



**Lionbridge Connector for Adobe  
Experience Manager Translation  
Integration Framework**

**Adobe Experience Manager  
Translation Integration  
Framework Installation and  
Configuration Guide**

**Version 1.0**

**Monday, March 8, 2021**

## **Copyright**

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# 1 Welcome to the Lionbridge Connector for Adobe Experience Manager Translation Integration Framework

Welcome to the Lionbridge Connector for Adobe Experience Manager Translation Integration Framework (AEM TIF) . This is Lionbridge's connector between Adobe Experience Manager Translation Integration Framework and the Lionbridge Content API.

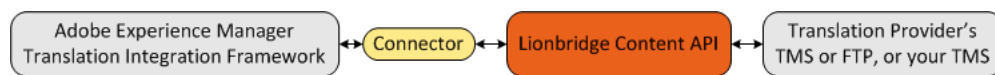
## 1.1 Terminology

<b>Freeway</b>	The name of the Lionbridge translation portal for submitting content to and retrieving content from the Lionbridge translation provider.
<b>FTP Server</b>	File Transfer Protocol (FTP) is a standard network protocol used to transfer files from one host to another host over a TCP-based network, such as the Internet. Translation providers may receive and send files for translation using an FTP server.
<b>Lionbridge</b>	The publisher of the Freeway translation portal and a translation provider. Users connect to the Freeway translation portal to submit content to and retrieve content from the Lionbridge translation provider.
<b>Lionbridge Connector for Adobe Experience Manager Translation Integration Framework ("Connector")</b>	The connector software that Lionbridge has developed and provides, which plugs into your Adobe Experience Manager Translation Integration Framework instance to provide connectivity to the Lionbridge translation services. In this document it is referred to as the Connector. This is the software you are configuring as you work through this document.
<b>MT</b>	Machine translation. The translation provider can be a machine translation service, such as Google Translate.
<b>Producer</b>	Content system that sends content or documents out for translation. In this case, this is Adobe Experience Manager Translation Integration Framework.
<b>Provider</b>	A provider of translation services. The delivery of assets to the provider may be via an FTP server or a TMS connector.
<b>TMS</b>	Translation management system that the translation provider users.

## 1.2 How the Connector Works with Adobe Experience Manager Translation Integration Framework

The Lionbridge Connector (Connector) is an important part of the Lionbridge translation solution.

The Connector is installed on the AEM content system. Its functionality is displayed to the users as part of AEM TIF.



Your translation systems architecture might look like the configuration above. It may have additional content systems or translation providers, but the core concepts remain the same. If your translation provider is Lionbridge, it is accessed via either Freeway or onDemand.

During implementation, Lionbridge Connector Support works with you and your translation providers to configure and test the other elements of your translation solution, which are the connections to your translation providers' systems.

## 1.3 Using this Guide

### Purpose of this guide

This guide describes everything you need to know to configure Lionbridge Connector (Connector) for AEM TIF.

### Who should use this guide

This guide is intended for Adobe Experience Manager administrators and system integrators.

### What you should already know

This document assumes that your company already has an installed instance of Adobe Experience Manager. It assumes that you have a strong working knowledge of Adobe Experience Manager and its Translation Integration Framework feature.

### Documentation conventions

This guide uses the following conventions:

Convention	Description
<b>Bold</b>	Highlights screen elements such as buttons, menu items, and fields.

Convention	Description
Courier	Highlights input, file names, and paths.
<i>Italics</i>	Highlights terms for emphasis, variables, or document titles.
>	Indicates a menu choice. For example, "Select <b>Admin Tools &gt; Configuration.</b> "

## 1.4 How to Contact Lionbridge Connector Support

Email @: [connectors@lionbridge.com](mailto:connectors@lionbridge.com)

You can submit a support ticket either:

- by email
- from the Lionbridge Connector Zendesk page, using your web browser:  
<https://connectors.zendesk.com/>

### 1.4.1 Submitting 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:

- Open the Lionbridge Connector Zendesk page in your browser: <https://connectors.zendesk.com/>.
- 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.

- Click **Submit a request**.
- 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.

## 1.4.2 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

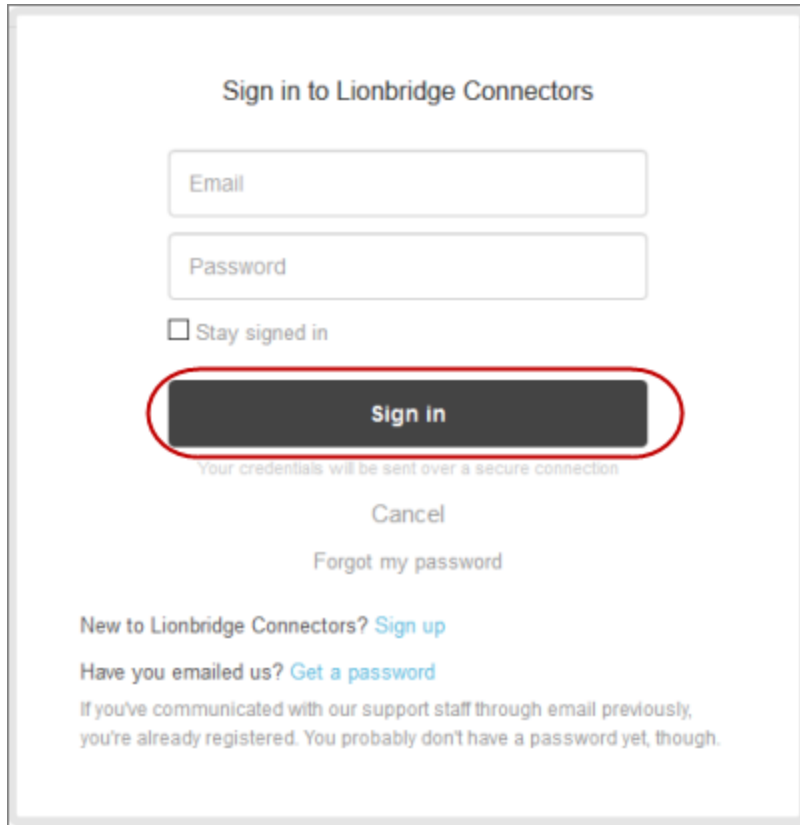
## 1.4.3 Viewing and Updating Your Support Ticket in Zendesk

**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**.



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.

