

LIONBRIDGE

Lionbridge

Guide for Translators

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1 Welcome to the Lionbridge Guide for Translators

Welcome to the *Lionbridge Guide for Translators*. This guide provides translators with best practices and troubleshooting information for managing the translations that your clients send and receive via a Lionbridge Connector ("Connector") and the Clay Tablet Platform. Clay Tablet is a Lionbridge company.

1.1 How Lionbridge Connectors Help Content Owners Manage Their Translation Lifecycle

Lionbridge Connectors are the easiest, most flexible way to integrate content management systems (CMSs) and other content systems with translation providers and translation technologies. The Clay Tablet Platform's open, flexible, scalable, hub-style architecture supports the integration of any content provider with any translation system or technology.

- The hub of this solution is the *Clay Tablet Platform*. The Platform is the hosted (IaaS) connectivity platform that receives and routes content from content management systems to translation providers and back. It is hosted on Amazon Web Services (AWS).
- The spokes of this solution are the *Lionbridge connectors*. A connector is an application with an interface to the Clay Tablet Platform. A connector connects either between a content system and the Platform, or between a translation provider or translation management system (TMS) and the Platform:
 - A connector between a content system and the Platform is a *content* connector.
 - A connector between a translation provider or TMS and the Platform is a *translation* connector.

1.2 Content Connectors

A *content connector* connects a content system and the Clay Tablet Platform. It is often a plug-in to the content system. It supports the automated sending of content from a client's content system. After translation, it supports the automated return of the translated content back into that content system.

Content connectors include helpful features that enable content editors and localization managers to quickly and easily select and send content for translation without the manual steps of copying and pasting content into an intermediary format such as Microsoft Word or Excel.

For a current list of content connectors, visit:

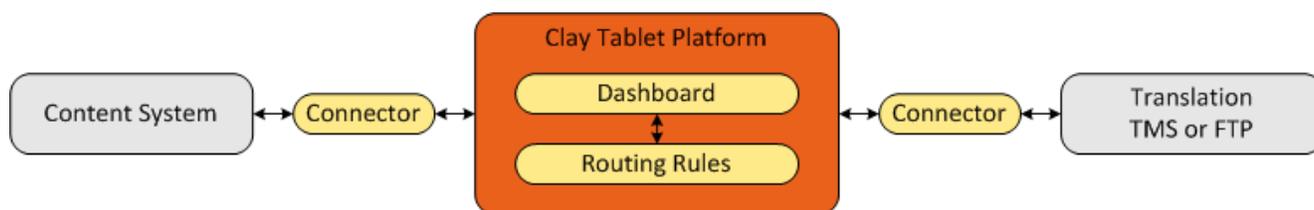
<http://connectors.lionbridge.com/Home.htm>.

1.3 The Translation Process

The content connector packages the content for translation as XML files.

It exports these files from the content system to the Clay Tablet Platform.

A translation connector delivers these files from the Platform either to your FTP servers or directly into your Translation Management System (TMS).



1.4 How Does This Translation Process Affect You?

The automation of the translation process dramatically reduces your clients' effort to create, maintain, and publish web content in multiple languages, because they use the connector to automate the export of files for you to translate. These files are in either XML or HTML format.

While the translation process is much more efficient for your clients, it may require you and your team to make some changes in how you interact with them. To ensure that the complete translation process works smoothly, review the principles described in this document.

1.5 Using This Guide

Purpose of this guide

This guide describes how a translator, whose clients use a Lionbridge content connector, manage the translation lifecycle. They manage:

- receiving content for translation from client content systems
- returning translated content to client content systems

Important: This guide is *not* an installation and configuration guide. Please contact your IT department for the relevant implementation guide or user guide.

