



Lionbridge App for Marketo

Setup Guide

Version 2.1.0

March 3, 2020

Copyright

© Copyright 2020 Lionbridge Technologies, Inc. All rights reserved.

Lionbridge and the Lionbridge logotype are registered trademarks or trademarks of Lionbridge Technologies, Inc. in the United States and other countries. All other trademarks used herein are the property of their respective owners. The opinions of third-party contributors remain theirs alone and do not necessarily represent the views of Lionbridge Technologies.

Contents

1 Welcome to the Lionbridge App for Marketo	5
1.1 Terminology	5
1.2 How the Lionbridge App Works with Marketo	6
1.3 Using this Guide	7
1.4 How to Contact Lionbridge Connector Support	8
1.4.1 Submitting a Support Ticket	8
1.4.2 Information to Include in a Support Ticket	9
1.4.3 Viewing and Updating Your Support Ticket in Zendesk	9
1.4.4 Signing Up for a Zendesk Account for Lionbridge Connectors	10
1.4.5 Getting a Zendesk Password if You Previously Emailed Lionbridge Connectors	12
2 Before You Set Up the Lionbridge App for Marketo	15
3 Adding the Lionbridge App in Marketo	16
3.1 Sending LaunchPoint Service Information to the Lionbridge Connector Team	18
4 Getting Started with CloudBroker	20
4.1 CloudBroker at a Glance	21
5 Configuring the Lionbridge App in CloudBroker	22
5.1 Configuring Language Mappings	22
5.2 Configuring Language Segmentation	25
5.3 Configuring Global Translation Settings	27
5.4 Configuring Lionbridge Freeway Authentication	31
5.5 Configuring SDL TMS Entries	33
5.6 Configuring Marketo Authentication Settings	35
5.7 Configuring Other Marketo Settings	37
5.8 Configuring Translation Providers	39
5.9 Configuring Email Notification Groups	42
6 Configuring User Access	45
6.1 Managing Teams	45

6.1.1 Adding or Editing a Team	46
6.1.2 Deleting a Team	49
6.2 Managing Users	50
6.2.1 Adding a User	51
6.2.2 Editing a User	53
6.2.3 Deleting a User	55
7 Administrative Tasks	57
7.1 Viewing Lionbridge App Information and Usage Data	57
7.2 Viewing Job Data	59
8 Appendix: Language Codes	62
Index	71

1 Welcome to the Lionbridge App for Marketo

Welcome to the Lionbridge App for Marketo (Lionbridge App). This application is a Marketo plug-in. It enables you to automate sending and retrieving assets in Marketo for translation, which dramatically reduces the effort required to create, maintain, and publish assets in multiple languages.

1.1 Terminology

Asset	A content item that you manage using Marketo, for example, emails, landing pages, and snippets. Assets are instances of asset types.
CloudBroker	Lionbridge's server application for hosting the Lionbridge App for Marketo. As a SaaS (Software as a Service), Marketo does not support installing the Lionbridge App or any other external applications on its server. Therefore, the Lionbridge App is hosted on the Lionbridge CloudBroker server.
Freeway	The name of the Lionbridge translation portal for submitting content to and retrieving content from the Lionbridge translation provider.
FTP Server	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.
Keys	<p>The Lionbridge App uses keys to establish a secure, discrete connection between the app instance and the Platform.</p> <p>Very important: Do not copy the CMS address keys to multiple Marketo instances, because this is a violation of the License Agreement. Using the same CMS address keys on multiple Marketo instances will cause the Lionbridge App or Connector to behave unexpectedly, which can result in lost translation content, orphaned projects, and inaccurate translation status reports. The Lionbridge Connector team will support technical issues caused by duplicating or incorrectly installing CMS address keys only on a time and materials basis.</p>
Lionbridge	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.

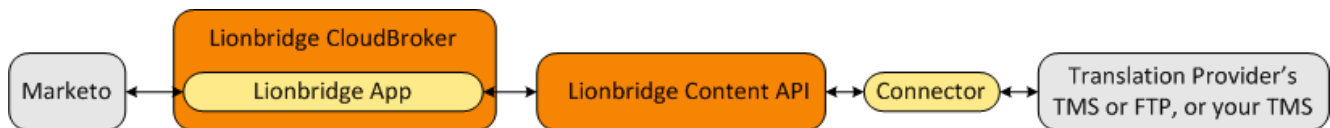
Lionbridge App for Marketo (App)	The software that Lionbridge has developed and provides, which plugs into your Marketo environment to provide connectivity to CloudBroker and our hosted Platform. In this document it is referred to as the Lionbridge App. This is the software you set up as you work through this guide.
MT	Machine translation. The translation provider can be a machine translation service, such as Google Translate.
Producer	CMS or another content system that sends content or documents out for translation. In this case, this is Marketo.
Provider	A provider of translation services. The delivery of assets to the provider may be via an FTP server or a TMS connector.
SDL TMS	SDL Translation Management System™ is a global information management application.
Site	A site is your company's implementation of the Lionbridge App for Marketo.
Support Asset	Supporting documents and their metadata. Support assets are not translated by the translation provider, but they provide helpful context for the translator.
TMS	Translation management system that the translation provider uses.

1.2 How the Lionbridge App Works with Marketo

The Lionbridge App is an important part of the Lionbridge translation solution.

The Lionbridge App is a LaunchPoint service within Marketo. Its functionality is displayed as a separate Web application.

As a SaaS (Software as a Service), Marketo does not support installing the Lionbridge App or any other external applications on its server. Therefore, the Lionbridge App is hosted on the Lionbridge CloudBroker server.



Your translation systems architecture might look like the configuration above. It may have additional content producers or translation providers, but the core concepts remain the same.

During implementation, the Lionbridge Connectors team 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 set up the Lionbridge App for Marketo (Lionbridge App). It describes how to register the Lionbridge App in Marketo, and how to set it up in CloudBroker.

Recommendation: Review the user guide to fully understand the powerful features of the Lionbridge App.

Who should use this guide

This guide is intended for Marketo administrators or system integrators.

What your company setup should be

This document assumes that:

- Your company is already using Marketo.
- The Lionbridge Connector Team has set up CloudBroker for your company to use the Lionbridge App to send out content for translation from Marketo.
- The Lionbridge Connector Team has set up the Content API to send content to your translation providers.
- Optional. If Lionbridge is your company's translation provider, then Freeway is already set up for your company.

What you should already know

This document assumes that:

- You have a strong working knowledge of Marketo and its features.
- You are familiar with your company's translation process and requirements.
- You have valid user credentials to log into Marketo as an administrator.
- You have valid user credentials to log into CloudBroker as a site administrator.

How to find out more about the Lionbridge App for Marketo

For information on using the Lionbridge App for Marketo to send and receive content for translation, read the *Lionbridge App for Marketo User Guide*.

Documentation conventions

This guide uses the following conventions:

Convention	Description
Bold	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 New > New Campaign Folder ."

1.4 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

1.4.1 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.

1.4.2 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.

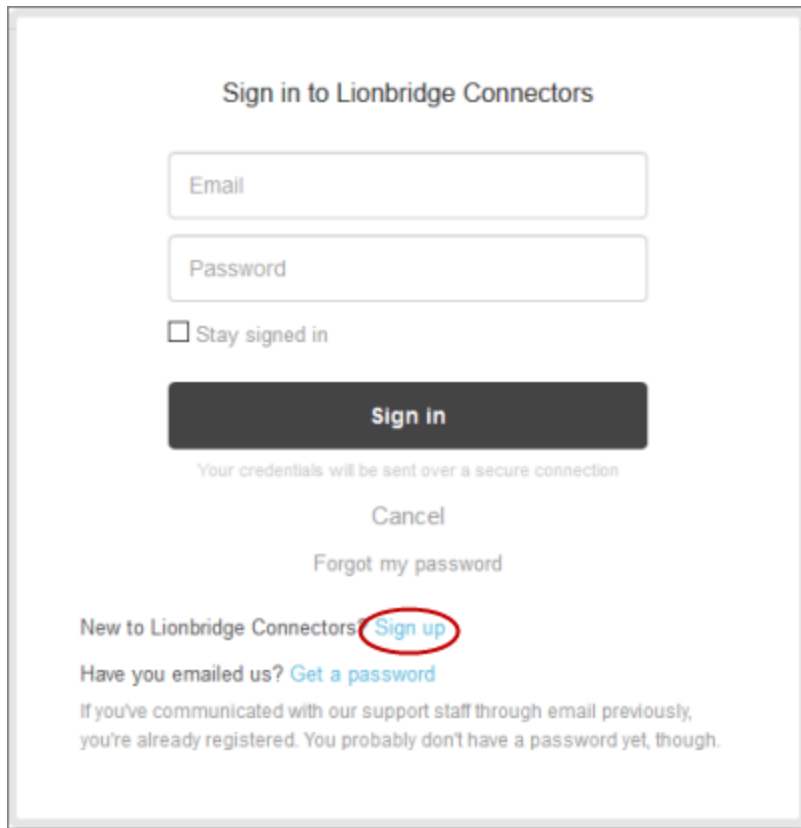
1.4.4 Signing Up for a Zendesk Account for Lionbridge Connectors

You can create a new Zendesk account for Lionbridge Connectors.

Note: If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com 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.



Sign in to Lionbridge Connectors

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

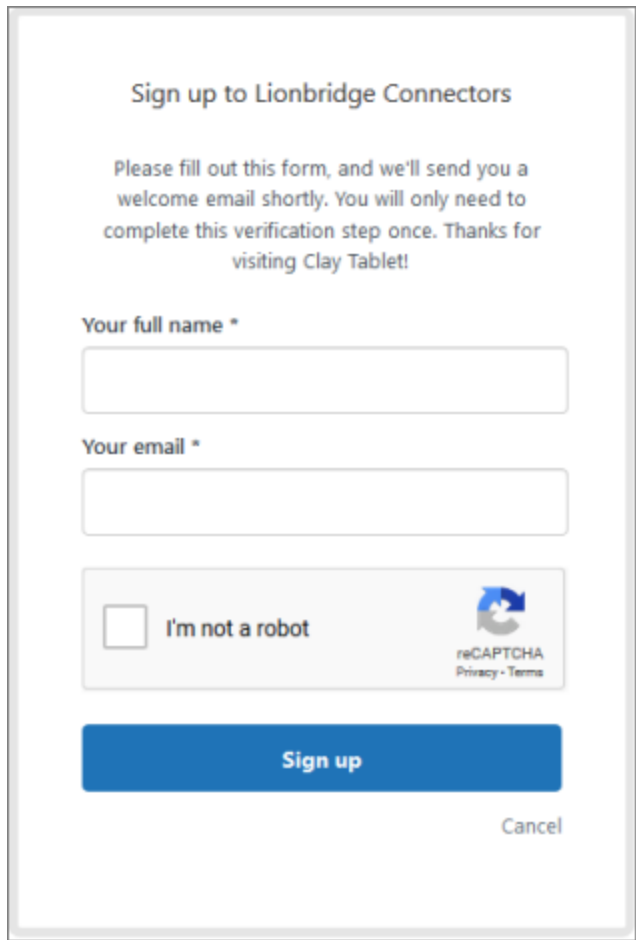
Forgot my password

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.

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.

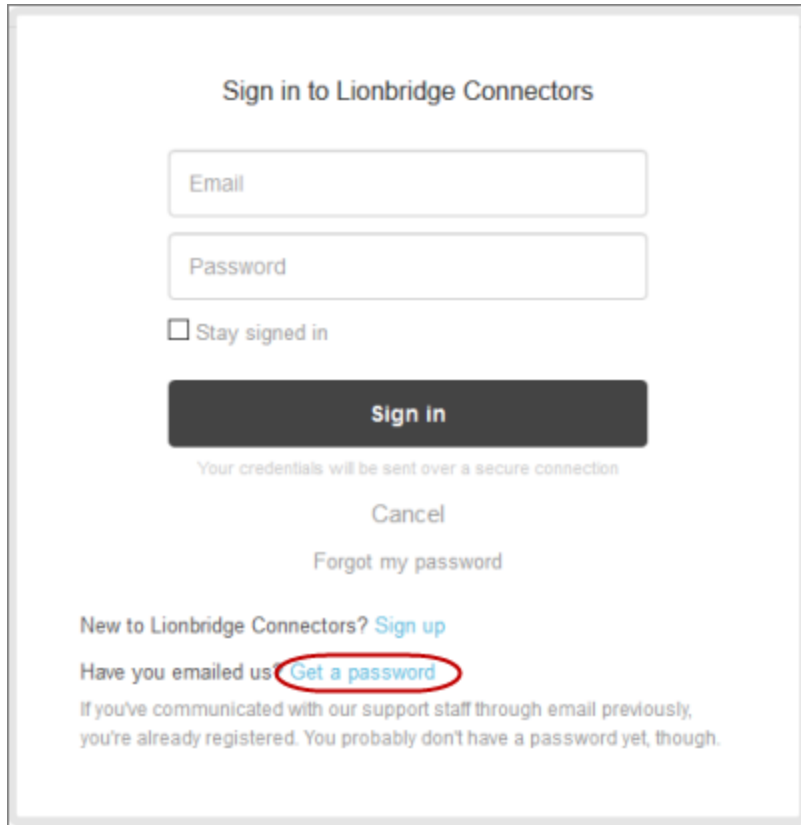
5. Click the link in the verification email to create a password and sign into Zendesk.