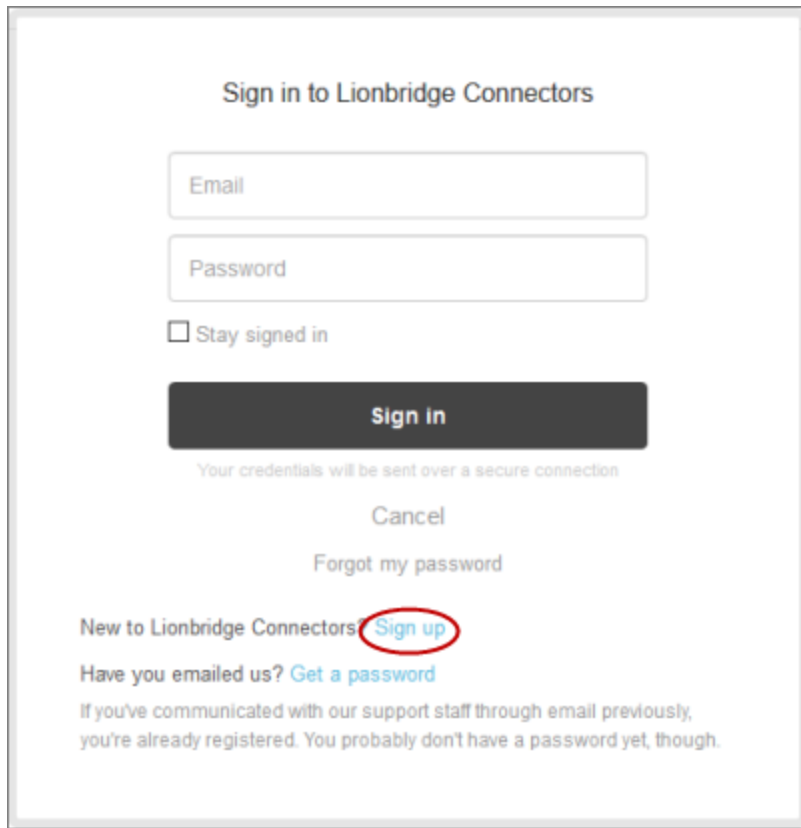
## 1.4.4 Signing Up for a Zendesk Account for Lionbridge Connectors

You can create a new Zendesk account for Lionbridge Connectors.

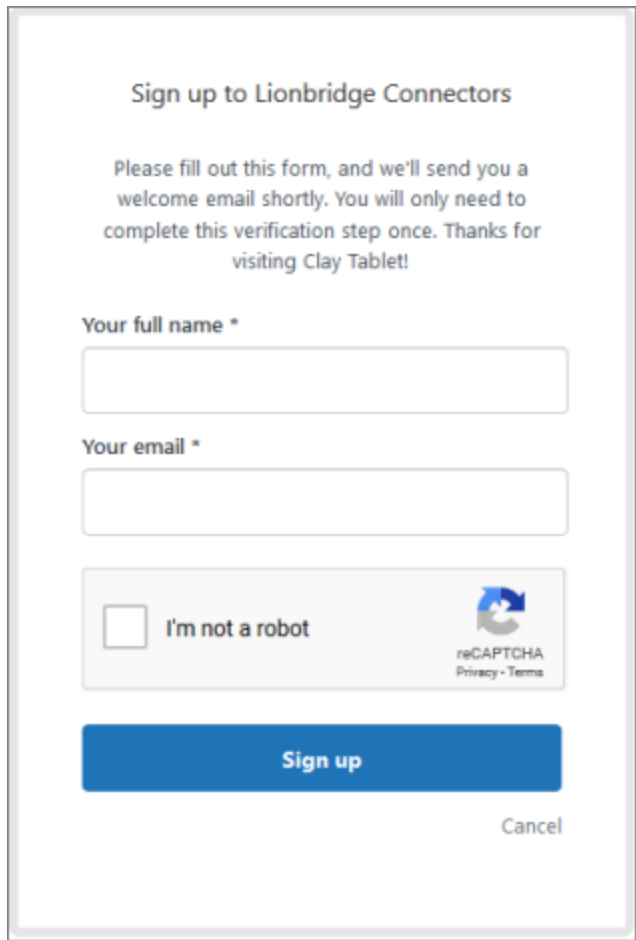
**Note:** If you have previously emailed Lionbridge Connectors Support at [connectors@lionbridge.com](mailto:connectors@lionbridge.com) to create a support ticket, you can get a password for your email account. For detailed instructions, see "How to Get a Password if You Have Previously Emailed Lionbridge 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 checkbox labeled "I'm not a robot" next to a reCAPTCHA logo. Below the input fields is a blue "Sign up" button and a "Cancel" link.

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.

