

# Lionbridge

Lionbridge Connector for Episerver CMS 11

User Guide

Version 1.4.2

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## Contents

<b>1 Welcome to the Lionbridge Connector for Episerver CMS 11</b> .....	<b>4</b>
1.1 The Translation Lifecycle .....	4
1.2 How the Connector Helps You Manage Your Translation Lifecycle .....	4
1.3 Using this Guide .....	5
1.4 How to Contact Lionbridge Connector Support .....	6
<b>2 Getting Started with the Connector for Episerver</b> .....	<b>10</b>
<b>3 Sending a Project for Translation</b> .....	<b>11</b>
3.1 Canceling a Translation Job .....	18
<b>4 Viewing Translation Status</b> .....	<b>19</b>
<b>5 Importing and Reviewing Translated Content</b> .....	<b>20</b>
<b>6 Publishing Translated Content</b> .....	<b>24</b>

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# 1 Welcome to the Lionbridge Connector for Episerver CMS 11

Welcome to the Lionbridge Connector for Episerver CMS 11 (Connector). The Connector enables you to automate sending and retrieving content from Episerver, which dramatically reduces the effort required to create, maintain, and publish Web content in multiple languages.

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## 1.1 The Translation Lifecycle

The *translation lifecycle* is the broad process of selecting content, sending it out for translation, and then receiving the translated content back from translation.

This set of steps usually fits inside a larger, more general process called the *content lifecycle*, which is the process of creating, reviewing, editing, approving, and publishing content.

When you consider the translation lifecycle and the content lifecycle together, you have the *global content value chain*, which is the strategy for managing multilingual content.

Remember that localizing content is a subset of steps in the broader content lifecycle. This will improve your focus on key localization considerations, improve processes, and keep all content stakeholders included. Together, this results in better content management.

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## 1.2 How the Connector Helps You Manage Your Translation Lifecycle

The Lionbridge Connector for Episerver (Connector) is a plug-in module for Episerver. It provides a range of features and user interface enhancements in Episerver that enable you to select, send, monitor, and retrieve content for translation into any language Episerver supports.

These features automate the process, which dramatically reduces the effort and time required to export and re-import content that needs to be localized. This is very helpful when translating large volumes of content or ensuring that translated content is quickly re-imported to meet deadlines.

When you use the Connector, you manage your translation lifecycle entirely from within Episerver:

1. The Connector exports your content from Episerver in XML format and delivers these content files to the central, hosted Clay Tablet Platform.
2. The Clay Tablet Platform delivers your content to your translation providers, based on routing rules that your company chooses and Clay Tablet Technologies implements.
3. When the translated content is ready, the Clay Tablet Platform retrieves it from your translators and delivers it to the Connector.
4. The Connector automatically re-imports the content into the correct location in Episerver.

You can then review, revise, reject, or publish the translated content as needed.

**Note:** Neither the Connector nor the Clay Tablet Platform performs any translation. Similarly, Clay Tablet Technologies does not provide any translation services. Your company chooses the translation provider that performs the translation.

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## 1.3 Using this Guide

### Purpose of this guide

This guide describes how to use the Lionbridge Connector (Connector) for Episerver to manage your translation lifecycle. It describes how to send out content items from Episerver for translation and receive them back from translation.

### Who should use this guide

This guide is intended for content editors, project, marketing, localization or translation managers, or others who are responsible for creating, editing, or approving assets for translation that reside in your Episerver instance. This guide is also useful for translation providers who receive assets from your Episerver instance, because it describes your company's translation management process.

### What your company setup should be

This document assumes that:

- Your company already has a functioning instance of Episerver .
- The Connector has been installed, configured, and tested on your Episerver instance.
- Clay Tablet Technologies has set up the Clay Tablet Platform to send assets to your translation providers.
- Optional. Lionbridge is your company's translation provider, and Freeway is already set up for your company.

### What you should already know

This document assumes that:

- You are familiar with the Connector's configuration for your Episerver instance, and the reasons for choosing certain configuration options. This is important because your company's configuration determines which features are available.
- You have a strong working knowledge of Episerver.
- You are familiar with your company's translation process and requirements.
- You have valid user credentials to log into Episerver.
- You have the required permissions to access the Connector functionality described in this guide.

**Note:** Not all the features described in this guide may be available. Feature availability depends on both your company's Connector setup and the roles to which you are assigned. If you cannot access functionality that you need, contact your company's Episerver administrator.

### How this guide is organized

This guide contains the following chapters:

Chapter	Description
"Welcome to the Lionbridge Connector for Episerver CMS 11" on page 4	A brief description of the Clay Tablet for Episerver solution and how it fits into the translation lifecycle. It also includes information about this guide and Clay Tablet Technologies Support contact information.
"Getting Started with the Connector for Episerver" on page 10	How to get started and an overview of the Connector interface and key features.
"Sending a Project for Translation" on page 11	How to create a translation project and send out content for translation.
"Importing and Reviewing Translated Content" on page 20	How to import translated content into Episerver.
"Publishing Translated Content" on page 24	How to publish translated content.