Who should use this guide

This guide is intended for those who manage the translation lifecycle from the perspective of the translator, whose clients are using a Lionbridge content connector. These individuals are:

- project, localization, or translation managers at Language Service Providers (LSPs)
- members of Corporate Translation Teams

What your company setup should be

This document assumes that:

- If your company uses a TMS (translation management system), that it is properly configured to accept the specific files that the translation connector will be delivering. This configuration includes filters, workflow, permissions, etc.
- If your company uses an FTP (File Transfer Protocol) server, that it has been properly set up, and that you have access to the folders where the Clay Tablet Connector for FTP Servers ("FTP Connector") delivers and retrieves files.

If your company setup is incorrect, you cannot receive files for translation from your clients and return the translated files to them.

What you should already know

This document assumes that:

- You are familiar with your clients' content translation workflow.
- You are familiar with accepting XML files for translation.
- You are aware of how the FTP Connector delivers your clients' content files to you from the Clay Tablet Platform. This is one of the following:
 - The translation connector delivers files directly to your FTP Server.
 - The translation connector delivers files directly to your TMS (translation management system).

If you are missing some of this required information, then you will not be able to accept, translate, and return files to your clients. Ensure you are suitably prepared for this business process.

1.6 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

1.6.1 Submitting 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.

Note: If you do not have sign-in credentials yet, then click either **Sign up** or **Get a password**, and follow the onscreen instructions.

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.

1.6.2 Information to Include in a 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:

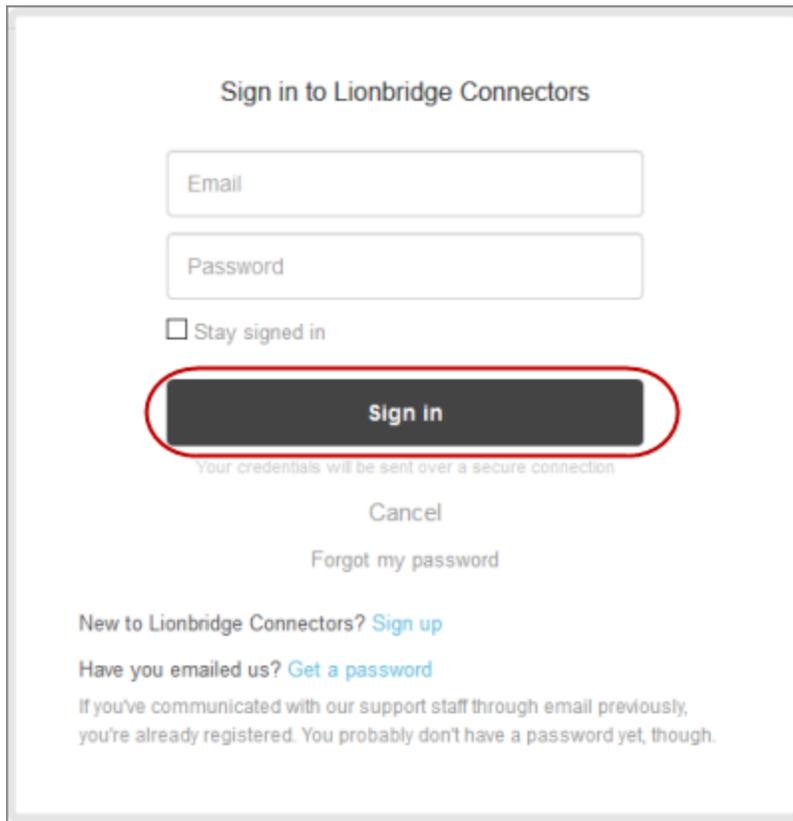
- CMS log files for the date the issue occurred
- Connector or App log files for the date the issue occurred
- screen capture of the issue

1.6.3 Viewing and Updating 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. Enter your credentials, and click **Sign in**.



The screenshot shows a sign-in form titled "Sign in to Lionbridge Connectors". It contains two input fields: "Email" and "Password". Below these fields is a checkbox labeled "Stay signed in". A prominent "Sign in" button is highlighted with a red oval. Below the button, there is a security notice: "Your credentials will be sent over a secure connection". Further down, there are links for "Cancel" and "Forgot my password". At the bottom, there are links for "New to Lionbridge Connectors? Sign up" and "Have you emailed us? Get a password", followed by a note: "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.

