



Lionbridge App for Oracle Eloqua

Version 1.6.4

Release Notes

May 8, 2019

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

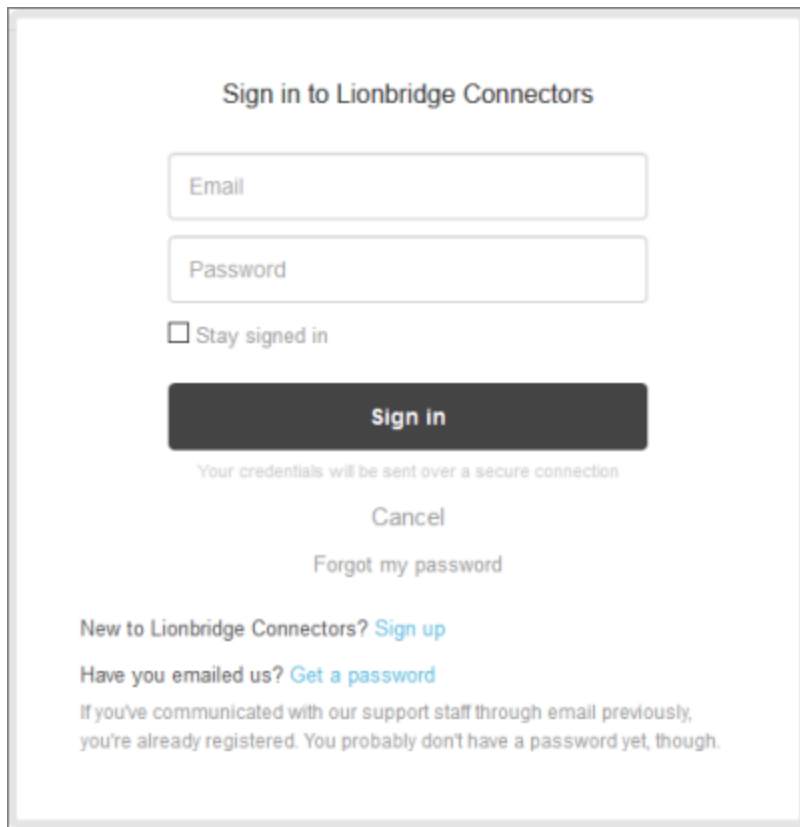
Files to attach to the support ticket:

- 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 positioned below the checkbox. Underneath the button, a small line of text reads "Your credentials will be sent over a secure connection". Below that are two links: "Cancel" and "Forgot my password". At the bottom of the form, there are two more links: "New to Lionbridge Connectors? Sign up" and "Have you emailed us? Get a password". A final line of text at the very bottom 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 **New Translation** page, you can now search to locate Eloqua assets to send out for translation. You can search by asset type and asset name.
- When creating a new user in the **Add User** dialog box, you must click the new **Verify** button to verify whether any matching Eloqua users exist or are already in the App. This prevents duplicate user records in the App or adding users to the App that are not Eloqua users.
- The **Import Users** dialog box now has the following enhancements:
 - You must now search to locate the active Eloqua users to import.
 - You can import only active Eloqua users into the App: Inactive users are not displayed in the dialog box, so they are not available for selection.
 - Eloqua users are now displayed in sub-pages in the list. You can navigate among these sub-pages.
 - An improved user interface control displays the list of Eloqua users available for selection.
 - During the import process, the App automatically overwrites the records of any users with matching email addresses. This prevents duplicate user records in the App.
- In the **Assets Translation** section of the **Translation** tab of the **Site Configuration** dialog box, you can now specify whether or not to send out for translation any of the following content items:
 - shared content
 - forms
 - dynamic content
 - picklists

- signatures
- imported files
- The App now supports sending out for translation preview text in emails.
- The App can now correctly update the **HTML Name** of translated forms in translated landing pages.

Issue Fixed in This Release

Issue ID	Description
OEL-124	<p>In version 1.6.3 of the App, when a form was sent for translation, the App created new custom picklists for the form that it sent for translation. This resulted in duplicate versions of the translated picklists. This issue has been resolved. In the above scenario, the App now updates the previously translated picklists with the new translations.</p>
OEL-130	<p>Previously, in the Translation Jobs tab, in the Status column, the Error icon  was displayed for a submitted job with <code>Failed</code> status when the following conditions were true:</p> <ul style="list-style-type: none"> ■ The submitted job contained dynamic content and a dynamic content rule. ■ The user who submitted the job had permission to create dynamic content but did not have permission to create a dynamic content rule. <p>This issue has been resolved. The OAuth token from the Eloqua Super user, who has permission to create a dynamic content rule, will be used to complete the job successfully.</p>