Lionbridge

Lionbridge Connector for inRiver PIM

Installation and Configuration Guide

Version 2.1

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1 Welcome to the Lionbridge Connector for inRiver PIM

Welcome to the Lionbridge Connector for inRiver PIM (Connector). This is Lionbridge's connector between inRiver PIM and the Clay Tablet Platform.

1.1 Terminology

Amazon AWS	Amazon Web Services. A suite of web application products developed and sold by Amazon.com. Clay Tablet uses various AWS offerings in order to leverage their infrastructure and build rich, dynamic solutions for its customers, specifically, the Clay Tablet Platform. For details, see http://aws.amazon.com.
Amazon S3	Amazon Simple Storage Service. For details, see: http://aws.amazon.com/s3/. The Connector and the Clay Tablet Platform use Amazon S3 to provide temporary storage services for the content sent to and from translation.
Amazon SQS	Amazon Simple Queue Service. For details, see: http://aws.amazon.com/sqs/. The Connector uses Amazon SQS to provide Message Queue Services.
Asset	Any content or document being sent for translation, including metadata. Assets are created by the Connector.
Clay Tablet (CTT)	Clay Tablet Technologies, a Lionbridge company, and the corporate entity that publishes the Clay Tablet Platform.
Clay Tablet Platform	The hosted (IaaS) connectivity platform that receives and routes content from content systems, including content management systems (CMSs), to translation providers and back during implementation. Clay Tablet Technologies configures the Platform based on the number and nature of systems involved in your system architecture.
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.
IaaS	Infrastructure as a Service. The Clay Tablet Platform is an IaaS, because it is a hosted platform.
inRiver PIM	inRiver PIM (Product Information Management). For more information, see http://www.inriver.com.

Keys	The Connector uses keys to establish a secure, discrete connection between the Connector instance and the Platform.
	Very important: Do not copy the CMS address keys to multiple inRiver PIM instances, because this is a violation of the Clay Tablet License Agreement. Using the same CMS address keys on multiple inRiver PIM instances will cause the Connector to behave unexpectedly, which can result in lost translation content, orphaned projects, and inaccurate translation status reports. Clay Tablet will only support technical issues caused by duplicating or incorrectly installing CMS address keys on a time and materials basis.
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 Connector for inRiver PIM (Connector)	The connector software that Lionbridge provides, which plugs into your inRiver PIM installation to provide connectivity to the hosted Platform. In this document it is referred to as the Connector. This is the software you are installing and configuring as you work through this document.
MT	Machine translation. The translation provider can be a machine translation service, such as Google Translate.
On-Premise Platform	A version of the Clay Tablet Platform that is hosted and managed by the Clay Tablet client, instead of hosted on AWS by Clay Tablet.
Producer	CMS or another content system that sends content or documents out for translation. In this case, this is inRiver PIM.
Provider	A provider of translation services. The delivery of assets to the provider may be via an FTP server or a TMS connector.
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 About the Clay Tablet Translation Platform

Clay Tablet's translation connectivity platform is the easiest, most flexible way to integrate content systems, including content management systems (CMSs) and other content producers, with translation providers and translation technologies.

Clay Tablet Platform is the hosted (IaaS) connectivity platform that receives and routes content from content management systems to translation providers and back. It is hosted on Amazon Web Services (AWS). During

implementation, Clay Tablet Technologies configures the Platform for your translation solution, based on the translation providers or systems you use. The Clay Tablet Platform uses the following services on AWS:

■ S3 (Amazon Simple Storage Service), which provides storage services for the content sent to and from translation.

■ SQS (Amazon Simple Queue Service), which provides message queue services.

1.3 How the Connector Works with inRiver PIM

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

The Connector is installed on your system as an add-in to inRiver PIM. Its functionality is displayed to the users as part of inRiver PIM.
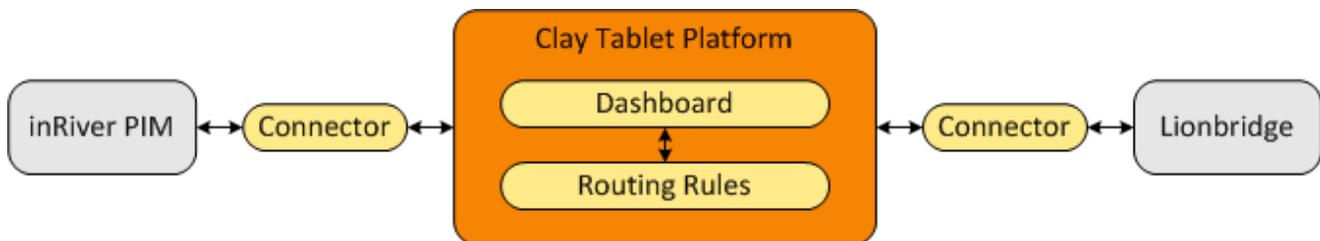
Your translation systems architecture might look like the configuration above. It may have additional content systems or translation providers, but the core concepts remain the same.

