LIONBRIDGE

Lionbridge Connector for Oracle Content and Experience

Configuration Guide

Version 1.0.0

Wednesday, January 20, 2021

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1 Welcome to the Lionbridge Connector for Oracle Content and Experience

Welcome to the Lionbridge Connector for Oracle Content and Experience (Connector). This is Lionbridge's connector between Oracle Content and Experience and the Lionbridge Content API.

1.1 Terminology

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.
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 Oracle Content and Experience ("Connector")	The connector software that Lionbridge has developed and provides, which plugs into your Oracle Content and Experience instance to provide connectivity to the Lionbridge translation services. In this document it is referred to as the Connector. This is the software you are configuring as you work through this document.
MT	Machine translation. The translation provider can be a machine translation service, such as Google Translate.
Producer	Content system that sends content or documents out for translation. In this case, this is Oracle Content and Experience.
Provider	A provider of translation services. The delivery of assets to the provider may be via an FTP server or a TMS connector.
TMS	Translation management system that the translation provider users.

1.2 How the Connector Works with Oracle Content and Experience

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

The Connector is installed on the Oracle Content and Experience (OCE) cloud-based content hub. Its functionality is displayed to the users as part of OCE.
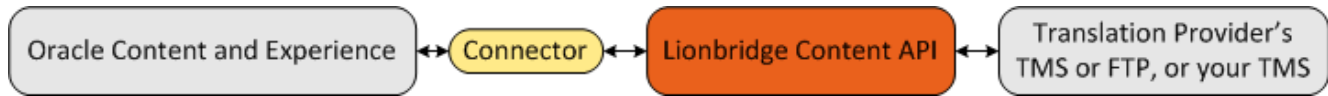
Your translation systems architecture might look like the configuration above. It may have additional content systems or translation providers, but the core concepts remain the same. If your translation provider is Lionbridge, it is accessed via either Freeway or onDemand.

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

1.3 Using this Guide

Purpose of this guide

This guide describes everything you need to know to configure Lionbridge Connector (Connector) for Oracle Content and Experience (OCE).

Who should use this guide

This guide is intended for Oracle Content and Experience administrators and system integrators.

What you should already know

This document assumes that your company already has an account on the Oracle Content and Experience cloud-based content hub. It assumes that you have a strong working knowledge of Oracle Content and Experience and its features.

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.

Convention	Description
>	Indicates a menu choice. For example, "Select **Admin Tools > Configuration**."

1.4 How to Contact Lionbridge Connector Support

Email @: connectors@lionbridge.com

You can submit a support ticket either:

- by email

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

1.4.1 Submitting a Support Ticket

1. Do one of the following:

   ▤ Email connectors@lionbridge.com, 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**.

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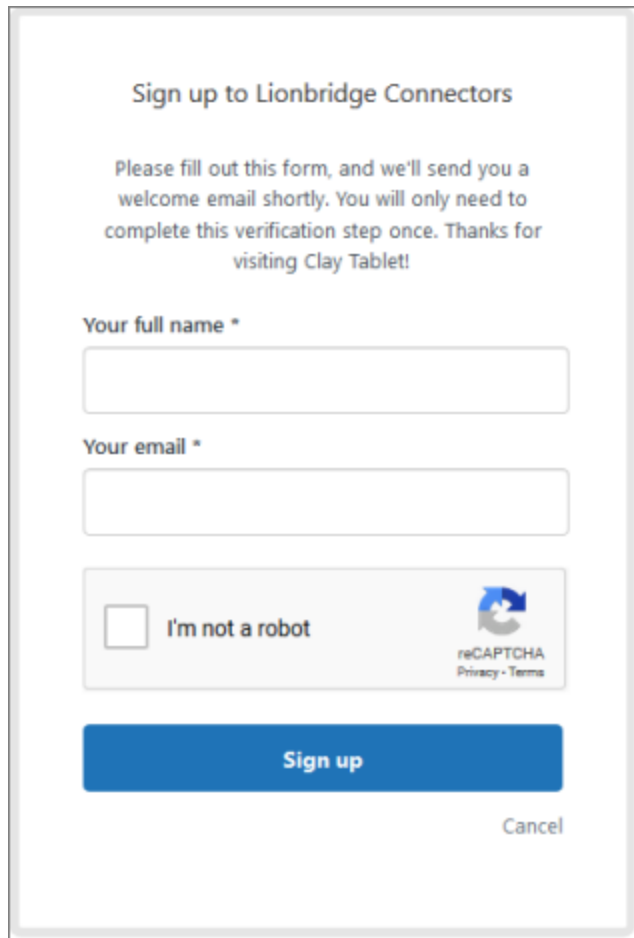
Note: If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your email account. For detailed instructions, see "How to Get a Password if You Have Previously Emailed Lionbridge Connectors."