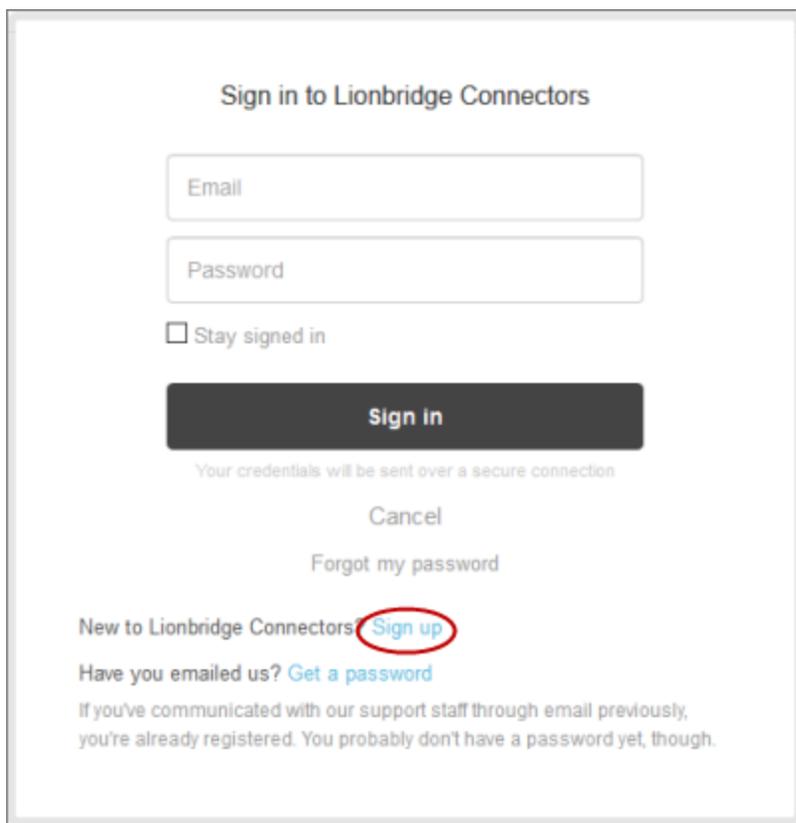
1.6.4 Signing Up for a Zendesk Account for Lionbridge Connectors

You can create a new Zendesk account for Lionbridge Connectors.

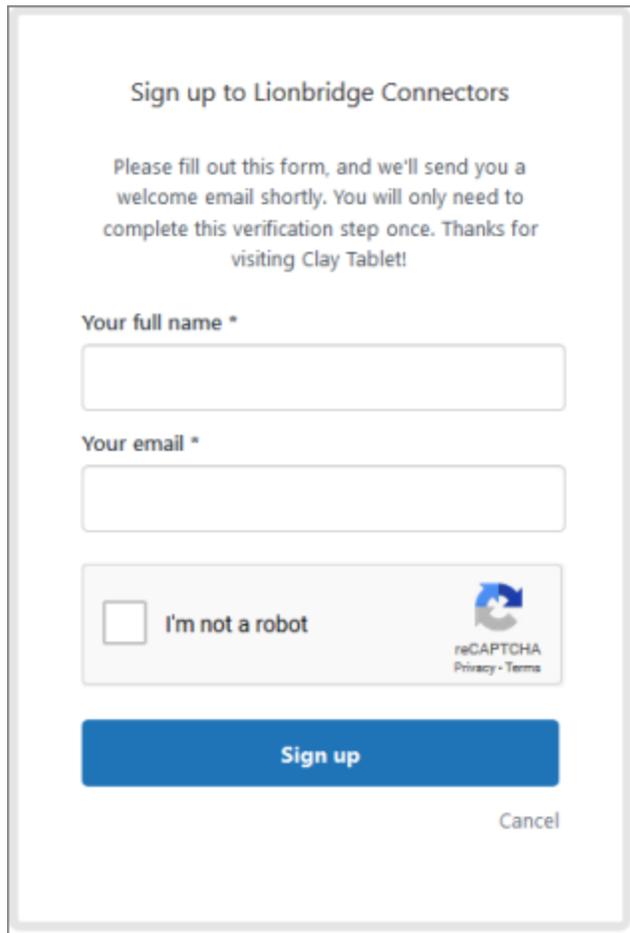
Note: If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your email account. For detailed instructions, see "How to Get a Password if You Have Previously Emailed Lionbridge Connectors."