1.4.5 Getting a Zendesk Password if You Previously Emailed Lionbridge Connectors

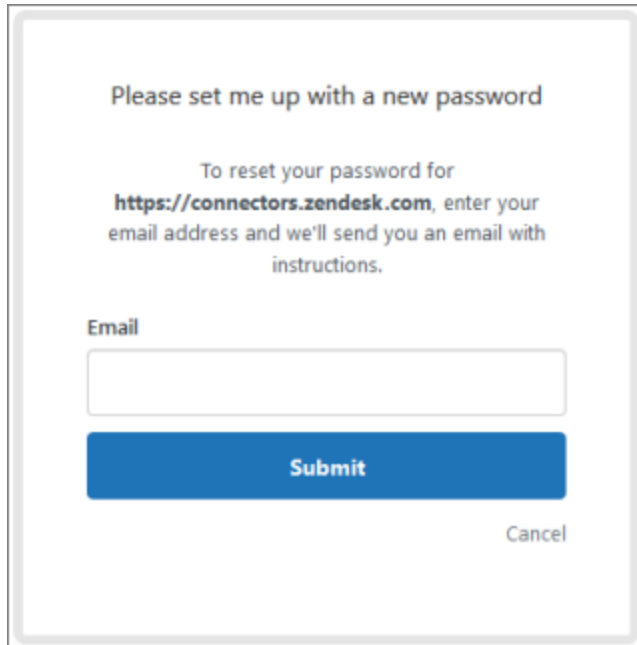
If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your email account.

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 Before You Set Up the Lionbridge App for Marketo

Since Marketo is a SaaS (software as a service) application, you do not install the Lionbridge App for Marketo (Lionbridge App). The Lionbridge App is a plug-in on the Marketo server.

Instead, to enable the Lionbridge App within Marketo, you create a corresponding LaunchPoint service within Marketo. Then you configure the application in CloudBroker, which is a SaaS for configuring and hosting apps that are plug-ins to SaaS content systems.

There are four main steps in setting up the Lionbridge App:

1. *As a Marketo administrator*, you add the Lionbridge App as a LaunchPoint Service in Marketo. For detailed instructions, see "[Adding the Lionbridge App in Marketo](#)" on page 16.
2. You send some information from the previous step to the Lionbridge Connector Team, at connectors@lionbridge.com. For detailed instructions, see "[Sending LaunchPoint Service Information to the Lionbridge Connector Team](#)" on page 18.

The Lionbridge Connector Team creates your Marketo site in CloudBroker.

3. *As a Lionbridge CloudBroker site administrator*, you configure your Marketo site. For detailed instructions, see "[Getting Started with CloudBroker](#)" on page 20 and "[Configuring the Lionbridge App in CloudBroker](#)" on page 22.
4. *As a Lionbridge CloudBroker site administrator*, you configure user access, including setting up teams and users. For detailed instructions, see "[Configuring User Access](#)" on page 45.

Once the setup is complete, Marketo users can start using the Lionbridge App to manage translations.

3 Adding the Lionbridge App in Marketo

To enable Lionbridge integration, you add the Lionbridge App as a LaunchPoint Service in Marketo.

For information about LaunchPoint services, refer to the *Marketo Product Docs*, available at <https://docs.marketo.com>.

To add the Lionbridge App as a LaunchPoint Service in Marketo:

1. In Marketo, go to the **Admin** area and select **LaunchPoint**.

The **Installed Services** tab opens.

2. Click **New**.

The **New Service** dialog box opens.

3. In the **Service** dropdown list, select `Custom`.

The dialog box expands.

4. Enter the following information about the LaunchPoint Service you are creating:

Field	Description
Display Name	The name of the LaunchPoint Service that will be displayed to your company's admin users in Marketo.

Field	Description
Service	Select <code>Custom</code> from the dropdown list.
Description	A description of the API Only User , described below. Note: Displayed only when <code>Custom</code> is selected in the Service dropdown list, described above.
API Only User	In the dropdown list, select the email address of a Marketo user that has permission to access all assets in Marketo. Note: Displayed only when <code>Custom</code> is selected in the Service dropdown list, described above.

5. Click **Create**.

The **Installed Services** tab refreshes.

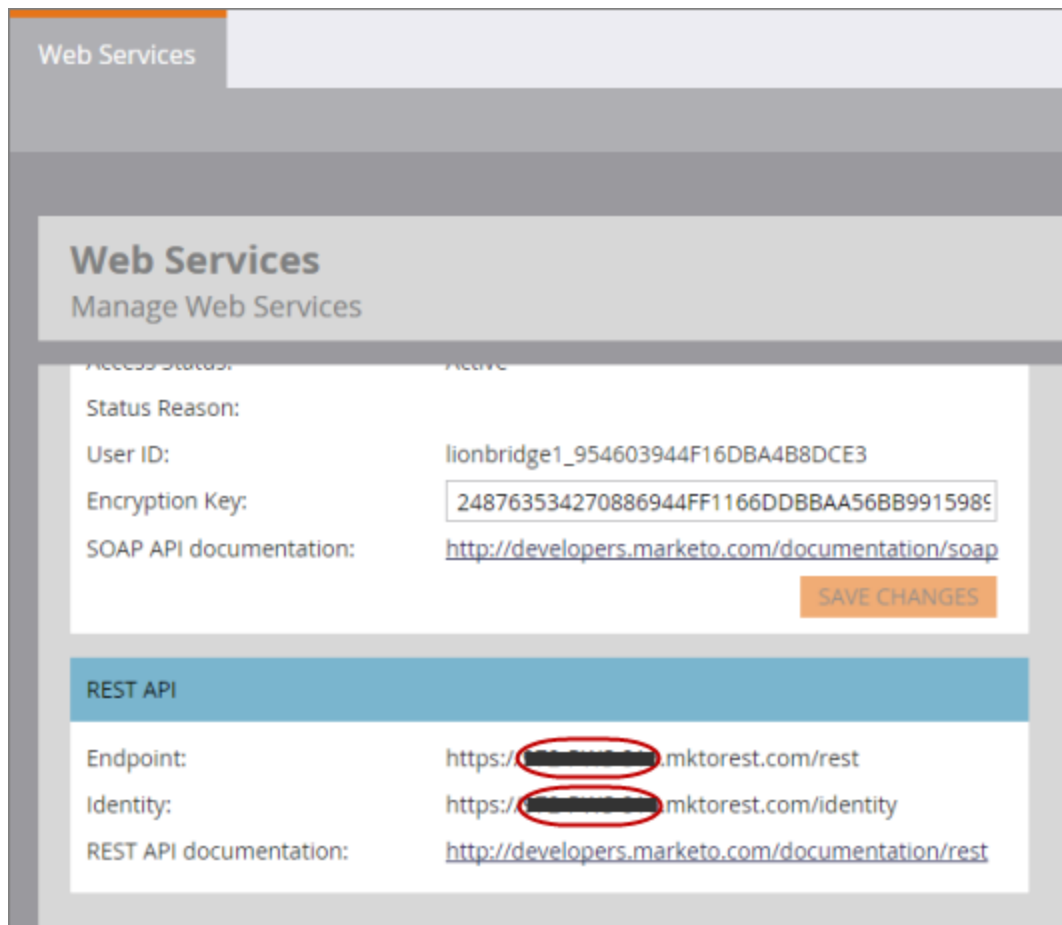
6. In the **Installed Services** tab, click **View Details** beside the LaunchPoint Service you just created.

The **Details** dialog box opens.



7. Record the values in the **Client ID** and **Client Secret** fields. You must send these values to the Lionbridge Connector Team so that it can set up your site in CloudBroker.
8. Click **Close**.

9. In the **Admin** area, select **Web Services**, and scroll down to the **REST API** section of the **Web Services** tab.



10. Identify the *Marketo instance ID*. This is the string between `https://` and `.mktorest.com...` in the **Endpoint** and **Identity** fields.
11. Record the Marketo instance ID. You must send it to the Lionbridge Connector Team so that it can set up your site in CloudBroker.

3.1 Sending LaunchPoint Service Information to the Lionbridge Connector Team

After you add the Lionbridge App as a LaunchPoint Service in Marketo, you send the following information to the Lionbridge Connector team by email to connectors@lionbridge.com:

- Client ID
- Client secret
- Marketo instance ID

For instructions on obtaining this information, see "[Adding the Lionbridge App in Marketo](#)" on page 16.

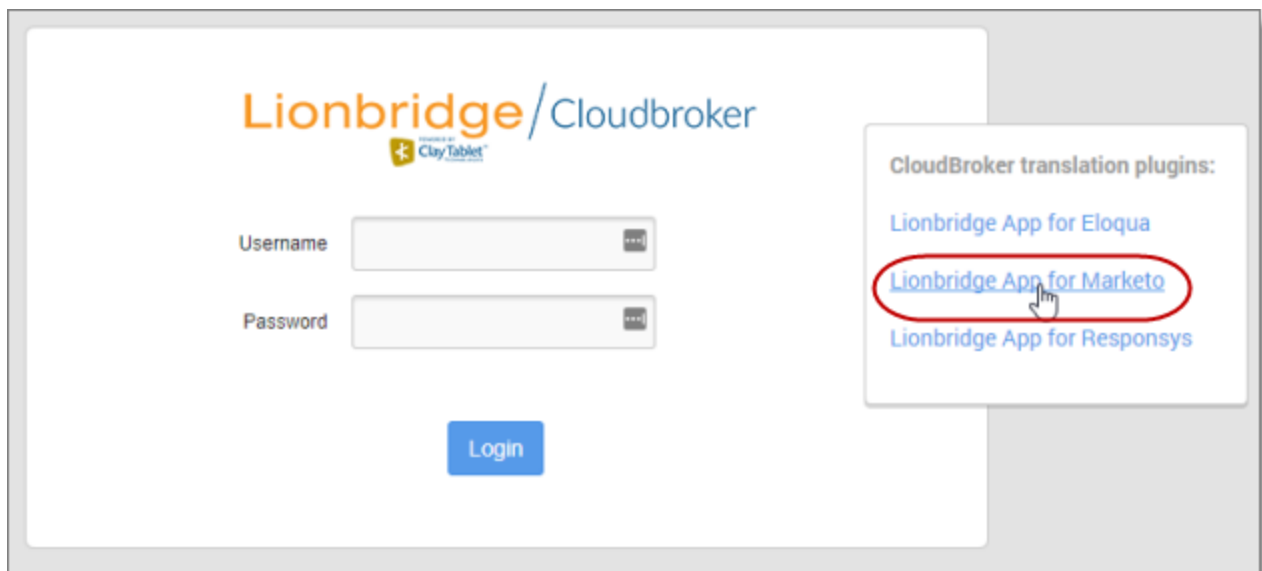
4 Getting Started with CloudBroker

You log into CloudBroker so that you can configure the Lionbridge App, which is its plug-in for Marketo, for your site.

CloudBroker supports all browsers.

To access CloudBroker:

1. Open the CloudBroker login page in your Web browser:
<https://cb1-prod-na.ctt.lionbridge.com/CloudBroker/Login>.



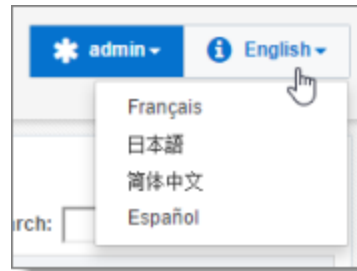
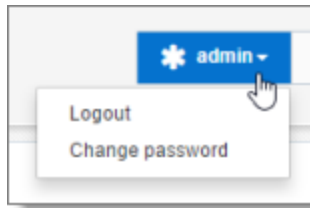
2. Enter the following credentials, and then click **Sign in**.

- **Username:** The CloudBroker site administrator username provided to you in the Marketo delivery package. This is *not* the same as your username for signing into Marketo.
- **Password:** The CloudBroker site administrator password provided to you in the Marketo delivery package. You can change this password after signing in.

If necessary, contact Lionbridge Connector Support for these credentials. For details, see page 8.

3. After signing in, you can:

- ▶ change the password by clicking the dropdown menu for your username and selecting **Change password**.
- ▶ change the language of the CloudBroker user interface by clicking the dropdown menu for **English** and selecting a different language.



Note: To log out of CloudBroker, click the dropdown menu for your username and select **Logout**.

4.1 CloudBroker at a Glance

After you log in to CloudBroker as a site administrator, you navigate using the **Site Administration** menu on the left.

Active	Name	Platform	Lionbridge App	Marketo Instance	Actions
1	CTMarketoDemo	Public	Lionbridge App for Marketo	517-PXQ-413	Map Languages Configure Site

Total Jobs	Total Items	Total Items to LSP	Total Sent Out	Total Received	Total Completed	Total LocalTM	Total Providers	Total Site Teams	Total Site Users
22	78	67	67	53	64	93	3	3	13

Note: If you are an end user as well as a site administrator, then in the **Site Administration** menu, you can click **My Translations** to open the **Lionbridge App for Marketo** menu. To return to the site administrator interface from there, in the **Lionbridge App for Marketo** menu, click **Manage Site**.

