Lionbridge

Lionbridge Connector for Hybris

Version 2.2.0

Release Notes

September 4, 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

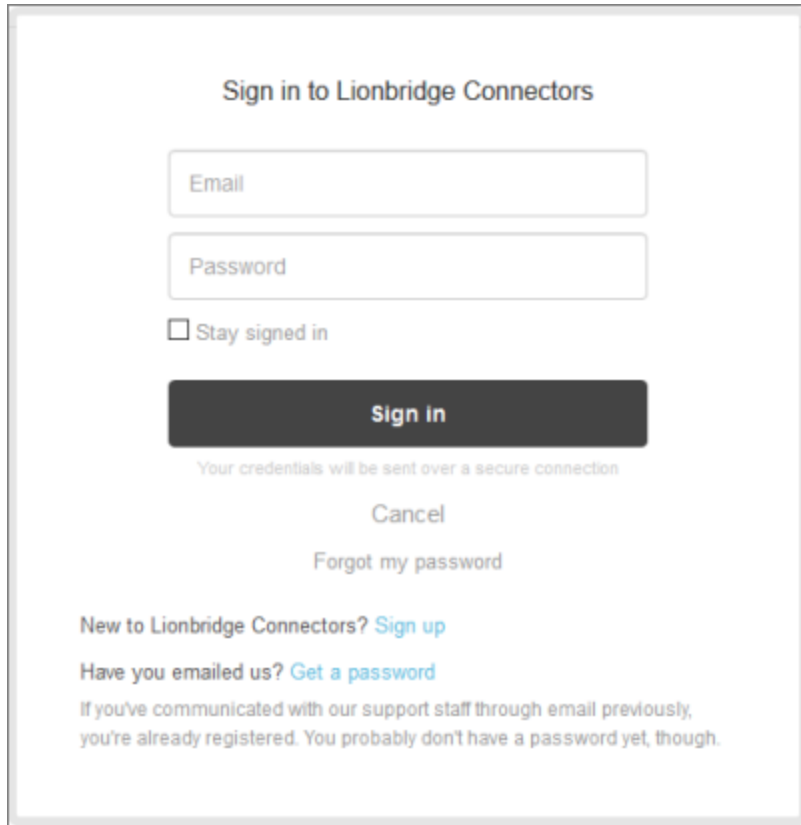## Files to attach to the support ticket:

- CMS log files for the date the issue occurred
- 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.

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.

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.

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.
Disk Space	■ 5 GB is recommended by Hybris. ■ The Connector installation requires an additional 170 MB of disk space. ■ Space for storing log files.

What's New?

■ The Connector now supports Hybris version 6.7.

■ In the **Translation Jobs** page, when clicking the **Translation Status** column header to sort by this column, the jobs are now sorted by percentage completed. Previously, the jobs were sorted alphabetically by translation status.

■ When translating a keyword, the Connector now retains the keyword's relationship with a product. Previously, a translated keyword did not retain the relationship of the source keyword to a product.

■ The Connector installation package for Hybris version 6.7 no longer includes the following folders:

▦ ctbasecockpit

▦ ctcockpit

▦ ctwcms

These folders have been removed because Hybris version 6.7 does not include those cockpits. It includes only the Backoffice Cockpit.

Note: If you are using an earlier version of Hybris and require support for the old cockpits, please contact Lionbridge Support.

Issues Fixed in This Release

Issue ID	Description
LHYB-267	Previously, the item count was incorrect in the following list pages of the Connector: ■ Translation Queue ■ Translation Jobs page ■ Archived Jobs page This issue has been resolved. The item count on these pages is now correct.

Issue ID	Description
LHYB-294	Previously, the issue described here occurred in Connector list pages with search functionality and with multiple items listed on multiple sub-pages, such as the Content Mapping page. When the current page was not the first sub-page, then after searching, if the search results spanned multiple sub-pages, the last sub-page of the search results was initially displayed, instead of the first sub-page of the search results. This issue has been resolved. In this scenario, the Connector now initially displays the first sub-page of the search results.
LHYB-336	Version 2.1.0 of the Connector did not support receiving multiple delivering of the same content items, for example, a revision of translated content. This issue has been resolved. The Connector now supports receiving revisions of translated content.
LHYB-360	In previous versions of the Connector, if the **Cron job interval (minutes)** setting was never saved in the **Translation Settings** section of the **System Configuration** page, then the CronJob was not created and it did not run. This prevented it from downloading and importing translations from the Clay Tablet Platform. This issue has been resolved. The CronJob is now created during the Connector installation.
LHYB-367	In version 2.1.3 of the Connector, when trying to send content for translation from the Hybris Backoffice Product Cockpit to Lionbridge onDemand, the **Send as Job** button in the **Job Details** tab of the **Send to Translation** wizard was not available, even though all the required fields were populated. This issue has been resolved. In the above scenario, the **Send as Job** button is now available. **Note:** The Hybris Backoffice Product Cockpit is available only in Hybris versions 6.4 and higher.
LHYB-370	in New Features
LHYB-371	Previously, if the Connector used the Oracle or SAP database, then while mapping more than 900 classification attributes in the **Classification Attributes** tab of the **Content Mapping** page, an error message was displayed. This issue has been resolved. You can now map more than 900 classification attributes.
LHYB-372	Previously, when sending classification-attributes values for translation that were configured as **Multi-valued**and that were previously translated and then updated, the Connector did not update the translated values. Instead, the Connector created new values for the updated translations that were hidden by default. This issue has been resolved. The Connector now updates the translated values, as expected.
LHYB-375	Previously, the following files were overridden by values from a custom Backoffice extension: ■ `backoffice.cockpitng.mainpage.css=./cng/css/ctbackoffice.css` ■ `backoffice.cockpitng.loginpage.css=./cng/css/loginpage_ctbackoffice.css` This issue has been resolved. A custom Backoffice extension no longer overrides these files.

Known Issues

Issue ID	Description
LHYB-318	In the **Translation Settings** section of the **System Configuration** page, if the **Maximum number of items per translation file** or the **Cron Job Interval (Minutes)** settings has a value greater than `9999999999`, an `Out of range` error message is displayed.
LHYB-368	When sending content for translation from the Hybris Product Cockpit or the Hybris WCMS Cockpit, the `SendToTranslationComposer` error message is written to the `Claytablet.log` log file. However, the Connector sends the content for translation normally.
LHYB-373	You cannot send the metadata of classification attributes for translation. For example, you cannot send the description of the `ProductFeature` product attribute for translation. This limitation occurs because this functionality is not supported by the Hybris API.
LHYB-377	If a classification attribute has been removed from a product category, then the Connector does not send any other classification attributes of that product category for translation.