To sign up for a Zendesk account:

1. Open the Lionbridge Connector Zendesk page in your browser: <https://connectors.zendesk.com>.
2. Click **Sign up** link.



The **Sign up** page opens.



The screenshot shows a sign-up form titled "Sign up to Lionbridge Connectors". Below the title is a message: "Please fill out this form, and we'll send you a welcome email shortly. You will only need to complete this verification step once. Thanks for visiting Clay Tablet!". The form contains three input fields: "Your full name *", "Your email *", and a reCAPTCHA "I'm not a robot" checkbox. A blue "Sign up" button is positioned below the reCAPTCHA, and a "Cancel" link is located at the bottom right of the form area.

3. Enter your name and email address, and select the **I'm not a robot** check box.
4. Click **Sign up**.

The **Sign-up complete** page opens. You will receive a verification email shortly with a verification link that enables you to sign in. If you do not receive an email within a few minutes, please check your junk or spam folder.

5. Click the link in the verification email to create a password and sign into Zendesk.

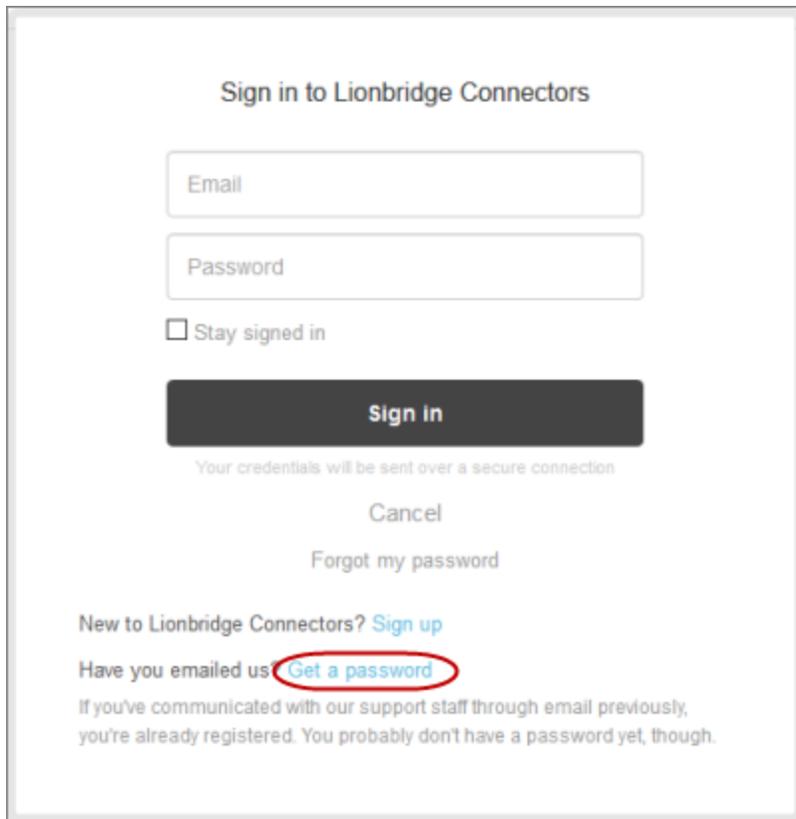
1.6.5 Getting a Zendesk Password if You Previously Emailed Lionbridge Connectors