During implementation, Clay Tablet works with you and your translation providers to configure and test the other elements of your translation solution, which are the Clay Tablet Platform's connections to your translation providers' systems.

The Connector includes the following components:

■ inRiver Rich Client Extension

■ Administration website

■ SQL database for translation data

■ SQL database for job data

1.4 Using this Guide

Purpose of this guide

This guide describes everything you need to know to install and configure the Lionbridge Connector (Connector) for inRiver PIM. It describes the delivery package contents, system requirements, installation instructions, and configuration procedures.

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

Who should use this guide

This guide is intended for inRiver PIM administrators and system integrators.

What you should already know

This document assumes that your company already has an installed instance of inRiver PIM. It also assumes that Lionbridge is your company's translation provider, and Clay Tablet is already set up for your company. It assumes that you have a strong working knowledge of inRiver PIM, SQL Server, and Microsoft IIS (Internet Information Services).

How to find out more about the Lionbridge Connector for inRiver PIM

For information on using the Lionbridge Connector to send and receive content for translation from inRiver PIM, read the *Lionbridge Connector for inRiver PIM User Guide*.

Documentation conventions

This guide uses the following conventions:

Convention	Description
Bold	Highlights screen elements such as buttons, menu items, and fields.
`Courier`	Highlights input, file names, and paths.
Italics	Highlights terms for emphasis, variables, or document titles.
>	Indicates a menu choice. For example, "Select **Edit> Select All**."

1.5 How to Contact Clay Tablet Support

Email @: support@clay-tablet.com
Telephone: +1-416-363-0888

How to submit a support ticket:

1. Email support@clay-tablet.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 following sub-sections.

    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, Clay Tablet 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
- Clay Tablet log files for the date the issue occurred
- screen capture of the issue

How to view and update your support ticket in Zendesk:

You must log into Zendesk to view your support tickets there.

1. Open the Clay Tablet Zendesk page in your browser: https://claytablet.zendesk.com.

2. In the top-right corner, click **Sign in**, and enter your credentials.

   Note: If you do not have 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.

2 Before You Install

Before you begin to install the Lionbridge Connector (Connector) for inRiver PIM, please review the system requirements, described below, and back up your inRiver PIM database.

2.1 System Requirements

The Lionbridge Connector for inRiver PIM supports inRiver PIM versions 6.x.

The Lionbridge Connector for inRiver PIM has no additional hardware or software requirements beyond those of inRiver PIM. For detailed requirements, refer to the inRiver PIM documentation, available at: http://www.inriver.com/about/wiki.

2.2 Setting Your System Date, Time, and Time Zone Correctly

The Connector sends content to and receives content from the Clay Tablet Platform, which is hosted in the Amazon Web Services (AWS) environment. AWS requires any machines that connect to its applications to have the correct system time and date settings.

Important: Before proceeding, ensure that the system date, time, and time zone are set correctly on any systems that will run the Connector. If these settings are incorrect, the following error message is displayed: `Error. The difference between the request time and the current time is too large.`

3 Installing the Lionbridge Connector

Important: Before installing the Connector, back up the inRiver PIM databases.

To install the Connector:

1. Use SQL Server's installation package to restore the database backups.

    The Connector uses the following databases to store translation data:

Database	Description
Lionbridge.Pim.Adapter	stores information about translation information
Lionbridge.Pim.Adapter.Job	stores information about the scheduled jobs that send and receive information from the Clay Tablet Platform

    Note: You cannot use the Clay Tablet account with additional databases, since Clay Tablet communication is message based.