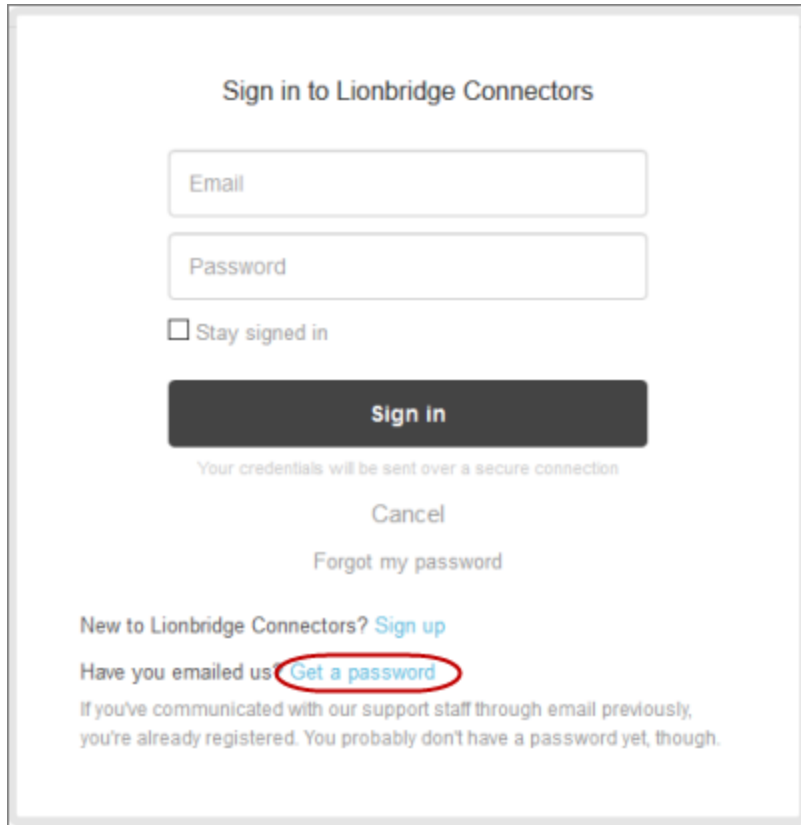
5. Click the link in the verification email to create a password and sign into Zendesk.

## 1.4.5 Getting a Zendesk Password if You Previously Emailed Lionbridge Connectors

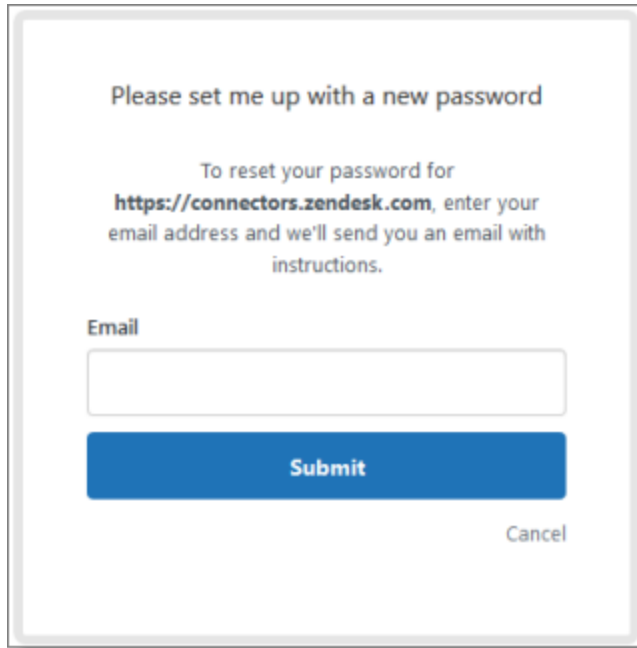
If you have previously emailed Lionbridge Connectors Support at [connectors@lionbridge.com](mailto:connectors@lionbridge.com) to create a support ticket, you can get a password for your email account.

**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.



The screenshot shows a web form with the following elements:

- Title: **Please set me up with a new password**
- Text: To reset your password for <https://connectors.zendesk.com>, enter your email address and we'll send you an email with instructions.
- Label: **Email**
- Input field: A text box for entering the email address.
- Buttons: A blue **Submit** button and a **Cancel** link.

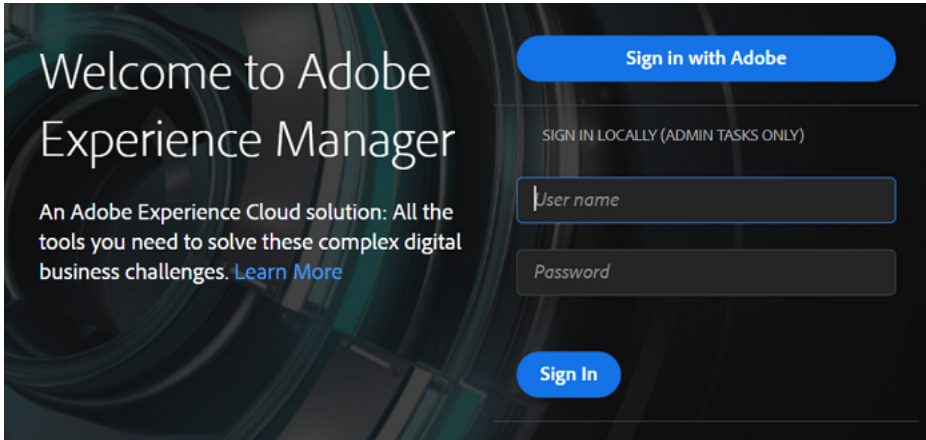
3. Enter the email address from which you emailed Lionbridge Connectors Support ([connectors@lionbridge.com](mailto:connectors@lionbridge.com)).
4. Click **Submit**.  
Zendesk sends you an email with instructions for creating your password.
5. Follow the instructions in the email from Zendesk to create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

## 2 Lionbridge Connector for AEM TIF Installation Guide

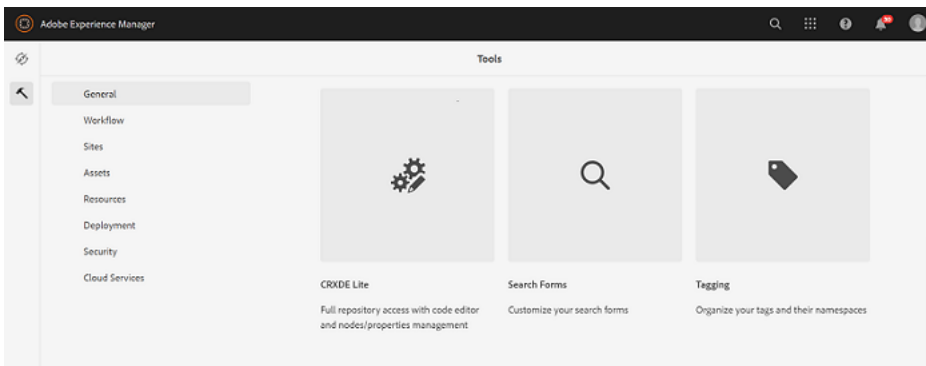
There are 4 sections for Lionbridge Connector for AEM TIF:

### How to Install Lionbridge TIF Connector Package for Adobe Experience Manager (AEM) Cloud

1. Log in to the [AEM](#) using your **User name** and **Password**.



2. Click **Tools** (Hammer icon), select **General**, and Click **CRXDE** (Full repository access with code editor and nodes/properties management) option.