5 Configuring the Lionbridge App in CloudBroker

A *site administrator* configures and manages the Lionbridge App's configuration in CloudBroker, which is a Lionbridge SaaS for configuring apps that are plug-ins to SaaS content systems. The Lionbridge App for Marketo (Lionbridge App) is your *site*.

To configure the Lionbridge App in CloudBroker:

1. Log in to CloudBroker as a site administrator. For details, see ["Getting Started with CloudBroker"](#) on page 20.
2. Perform the following language-mapping tasks:
 - ["Configuring Language Mappings"](#) on page 22
 - ["Configuring Language Segmentation"](#) on page 25
3. Perform the following configuration tasks:
 - ["Configuring Global Translation Settings"](#) on page 27
 - ["Configuring Lionbridge Freeway Authentication"](#) on page 31
 - Note:** This is relevant only if Lionbridge Freeway is your translation provider.
 - ["Configuring SDL TMS Entries"](#) on page 33
 - Note:** This is relevant only if SDL TMS is your translation provider.
 - ["Configuring Marketo Authentication Settings"](#) on page 35
 - ["Configuring Other Marketo Settings"](#) on page 37
 - ["Configuring Translation Providers"](#) on page 39
4. Configure users, teams, and access, as described in ["Configuring User Access"](#) on page 45.
5. Optional. Configure email notification groups, as described in ["Configuring Email Notification Groups"](#) on page 42.

5.1 Configuring Language Mappings

You configure language mappings so that:

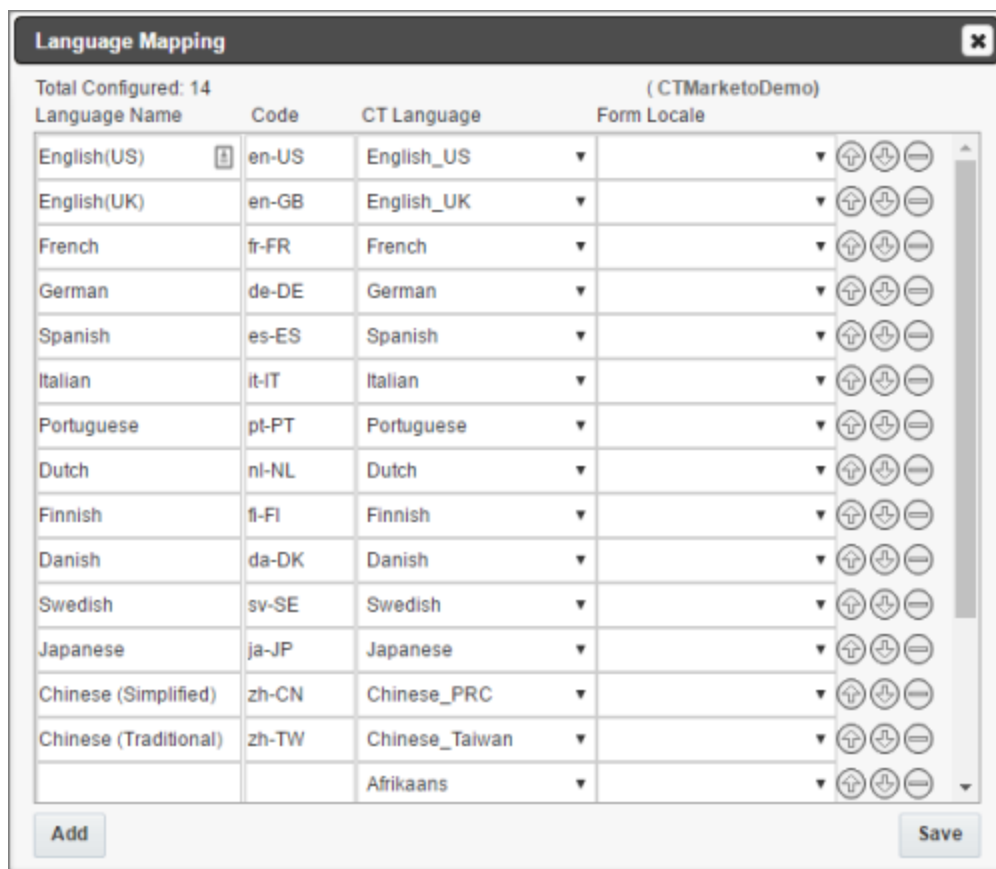
- The Lionbridge App correctly identifies the source and target languages of your content.
- The Lionbridge App displays languages in the optimal order for your end users.

Important: After you configure language mappings, you create a Marketo *segmentation* so that you can map Marketo *segments* to Clay Tablet languages and language codes. For detailed instructions, see "[Configuring Language Segmentation](#)" on page 25.

To configure language mappings:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 57.
2. Click **Map Languages**.

The **Language Mapping** dialog box opens.






- The top-left corner of the dialog box displays the number of mappings between Marketo languages and Clay Tablet languages.
- The top-right corner of the dialog box displays the name that Lionbridge Connector personnel assigned to your company's site.

By default, CloudBroker includes predefined mappings between language names and codes, and Clay Tablet language codes.

You can modify or delete the current mappings and add new mappings. The following information is displayed about each language mapping:

Column	Description
Language Name	The name for the language.
Code	The language's code.
CT Language	The Clay Tablet language code for the language. For a list and description of Clay Tablet language codes, see " Appendix: Language Codes " on page 62.
Form Locale	The form locale specified for the language in Marketo in the Marketing Activities area, under Form Settings > Settings . For more information refer to the <i>Marketo Product Docs</i> , available at http://docs.marketo.com/ .

3. You can modify the following aspects of a language mapping:

- ▶ To map a language to a different Clay Tablet language code, select a language from the dropdown list in the **CT Language** column.
- ▶ To change the order in which a language is displayed to your users when they send out content for translation, use the up  and down  buttons.
- ▶ To remove a language mapping, click the corresponding delete button .

Note: Remove a language mapping does not affect any translation jobs in progress that use that mapping.

4. Optional. To add a new language mapping, click **Add**. The Lionbridge App adds a blank line at the bottom of the list. Enter the language name and ISO code, and select the corresponding Clay Tablet language code from the list.

5. When you are done, click **Save** to save your changes.

Next, you configure language segmentation to map language segments to these languages and language codes. For details, see "[Configuring Language Segmentation](#)" on page 25.

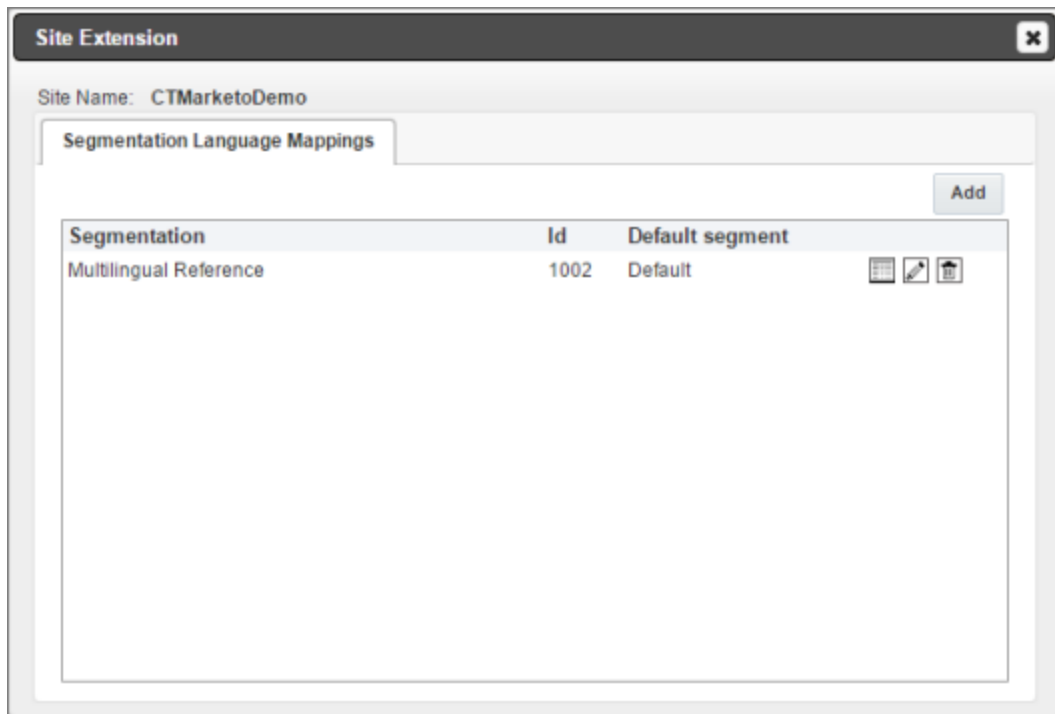
5.2 Configuring Language Segmentation

You create a Marketo *segmentation* so that you can map individual Marketo *segments* to the Clay Tablet languages and language codes you configured, as described in "[Configuring Language Mappings](#)" on page 22. For detailed information on Marketo segmentation and segments, see the *Marketo Product Docs* at <https://docs.marketo.com/display/public/DOCS/Segmentation+and+Snippets>.

To configure language segmentation:

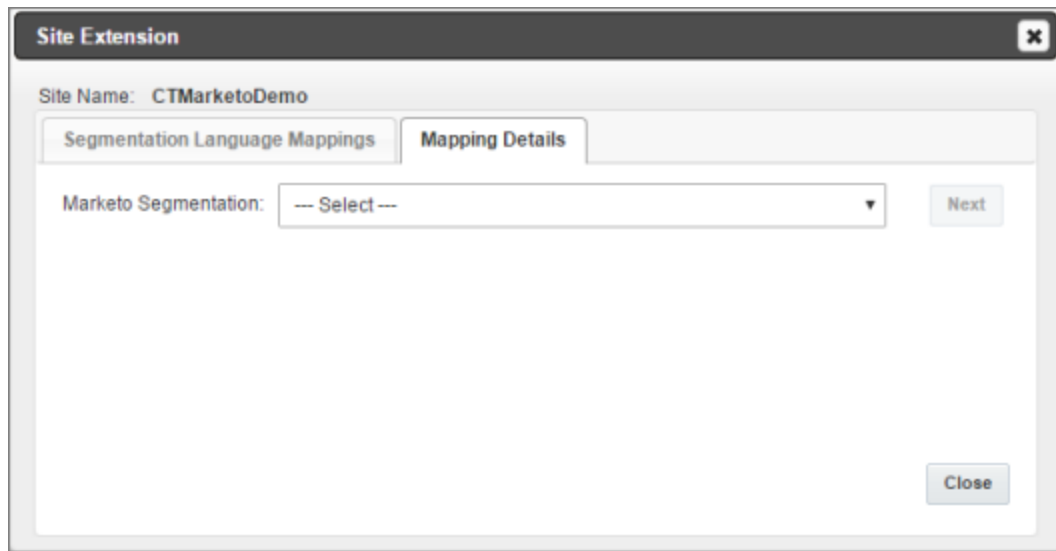
1. In Marketo, create a segmentation for mapping languages for translation, and add a segment for each Clay Tablet language you want to map. In general, you want to create a segment for each *source language* from which you will translated assets, and for each *target language* into which you will translate assets. For detailed instructions, see "Create a Segmentation" in the *Marketo Product Docs* at <https://docs.marketo.com/display/public/DOCS/Create+a+Segmentation>.
2. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 57.
3. In the **Site Extensions** section, click **Configure**.

The **Site Extension** dialog box opens, displaying the **Segmentation Language Mappings** tab.



4. Click **Add**.

The **Mapping Details** tab opens.



The screenshot shows a window titled "Site Extension" with a close button in the top right corner. Below the title bar, the text "Site Name: CTMarketoDemo" is displayed. There are two tabs: "Segmentation Language Mappings" and "Mapping Details", with the latter being the active tab. Under the "Mapping Details" tab, there is a label "Marketo Segmentation:" followed by a dropdown menu currently showing "-- Select ---". To the right of the dropdown is a "Next" button. At the bottom right of the window is a "Close" button.

5. In the **Marketo Segmentation** dropdown list, select the Marketo segmentation you created in step 1, above, and then click **Next**.

The tab refreshes.

Site name: MarketDemoSite

Segmentation language mappings | **Mapping details**

Default segment: Default | Segmentation: Language Preference

Language	Segment
en-US (English (US))	English (US)
en-UK (English (UK))	English (UK)
fr-FR (French)	French
de-DE (German)	German
it-IT (Italian)	Italian
es-ES (Spanish)	Spanish (Spain)
nl-NL (Dutch)	Dutch
fi-FI (Finnish)	Finnish
da-DK (Danish)	Danish
pl-PL (Polish)	Polish
pt-PT (Portuguese)	Portuguese
sv-SE (Swedish)	Swedish

Close Save

- In the **Default segment** dropdown list, select the default segment to use if another segment is not specified.
- For each Clay Tablet language code and language displayed in the **Language** column, select the corresponding segment from the dropdown list in the **Segment** column. This maps the selected Marketo segment to the Clay Tablet language code and language.
- Click **Save** to save your changes and close the dialog box.