To sign up for a Zendesk account:

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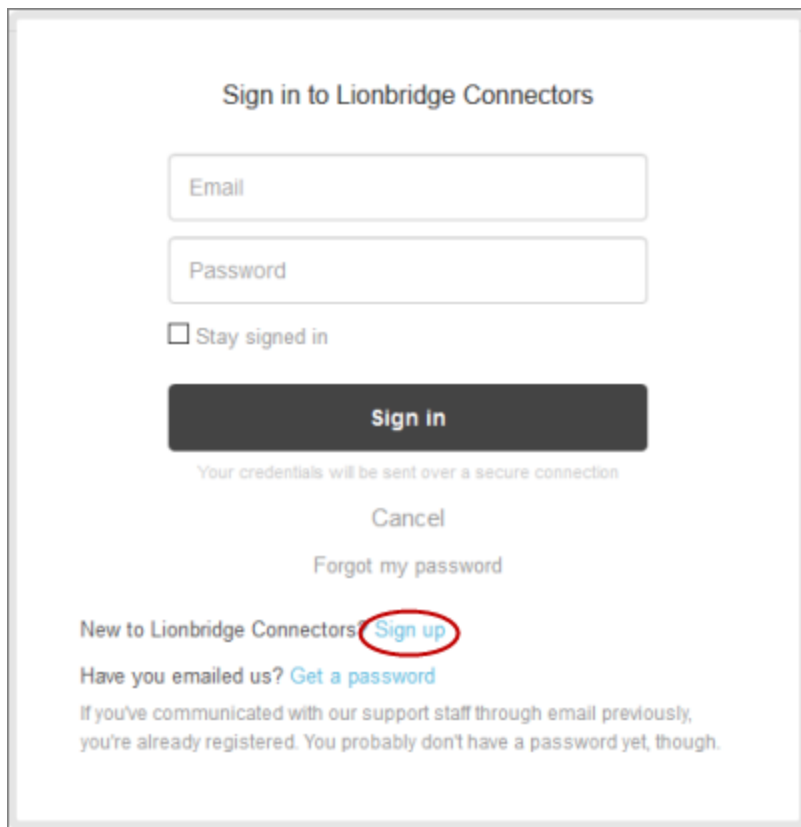
2. Click **Sign up** link.

The **Sign up** page opens.

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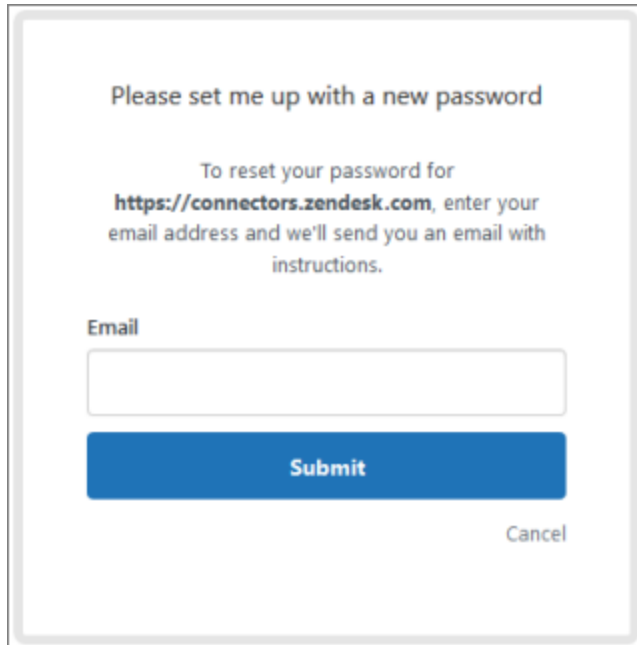
5. Click the link in the verification email to create a password and sign into Zendesk.