2. Use IIS to create a website that to host the Connector administration features.

    a. Open Internet Information Manager (IIS) Manager.

    b. Right-click **Sites** and select **Add Website** from the context menu.

    c. In the **Add Website** dialog box, configure the website. Assign a name, and point it to the web site provided in the connector installation package. Add a hostname if needed.
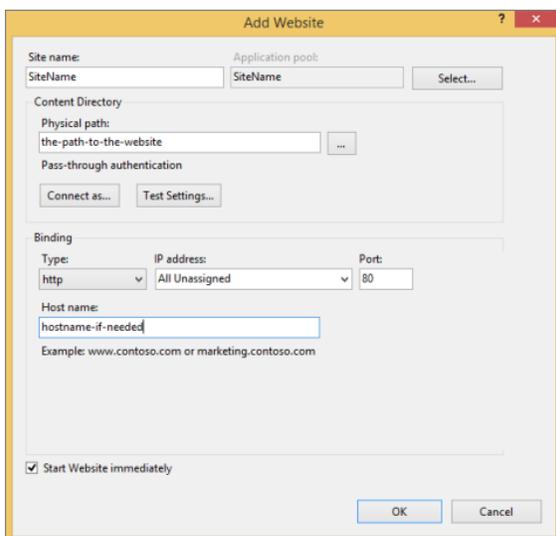
    Click **OK**.

    d. If the website does not start, then under **Manage Website**, click **Start**.

    e. Apply the correct permissions for the website .

    f. Under **Browse Website**, and click **Browse** to verify that the website is started and running.

Important: Make a note of the URL of the server. You will use this to configure the inRiver server.

For more information about setting up an IIS website, refer to : https://support.microsoft.com/en-us/kb/323972

3. Configure the inRiver Rich Client.

   a. Place the following files in the `inRiver Rich Client Extensions` folder.

      Note: In a default installation, this folder is `C:\Program Files\inRiver AB\inRiver Rich Client\Extensions`.

      - Lionbridge.Pim.Client.dll
      - Lionbridge.Pim.Model.dll
      - Newtonsoft.Json.dll
      - System.Net.Http.Formatting.dll

   b. Open `inRiver.RichClient.exe.config` in a text editor.

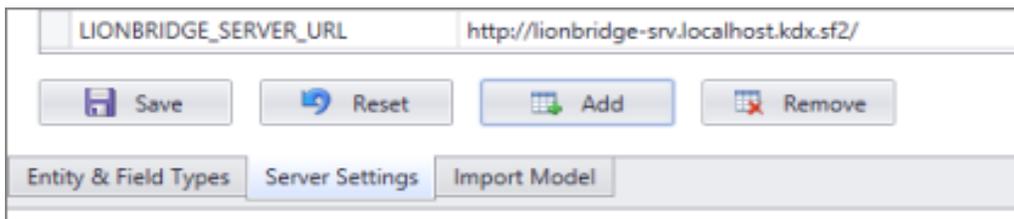   **Note:** In a default installation, this folder is `C:\Program Files\inRiver AB\inRiver Rich Client`.

   c. Add the contents of `inRiverRichClient-configuration.config`, in the installation package, to this file, so that it is displayed as follows:

```xml
<runtime>
  <loadFromRemoteSources enabled="true"/>
  <assemblyBinding xmlns="urn:schemas-microsoft-com:asm.v1">
    <probing privatePath="DevExpress;Extensions"/>
  <dependentAssembly>
        <assemblyIdentity name="Newtonsoft.Json" publicKeyToken="30ad4fe6b2a6aeed" culture="neutral"/>
        <bindingRedirect oldVersion="0.0.0.0-7.0.0.0" newVersion="7.0.0.0"/>
    </dependentAssembly>
  </assemblyBinding>
</runtime>
```
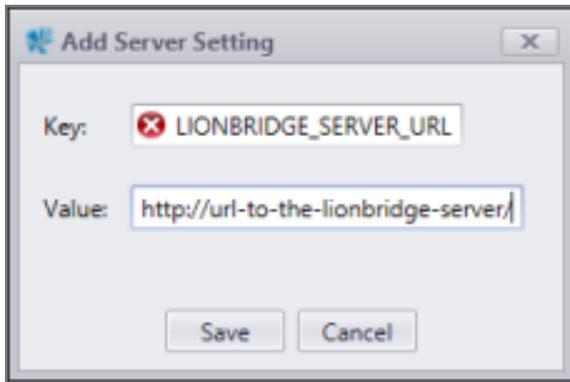
   For further instructions and a sample, refer to `inRiverRichClient-configuration.config`.

4. Use the inRiver Model Tool to configure the inRiver server. This stores the Lionbridge Server URL, which enables communication between the inRiver Rich Client and the Lionbridge Server, which manages the communication with the Clay Tablet Platform.

   a. Open the inRiver Model Tool.