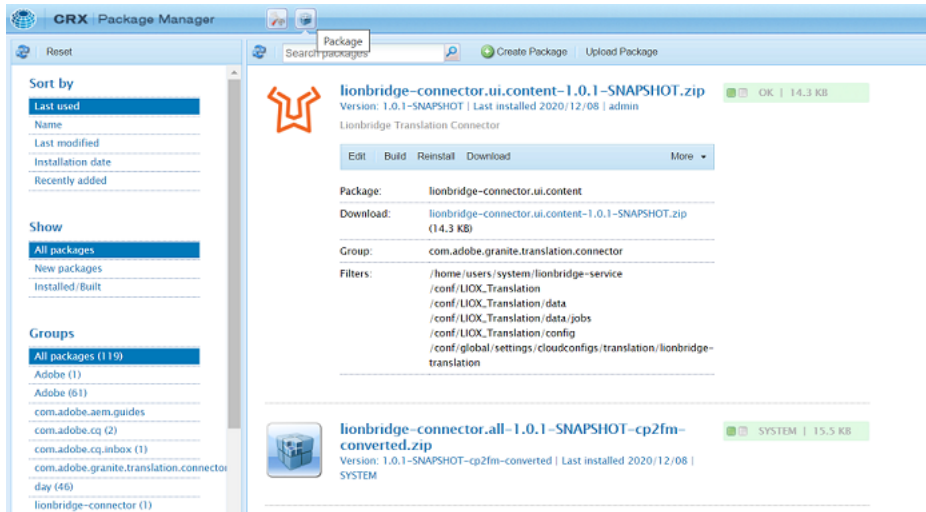


3. In CRXDE home page header. Click **Package** and install Lionbridge Translation Connector for AEM Cloud.

Click **Upload Package** to upload, Lionbridge TIF connector package name as **lionbridge-connector.all-1.0-SNAPSHOT**.

You can browse and choose **lionbridge-connector.all-1.0-SNAPSHOT.zip** package for

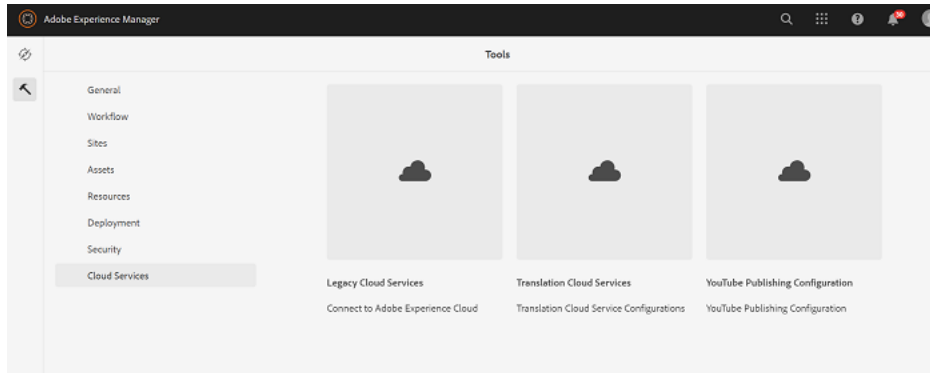
installation in AEM Cloud.



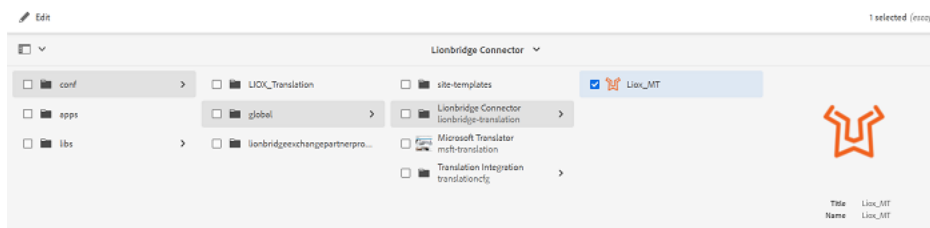
## 3 To Validate global project Configuration with Content API's Provider

### To configure Lionbridge Translation Connector for AEM Cloud.

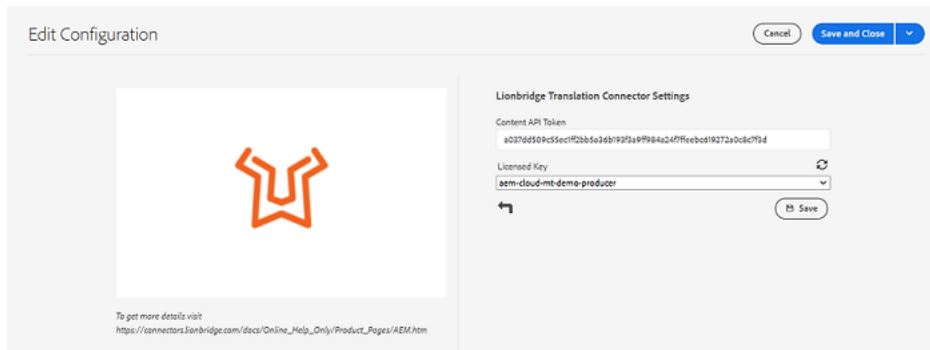
1. On **AEM**, click **Tools** (Hammer icon), select **Cloud Services**, and click **Translation Cloud Services** (Translation Cloud Service Configurations) option.



2. Click **conf** and select **global**. You can see Lionbridge Translation Connector installed. Click **Lionbridge Connector** and select **Liox\_MT** (You can provide any name) and click **Edit** to configure.