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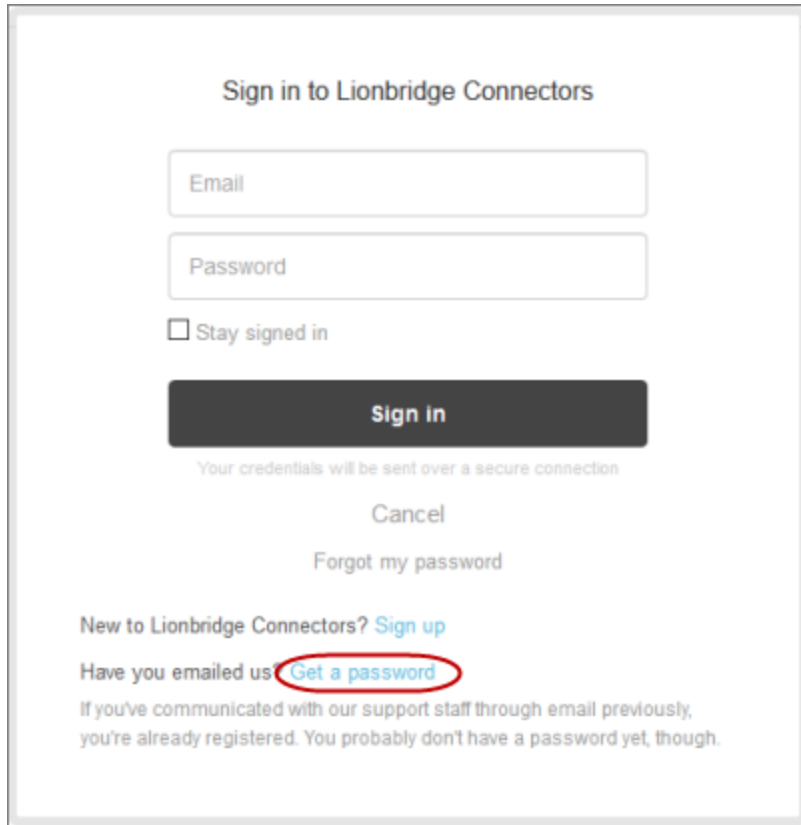
The **Please set me up with a new password** page opens.

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 Configuring the Connector

Since Oracle Content and Experience (OCE) is a cloud-based environment, you do not install the Lionbridge Connector for OCE (Connector). The Connector is a plug-in on the OCE cloud-based content hub.

To add the Connector and configure it to work with Oracle Content and Experience (OCE), you complete the following general steps:

1. Create a translation connector in OCE. For detailed instructions, see "Creating a Translation Connector in Oracle Content and Experience" on page 14.

2. Create a *localization policy,* which defines whether a translation is required and if so, what are the required and optional languages for assets. For a detailed description and instructions, refer to the OCE documentation at: https://docs.oracle.com/en/cloud/paas/content-cloud/managing-assets/create-localization-policies.html.

3. Add the localization policy you just created to a *publishing channel*, which determines the release rules applied to items in a repository. For detailed instructions, refer to the OCE documentation at: https://docs.oracle.com/en/cloud/paas/content-cloud/managing-assets/create-and-share-publishing-channels.html.

4. Create or edit a *repository*, which enables you to manage all the assets you need for one purpose in one place.

   ▦ In the **Translation Connectors** dropdown list, select the translation connector you created in step 1, above.

   ▦ In the **Publishing Channels** dropdown list, select the publishing channel you created or edited in step 3, above.

   For detailed instructions, refer to the OCE documentation at: https://docs.oracle.com/en/cloud/paas/content-cloud/managing-assets/create-and-manage-asset-repositories.html.

When the configuration is complete, OCE users can start using the Connector to manage translations. For detailed instructions, refer to the OCE documentation.

■ For instructions on sending multiple content items for translation, refer to: https://docs.oracle.com/en/cloud/paas/content-cloud/managing-assets/localize-batch-content-items.html.

■ For instructions on sending a single content item for translation, refer to: https://docs.oracle.com/en/cloud/paas/content-cloud/managing-assets/add-translation-single-content-item.html.

2.1 Creating a Translation Connector in Oracle Content and Experience

The first step of configuring the Lionbridge Connector for OCE is creating a translation connector in OCE.

