

Lionbridge

Lionbridge Connector for Hybris

Version 2.1.1

Release Notes

February 6, 2018

Overview

Welcome to the Lionbridge Connector for Hybris (Connector). The Connector enables you to automate sending and retrieving content from your Hybris CMS, 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
- 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.

System Requirements

The Lionbridge Connector for Hybris ("Connector") supports Hybris versions 6.1 and higher. The Connector has several pre-installation requirements, described in "Before You Install" in the *Lionbridge Connector for Hybris Installation and Configuration Guide*.

The Connector requires Java 8.

The Connector has no additional hardware or software requirements beyond those of Hybris. For detailed requirements, refer to the appropriate version of the Hybris documentation at <https://wiki.hybris.com>.

Memory	16 GB minimum is recommended by Hybris. This is recommended for the Connector to function as expected.
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Disk Space	<ul style="list-style-type: none"> ■ 5 GB is recommended by Hybris. ■ The Connector installation requires an additional 170 MB of disk space. ■ Space for storing log files.
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What's New?

- The Lionbridge Freeway-specific fields in the **Job Details** tab of the **Send to Translation** wizard in the Hybris Backoffice are now displayed only when Lionbridge Freeway is selected as the translation provider.
- The Connector uses the new license server, located at: <https://api.clay-tablet.net/license/v1>.

Tip: If you have a firewall, you must configure your ports so that the Connector can communicate with this server. For details, see the new "Configuring Network Settings for a Firewall" section in the *Lionbridge Connector for Hybris Installation and Configuration Guide*.

Issues Fixed in This Release

Issue ID	Description
LHYB-315	When using Hybris 6.1 or 6.2, manual steps are required to support the Connector functionality in the Hybris Backoffice. However, the documentation for these steps has been enhanced.
LHYB-335	<p>In version 2.1.0 of the Connector, the integration with the Lionbridge onDemand translation provider did not function properly. This issue has been resolved. When configured, the Connector can now include the following information when sending out content for translation to Lionbridge onDemand:</p> <ul style="list-style-type: none"> ■ Web Content Service ID: The onDemand service ID, which identifies the onDemand service for translating Web content, for example: MT. This is the content sent for translation from the Hybris WCMS Cockpit. ■ Product Content Service ID: The onDemand service ID, which identifies the onDemand service for translating product content, for example: pseudo translate. This is the content sent for translation from the Hybris Product Cockpit.
LHYB-341	The installation and configuration guide now includes the following section: "Configuring Network Settings for a Firewall."
LHYB-342	When using the SAP HANA database with version 2.1.0 of the Connector, you cannot send out content for translation. This issue has been resolved. The SAP HANA database is now supported.

Issue ID	Description
LHYB-345	<p>Previously, in version 2.1.0 of the Connector, after sending a job to an LSP and then deleting that LSP from the Connector's configuration, according to the log file, the Connector checked the license key of the deleted LSP for messages. This issue has been resolved. The Connector no longer checks the license key of the deleted LSP for messages.</p> <p>Warning: Do not delete an LSP with active jobs. If you delete an LSP when there are jobs out for translation to that LSP, then you will not see when the translated content returns.</p>
LHYB-347	<p>Previously, in version 2.1.0 of the Connector, opening pages in the Hybris Backoffice to select objects or website page for translation displayed an error, and navigation within the Backoffice failed. This issue has been resolved.</p>

Known Issue

Issue ID	Description
LHYB-344	<p>When sending out content for translation, the Connector does not send out the <code>keyword</code> property, and an error is displayed in the log file.</p>