5.3 Configuring Global Translation Settings

The Lionbridge App's global translation settings determine how it sends out all translation jobs. These settings include:

- the license for the Lionbridge App and its entry point from within Marketo
- the source and target languages available for translation
- email notification settings
- whether to use a local translation memory

To set the global translation settings:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 57.
2. Click **Configure Site**.

The **Site Configuration** dialog box opens, and the **Site Settings** tab is displayed by default. The **Site Name** field at the top of the dialog box displays the name of your company's site.

Site Configuration

Site Name: **CT-Marketo-QA**

Site Settings | Options for LSP: Freeway | Options for LSP: SDL TMS | Marketo

CT License ID: Enter CT license id here, it will be used to retrieve keys

Content API Token: 32f18e4e89180dcd0879ae4feb99e48241e49d8e6b184285d8b941c3e5a7832 **Connect**

Entry Point URL: /plugins/marketo

Available Source Languages Total: 1

- en-US (English(US))
- fr-FR (French)
- de-DE (German)
- it-IT (Italian)

Available Target Languages Total: 3

- en-US (English(US))
- fr-FR (French)
- de-DE (German)
- it-IT (Italian)

Email Notification

- Translation Job Sent
- Translation Job Completed

From email address: Notification Emails Will Be Sent From This Address

Translation

- Use LocalTM

Site Log: ERROR

Save

Important: Make a note of the **Site name**. Users will require this to log in to your site.

3. Specify the following settings:

Setting	Description
CT License ID	Your company's license for all supported Lionbridge App services. Either Lionbridge Connector personnel enters this value or you enter this value for your company after you receive it from the Lionbridge Connector Team.

Setting	Description
Content API Token	<p>Enter your access token for the Lionbridge Content API. The Lionbridge Connector Team provides you with this token.</p> <ol style="list-style-type: none"> Click the Connect button to verify that the App can access the Content API. A message box indicates that the test was successful. It lists the translation providers that have been migrated from version 1.x of the App and the Marketo sites that use this token. Note: If the test fails, verify your token. If the test continues to fail, contact Lionbridge Connector Support. For details, see "How to Contact Lionbridge Connector Support" on page 8. Click OK to close the message box.
Entry Point URL	The URL of the default entry point for the Lionbridge App within Marketo. By default, this is <code>/plugins/market0</code> . Edit this if your site has different entry point URL.
Available Source Languages	<p>Select the check boxes for the languages that users can select as the source language when sending out content for translation. The list displays all mapped languages.</p> <ul style="list-style-type: none"> The list displays the name and code for each mapped language. Total indicates the number of languages that are currently selected.
Available Target Languages	<p>Select the check boxes for the languages that users can select as a target language when sending out content for translation. The list displays all mapped languages.</p> <ul style="list-style-type: none"> The list displays the name and code for each mapped language. Total indicates the number of languages that are currently selected.
Email Notification – Translation Job Sent	Select this check box to send out an email notification when a user sends out a job for translation. The Lionbridge App sends the notification to the user who sent out the job.
Email notification – Translation Job Completed	Select this check box to send out an email notification when a translation job is completed. The Lionbridge App sends the notification to the user who sent out the job.

Setting	Description
Email Notification – Send to Team Members as Well	Select this check box to send out an email notification to all users in the team when: <ul style="list-style-type: none"> ■ A user in the team sends out a job for translation. ■ A translation job that was sent out by a user in the team is completed.
From email address	The email address from which the Lionbridge App notification emails will be sent. The default email address is <code>notify@clay-tablet.com</code> .
Translation – Use local TM	Translated content is stored in a local translation memory (TM). This setting determines whether to check previously translated content in the local TM for any content changes, and send only changed content out for translation. If content was previously translated and it has not changed, then the Lionbridge App does not send it for translation again: Instead, it uses the stored translation. This feature reduces the quantity of content that the Lionbridge App sends to translation providers, which reduces your cost. However, it increases the processing time before sending out the items for translation.

4. Click **Save**.

5.4 Configuring Lionbridge Freeway Authentication

Note: This section is relevant only if Lionbridge Freeway is your translation provider.

If Lionbridge Freeway is your translation provider, you can configure authentication to Lionbridge Freeway from the Lionbridge App. This facilitates delivering your content from the Lionbridge App, via the Lionbridge Content API, to Lionbridge Freeway.

To configure Lionbridge Freeway authentication:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see ["Viewing Lionbridge App Information and Usage Data"](#) on page 57.
2. Click **Configure Site**.

The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name of your company's site.

3. Click the **Options for LSP: Freeway** tab.

The screenshot shows a 'Site Configuration' window for 'CTMarketoDemo'. The 'Options for LSP: Freeway' tab is selected. The 'Translation Provider' section has the 'Support Freeway' checkbox checked. Below this, there are four input fields: 'Freeway Auth URL' (https://fwapi.demo.lionbridge.com/obvibundles/freewayauth.asmx), 'Freeway Service URL' (https://fwapi.demo.lionbridge.com/obvibundles/service.asmx), 'Login Username' (Marketo_CT_LA), and 'Login Password' (masked with asterisks). A 'Test' button is located to the right of the password field. A 'Save' button is at the bottom right of the window.

4. To enable support for the Lionbridge Freeway translation provider, select the **Support Freeway** check box.
5. Specify the following Lionbridge Freeway settings:

Setting	Description
Freeway Auth URL	The URI where the App receives an authentication token for Lionbridge Freeway.
Freeway Service URL	The URI where the App can request a list of Lionbridge Freeway analysis codes.
Login Username	The login name for the Lionbridge Freeway server.
Login Password	The login password for the Lionbridge Freeway server.

6. Click **Save**.

5.5 Configuring SDL TMS Entries

Note: This section is relevant only if SDL TMS is your translation provider.

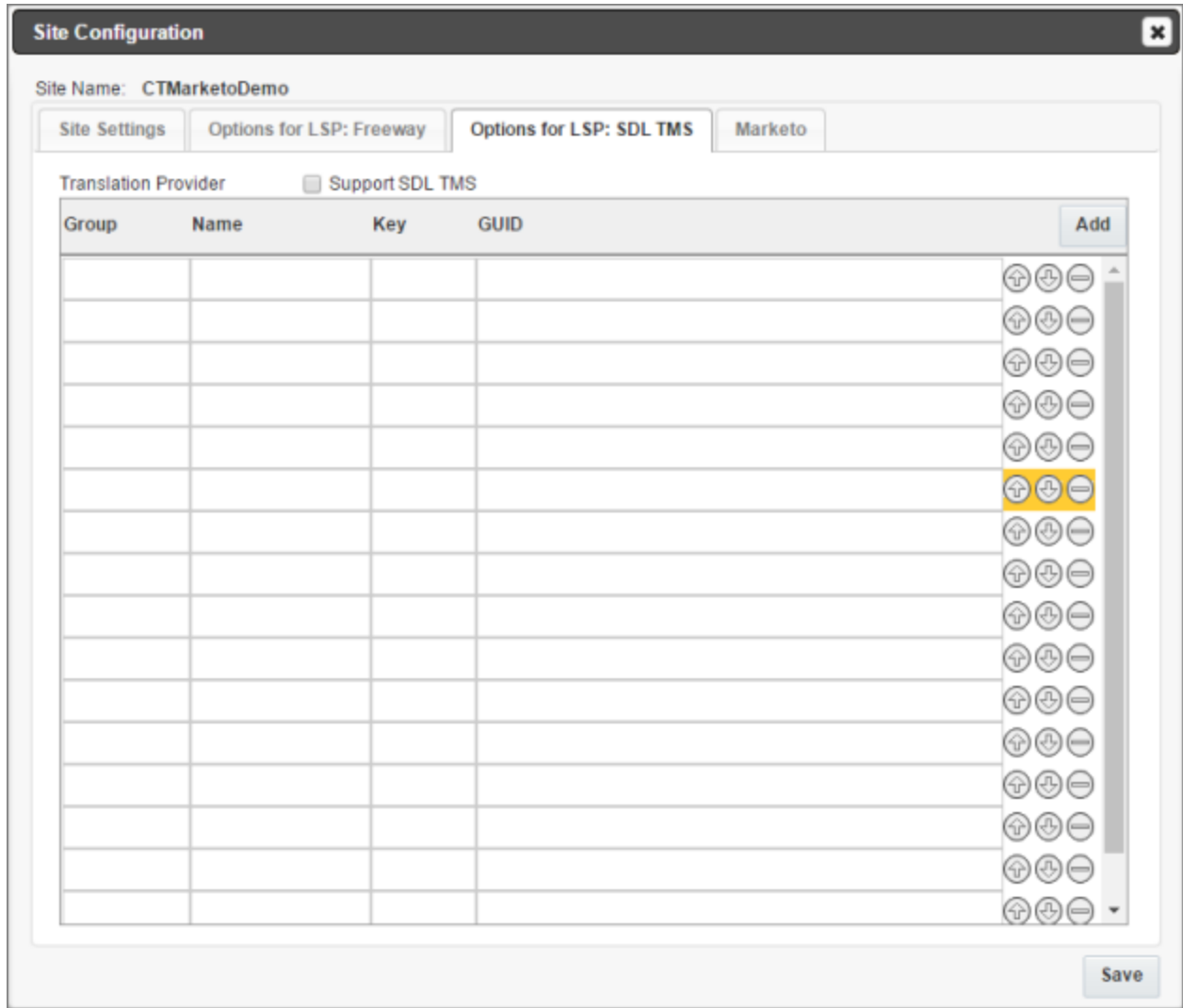
If SDL TMS is your translation provider, you can configure SDL TMS configuration entries, which are used for submitting translation jobs, via the Lionbridge Content API, to SDL TMS.

To configure SDL TMS settings:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 57.
2. Click **Configure Site**.

The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name of your company's site.




3. Click the **Options for LSP: SDL TMS** tab.



4. To enable support for the SDL TMS translation provider, select the **Support SDL TMS** check box.
5. Enter the following information about an SDL TMS configuration entry, which is used for submitting translation jobs to SDL TMS:

Column	Description
Group	The Dropbox selection group.
Name	The name to display in the Dropbox selection box.
Key	The key for submitting a job to SDL TMS.

Column	Description
GUID	The key from the Dropbox selection box links to a GUID in SDL TMS. Each GUID is related to a different TM (translation memory), TermBase, and Workflow.

6. Optional. Modify the order of a configuration entry. To change the order in which an entry is displayed to your users when they send out content for translation, use the up  and down  buttons.
7. Optional. To remove a configuration entry, click the corresponding delete button .
8. Click **Save**.

5.6 Configuring Marketo Authentication Settings

The Lionbridge App must authenticate with Marketo. You manage the authentication settings in the Marketo tab of the Site Configuration dialog box.

To configure these settings:

1. In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 57.
2. Click **Configure Site**.

The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name of your company's site.

3. Click the **Marketo** tab.

4. Enter the following information:

Field	Description
Type	In the dropdown list, select REST API.
Client ID	The Client ID (App id) that Marketo created and assigned when you added the Lionbridge App as a LaunchPoint Service in Marketo. Note: This is generally configured by Lionbridge Connector personnel. To view this value in Marketo, in the Admin area select LaunchPoint . Then, in the Installed Services tab, click View Details for the service you created.

Field	Description
Client Secret	<p>The secret access token that Marketo generated when you added the Lionbridge App as a LaunchPoint Service in Marketo.</p> <p>Note: This is generally configured by Lionbridge Connector personnel. To view this value in Marketo, in the Admin area select LaunchPoint. Then, in the Installed Services tab, click View Details for the service you created.</p>

For a detailed description of the other fields in this tab, see "[Configuring Other Marketo Settings](#)" on page 37.

- Optional. Click the **Test** button to test the authentication settings. A message box indicates that the test was successful. Click **OK** to close the message box.
- Click **Save**.