3. To configure, Lionbridge provides you with Content API Token. You must provide the same license in **Content API Token** and select **Licensed Key** from the dropdown according to the requirement (Note: Only one Licensed key will be provided to one customer) and click **Save & Close**.

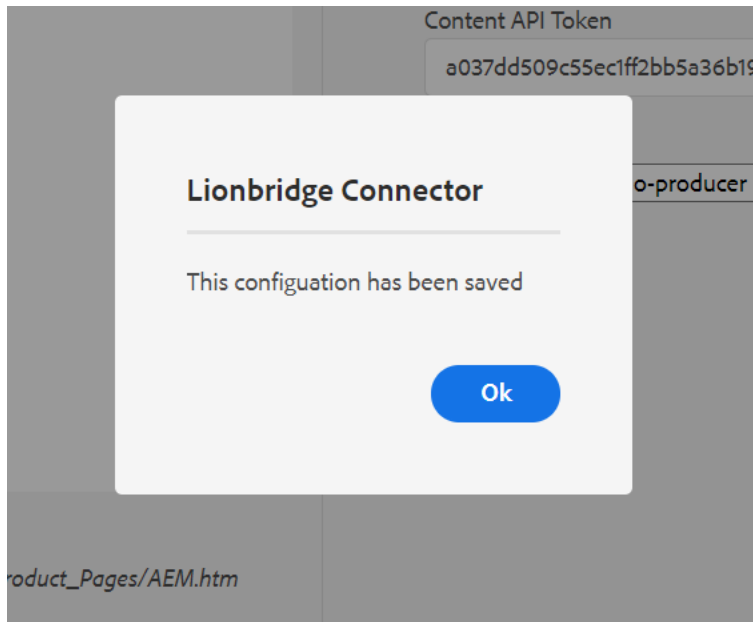




3 To Validate global project Configuration with Content API's Provider

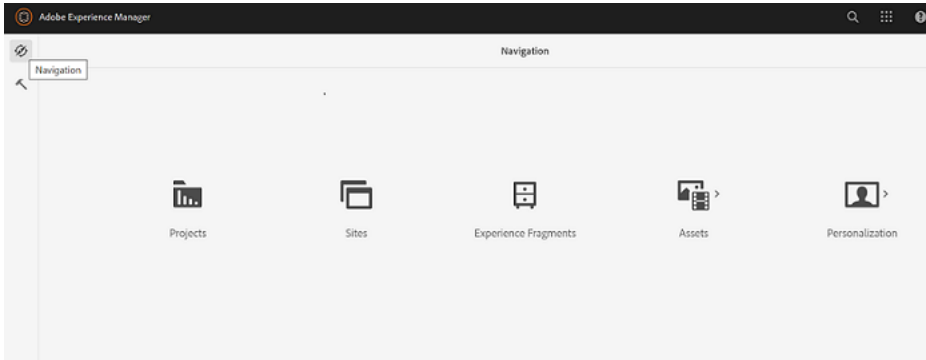
3 To Validate global project Configuration with Content API's Provider

4. The **Lionbridge Connector** message is displayed as **The configuration has been saved.**

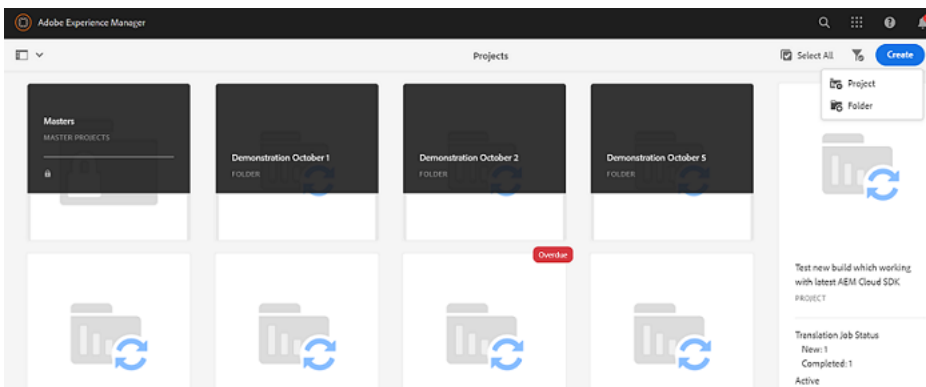


## 4 Creating Translation Project with TIF Connector for AEM cloud

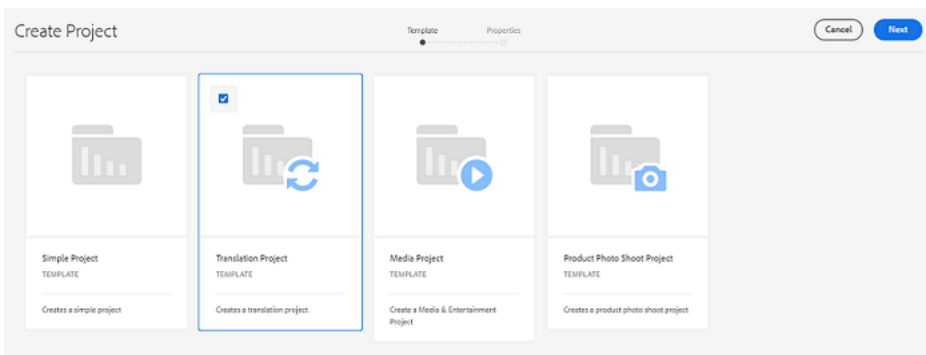
1. On **AEM**, click **Navigation** (compass icon) and select **Projects**.