## How to find out more about the Lionbridge Connector for Episerver

For information on installing and configuring the Lionbridge Connector for Episerver, read the *Lionbridge Connector for Episerver Installation and Configuration Guide*.

### Documentation conventions

This guide uses the following conventions:

Convention	Description
<b>Bold</b>	Highlights screen elements such as buttons, menu items, and fields.
<code>Courier</code>	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>Edit</b> > <b>Select All</b> ."

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## 1.4 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:

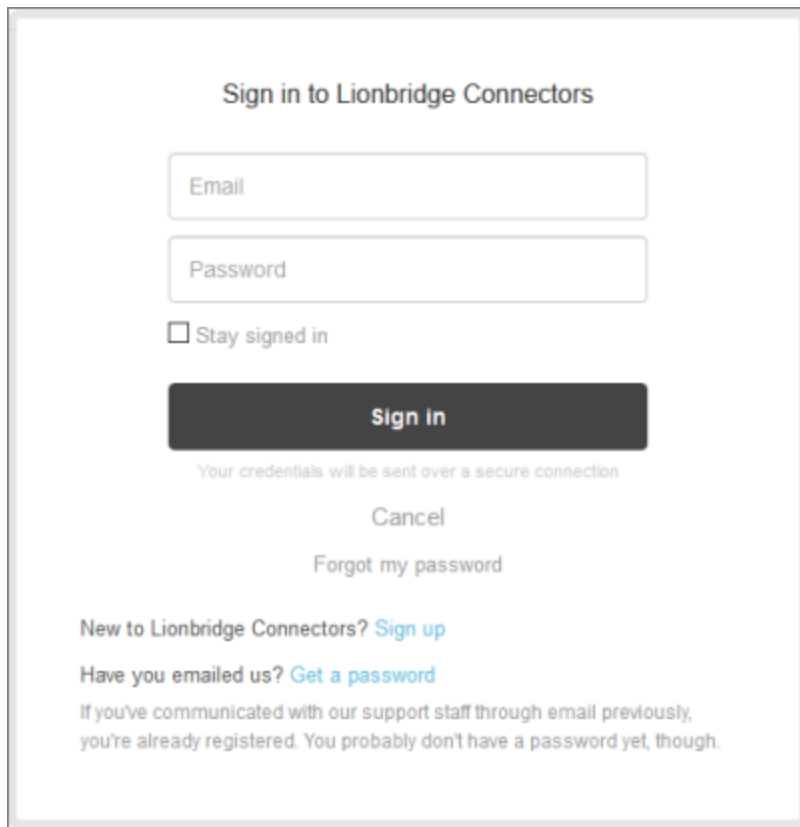
- CMS log files for the date the issue occurred
- Connector or App log files for the date the issue occurred
- screen capture of the issue

### 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.

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



The screenshot shows a sign-in form titled "Sign in to Lionbridge Connectors". It includes an "Email" input field, a "Password" input field, and a checkbox labeled "Stay signed in". Below the fields is a prominent black "Sign in" button. Underneath the button, a small note states "Your credentials will be sent over a secure connection". Further down 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."

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.

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## 2 Getting Started with the Connector for Episerver

You access the Connector from Episerver, so that you can send out content items for translation. You perform the following basic tasks:

1. ["Sending a Project for Translation"](#) on page 11.
2. ["Importing and Reviewing Translated Content"](#) on page 20.
3. ["Publishing Translated Content"](#) on page 24.

## 3 Sending a Project for Translation

When you send out content for translation, they are part of a translation project.

You can add content for translation to a new or an existing project.

You can send out the following types of content for translation:

Content Type	Description	Additional Notes
Episerver Blocks	Blocks that are referenced on a page in a Content Area or <code>ContentReference</code> fields.	If the same block has multiple references, the Connector sends it out for translation once, in the context of the first page where it is referenced.
Episerver page properties	The following page properties are supported: <ul style="list-style-type: none"> <li>■ String</li> <li>■ XHTMLString</li> <li>■ ContentArea</li> <li>■ ContentReference</li> </ul>	Unsupported page properties will be blank, so you cannot publish the corresponding pages, as described in <a href="#">"Publishing Translated Content"</a> on page 24. <b>Tip:</b> Review these pages manually and populate the blank page properties so that you can publish the pages.
custom properties	Custom properties created by the customer.	The Connector supports sending for translation only custom properties that inherit from the <code>PropertyLongString</code> and <code>PropertyString</code> classes.

### How the Connector packages the files for translation

Either:

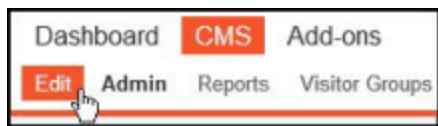
- The Connector sends each page and block for translation as a separate file.
- The Connector bundles all pages and blocks in the translation project for translation into a single XML file, creating one file for each target language.