5.7 Configuring Other Marketo Settings

You can configure the following Marketo-specific settings:

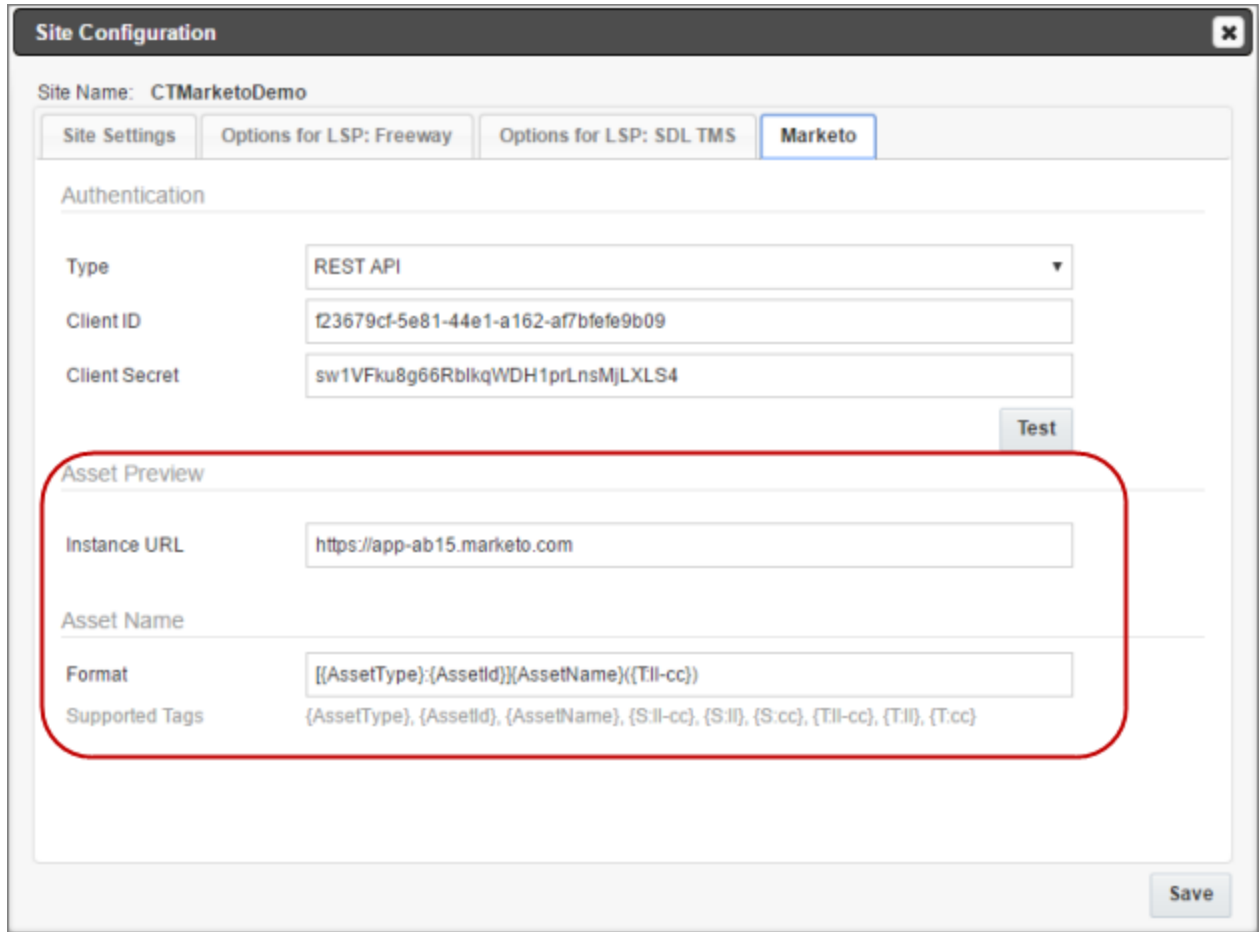
- the filename format of translated assets
- the URL of the Marketo instance with the source and target assets

Note: The Lionbridge App requires this to generate the preview links from the **Job Details** tab to the source and target assets.

To configure these settings:

- In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator. For detailed information about this page, see "[Viewing Lionbridge App Information and Usage Data](#)" on page 57.
- Click **Configure Site**.
The **Site Configuration** dialog box opens. The **Site Name** field at the top of the dialog box displays the name of your company's site.

3. Click the **Marketo** tab.



4. In the **Asset Preview** section, in the **Instance URL** field, you enter URL of your Marketo instance. The Lionbridge App requires this to generate the preview links from the **Job Details** tab to the source and target assets.
5. In the **Asset Name** section, in the **Format** field, you can use the following building blocks to specify the filename format of translated asset files. The default format is `[{AssetType}]:{AssetId}]{AssetName}({T:ll-cc})`, for example: `[Email:127]My test email(fr-CA)`.

Building Block	Description	Example
{AssetType}	A type of asset.	Email
{AssetId}	The Lionbridge App's internal identifier for the asset.	127

Building Block	Description	Example
{AssetName}	The name of the asset that is displayed in Marketo	My test mail
{S:ll-cc}	The language code and the country code of the source language, separated by a hyphen.	en-CA
{S:ll}	The language code only of the source language.	en
{S:cc}	The country code only of the source language.	CA
{T:ll-cc}	The language code and the country code of the target language, separated by a hyphen.	fr-CA
{T:ll}	The language code only of the target language.	fr
{T:cc}	The country code only of the target language.	CA

For a detailed description of the other fields in this tab, see "[Configuring Marketo Authentication Settings](#)" on page 35.

6. Optional. Click the **Test** button to test the authentication settings. A message box indicates that the test was successful. Click **OK** to close the message box.
7. Click **Save**.

5.8 Configuring Translation Providers

Very important: Do not copy the license key to multiple instances, because this is a violation of the License Agreement. Using the same license keys on multiple Marketo instances will cause the Lionbridge App to behave unexpectedly, which can result in lost translation content, orphaned projects, and inaccurate translation status reports. The Lionbridge Connector team will support technical issues caused by duplicating or incorrectly installing license keys only on a time and materials basis.

The Lionbridge App uses the license key to move your items for translation from the Lionbridge App to the Lionbridge Content API, which then forwards the items to translate to your translation provider. If you are using multiple translation providers, there must be one key (file) for each provider.

Note: The Lionbridge App always initiates calls to the Lionbridge Content API. However, the license keys enable establishing a secure, discrete connection between the Lionbridge App instance and the Lionbridge Content API. They also support the return of files from translation.

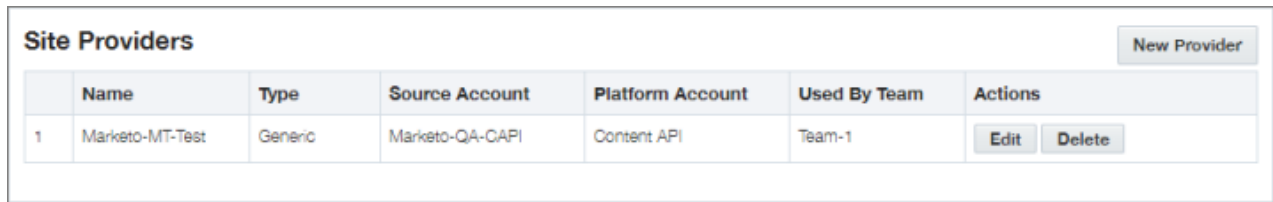
Before you can send assets for translation, you must set up your Lionbridge Content API license key and your translation providers.

Important: Before starting, ensure you obtain your license key from the Lionbridge Connectors team. Verify that the Lionbridge Connectors team has set up your *account license keys* for each of your translation providers.

To configure translation providers:

1. In the **Site Administration** menu on the left, click **Site Providers**.

The **Site Providers** page opens, displaying the translation providers configured for your Marketo site.



The screenshot shows the 'Site Providers' interface. At the top right is a 'New Provider' button. Below it is a table with the following data:

	Name	Type	Source Account	Platform Account	Used By Team	Actions
1	Marketo-MT-Test	Generic	Marketo-QA-CAPI	Content API	Team-1	Edit Delete

2. To create a new translation provider, click **New Provider**.

Notes: To update the account license keys for a current translation provider, click **Edit** for that translation provider. To delete a translation provider, click **Delete** for that translation provider. A message box prompts you to confirm that you want to delete this translation provider. Click **OK** to proceed.

The **New Provider** dialog box opens.

The screenshot shows a 'New Provider' dialog box with the following fields and values:

- Provider Name:** Marketo-MT-Test
- Provider Type:** Generic
- Licensed Keys:** Marketo-QA-CAPI (with a 'Retrieve' button next to it)
- Capabilities:**
 - Support Quote: Yes
 - Support UpdateTM: Yes
 - Support Languages: All --> All

A 'Save' button is located at the bottom right of the dialog.

Note: If you clicked **Edit**, the **Edit Provider** dialog box opens instead. Aside from the title, it is identical to the dialog box described below.

- In the **Provider name** field, enter the name of the translation provider.
- In the **Provider type** dropdown list, select the type of translation provider. This supports sending translation metadata to specific translation providers. If you do not see your translation provider, select `Generic`.
- In the **Licensed Keys** dropdown list, select the license key for the translation provider. This is the license key that the Lionbridge Connectors Team set up for your company for a particular translation provider on the Lionbridge Connectors License Server. Depending on the number of license keys configured for you on the Lionbridge Connectors license server (and specified by your **CT License ID**, in the **Site** tab of the **Site Configuration** dialog box), multiple license keys may be displayed.
- Click **Retrieve**.

This populates the **Capabilities** box, which displays the configuration settings for this translation provider.

3. Click **Save**.

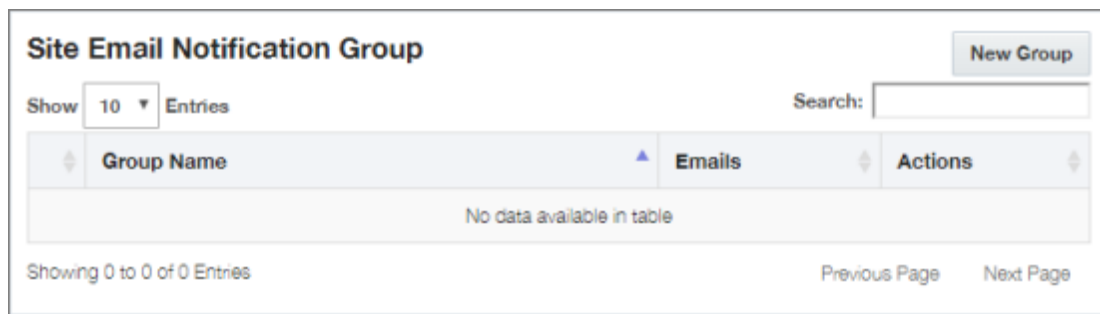
5.9 Configuring Email Notification Groups

An *email notification group* facilitates sending email notifications about jobs to the same group of users. You can create and edit email notification groups. When sending jobs for translation, you can select an existing group and create or edit a group. For detailed instructions, refer to the *Lionbridge App for MarketoUser Guide*.

To create an email notification group:

1. In the **Site Administration** menu on the left, click **Notification Groups**.

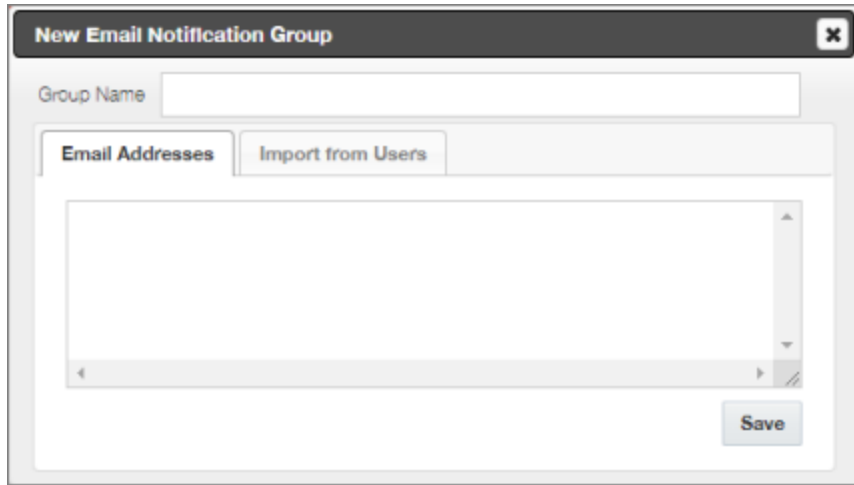
The **Site Email Notification Group** page opens, displaying any email notification groups configured for your Marketo site.



2. To create a new email notification group, click **New Group**.

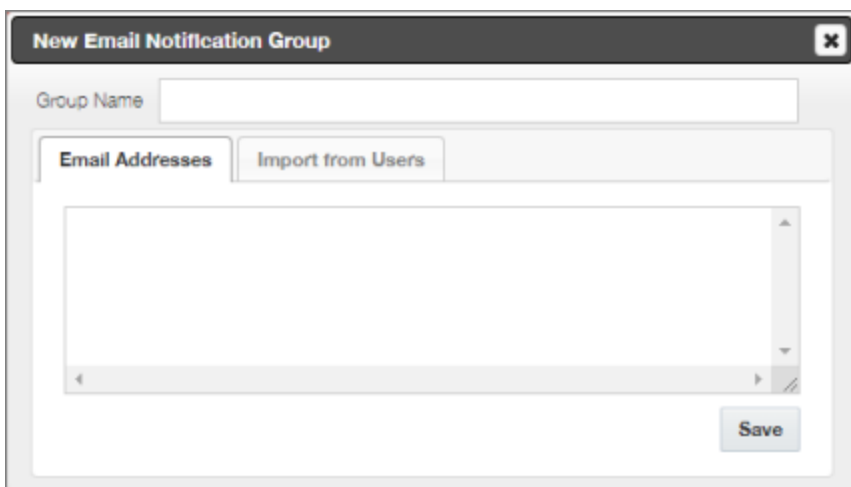
Notes: To update an existing email notification group, click **Edit** for that group. To delete an email notification group, click **Delete** for that group. A message box prompts you to confirm that you want to delete this group. Click **OK** to proceed.

The **New Email Notification Group** dialog box opens.