2. To create new project for translation, click **Create**, and select **Project**.



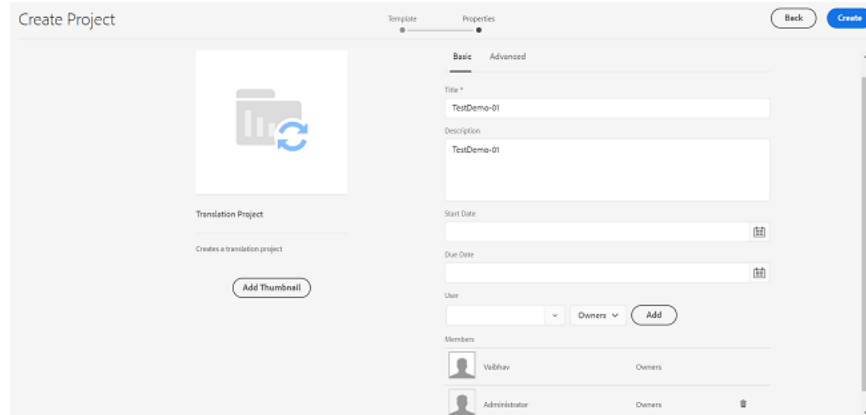
3. Select **Translation Project** (Template) from the available template and click **Next**.



4. To configure the project for Translation. You need to configure **Basic** and **Advance** (mandatory) sections.

a. In **Basic** section, enter the following details:

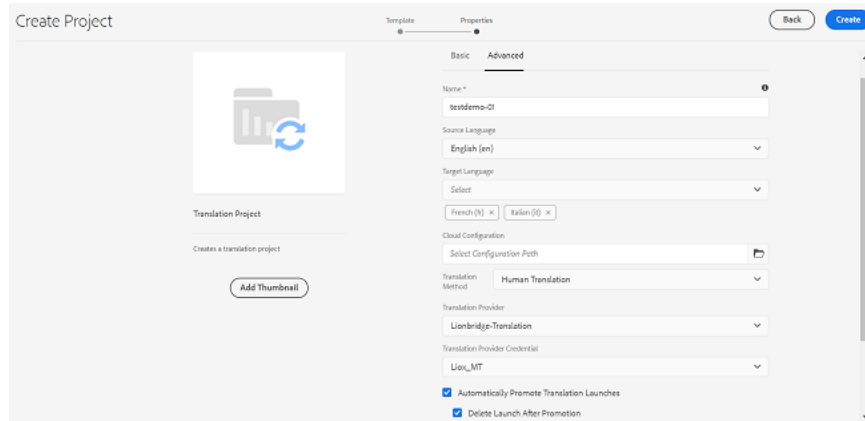
- i. **Title:** Enter the valid title name (mandatory field).
- ii. **Description:** Enter the description.
- iii. **Start Date:** Select the start date.
- iv. **Due Date:** Select the due date.
- v. **User:** Select any User from the dropdown toggle according to the requirement (example: select Administrator, Owner), and click Add (to add the Members under User).



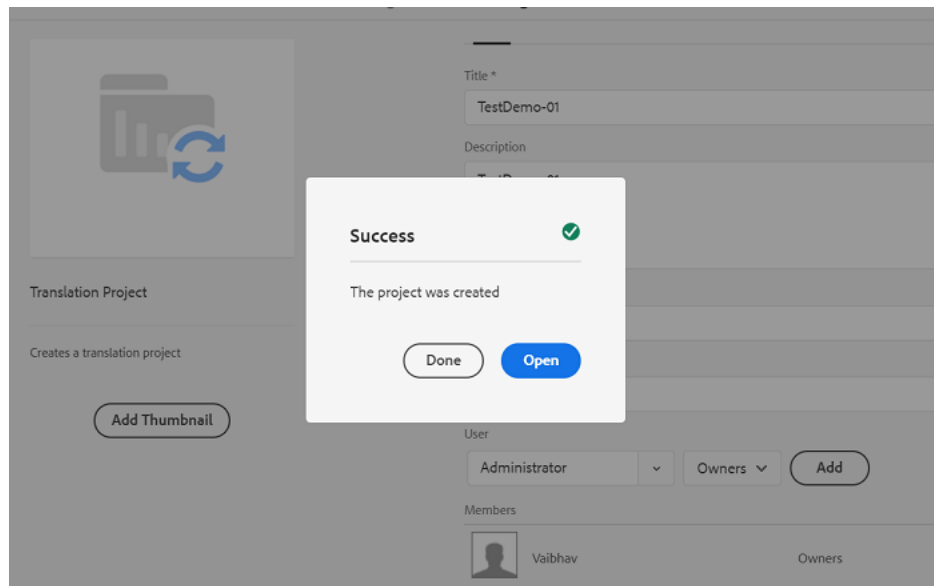
b. In **Advanced** section, enter the following details:

- i. **Name:** By default Name is taken from Basic section.
- ii. **Source Language:** You can select any language according to the requirement (example: Select English).
- iii. **Target Language:** You can select multiple languages as per the requirement to which you need to translate from the dropdown (Example: Select French and Italian).
- iv. **Cloud Configuration:** Select Configuration Path (You can select global or lionbridgeexchangepartnerpro..).
- v. **Translation Method:** Select Human Translation from the dropdown.
- vi. **Translation Provider:** By default, it is Lionbridge-Translation when Translation Method is selected as Human Translation (refer previous point vi).
- vii. **Translation Provider Credentials:** Lionbridge Connect Title is displayed which was created in earlier steps.
- viii. You can select or de-select Automatically Promote Translation Launches, Delete Launch After Promotion, and Automatically Approve Translations.

- ix. **Repeat Translation:** In Creates new translation job(s), inside the project you can select any one option as per the requirements (example: None/Daily/Weekly/Monthly/Yearly) to repeat the translation job and click **Create**.

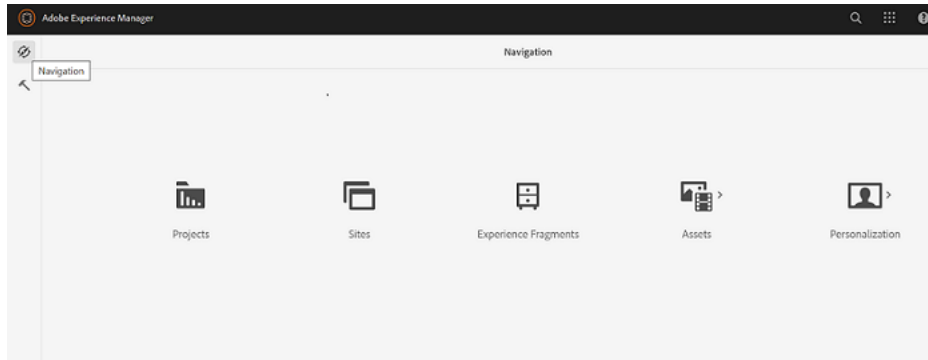


- x. A Success message is displayed as **The Project was created**. To verify the project, you can click **Open** or simply click **Done**.

