

# Lionbridge

## Lionbridge App for Oracle Eloqua

### Version 1.6.0

## Release Notes

August 17, 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](mailto: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](mailto: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:

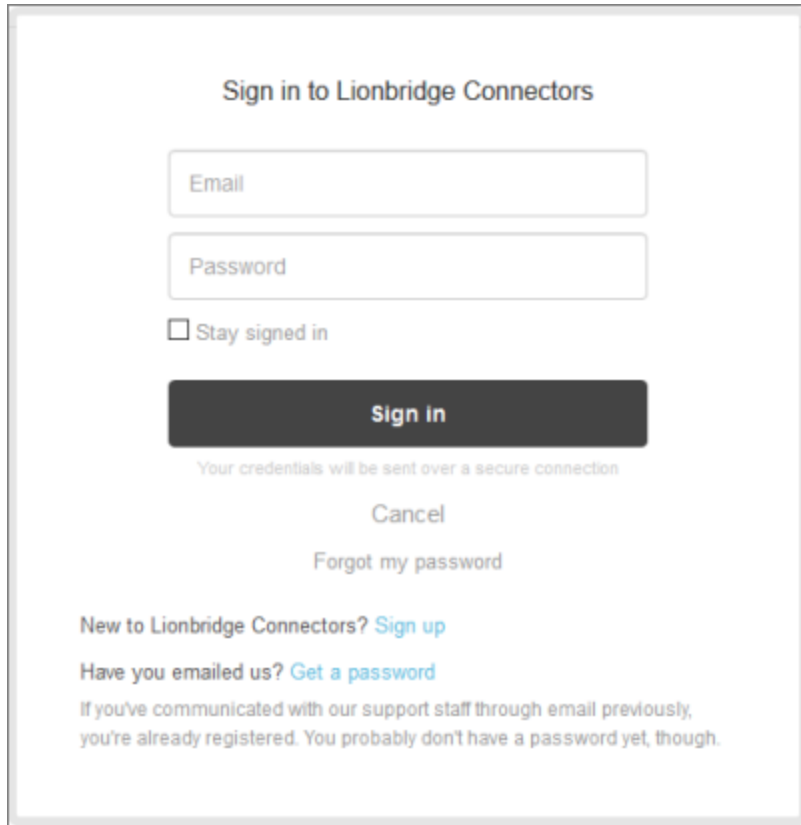
- CMS log files for the date the issue occurred
- Connector or App log files for the date the issue occurred
- screen capture of the issue

### 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". There is a checkbox labeled "Stay signed in". A prominent black button with the text "Sign in" is centered below the fields. Underneath the button, a small note states "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 final note at the bottom reads: "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.

---

## Issue Fixed in This Release

| Issue ID | Description  |
|----------|--|
| OEL-103  | In version 1.5.9 of the Lionbridge App, when logged in to Oracle Eloqua, clicking <b>Import Users</b> either takes a long time to load the <b>Import Users</b> dialog box or does not load it at all. Instead, a message box indicates that this dialog box is loading, but the message persists. This issue has been resolved. The <b>Import Users</b> dialog box now loads properly. |