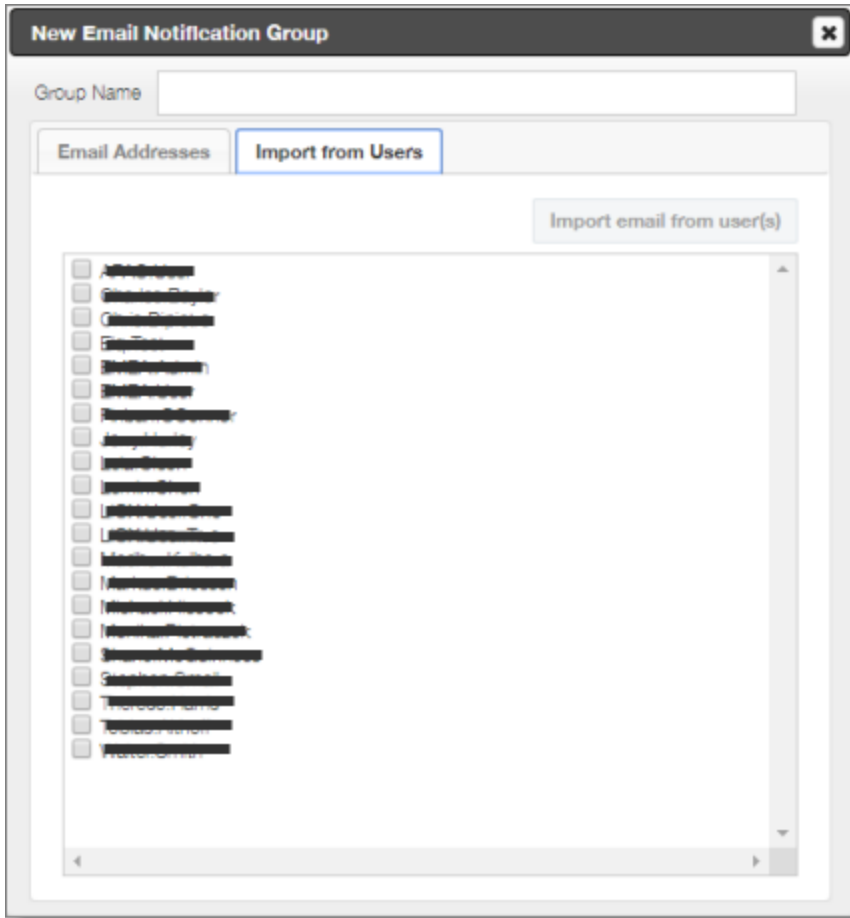


Note: If you clicked **Edit**, the **Edit Email Notification Group** dialog box opens instead. Aside from the title, it is identical to the dialog box described below.

3. In the **Group Name** field, enter the name of the email notification group. This is the name that will be displayed to users when they send out jobs for translation.
4. Do one or both of the following:
 - In the **Email Addresses** tab, enter the email addresses that will receive email notifications about jobs when this email notification group is selected. Enter each email address on a separate line.



- Click the **Import from Users** tab.



By default, this tab displays the names of any users who were previously manually created in the Lionbridge App.

- a. Select the check boxes of any users whose email addresses you want to add to this group.
- b. Click **Import email from user(s)**.

- 5. Click **Save**.

The Lionbridge App adds the email addresses of any selected users to the group.

6 Configuring User Access

To enable Marketo users to send out content for translation from the Lionbridge App, you must add them as users in CloudBroker and add them to one or more teams. A user's *team* determines:

- the *source languages* of the assets that a user can send out for translation
- the *target languages* into which a user can request translation of the assets
- the *translation providers* to whom a user can send the assets for translation

Important: Only users who are part of a team can send out content for translation from the Lionbridge App.

To configure user access, perform the following general steps:

1. Create one or more teams. For details, see ["Adding or Editing a Team"](#) on page 46.
2. Create users and add them to teams. For details, see ["Adding a User"](#) on page 51.

6.1 Managing Teams

A *team* is a collection of users for a specific site. All users on a team can send out content for translation from the source languages to the translation providers into the target languages configured for the team.

This section describes how to view information about existing teams, add a new team, and edit an existing team.

To manage teams:


1. In the **Site Administration** menu on the left, click **Site teams**.

The **Site Teams** page opens, displaying the teams of users set up for your Marketo site.

Site Teams						New Team
	Name	Source Languages	Target Languages	Providers	Total Users	Actions
1	APAC Team	en-US	ja-JP, zh-CN, zh-TW	LIOX Freeway, Development Pseudo Provider, LIOX MT Service	3	Edit Delete
2	EU Team	en-US	en-GB, fr-FR, de-DE, es-ES, it-IT, fi-FI, da-DK	LIOX Freeway, Development Pseudo Provider, LIOX MT Service	3	Edit Delete

This page displays the following information about each team:

Column	Description
Name	The name of a team.

Column	Description
Source Languages	The source languages of the content that users in this team can send out for translation.
Target Languages	The target languages of the content to which users in this team can send out content for translation.
Providers	The translation providers to which users in this team can send out content for translation.
Total Users	The total number of users in this team. Tip: To view the users in this team, click the  icon. The Team users box displays all the users on the team and their email addresses.

2. Do one of the following:

- ▶ To create a new team, click **New Team**. For detailed instructions, see ["Adding or Editing a Team"](#) on page 46.
- ▶ To edit a team, in the **Actions** column, click **Edit** in the corresponding row. For detailed instructions, see ["Adding or Editing a Team"](#) on page 46.
- ▶ To delete a team, in the **Actions** column, click **Delete** in the corresponding row. For detailed instructions, see ["Deleting a Team"](#) on page 49.

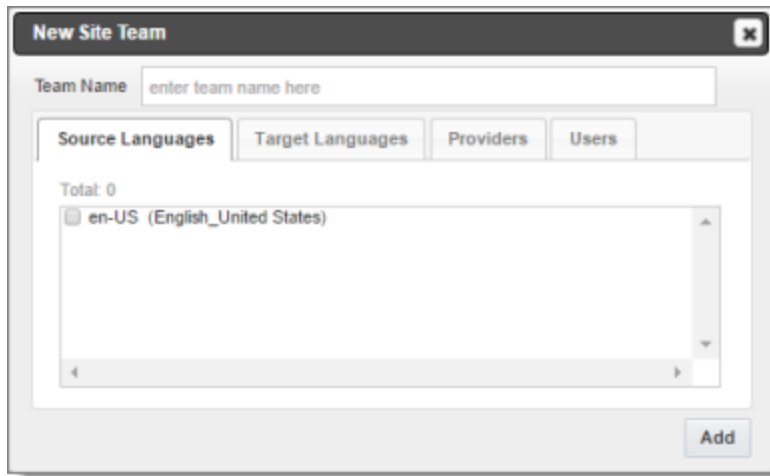
6.1.1 Adding or Editing a Team

You can create a new team or edit a team that was created previously.

To add or edit a team:

1. In the **Site Administration** menu on the left, click **Site Teams**.
The **Site Teams** page opens, displaying the teams set up for your Marketo site. For detailed information about this page, see ["Managing Teams"](#) on page 45.
2. Do one of the following:
 - ▶ To create a new team, click **New Team**.
 - ▶ To edit an existing team, click **Edit** for that team.

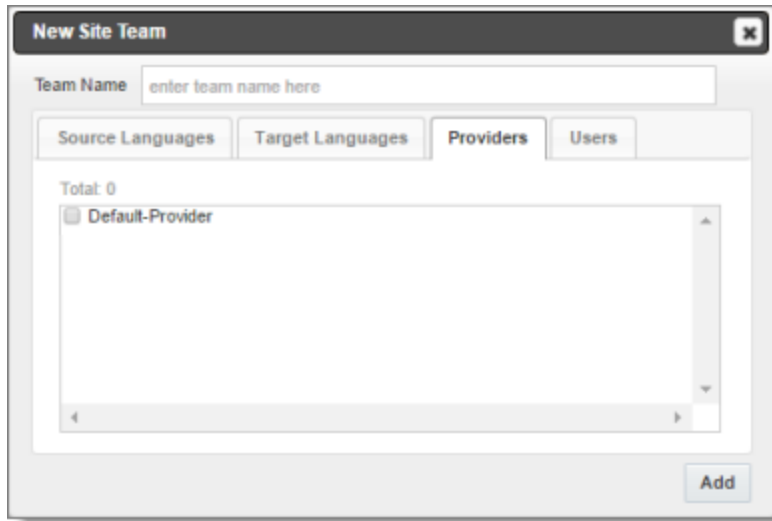
Either the **New Site Team** or the **Edit Site Team** dialog box opens, displaying the **Source Languages** tab. Aside from the title, these dialog boxes are nearly identical.



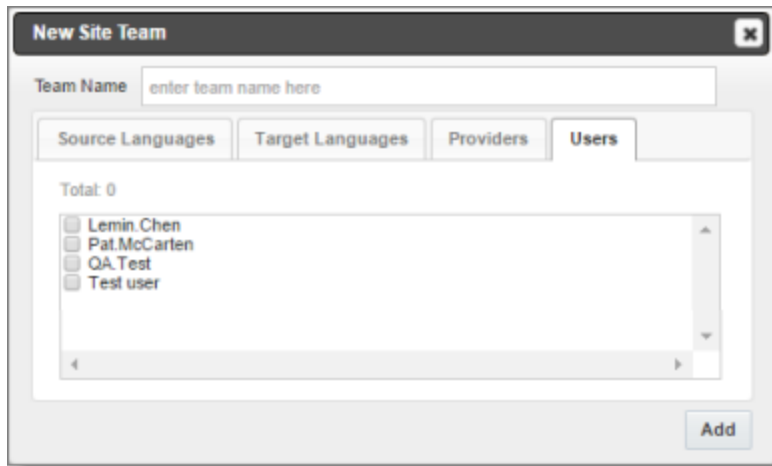
3. In the **Team Name** field, enter the name for your team.
4. Select the check boxes for the source languages that users on this team can send out for translation.
5. Click the **Target Languages** tab.



6. Select the check boxes for the target languages to which users on this team can send out content for translation. Users on the team are allow to send content for translation *into* these target languages.
7. Click the **Providers** tab.



8. Select the check boxes for the translation providers to which the users on this team can send out content for translation.
9. Click the **Users** tab.



10. Select the check boxes for the users who are on this team.
11. Do one of the following to save your changes:
 - ▶ In the **New Site Team** dialog box, click **Add**.
 - ▶ In the **Edit Site Team** dialog box, click **Save**.

6.1.2 Deleting a Team

You can delete a team from the Lionbridge App so that it will no longer be a collection of users with the same permissions for sending out assets for translation from specified source languages, to specified target languages, to specified translation providers.

Important: Deleting a team from the Lionbridge App also deletes all the jobs and items sent by users from the Lionbridge App *as part of this team*. Deleting a team from the Lionbridge App does not delete the users in the team from either CloudBroker or Marketo.

Notes about users that are in multiple teams: Deleting a team does not delete jobs or items that users sent as part of a different team. If users are in multiple teams, deleting a team from the Lionbridge App does not change user permissions from the non-deleted team.

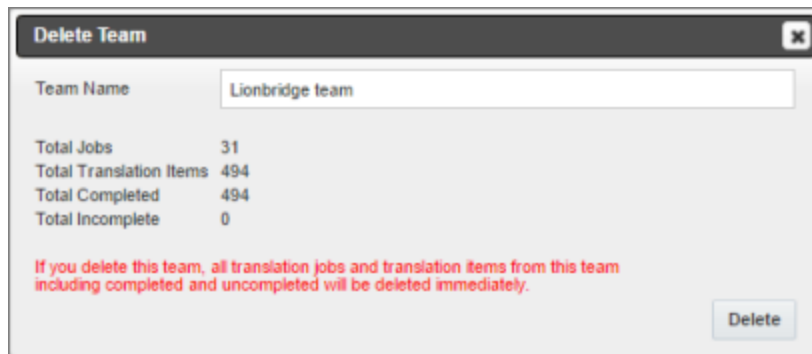
To delete a team from the Lionbridge App:

1. In the **Site Administration** menu on the left, click **Site Teams**.

The **Site Teams** page opens, displaying the teams set up for your Marketo site. For detailed information about this page, see "[Managing Teams](#)" on page 45.

2. In the **Actions** column, click **Delete** for the team to delete.

The **Delete Team** dialog box opens.



The dialog box displays the name of the team to delete. It also displays the following information about the jobs and items that users on this team sent for translation, as part of this team:

Field	Description
Total Jobs	The total number of jobs users on this team sent out for translation.

Field	Description
Total Translation Items	The total number of items users on this team sent out for translation.
Total Completed	The total number of translated items that the Lionbridge App has re-imported into Marketo.
Total Incomplete	The total number of assets that the Lionbridge App has not yet re-imported into Marketo. Usually these are assets that are currently in translation, or were just recently received back from translation and that the Lionbridge App is trying to re-import into Marketo. Warning: If you delete this team, these items will be deleted. They will not be re-imported into Marketo.

3. Click **Delete** to remove the team and all the jobs and items sent out for translation by users as part of this team from the Lionbridge App.

6.2 Managing Users

Marketo users can access the Lionbridge App to send, monitor, and review translation jobs.

To manage users:

1. In the **Site Administration** menu on the left, click **Site Users**.

The **Site Users** page opens, displaying the users set up for your Marketo site.