LIONBRIDGE_SERVER_URL	http://lionbridge-srv.localhost.kdx.sf2/

Save	Reset	Add	Remove

   Entity & Field Types | Server Settings | Import Model

   b. In the **Server Settings** section, click **Add**.

c. Enter the following values:
  ▪ Key: LIONBRIDGE_SERVER_URL.
  ▪ Value: The URL of the Lionbridge server.

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

5. In the Lionbridge server, open `web.Config` for editing, and edit the following values in the `connectionStrings` section:

  ▪ LionbridgeDbContext
  ▪ LionbridgeJob

Change the address to the database server and the user. For example:

```
<add name="LionbridgeJob" providerName="System.Data.SqlClient"
connectionString="Data Source=your-database-server;Initial
Catalog=Lionbridge.Pim.Adapter.Job;User ID=user id;Password=password" />
```

3.1 Uninstalling the Connector

To uninstall the Connector:

1. In the inRiver Rich Client:

  ▪ Remove the files from the inRiver Rich Client Extensions folder.

  ▪ Remove the configuration changes from the `inRiver.RichClient.exe.config` file.

2. Lionbridge Server:

  a. In the IIS, stop the website.

  b. Delete the website.

  c. Delete the files on disk.

3. Delete both databases from SQL Server.

4. In the inRiver Model Tool, in the **Server Settings** section, select the LIONBRIDGE_SERVER_URL server
   setting and click **Remove**.

4 Configuring the Connector

After installing the Connector, you configure the following settings:

1. "Configuring Server Settings" on page 15.

2. "Configuring Language Settings" on page 16.

4.1 Configuring Server Settings

The **Server Settings** section includes all the configuration for the Connector to communicate with the Clay Tablet Platform and inRiver PIM.

Server settings

Clay Tablet Source XML:	`<Account><id>producer</id><createDat`
Clay Tablet Target XML:	`<Account><id>ctt-testing-platform</id><`
PIM Service Account User Name:	pimuserserviceaccount
PIM Service Account Password:	••••••••••••
PIM Server URL:	http://pimserverulr:8080
Log level (standard/debug)	Standard ▼
Log file name	lionbridge.log
Smtp server	smtp.provider.net
Mail sender	noreply@lionbridgeconnector.se
Interval for send job (minutes)	60
Interval for recieve job (minutes)	1
Max number of assets per job	100

Save

Field	Description
Clay Tablet Source XML	Provided by the Lionbridge license.
Clay Tablet Target XML	Provided by the Lionbridge license.
PIM Service Account User Name	The user name of the account used as a service account for communicating between the Connector and inRiver PIM.
PIM Service Account Password	The password of the account used as a service account for the communicating between the Connector and inRiver PIM.
Log level (standard/debug)	Changes the Connectors log level. The default value is `Standard`.
Log file name	The name of the log file that the Connector creates.
SMTP server	The server that sends email notifications from the Connector. If this is empty, the Connector does not send email notifications.
Mail sender	The email address from which Connector email notifications are sent.
Interval for send job (minutes)	How frequently, in minutes, the Connector sends content for translation to the Clay Tablet Platform.
Interval for receive job (minutes)	How frequently, in minutes, the Connector receives translated content from the Clay Tablet Platform.
Max number assets per job	The maximum number of item/assets/components per Clay Tablet XML file (job).

4.2 Configuring Language Settings

The **Language Settings** section includes all the configuration for the language setup. In this section, the administrator/system integrator can map the languages in inRiver PIM with the Lionbridge language setup.

Language settings

InRiver LanguageCode	Iso Language Code	Source Language	Target Language	DisplayName	
sv	sv-SE	true	true	Svenska	Delete
en	en-GB	true	true	English	Delete
de	de-DE	false	true	Deutsch	Delete
it	it-IT	false	true	Italiano	Delete
fi	fi-FI	true	false	Finska	Delete

Add setting   Submit

Field	Description
inRiver Language Code	The language code used in inRiver PIM.
Iso Language Code	The ISO language code used by Lionbridge. **Note:** The language part of the code must be lower case, while the locale part of the code must be upper case, for example, `xx-XX`.
Source Language	Indicates whether this language is supported as a source language, so that the Connector can send out content for translation *from* this language. **Note:** Source languages must be present in the inRiver PIM model.
Target Language	Indicates whether this language is supported as a target language, so that the Connector can send out content for translation *into* this language. **Note:** Source languages must be present in the inRiver PIM model.