If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your

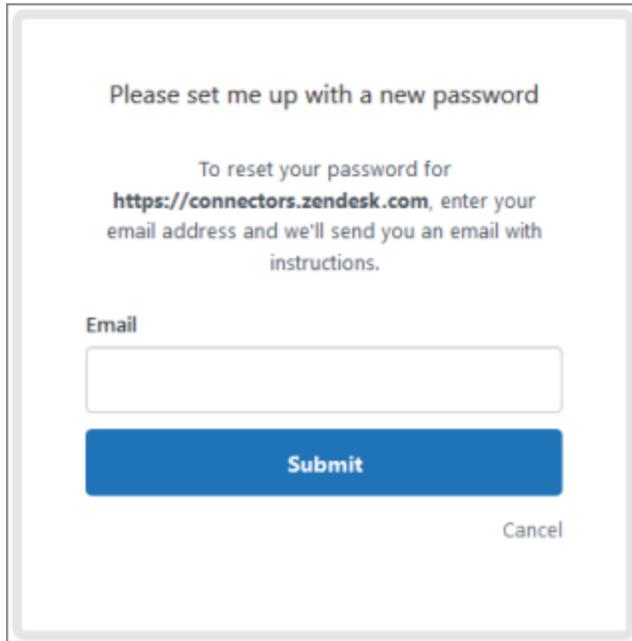
email account.

To get a password:

1. Open the Lionbridge Connector Zendesk page in your browser: <https://connectors.zendesk.com>.
2. Click the **Get a password** link.



The **Please set me up with a new password** page opens.



Please set me up with a new password

To reset your password for <https://connectors.zendesk.com>, enter your email address and we'll send you an email with instructions.

Email

Submit

Cancel

3. Enter the email address from which you emailed Lionbridge Connectors Support (connectors@lionbridge.com).
4. Click **Submit**.
Zendesk sends you an email with instructions for creating your password.
5. Follow the instructions in the email from Zendesk to create your password.
You can now sign in to Zendesk to create, view and update your support tickets.

2 Principles for Managing Translations

To successfully manage translations from clients who use a Lionbridge Connector to send you content for translation and to retrieve their translated content, follow the principles below:

- ["Do Not Modify File Structures"](#) on page 14
- ["Maintain XML and Encoding"](#) on page 14
- ["Do Not Modify the Folder Names or "Outbound" Folder Structure \(with FTP Servers\)"](#) on page 15

2.1 Do Not Modify File Structures

As described previously, Lionbridge Connectors and the Clay Tablet Platform automate the process of exporting files and returning them to clients' content systems.

For this automated translation-management process to succeed, you must maintain file-structure integrity. This is necessary because this process relies on file names, format, file types, and tags within the files to identify the content and process it correctly. If you change any of these, the process will fail, because your clients' content systems will not correctly process the files. This means that the content systems will not accept the files and your clients will not receive the translations.

Therefore, when translating and otherwise processing translation files, follow the rules below:

- Never rename an XML file.
- Never modify the XML file format.
- Never split up, merge, or otherwise manipulate XML files.
- Never change any tags within an XML file.

2.2 Maintain XML and Encoding

Most content systems are very sensitive to encoding issues. Your XML files must be encoded properly and adhere strictly to the UTF-8 encoding standard. Otherwise the translated content will not handle special characters properly and they will not display properly.

When the translation connector retrieves translated files from your FTP server or TMS, it checks that the XML files are properly encoded with the UTF-8 standard.

If these files are not properly encoded, the connector does not accept the files, and your clients will not receive them. Instead, the connector sends you an email notification to advise you of this error. The connector sends this notification to an email address configured during implementation.

2.3 Do Not Modify the Folder Names or “Outbound” Folder Structure (with FTP Servers)

If you use an FTP server to accept files for translation and to return translated files, you use the Clay Tablet Connector for FTP Servers (“FTP Connector”). This translation connector uses two user-facing parent folders to manage translation files:

- **Inbound:** This folder contains the source files for translation that you receive from the client's content system, via the Clay Tablet Platform and the FTP Connector.

Tip: For information on configuring the name of the folder for receiving incoming files for translation, refer to the *Clay Tablet Connector for FTP Servers Installation and Configuration Guide*.