	Name	Email Address	Default Language	Teams	Site Admin	Actions
1	[Redacted]	[Redacted]@lionbridge.com	en	Lionbridge team		Edit Delete
2	[Redacted]	[Redacted]@lionbridge.com	en	Lionbridge team		Edit Delete
3	[Redacted]	[Redacted]	[Redacted]	[Redacted]		[Redacted]
10	QA.Test	qa.test@clat-tablet.com	en	Lionbridge team		Edit Delete
11	QA.Test2	QA.Test2@clat-Tablet.com	en	Lionbridge team	✓	Edit Delete

This page displays the following information about each user:

Column	Description
Name	The name of the user.
Email Address	The email address of the user.
Default Language	The default language in which the Lionbridge App interface is displayed for the user. If the user is a site administrator, who can access the functionality described in this guide, then this is also the language in which the CloudBroker interface is displayed for this user.
Teams	The teams to which this user belongs. A team determines which source and target languages the user can send out for translation and the translation providers to which the user can send the content.
Site Admin	A checkmark indicates whether this user is a site administrator. Site administrators can access CloudBroker to set up the Lionbridge App, as described in this guide.

2. Do one of the following:

- ▶ To create a new user, click **New User**. For detailed instructions, see ["Adding a User"](#) on page 51.
- ▶ To edit a user, in the **Actions** column, click **Edit** in the corresponding row. For detailed instructions, see ["Editing a User"](#) on page 53.
- ▶ To delete a user, in the **Actions** column, click **Delete** in the corresponding row. For detailed instructions, see ["Deleting a User"](#) on page 55.

6.2.1 Adding a User

You can add a user to the Lionbridge App so that you can add the user to one or more teams. This enables the user to send assets for translation from and to specified languages and to specified translation providers.

To add a user:

1. In the **Site Administration** menu on the left, click **Site Users**.

The **Site Users** page opens, displaying the users set up for your Marketo site. For detailed information about this page, see ["Managing Users"](#) on page 50.

2. Click **New User**.

The **New User** dialog box opens.

3. Enter the following information about the new user:

Field	Description
User Name	Enter the user's username for accessing the Lionbridge App.
User Email	Enter the user's email address.
Password	Enter the password for this user. The user can change this after logging in.
Repeat Password	Re-enter the password for this user.
Default Language	In the dropdown list, select the default language in which the Lionbridge App interface is displayed for the user. If the user is a site administrator, who can access the functionality described in this guide, then this is also the language in which the CloudBroker interface is displayed for this user. Languages are configured in CloudBroker by the Lionbridge Connector team. For more information, please contact Lionbridge Connector Support, as described in "How to Contact Lionbridge Connector Support" on page 8.

Field	Description
User Role – Is Site Admin	If this user will have access to the configuration functionality described in this section, select this check box.
Join Teams	Select the check boxes of the teams the user is joining. A user must belong to at least one team to be able to send out content for translation. The team determines which source and target languages the user can send out for translation and the translation providers to which the user can send the content. You can view the settings for all teams on the Site Teams page. For details, see "Managing Teams" on page 45.

4. Click **Add**.

6.2.2 Editing a User

In general you edit a user that you previously added, either by importing or automatically, to specify the following information:

- the default language for displaying the Lionbridge App for the user
- whether the user is a site administrator, who can access CloudBroker to set up the Lionbridge App, as described in this guide
- the teams that the user joins

You can also change a user's username or email address.

To edit a user:

1. In the **Site Administration** menu on the left, click **Site Users**.

The **Site Users** page opens, displaying the users set up for your Marketo site. For detailed information about this page, see ["Managing Users"](#) on page 50.

2. Click **Edit** for the user to edit.

The **Edit User** dialog box opens.

3. You can modify the following information:

Field	Description
User Name	The user's username.
User Email	The user's email address.
Change Password	Select this check box to change this user's password.
New Password	Enter the new password for this user. The user can change this after logging in. Available only if the Change password check box, above, is selected.
Repeat Password	Re-enter the new password for this user. Available only if the Change password check box, above, is selected.

Field	Description
Default Language	In the dropdown list, select the default language in which the Lionbridge App interface is displayed for the user. If the user is a site administrator, who can access the functionality described in this guide, then this is also the language in which the CloudBroker interface is displayed for this user. Languages are configured in CloudBroker by the Lionbridge Connector team. For more information, please contact Lionbridge Connector Support, as described in "How to Contact Lionbridge Connector Support" on page 8.
User Role	Indicates whether this user is a site administrator, who can access CloudBroker to set up the Lionbridge App, as described in this guide. <ul style="list-style-type: none"> ■ If the user is a site administrator, select the Is site admin check box. ■ If the user is not a site administrator, clear the Is site admin check box.
Join Teams	The teams to which this user belongs. A user must belong to at least one team to be able to send out content for translation. The team determines which source and target languages the user can send out for translation and the translation providers to which the user can send the content. You can view the settings for all teams on the Site Teams page. For details, see "Managing Teams" on page 45. <ul style="list-style-type: none"> ■ To join a team, select the corresponding check box. ■ To leave a team, clear the corresponding check box.

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

6.2.3 Deleting a User

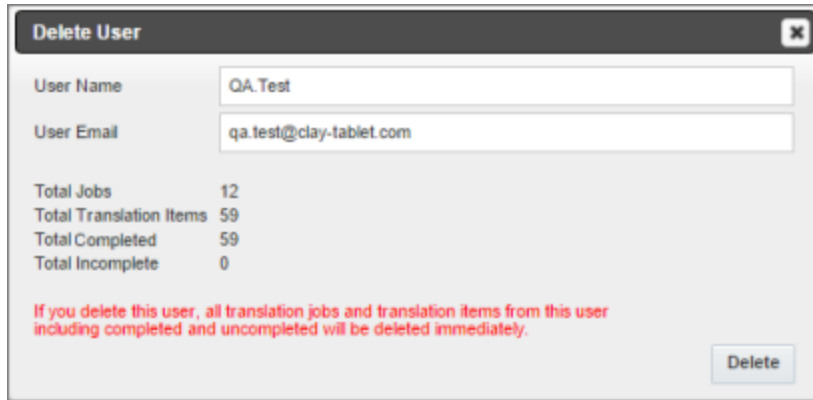
You can delete a user from the Lionbridge App so that the user will no longer have access. Deleting a user from the Lionbridge App also deletes all the jobs and items sent by this user from the Lionbridge App.

Important: Deleting a user from the Lionbridge App does not delete the user in Marketo.

To delete a user from the Lionbridge App:

1. In the **Site Administration** menu on the left, click **Site Users**.
The **Site Users** page opens, displaying the users set up for your Marketo site. For detailed information about this page, see ["Managing Users"](#) on page 50.
2. In the **Actions** column, click **Delete** for the user to delete.

The **Delete User** dialog box opens.



The page displays the username and email address of the user to delete. It also displays the following information about the jobs and items this user sent for translation:

Field	Description
Total Jobs	The total number of jobs this user sent out for translation.
Total Translation Items	The total number of items this user sent out for translation.
Total Completed	The total number of translated items that the Lionbridge App has re-imported into Marketo.
Total Incomplete	The total number of assets that the Lionbridge App has not yet re-imported into Marketo. Usually these are assets that are currently in translation, or were just recently received back from translation and that the Lionbridge App is trying to re-import into Marketo. Warning: If you delete this user, these items will be deleted. They will not be re-imported into Marketo.

3. Click **Delete** to remove the user and all the jobs and items sent out for translation by this user from the Lionbridge App.

7 Administrative Tasks

As a site administrator, you can perform the following administrative tasks:

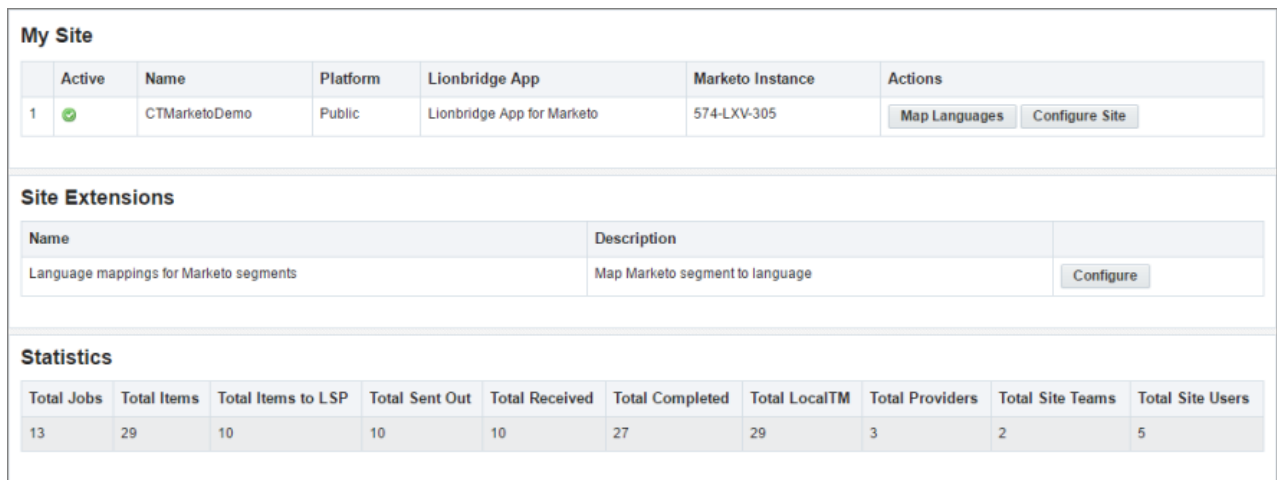
- "Viewing Lionbridge App Information and Usage Data" on page 57
- "Viewing Job Data" on page 59

7.1 Viewing Lionbridge App Information and Usage Data

You can view information about your Marketo site and usage on the **My Site** page in CloudBroker.

To view data about your company's Lionbridge App usage:

- ▶ In the **Site Administration** menu on the left, ensure that **My Site** is selected, so that the **My Site** page is open. This is the default selection when you log into CloudBroker as a site administrator.



The top section of the page displays the following information about the Lionbridge App:

Column	Description
Active	<p>The Lionbridge App's current status. This is one of the following:</p> <ul style="list-style-type: none"> ■ Active: The Lionbridge App is currently running. ■ Inactive: The Lionbridge App is not currently running.
Name	<p>The name that Lionbridge Connector personnel assigned to your company's site.</p> <p>Important: Your company's users need this name to log into the Lionbridge App.</p>

Column	Description
Platform	The type of CloudBroker platform that your company site uses. The platform is the connectivity platform that receives and routes content from content systems to translation providers and back during implementation. There are two types: <ul style="list-style-type: none"> ■ Public: Your company site uses the public platform, which is for production usage. ■ Testing: Your company site uses the testing platform, which is for pre-production usage.
Lionbridge App	The Lionbridge plug-in that connects the Marketo content system to the Lionbridge Content API. This is the Lionbridge App for Marketo, which is identified here as the <code>Lionbridge App for Marketo</code> .
Marketo Instance	This is the Marketo instance ID that you retrieved from Marketo after creating the LaunchPoint Service, and sent to the Lionbridge Connector Team so that they could set up your site in CloudBroker.

For information about the **Map Languages** and **Configure Site** buttons, see "[Configuring the Lionbridge App in CloudBroker](#)" on page 22.

The **Statistics** section of the page displays the following information about items processed by the Lionbridge App:

Column	Description
Total Jobs	The total number of translation jobs that the Lionbridge App sent out for translation.
Total Items	The total number of translation requests (each source and target language pair is a separate item) from Lionbridge App users. This includes items the Lionbridge App sent out to a translation provider, items translated by localTM (translation memory) , and items that did not require translation.
Total Items to LSP	The total number of items (each source and target language pair is a separate item) that the Lionbridge App sent out for translation to a translation provider.
Total Sent Out	The total number of files that the Lionbridge App sent out for translation.
Total Received	The total number of files that the Lionbridge App received back from translation.
Total Completed	The total number of items (each source and target language pair is a separate item) for which the translation is complete.

Column	Description
Total LocalTM	The total number of items in the local translation memory's database.
Total Providers	The total number of translation providers configured in the Lionbridge App.
Total Site Teams	The total number of teams set up in the Lionbridge App.
Total Site Users	The total number of users set up in the Lionbridge App.

7.2 Viewing Job Data

You can view data about jobs that the Lionbridge App sends out for translation.

To view job data:

1. In the **Site Administration** menu on the left, click **Site Jobs**.

The **Site Jobs** page opens, displaying all the jobs that the Lionbridge App sent out for translation.


Job Name	Creation Date	Created By	Team	Provider	LTM	Total	Sent Out	Received	Completed
TestJob002	2019-10-23 05:07:28 AM	Jennifer.Paton.Smith	Team-1	Marketo-MT-Test		1	1	1	1

Showing 1 to 1 of 1 Entries

Previous Page 1 Next Page

This page displays the following information about each job, in reverse chronological order by creation date:

Column	Description
Job name	The name assigned to the translation job by the user who sent it out for translation.
Creation date	The date and time when the user sent out this job for translation, in the following format: YYYY-MM-DD hh:mm:ss AM/PM.
Created by	The username of the user who sent out this job for translation.