You configure this setting using the **Use grouped asset handling** check box. For detailed instructions, refer to the *Lionbridge Connector for Episerver CMS 11 Installation and Configuration Guide*.

**Recommendation:** If Lionbridge Freeway will translate terms for SEO, select this check box.


### To send out a project for translation:

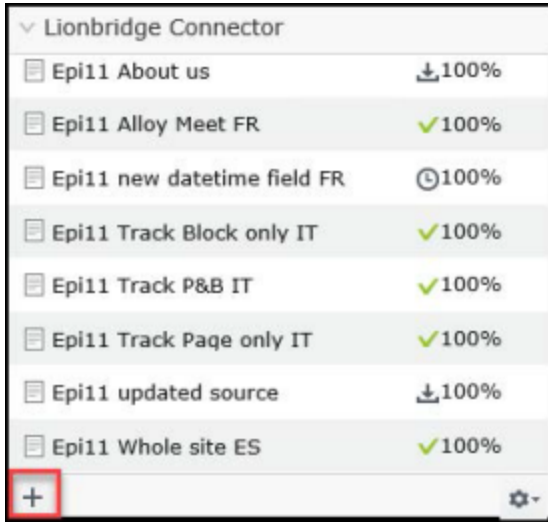
1. In Episerver CMS, click **Edit**.



- 2. Click the **Toggle assets pane** icon  .

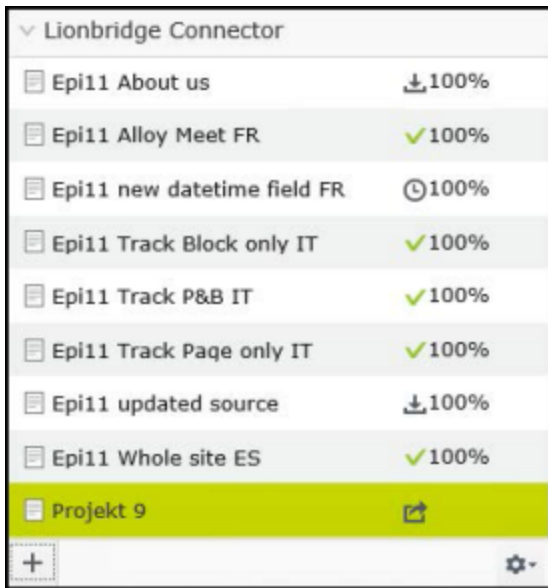
The Assets pane is displayed on the right. The Lionbridge Connector gadget is displayed at the bottom of the pane, displaying all the translation projects.

- 3. Optional. To create a new project, click the plus icon  at the bottom-left corner of the gadget.