This folder can have multiple sub-folders, corresponding to the source-to-target language pairs required for translation. An administrator can then limit translators' access so that they can see *only* the relevant content. For example, an administrator can configure the FTP server so that English-to-Spanish translators can see only the `en-US_To_es-ES` folder. This is the folder where English-language source content is delivered for translation into Spanish.

- **Outbound:** This folder contains the translated files that you return to your client. The FTP Connector retrieves the files from this folder so it can deliver them to the client's content system, via the Clay Tablet Platform.

Tip: For information on configuring the name of the folder for sending translated files back to the content producer, refer to the *Clay Tablet Connector for FTP Servers Installation and Configuration Guide*.

The *Outbound* folder structure is critical to the success of the automated translation-management process. The FTP Connector monitors these outbound folders for completed translations. If you modify this folder structure, the FTP Connector cannot locate translated files, and the Clay Tablet Platform cannot deliver those files to your client.

Warnings: This folder cannot contain any sub-folders—it must have a flat file structure. Do not modify the *Outbound* folder structure after project implementation.

- **Update TM:** This folder contains the files that you receive from your client for updating your local translation memory.

Tip: For information on configuring the name of the folder containing the files that you receive from your client for updating your local translation memory, refer to the *Clay Tablet Connector for FTP Servers Installation and Configuration Guide*.

For a description of all configuration options for this connector, refer to the *Clay Tablet Connector for FTP Servers Installation and Configuration Guide*, which is available at:

http://connectors.lionbridge.com/docs/Online_Help_Only/PDFs/Liox_PDFs_of_Install_Config_Guides.htm.

Typical FTP Folder Structure

- The *Inbound* folder usually has the following naming convention: /CMS_Client_Name/To_LspName/.
- The *Outbound* folder usually has the following naming convention: /CMS_Client_Name/From_LspName/.
- The *Update TM* folder usually has the following naming convention: /CMS_Client_Name/UpdateTM/.

Sample FTP Folder Structure

Suppose:

- The client name is: MyClient.
- The LSP is: TranslationFirm.

The folder structure is:

- **Inbound:** /MyClient/To_TranslationFirm/.
- **Outbound:** /MyClient/From_TranslationFirm/.
- **Update TM:** /MyClient/UpdateTM/.

3 How Adobe Experience Manager and the Connector Handle Special Characters

The Connector exports your content from Adobe Experience Manager and sends it for translation as XML files. A valid XML file cannot contain any of the special characters listed in the table below. Instead, a valid XML file must use the following entity references to represent special characters:

Special Character	Represented by This Entity Reference
<	<
>	>
&	&
'	'
"	"

Escaping is the term that describes creating valid XML by converting any XML special characters to their entity references.

How does Adobe Experience Manager handle special characters?

There are two types of text within Adobe Experience Manager:

- plain text
- rich text, which can contain HTML formatting, links, etc.

You can use CRXDE Lite to view how Adobe Experience Manager stores content.

CRXDE Lite handles special characters differently, depending on whether they are in a *plain text* title, or a *rich text* paragraph.



- In *plain text*, CRXDE Lite *does not escape* special characters. It displays them as the actual characters. For example, it displays & as &.
- In *rich text*, CRXDE Lite *escapes* special characters. It displays them as their corresponding entity references. For example, it displays & as & ; .

How does the Connector handle special characters?

When the Connector prepares content for translation, it packages all content into XML translation files. This necessitates escaping all special characters into their corresponding entity references. However, the Connector does not differentiate between plain text (which displays the actual special characters) and rich text (which displays the entity references instead of the special characters). Therefore, the Connector escapes all special characters.

As a result, the rich text that the translator receives may contain a combination of special characters and entity references.

For example:

Suppose that the rich-text paragraph contains the text that is rendered as follows in the CRXDE Lite viewer: &.

CRXDE Lite actually stores this rich-text content as its corresponding entity reference: & ; .

