



Lionbridge App for Oracle Eloqua

Version 1.6.2

Release Notes

December 11, 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

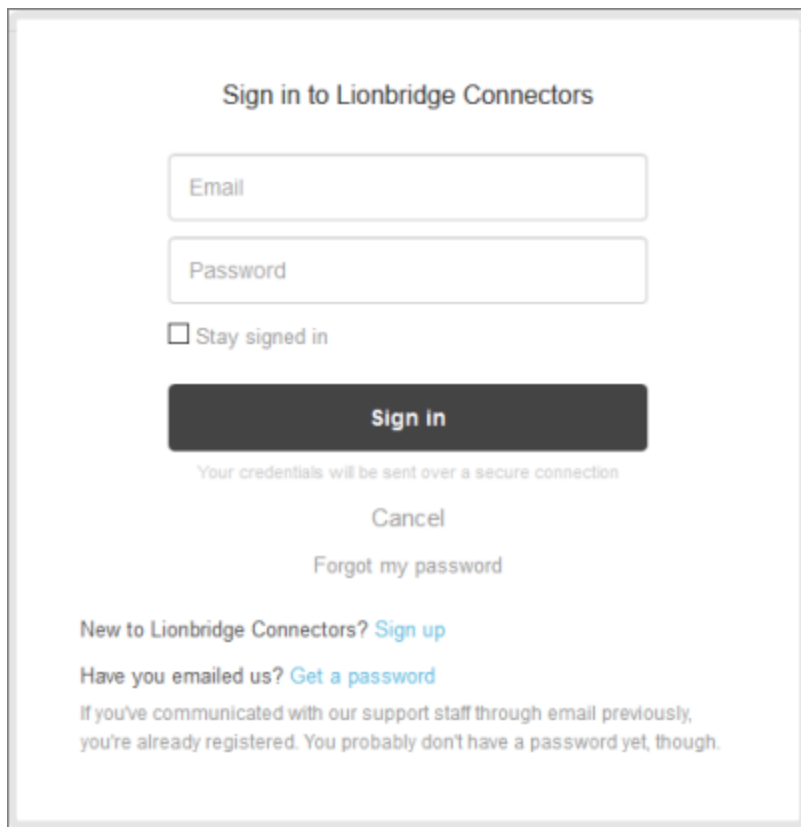
Files to attach to the support ticket:

- 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". Under the "Password" field is a checkbox labeled "Stay signed in". A large black button with the text "Sign in" is centered below the fields. Below the button, it says "Your credentials will be sent over a secure connection". Further down are links for "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 states: "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?

- In the **Translation Jobs** tab, you can now delete translation jobs that were submitted but not completed. This is useful if jobs were submitted accidentally.
- The Lionbridge Connector team can now restart a job that has failed and that has maxed out after retrying the job ten times. This is useful if jobs fail because of an Eloqua outage.
- You can now configure an Eloqua superuser in the App. The App uses the superuser credentials to return translated content to Eloqua if the user who submitted the translation job does not have sufficient permissions to return the translated content. You configure this with the new **Is Eloqua Super User** check box when adding or editing a user.
- Currently if the App is configured for the URL Conversion for Translation site extension, it updates the URL when the translated content returns to Eloqua. In the new **URL Conversion Behavior** tab in the URL Conversion for Translation **Site Extension** dialog box, you can now configure the App to update the URL when it sends out the source content for translation.