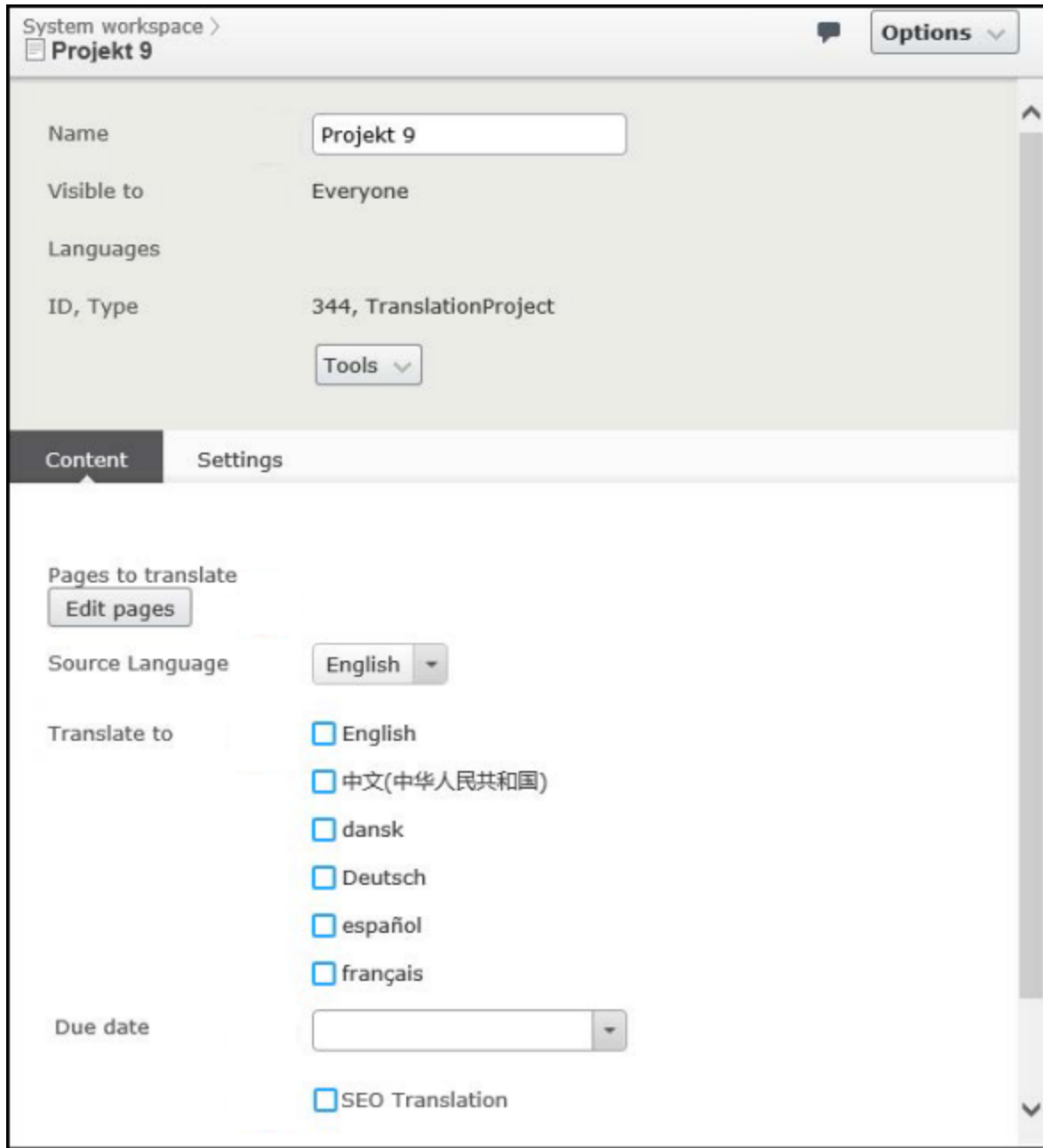


The project you created is displayed in the list.

- 4. Click a project in the list to select it.



The **System workspace**, on the left, updates.



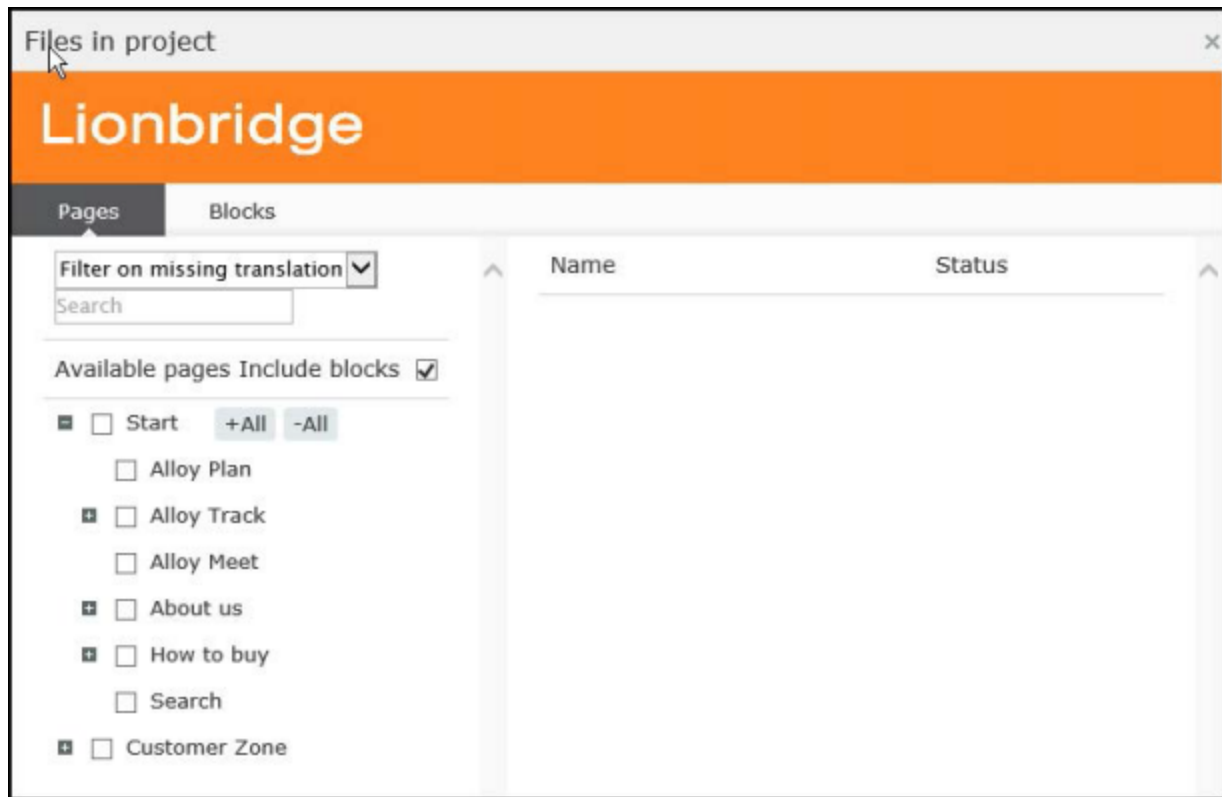
5. Specify the following settings for your translation project:

Setting	Description
Name	Enter or update the name of your project. This will also be the Freeway title of your project.
Source Language	Select the source language of the pages in the project

Setting	Description
Translate to	Select the check boxes for the target languages for the pages in the project. These are the languages into which the pages will be translated.
Due date	In the dropdown list, enter date and time in the following format: M/D/YYYY H:MM, for example, 3/9/2018, 8:00PM, or click the arrow and select the date and time in the calendar that opens.
SEO Translation	<p>If you want to mark the pages for SEO workflow processing, so that Lionbridge Freeway will translate terms for SEO. select the check box. When this check box is selected, the Connector includes the <code>URLSegment</code> property (name in URL) in pages it sends for translations.</p> <p><b>Note:</b> Episerver runs some validations on this property when it is edited in the Episerver GUI. These validations ensure that there are no characters that are invalid for URL names, and that the name is unique among sibling pages. For example, if you have a folder with the <code>/cars/</code> URL, it cannot contain two pages with the same URL name, such as <code>brandX</code>, because the <code>/cars/brandX</code> address must point to a unique page.</p>

6. To select the content to translate, under **Pages to translate**, click **Edit pages**.

The **Files in project** dialog box opens.

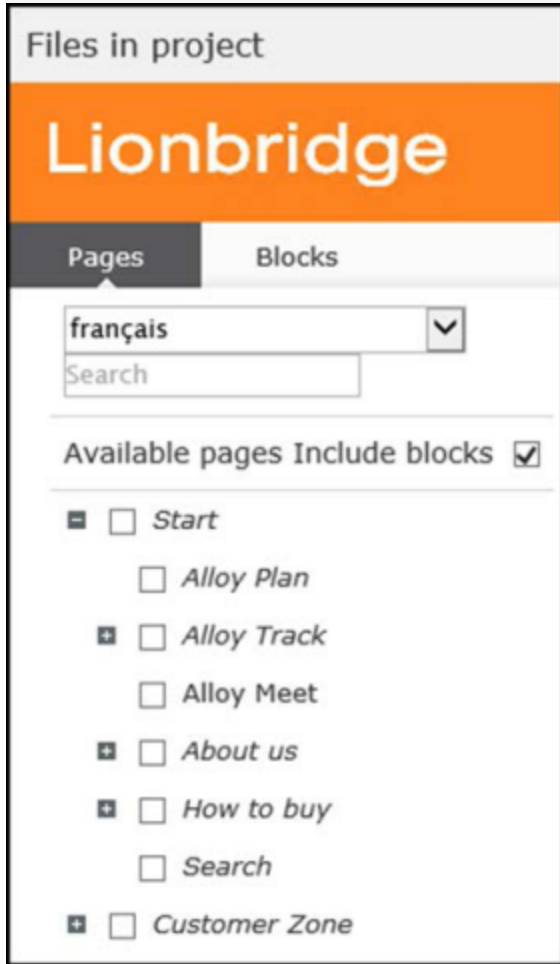


The **Available pages** pane on the left side displays the content tree.

- At the top of this pane, click the **Pages** or the **Blocks** tab to display the corresponding content in the content tree.
- Expand the tree structure and select the check boxes of the pages or blocks to add to the translation project.
- Optional. Mouseover the page to display the **+All** and **-All** buttons. Click these buttons to add or remove all child pages or blocks from the translation project.
- To remove a page or block from your content selection, click the corresponding **Remove** button. This button is displayed after a page or block is selected.
- Optional. In the **Pages** tab, to automatically include all blocks associated with the selected pages in your translation job, select the **Include blocks** check box.

**Tip:** To view which pages have not yet been translated, select the desired target language in the **Filter on missing translation** dropdown list. The content page tree updates to display any pages that have not yet been translated into that language in *Italic* font. Pages that have already been translated into that target

language are displayed in regular font.



f. Click **Save** to save your changes.

The **System workspace** reopens.