When the Connector processes this rich-text content to create XML files to send out for translation, it escapes this content as follows:

- `&` becomes `&`;
- `amp;` remains `amp;`;

As a result, this content is *escaped twice* (once by CRXDE Lite and then by the Connector).

The Connector then stores this content as `& amp;` in the XML translation file, which it sends to the translator.

However, some translation systems cannot handle double-escaped special characters such as `& amp;` or a mix of single-escaped and double-escaped special characters.

3.1 How to Handle Special Characters

Some translation systems can handle double-escaped special characters such as `& amp;` by displaying them as `&` or `&`. However, some translation systems cannot handle double-escaped special characters such as `& amp;`. If your translation system cannot handle these characters, you have several options.

Recommendation 1 – Same as Source option

If your translation system supports the "Same as Source" option, then select this option. This converts and returns all special characters—actual characters, escaped characters, and double-escaped characters—as they were received.

However, this feature is not supported by all translation systems or you may not be able to change this setting. In those scenarios, or if you see a combination of single- and double-escaped characters, consider one of the following recommendations.

Recommendation 2 – All single encoded

You should handle each type of special character consistently. For example, in the target XML:

- You can return the following special characters as single escaped:
 - `<`;
 - `>`;
 - `&`;
- You can return the following special characters as the actual characters:

- '
- "

Recommendation 3 – Use CDATA tags

Ask your client to change the `Use_CData` setting from its default value of `false` to `true`. This setting instructs the Connector to wrap content in CDATA tags, which prevents the Connector from escaping special characters, and avoids the scenario of double-escaped characters. However, this setting does not prevent Adobe Experience Manager from single-escaping special characters in rich text.

Note: The Connector adds and removes the CDATA tags, so they are not displayed within Adobe Experience Manager's CRXDE Lite.

Important: If your client changes this setting, you must return the translated content in CDATA tags, just as you received the source content in CDATA tags. Do not run any post-translation scripts to escape the special characters before returning the content.

Warning: If your client changes this setting *in the middle of a translation job*, it can interfere with the integrity of the translation memory.

4 How Sitecore and the Connector Handle Special Characters

The Connector exports your content from Sitecore and sends it for translation as XML files. A valid XML file cannot contain any of the special characters listed in the table below. Instead, a valid XML file must use the following entity references to represent special characters:

Special Character	Represented by This Entity Reference
<	<
>	>
&	&
'	'
"	"

Escaping is the term that describes creating valid XML by converting any XML special characters to their entity references.

How does Sitecore handle special characters?

There are two types of text within Sitecore:

- plain text
- rich text, which can contain HTML formatting, links, etc.

You can use the HTML editor in Sitecore's Content Editor to view how Sitecore stores content.

Sitecore handles special characters differently, depending on whether they are in a *plain text* title, or a *rich text* paragraph.



- In *plain text*, Sitecore *does not escape* special characters. It displays them as the actual characters. For example, it displays & as &.
- In *rich text*, Sitecore *escapes* special characters. It displays them as their corresponding entity references. For example, it displays & as & ; .

How does the Connector handle special characters?

When the Connector prepares content for translation, it packages all content into XML translation files. This necessitates escaping all special characters into their corresponding entity references. However, the Connector does not differentiate between plain text (which displays the actual special characters) and rich text (which displays the entity references instead of the special characters). Therefore, the Connector escapes all special characters.

As a result, the rich text that the translator receives may contain a combination of special characters and entity references.

For example:

Suppose that the rich-text paragraph contains the text that is rendered as follows in the Sitecore Content Editor: &.

Sitecore actually stores this rich-text content as its corresponding entity reference: `&`.

When the Connector processes this rich-text content to create XML files to send out for translation, it escapes this content as follows:

- `&` becomes `&`
- `amp;` remains `amp;`

As a result, this content is *escaped twice* (once by Sitecore and then by the Connector).

The Connector then stores this content as `& amp;` in the XML translation file, which it sends to the translator.

However, some translation systems cannot handle double-escaped special characters such as `& amp;` or a mix of single-escaped and double-escaped special characters.