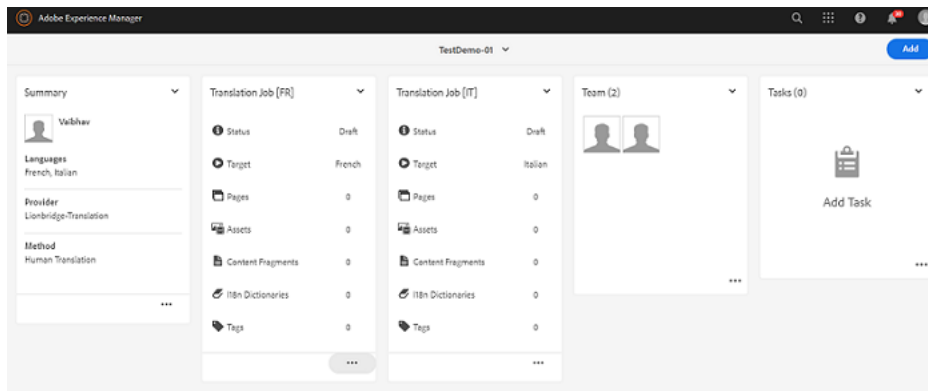


## 5 Connector Translation Verification

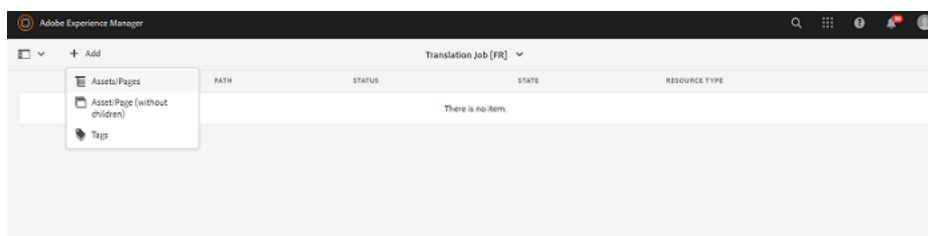
1. On **AEM**, click on **Navigation** (compass icon). Click **Projects**.



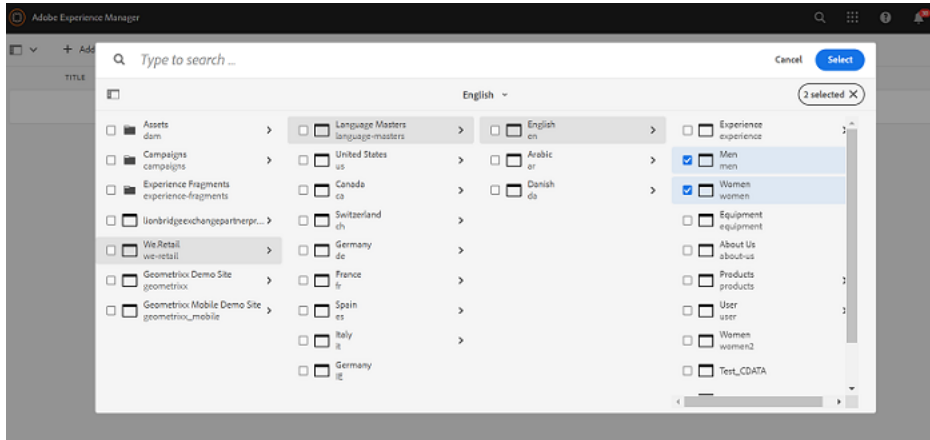
2. Select the latest created **Translation Job** (Target Languages). The Status is **Draft**. The **Pages**, **Assets**, **Content Fragments**, **i18n Dictionaries**, and **Tags** are zero (**0**). To add assets to the existing Job, click on more (three dots (...)).



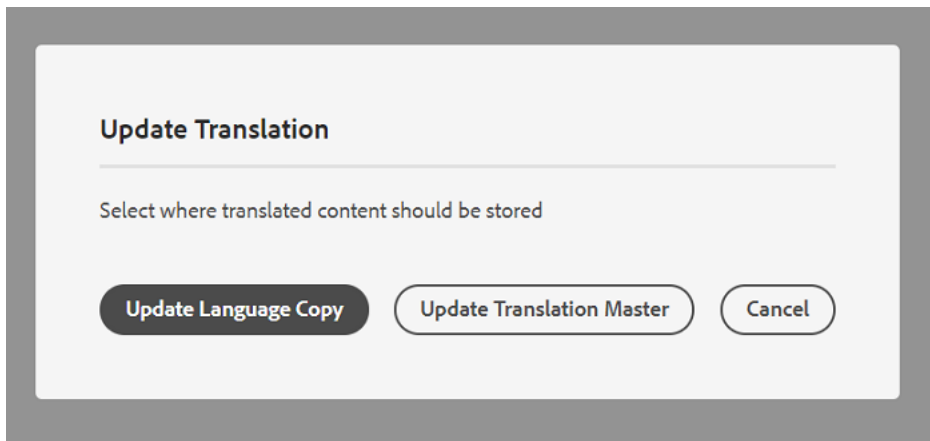
3. Click **+ Add** and select **Assets\Pages**.