To create a translation connector in OCE:

1. Sign into OCE. The URL is *XXX*`.ocp.oraclecloud.com`, where *XXX* is the subdomain of your instance on OCE. *** move this to whatever the first topic is

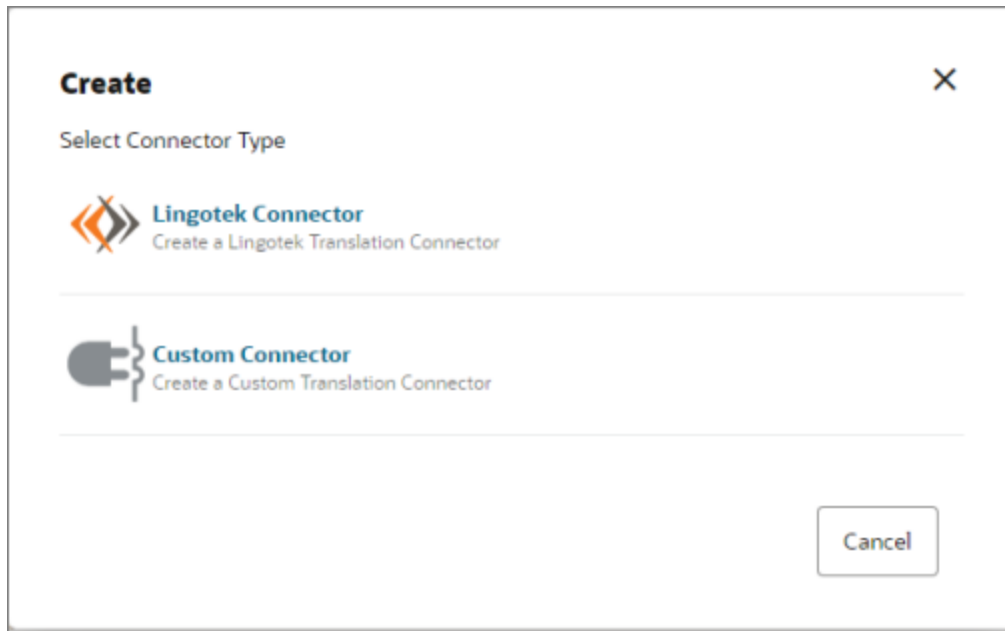2. Click **Integrations** under **Administration** in the left navigation menu.

   Tip: You may need to scroll down to access the **Integrations** menu item.

   The **Integrations** page opens.

3. Choose **Translation Connectors** from the dropdown list and click **Create**.
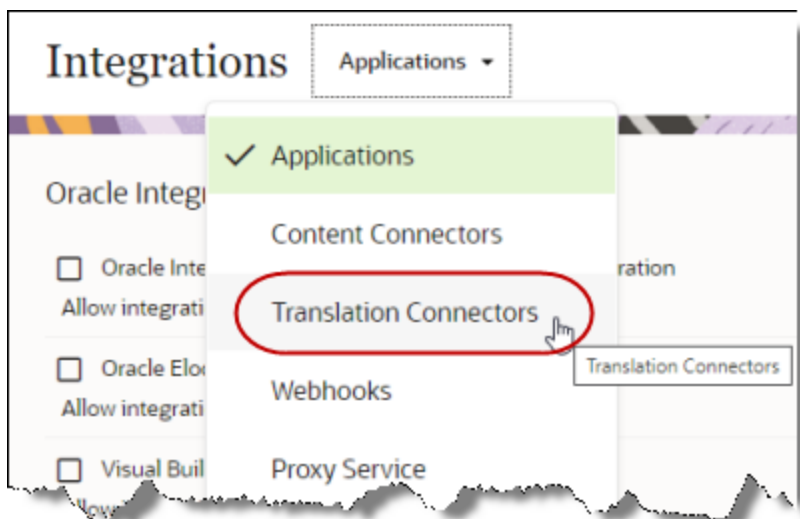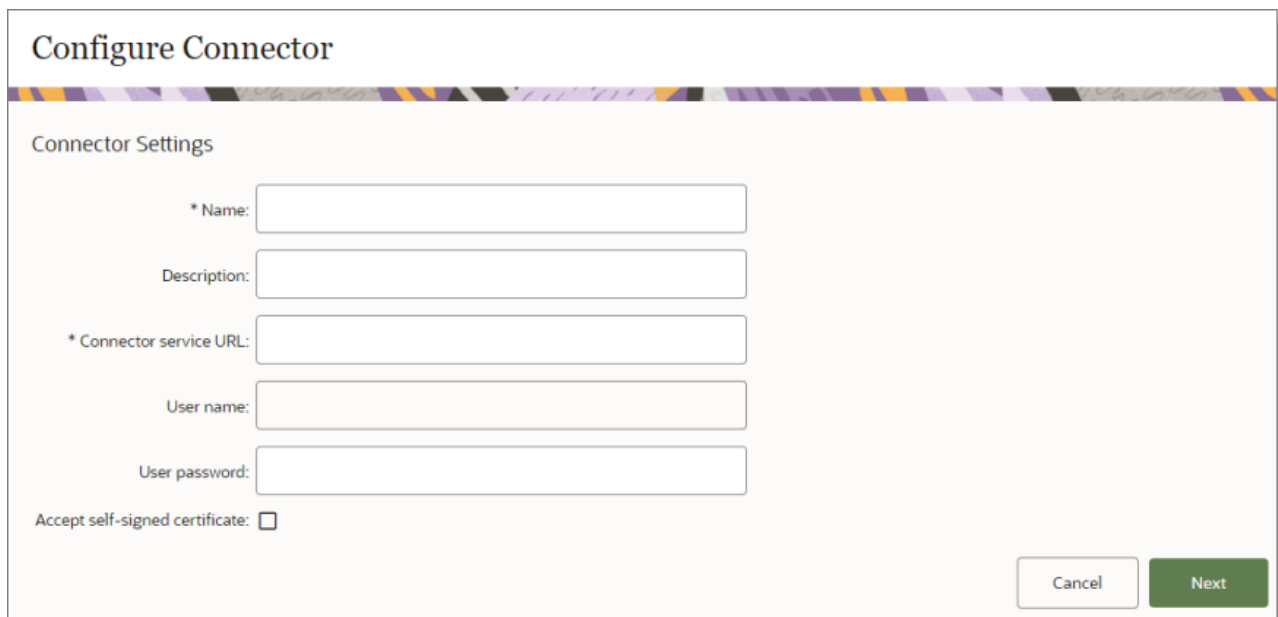
The **Create** dialog box opens.