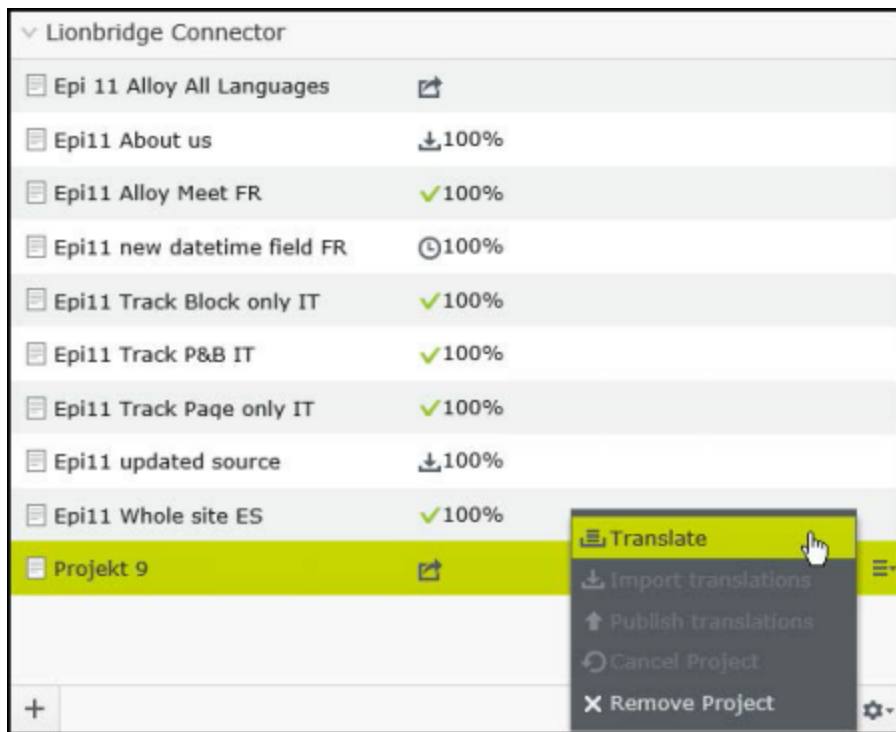
7. Optional. Enter or update the following information about the project:

Field	Description
Source Language	In the dropdown list, select the source language of the pages in the project.
Translate to	Select the check boxes for the target languages for the pages in the project. These are the languages into which the pages will be translated.




Field	Description
Due date	<p>The requested delivery date. Either:</p> <ul style="list-style-type: none"> <li>■ Enter the date and time in the following format: M/D/YYYY H:MM, for example, 3/9/2016, 8:00 PM.</li> <li>■ Click the arrow and select the date and time in the calendar that opens.</li> </ul>

8. Mouseover the right end of the project in the Lionbridge Connector gadget, and in the project's context menu, select **Options > Translation**.



A message box opens, stating that the project was sent for translation.

9. Click **OK** to close the message box.

The Connector sends your translation project as a scheduled job. It displays a clock icon  next to it.

- When your job displays a status of 10%, it has been delivered to Lionbridge Freeway.
- When the job displays a status of 100%, it is ready to be imported into Episerver, where you can review it.

## 3.1 Canceling a Translation Job


You can cancel a translation job from within the Connector, if its status is `Created` or `Sent` for translation. For a list and description of translation-job statuses, see "[Viewing Translation Status](#)" on page 19.

Note: If the status of your translation job is `In Production`, then Lionbridge Freeway has already received the job. Contact your Lionbridge Project Manager immediately before selecting to cancel the job.

### To cancel a translation job:

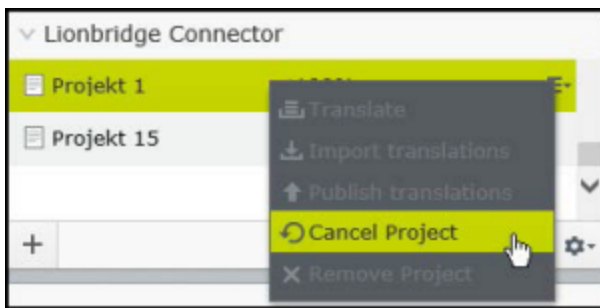
1. In Episerver CMS, click **Edit**.



2. Click the **Toggle assets pane** icon .

The Assets pane is displayed on the right. The Lionbridge Connector gadget is displayed at the bottom of the pane, displaying all the translation projects.




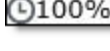
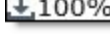
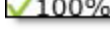
3. Click a project in the list to select it.
4. Mouseover the right end of the project in the Lionbridge Connector gadget, and in the project's context menu, select **Options > Cancel Project**.



## 4 Viewing Translation Status

You can view the status of your translation projects in the Lionbridge Connector gadget.

Translation projects can have the following statuses:

Translation Job Status	Icon	Description
Created		The Connector created the translation job, but it did not send it for translation yet.
Sent for translation		The Connector sent out the translation job, but Lionbridge Freeway did not receive it yet.
In Production		Lionbridge Freeway has received the translation job.
Delivered		The Connector has delivered the completed translation job, and it is ready to be imported into Episerver.
Imported		The completed translation job has been imported, but it has not yet been published.
Published		The translation job has been published.

## 5 Importing and Reviewing Translated Content

When the translation project is complete and has been returned to the Connector, its project status is 100%. It is ready to import into Episerver, where you can review it.

Lionbridge Connector	
Epi 11 Alloy All Languages	10%
Epi11 About us	100%
Epi11 Alloy Meet FR	100%
Epi11 new datetime field FR	100%
Epi11 Track Block only IT	100%
Epi11 Track P&B IT	100%
Epi11 Track Page only IT	100%
Epi11 updated source	100%

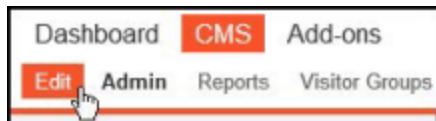
You can import the translated content into Episerver.


