jobs that were sent out for translation.
OEL-110	Version 1.6.0 of the Lionbridge App could not connect to the Eloqua servers during Eloqua maintenance services, and the App timed out and did not release Java resources. This caused the <code>java.lang.OutOfMemoryError</code> error to display and the App to close. This issue has been resolved: the App no longer displays this error or shuts down during Eloqua maintenance services.

Issue ID	Description
OEL-111	<p>Previously, if the filename of the translated file exceeded the maximum length allowed by Eloqua, an error message was displayed when submitting Eloqua assets for translation. This occurred because the Lionbridge App prepends the target language code to the source filename. This issue has been resolved. The App now checks whether the prepended filename will exceed the maximum length allowed by Eloqua. If it does, the App now truncates the end of the filename before submitting it for translation so that the filename of the translated file will not exceed the maximum length allowed by Eloqua.</p>
OEL-112	<p>Previously, if the subject line of an email asset contained a 4-byte emoji (special character), then the Lionbridge App did not send out the email asset for translation. This issue has been resolved. The App now correctly processes 4-byte emojis.</p>