4. Click **Custom Connector**.

The **Configure Connector – Connector Settings** page opens.

5. Complete the following fields:

Field	Description
Name	Enter your name for the Lionbridge Connector. This is the name that will be displayed in the OCE interface.
Description	Optional.
Connector service URL	Enter the URL of the OCE connector REST API that Lionbridge hosts. This is `https://oceconnector-staging-win.azurewebsites.net/api.` *** this is the staging URL -- update to prod URL when available
User name	Leave this blank.
User password	Leave this blank.
Accept self-signed certificate	Do not select this check box.
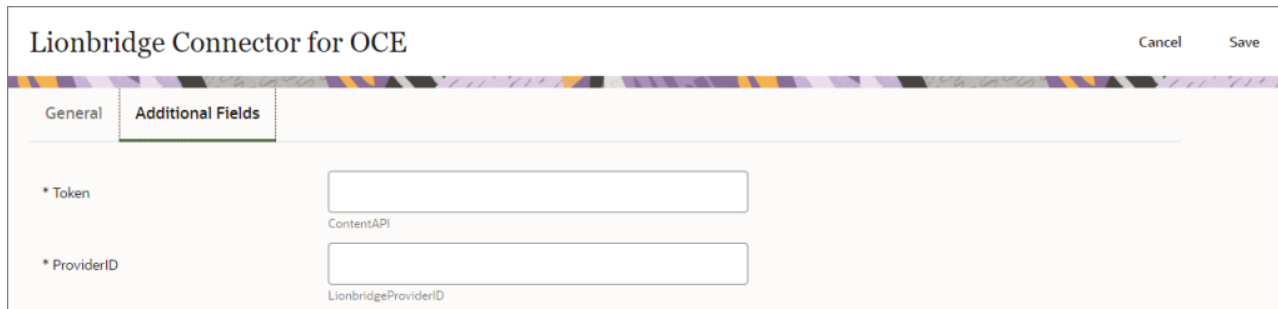
6. Click **Next**.

The **General** tab opens, displaying the name of the translation connector you are creating as the .

7. Select the **Enabled for end users** check box, at the bottom of the tab.

8. Click the **Additional Fields** tab to open it.

9. In the **Token** and **ProviderID** fields, enter the values provided by the Lionbridge Connector Support team.

10. Click **Save**.

The **Integrations –Translation Connectors** page opens, listing the translation connector you just created and added to your OCE instance.

11. Locate the translation connector you just created and click **Enable**.

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