**Note:** You can import a project even if it has not been fully translated. However, to import and publish a page, all its dependent blocks must be translated.

**Note:** The Connector automatically updates translation projects with redelivered assets. If an imported project has redelivered assets, its status is 100%.

### To import translated content into Episerver:

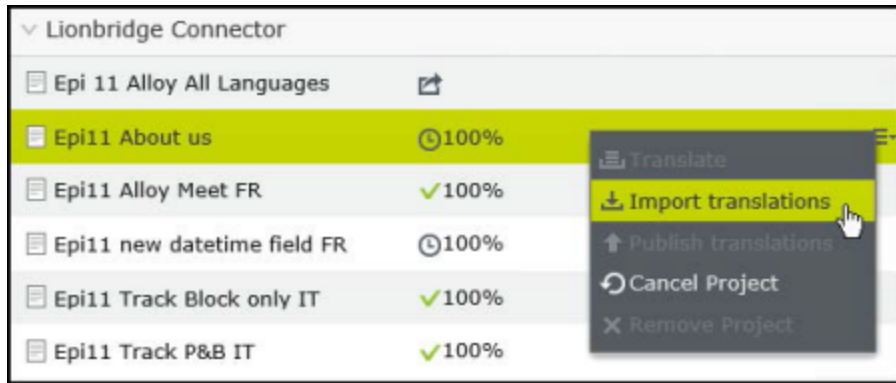
1. In Episerver **CMS**, click **Edit**.



2. Click the **Toggle assets pane** icon .

The Assets pane is displayed on the right. The Lionbridge Connector gadget is displayed at the bottom of the pane, displaying all the translation projects.

3. In the list, click a project whose status of 100% to select it.
4. Mouseover the right end of the project in the Lionbridge Connector gadget, and in the project's context menu, select **Options > Import translations**.




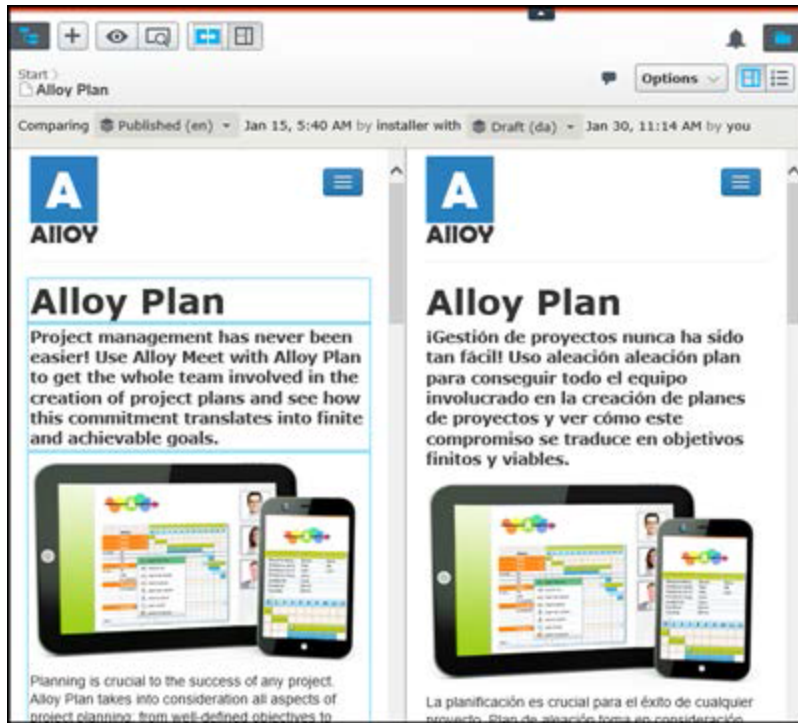
A message box opens, stating that the project has been imported, but that it has not been published. The project is ready for review.

- Click **OK** to close the message box.

- In the top-left corner, click the **Toggle navigation pane** icon  .