Column	Description
Team	The team for this translation job, which was specified when the user sent out the job for translation.
Provider	The translation provider for this translation job.
LTM	The number of items in this translation job that are in the local TM (translation memory). If this column is blank, then this job has no items in the local TM.
Total	The total number of assets in this translation job.
Sent out	The number of items in this translation job that the Lionbridge App sent out for translation. Note: There is a separate item for each source and target language pair. For example, if you created a job that sends out a single asset for translation from English to both French and German, then these are two separate items in this tab: English to French, and English to German.
Received	The number of items in this translation job that the Lionbridge App received back from translation.
Completed	The number of items in this translation job for which the translation is complete. If the items have an error, including <code>Failed</code> status, you can hover over the Error icon  to view information about the type of error. If the error is resolved and the items are processed normally, the error icon is no longer displayed.

2. Optional. You can do one or more of the following on this page:

- ▶ You can specify how many items to display in a page. Above the top-left corner of the list, select the number to display from the **Show X Entries** list.
- ▶ You can use the **Search** box above the top-right corner of the list to search for a specific asset in the list or to filter the list. As you type into the **Search** box, the Lionbridge App automatically searches for matches across all columns and displays only the matching assets.

Note: The search feature filters all items in the page, not only those displayed on the current sub-page.

- ▶ If there are many items in this page, it may have multiple sub-pages. The navigation bar below the list helps you navigate through the sub-pages and displays your position in the tab. Click **Previous Page**, **Next Page**, or a page number to navigate to the corresponding sub-page.

- ▶ To sort the items in the tab by a different column, click the corresponding column header.
- ▶ To reverse the sort order of a column, click the column header.

8 Appendix: Language Codes

For detailed instructions on configuring languages for the Lionbridge App, see ["Configuring Language Mappings"](#) on page 22.

The Lionbridge App has the following language codes:

Type	Language Identifier	Language Code
String	Afrikaans	"af-ZA"
String	Albanian	"sq-AL"
String	Amharic	"am-ET"
String	Arabic_Algeria	"ar-DZ"
String	Arabic_Bahrain	"ar-BH"
String	Arabic_Egypt	"ar-EG"
String	Arabic_Iraq	"ar-IQ"
String	Arabic_Jordan	"ar-JO"
String	Arabic_Kuwait	"ar-KW"
String	Arabic_Lebanon	"ar-LB"
String	Arabic_Libya	"ar-LY"
String	Arabic_MiddleEast	"ar-XR"
String	Arabic_Morocco	"ar-MA"
String	Arabic_Oman	"ar-OM"
String	Arabic_Qatar	"ar-QA"
String	Arabic_Saudi_Arabia	"ar-SA"
String	Arabic_Syria	"ar-SY"
String	Arabic_Tunisia	"ar-TM"
String	Arabic_UAE	"ar-AE"
String	Arabic_Yemen	"ar-YE"

Type	Language Identifier	Language Code
String	Armenian	"hy-AM"
String	Assamese	"as-IN"
String	Basque	"eu-ES"
String	Belarusian	"be-BY"
String	Bengali_Bangladesh	"bn-BD"
String	Bengali_India	"bn-IN"
String	Bosnian_Bosnia_Herzegovina	"bs-BA"
String	Bulgarian	"bg-BG"
String	Burmese	"my-MM"
String	Catalan	"ca-ES"
String	Chinese_Hong_Kong	"zh-HK"
String	Chinese_Macao	"zh-MO"
String	Chinese_PRC	"zh-CN"
String	Chinese_Singapore	"zh-SG"
String	Chinese_Taiwan	"zh-TW"
String	Croatian	"hr-HR"
String	Croatian_Bosnia_Herzegovina	"hr-BA"
String	Czech	"cs-CZ"
String	Danish	"da-DK"
String	Divehi	"dv-MV"
String	Dutch	"nl-NL"
String	Dutch_Belgium	"nl-BE"
String	English_Australia	"en-AU"
String	English_Belize	"en-BZ"

Type	Language Identifier	Language Code
String	English_Canada	"en-CA"
String	English_HongKong	"en-HK"
String	English_India	"en-IN"
String	English_Indonesia	"en-ID"
String	English_Ireland	"en-IE"
String	English_Jamaica	"en-JM"
String	English_Malaysia	"en-MY"
String	English_New_Zealand	"en-NZ"
String	English_Philippines	"en-PH"
String	English_Singapore	"en-SG"
String	English_South_Africa	"en-ZA"
String	English_Trinidad	"en-TT"
String	English_UK	"en-GB"
String	English_US	"en-US"
String	English_Zimbabwe	"en-ZW"
String	Estonian	"et-EE"
String	Faroese	"fo-FO"
String	Farsi	"fa-IR"
String	Filipino	"fil-PH"
String	Finnish	"fi-FI"
String	French	"fr-FR"
String	French_Belgium	"fr-BE"
String	French_Cameroon	"fr-CM"
String	French_Canada	"fr-CA"

Type	Language Identifier	Language Code
String	French_Cote_d_Ivoire	"fr-CI"
String	French_Democratic_Rep_Congo	"fr-CD"
String	French_Haiti	"fr-HT"
String	French_Luxembourg	"fr-LU"
String	French_Mali	"fr-ML"
String	French_Monaco	"fr-MC"
String	French_Morocco	"fr-MA"
String	French_Reunion	"fr-RE"
String	French_Senegal	"fr-SN"
String	French_Switzerland	"fr-CH"
String	Frisian_Netherlands	"fy-NK"
String	Fulfulde_Nigeria	"ff-NG"
String	FYRO_Macedonian	"mk-MK"
String	Gaelic_Ireland	"gd-IE"
String	Gaelic_Scotland	"gd-GB"
String	Gallegan	"gl-ES"
String	Georgian	"ka-GE"
String	German	"de-DE"
String	German_Austria	"de-AT"
String	German_Liechtenstein	"de-LI"
String	German_Luxembourg	"de-LU"
String	German_Switzerland	"de-CH"
String	Greek	"el-GR"
String	Guarani	"gn-PY"

Type	Language Identifier	Language Code
String	Gujarati	"gu-IN"
String	Hausa	"ha-NE"
String	Hawaiian	"haw-US"
String	Hebrew	"he-IL"
String	Hindi	"hi-IN"
String	Hungarian	"hu-HU"
String	Icelandic	"is-IS"
String	Igbo	"ig-NG"
String	Indonesian	"id-ID"
String	Inuktitut	"iu-CA"
String	Italian	"it-IT"
String	Italian_Switzerland	"it-CH"
String	Japanese	"ja-JP"
String	Kannada	"kn-IN"
String	Kanuri	"kr-TD"
String	Kashmiri	"ks-IN"
String	Kazakh	"kk-KZ"
String	Khmer	"km-KH"
String	Konkani	"kok-IN"
String	Korean	"ko-KR"
String	Kyrgyz	"ky-KZ"
String	Lao	"lo-LA"
String	Latin	"la-XL"
String	Latvian	"lv-LV"

Type	Language Identifier	Language Code
String	Lithuanian	"lt-LT"
String	Malay	"ms-MY"
String	Malay_Brunei_Darussalam	"ms-BN"
String	Malayalam	"ml-IN"
String	Maltese	"mt-MT"
String	Maori	"mi-NZ"
String	Marathi	"mr-IN"
String	Mongolian	"mn-MN"
String	Nepali	"ne-NP"
String	Nepali_India	"ne-IN"
String	Norwegian	"nb-NO"
String	Norwegian_Nynorsk	"nn-NO"
String	Oriya	"or-IN"
String	Oromo	"om-ET"
String	Panjabi	"pa-PK"
String	Polish	"pl-PL"
String	Portuguese	"pt-PT"
String	Portuguese_Brazil	"pt-BR"
String	Punjabi_Pakistan	"pa-PK"
String	Pushto	"ps-AF"
String	Quechua_Ecuador	"qu-EC"
String	Quechua_Peru	"qu-PE"
String	Rhaeto_Romance	"rm-IT"
String	Romanian	"ro-RO"

Type	Language Identifier	Language Code
String	Romanian_Moldova	"ro-MD"
String	Russian	"ru-RU"
String	Russian_Moldava	"ru-MD"
String	Sami	"se-NO"
String	Sanskrit	"sa-IN"
String	Serbian_Cyrillic	"sr-RS"
String	Serbian_Latin	"sr-SP"
String	Sindhi_India	"sd-IN"
String	Sindhi_Pakistan	"sd-PK"
String	Sinhala	"si-LK"
String	Slovak	"sk-SK"
String	Slovenian	"sl-SI"
String	Somali	"so-ET"
String	Sorbian	"wen-DE"
String	Spanish	"es-ES"
String	Spanish_Argentina	"es-AR"
String	Spanish_Bolivia	"es-BO"
String	Spanish_Chile	"es-CL"
String	Spanish_Colombia	"es-CO"
String	Spanish_Costa_Rica	"es-CR"
String	Spanish_Dominican_Republic	"es-DO"
String	Spanish_Ecuador	"es-EC"
String	Spanish_El_Salvador	"es-SV"
String	Spanish_Honduras	"es-HN"

Type	Language Identifier	Language Code
String	Spanish_LatinAmerica	"es-XL"
String	Spanish_Mexico	"es-MX"
String	Spanish_Nicaragua	"es-NI"
String	Spanish_Panama	"es-PA"
String	Spanish_Paraguay	"es-PY"
String	Spanish_Peru	"es-PE"
String	Spanish_Puerto_Rico	"es-PR"
String	Spanish_Uruguay	"es-UY"
String	Spanish_US	"es-US"
String	Spanish_Venezuela	"es-VE"
String	Swahili	"sw-TZ"
String	Swedish	"sv-SE"
String	Swedish_Finland	"sv-FI"
String	Syriac	"syr-SY"
String	Tajik	"tg-TJ"
String	Tamil	"ta-IN"
String	Tatar	"tt-RU"
String	Telugu	"te-IN"
String	Thai	"th-TH"
String	Tibetan	"bo-CN"
String	Tigrinya_Eritrea	"ti-ER"
String	Tigrinya_Ethiopia	"ti-ET"
String	Tsonga	"ts-ZA"
String	Tswana	"tn-BW"

Type	Language Identifier	Language Code
String	Turkish	"tr-TR"
String	Turkmen	"tk-TM"
String	Uighur	"ug-CN"
String	Ukrainian	"uk-UA"
String	Urdu	"ur-PK"
String	Urdu_India	"ur-IN"
String	Uzbek	"uz-UZ"
String	Venda	"ve-ZA"
String	Vietnamese	"vi-VN"
String	Welsh	"cy-GB"
String	Xhosa	"xh-ZA"
String	Yi	"ii-CN"
String	Yiddish	"yi-MD"
String	Yoruba	"yo-NG"
String	Zulu	"zu-ZA"

Index

A

administrative tasks 57
App information, viewing 57
App usage data, viewing 57
authentication, configuring 35

C

Clay Tablet languages, configuring 22
CloudBroker, overview 21
configuration overview 22

D

Delete Team dialog box 49
Delete User dialog box 55

E

Edit Email Notification Group dialog box 42
Edit Provider dialog box 39
Edit Site Team dialog box 46
Edit User dialog box 53
email notification groups, configuring 42

G

global translation settings, configuring 27
guide 7

I

integration instructions 16
introduction 5

J

job data, viewing 59

L

language codes 62
Language Mapping dialog box 22
language segmentation, configuring 25
languages, configuring 22
LaunchPoint Service
 adding the App as a 16
 sending information to Lionbridge 18
Lionbridge Connector Support 8
 getting a Zendesk password 12
 information to include in a ticket 9
 signing up for a Zendesk account 10
 submit a ticket 8
 viewing and updating your ticket 9
Lionbridge Freeway authentication,
 configuring 31
logging in 20

M

Mappings Details tab, Site Extension dialog
 box 25
Marketo authentication, configuring 35
Marketo settings, configuring 37
Marketo tab, Site Configuration dialog box 35,
 37
My Site page 57

N

New Email Notification Group dialog box 42
New Provider dialog box 39
New Site Team dialog box 46
New User dialog box 51
notification groups, configuring 42

O

- Options for LSP Freeway tab, Site Configuration dialog box 31
- Options for LSP SDL TMS tab, Site Configuration dialog box 33
- overview
 - CloudBroker 21
 - pre-setup 15
 - translation overview 6

P

- pre-setup overview 15

S

- SDL TMS entries, configuring 33
- Segmentation Language Mappings tab, Site Extension dialog box 25
- segmentation, configuring 25
- Site Configuration dialog box
 - Marketo tab
 - authentication settings 35
 - other settings 37
 - Options for LSP Freeway tab 31
 - Options for LSP SDL TMS tab 33
 - Site Settings tab 27
- Site Email Notification Group page 42
- Site Extension dialog box
 - Mappings Details tab 25
 - Segmentation Language Mappings tab 25
- Site Jobs page 59
- Site Providers page 39
- Site Settings tab, Site Configuration dialog box 27
- Site Teams page 45
- Site Users page 50
- Statistics section, My Site page 57
- support 8
 - getting a Zendesk password 12
 - information to include in a ticket 9
 - signing up for a Zendesk account 10
 - submit a ticket 8

viewing and updating your ticket 9

T

- teams
 - adding or editing 46
 - deleting 49
 - managing 45
- terminology 5
- translation providers, configuring 39
- translation solution, overview 6

U

- users
 - adding 51
 - deleting 55
 - editing 53
 - managing 50