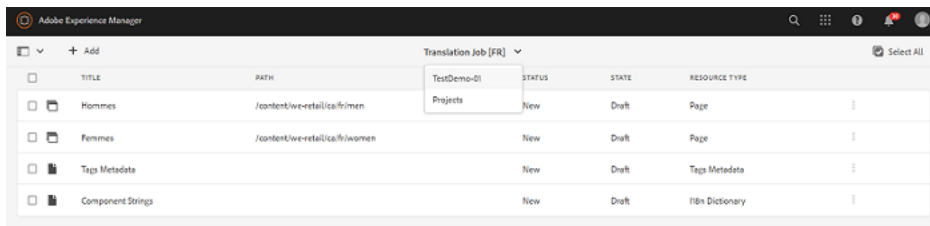
4. Select your assets path tree item as **We.Retail >> Language Masters >> English >> Men and Women** for translation (You can select multiple assets according to the requirement for translation), and click **Select**.



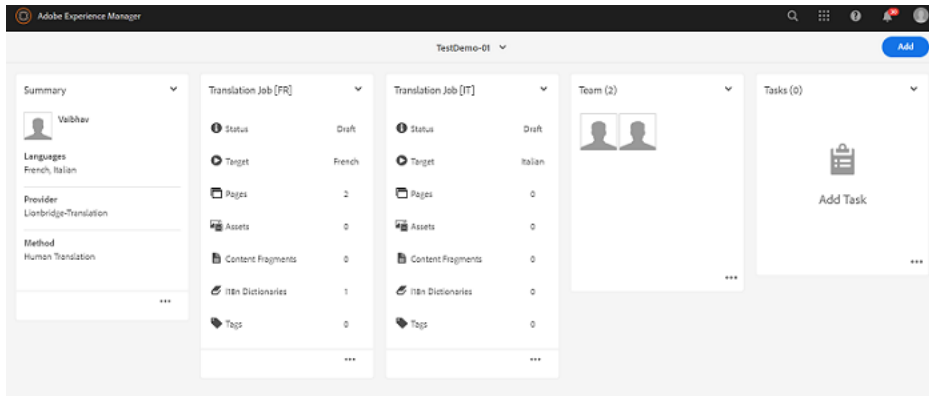
- 5. You can see three options **Create Language Copy** (Update Language Copy for existing project instance), **Overwrite Language Master**, and **Cancel**. Select **Create Language Copy** (If Update Language Copy appears you are updating the existing Translation).



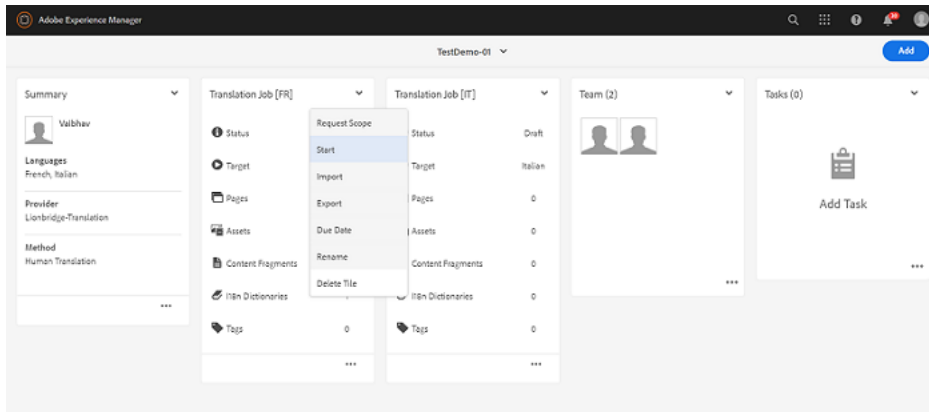
- 6. To add all mentioned assets into the translation job, Click **Translation Job** header dropdown, and choose **Job Name** to add the assets to the job.



- 7. You can see the updated **Translation Job** (Pages and 18n Dictionaries are updated).



8. To start the translation for added assets to the job, click on the dropdown of the **Translation Job** (Target Language) and click **Start** (to start the translation for Translation Job).



9. To monitor the translation status, refresh the browser or add `/bin/lionbridge/debug/jobs` after your AEM instance in the [URL](#) section. You can check the **Status** in the **Project Details** (Target Language).

Lionbridge Connector Translations

Name	Id	Key	Language	Status	Created	CAPI Submitted	...
Test writing to conf -A_(es)	9G67Lhp2tv	aem-cloud-ent-demo-producer	en -> es	READY_FOR_REVIEW	2020.12.03 08:20 PM	2020.12.03 08:30 PM	Delete
Test writing to conf -L_(fr)	CWw6[R]2B	aem-cloud-ent-demo-producer	en -> fr	READY_FOR_REVIEW	2020.12.07 06:05 PM	2020.12.07 06:06 PM	Delete
Test 20 targets_(ar)	W8bTpnC2jH	aem-cloud-ent-demo-producer	en -> ar	READY_FOR_REVIEW	2020.12.08 06:19 PM	2020.12.08 06:19 PM	Delete
Test 20 targets_(ca)	5kxZyc2jR	aem-cloud-ent-demo-producer	en -> ca	COMMITTED_FOR_TRANSLATION	2020.12.08 06:27 PM		Delete
Test 20 targets_(de)	45kVnHDQ7	aem-cloud-ent-demo-producer	en -> de	READY_FOR_REVIEW	2020.12.08 07:56 PM	2020.12.08 07:56 PM	Delete
TestDemo-01_(fr)	2RFBp9xj5	aem-cloud-ent-demo-producer	en -> fr	READY_FOR_REVIEW	2021.01.28 11:54 AM	2021.01.28 11:54 AM	Delete









Showing 1 to 6 of 6 entries

10. After the successful round trip, you can see the final job status as **Approved**.

Lionbridge Connector Translations

Projects / TestDemo-01\_8 [2RPBp9p6jd] Refresh Close

Show 20 entries Filter records:

Name	Type	MimeType	Word Count	...	Status	CAPI Status	...	Updated
/tag-metadata	TAGMETADATA	text/xml	0		APPROVED			2021.01.28 11:54 AM
/contentwe-retalica/women	PAGE	text/html	20	 	APPROVED	COMPLETED	 	2021.01.29 01:00 AM
/contentwe-retalica/men	PAGE	text/html	837	 	APPROVED	COMPLETED	 	2021.01.29 01:00 AM

Showing 1 to 3 of 3 entries Download translated file Previous 1 Next



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