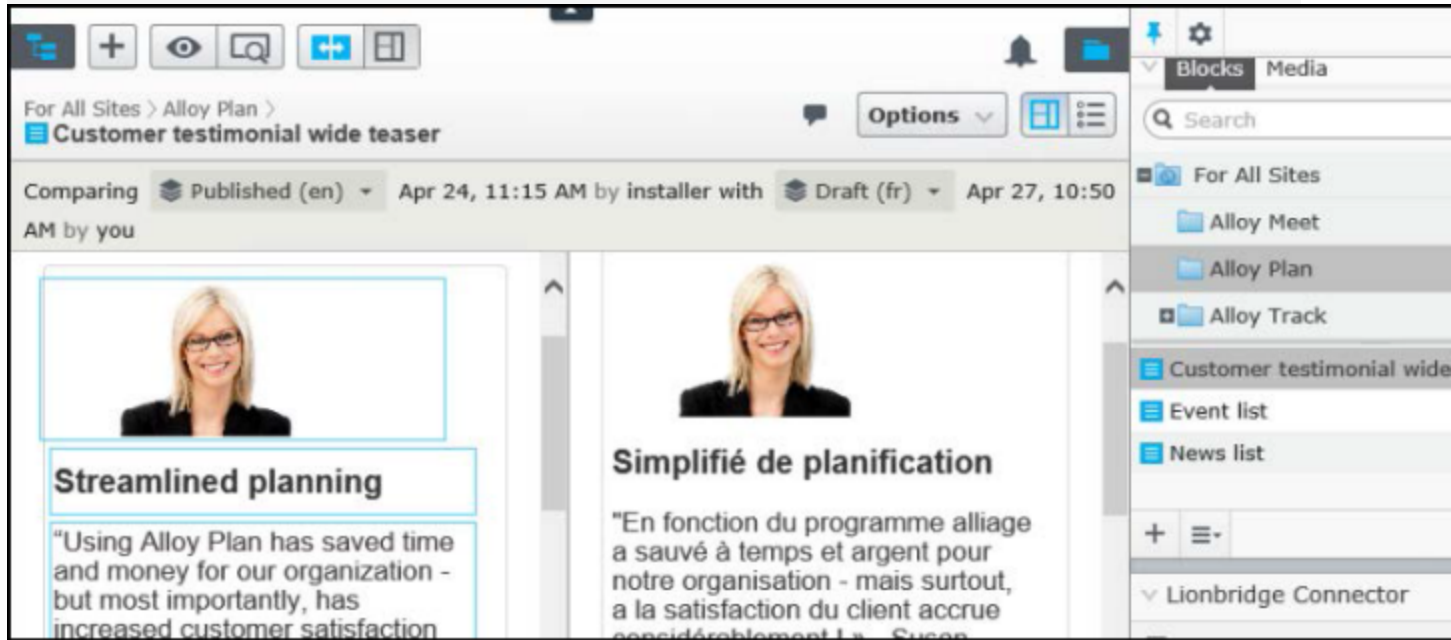
The Navigation pane is displayed on the left.

- In the Navigation pane, click the **Sites** tab, and click the language version of the site to review. Alternatively, install the Versions Add-On to display the different language versions you have created.
- Click the **Pages** tab, and in the tree structure, navigate to each page to review.
- Optional. Click the **Compare different versions** icon  to compare the source and target language versions of a page side by side and review before publishing or performing further edits.



10. Optional. Click in a page to edit it.

**Note:** Blocks are displayed as translated within a page only after the page is published. To view the translated *draft* version of blocks for review purposes, in the **Assets** pane on the right, select the blocks, as shown below.



11. When you are done, click **Publish?** in the top-right corner and select **Publish changes** from the context menu.

The Connector published the updated page.

## 6 Publishing Translated Content

After you import translated content, you can publish it via the Connector. Publishing a translation project publishes all pages contained within that project. Alternatively, you can publish pages individually via the regular Episerver publishing method.

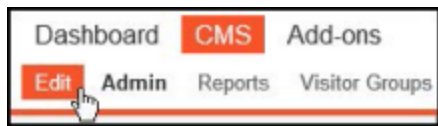
**Note:** To import and publish a page, all its dependent blocks must be translated.


**Note:** The Connector automatically updates translation projects with redelivered assets. If a published project has redelivered assets, its status is 100%.

For instructions on importing and reviewing content before publishing it, see "[Importing and Reviewing Translated Content](#)" on page 20.

### To publish translated content:

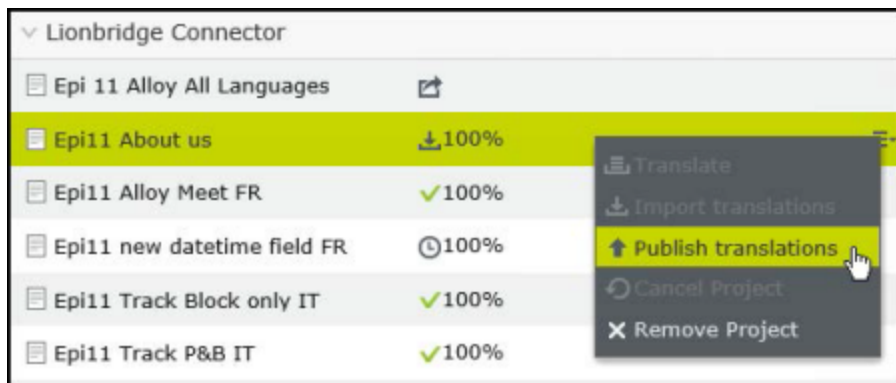
1. In Episerver **CMS**, click **Edit**.



2. Click the **Toggle assets pane** icon .

The Assets pane is displayed on the right. The Lionbridge Connector gadget is displayed at the bottom of the pane, displaying all the translation projects.

3. Click a project in the list to select it.
4. Mouseover the right end of the project in the Lionbridge Connector gadget, and in the project's context menu, select **Options > Publish translations**.



A message box opens, confirming that the pages are being published.

5. Click **OK** to close the message box.