4.1 How to Handle Special Characters

Some translation systems can handle double-escaped special characters such as `& amp;` by displaying them as `&` or `&`. However, some translation systems cannot handle double-escaped special characters such as `& amp;`. If your translation system cannot handle these characters, you have several options.

Recommendation 1 – Same as Source option

If your translation system supports the "Same as Source" option, then select this option. This converts and returns all special characters—actual characters, escaped characters, and double-escaped characters—as they were received.

However, this feature is not supported by all translation systems or you may not be able to change this setting. In those scenarios, or if you see a combination of single- and double-escaped characters, consider one of the following recommendations.

Recommendation 2 – All single encoded

You should handle each type of special character consistently. For example, in the target XML:

- You can return the following special characters as single escaped:
 - `<`
 - `>`
 - `&`
- You can return the following special characters as the actual characters:
 - `'`
 - `"`

Recommendation 3 – Use CDATA tags

Important: This is supported only in the Lionbridge Connector for Sitecore version 4.0.3 and higher.

Ask your client to select the **Add CDATA to Output** check box. This setting instructs the Connector to wrap content in CDATA tags, which prevents the Connector from escaping special characters, and avoids the scenario of double-escaped characters. However, this setting does not prevent Sitecore from single-escaping special characters in rich text.

Note: The Connector adds and removes the CDATA tags, so they are not displayed within Sitecore.

Important: If your client changes this setting, you must return the translated content in CDATA tags, just as you received the source content in CDATA tags. Do not run any post-translation scripts to escape the special characters before returning the content.

Warning: If your client changes this setting *in the middle of a translation job*, it can interfere with the integrity of the translation memory.

5 Troubleshooting

Through our extensive experience with a wide range of clients, we have found that problems have one of the following primary causes:

- "Files are Modified"
- "The XML File is not 'Well Formed'"
- "Files Are Incorrectly Encoded"
- "FTP Servers are Misconfigured or Folder Structures are Changed"

You may encounter the following problem:

- "Double-Escaped Special Characters are Displayed"

5.1 Files are Modified

Files are modified in the following scenarios:

- XML files are combined.
- An XML file is split into multiple files.

The Clay Tablet Platform uses a GUID (Globally Unique Identifier) to track the location and destination of each file. If you combine or split a file, the Platform cannot manage this disruption.

For more information, see ["Do Not Modify File Structures"](#) on page 14.

5.2 The XML File is not 'Well Formed'

A tag may have been inadvertently removed or changed during translation or in post processing which has rendered the file 'invalid'.

Recommendation: Validate the syntax of all XML files in the project before delivery.

5.3 Files Are Incorrectly Encoded

If an XML file is poorly encoded XML or not UTF-8 compliant, the connector will reject it.

For more information, see ["Maintain XML and Encoding"](#) on page 14.

5.4 FTP Servers are Misconfigured or Folder Structures are Changed

The Clay Tablet Connector for FTP Servers ("FTP Connector") interacts with specific folders on your FTP server.

- If files are not delivered to or from your client, it is likely due to misconfiguration. Verify that your setup is correct and that folder names and structures have not been modified. For details, see ["Do Not Modify the Folder Names or "Outbound" Folder Structure \(with FTP Servers\)"](#) on page 15.
- If login credentials for the FTP site change, for example, due to a security policy requiring a periodic password change, the Connector cannot connect to the FTP site.

Tip: To ensure minimal project disruption, immediately notify Lionbridge Connector Support of any change in login credentials to the FTP site. For details, see ["How to Contact Lionbridge Connector Support"](#) on page 7.

5.5 Double-Escaped Special Characters are Displayed

Double-escaped special characters, such as `& ; amp ;`, are displayed instead of the actual character (`&`) or the corresponding entity reference (`& ;`).

For a detailed description of this issue and suggestions on how to resolve it, see one of the following chapters, depending on which content system your client uses:

- ["How Adobe Experience Manager and the Connector Handle Special Characters"](#) on page 17.
- ["How Sitecore and the Connector Handle Special Characters"](#) on page 21.