LIONBRIDGE

Lionbridge Connector for WPML

Testing Guide

May 14, 2019

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1 Welcome to the Lionbridge Connector for WPML

Welcome to the Lionbridge Connector for WPML (Connector). This Connector is part of the WPML WordPress plugin, which manages content translation from your WordPress website. The Connector enables you to automate sending and retrieving content from WPML to Lionbridge for translation, which dramatically reduces the effort required to create, maintain, and publish Web content in multiple languages.

1.1 Terminology

Freeway	A Lionbridge translation portal and a translation provider.
Job	One or more items that WPML groups together into a single translation job.
Lionbridge	The publisher of the Connector, the Freeway translation portal and a translation provider.
Lionbridge Connector for WPML (Connector)	The connector software that is part of the WPML WordPress plugin, which manages content translation from your WordPress website. It provides connectivity to the Lionbridge translation services. In this document it is referred to as the Connector. This is the software you are configuring and using as you work through this document.
WordPress	A free and open source content-management system for building websites.
WPML	A WordPress plugin that manages content translation from your WordPress website.

1.2 System Requirements

The Lionbridge Connector for WPML supports all versions of WPML.

For information about which versions of WordPress are supported by WPML, refer to: https://wpml.org/home/minimum-requirements/.

1.3 How the Lionbridge Connector for WPML Works

The Lionbridge Connector for WPML ("Connector") is part of the WPML WordPress plugin, which manages content translation from your WordPress website.

With the Lionbridge Connector for WPML, you can perform the following steps to manage your translations from within the WordPress environment:

1. Select and submit content from your WordPress website directly to Lionbridge for translation.

2. Track the status of translation jobs.

3. When translations are complete, WPML retrieves the translated content from Lionbridge and returns it to your WordPress environment, where you can review it.
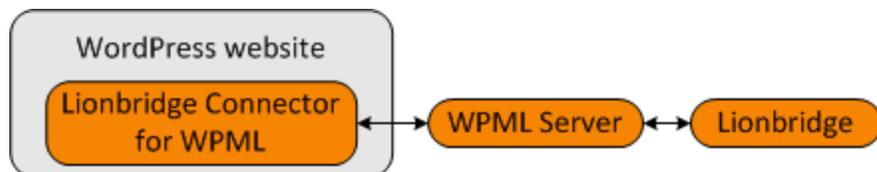
1.4 How to Contact Lionbridge Connector Support

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
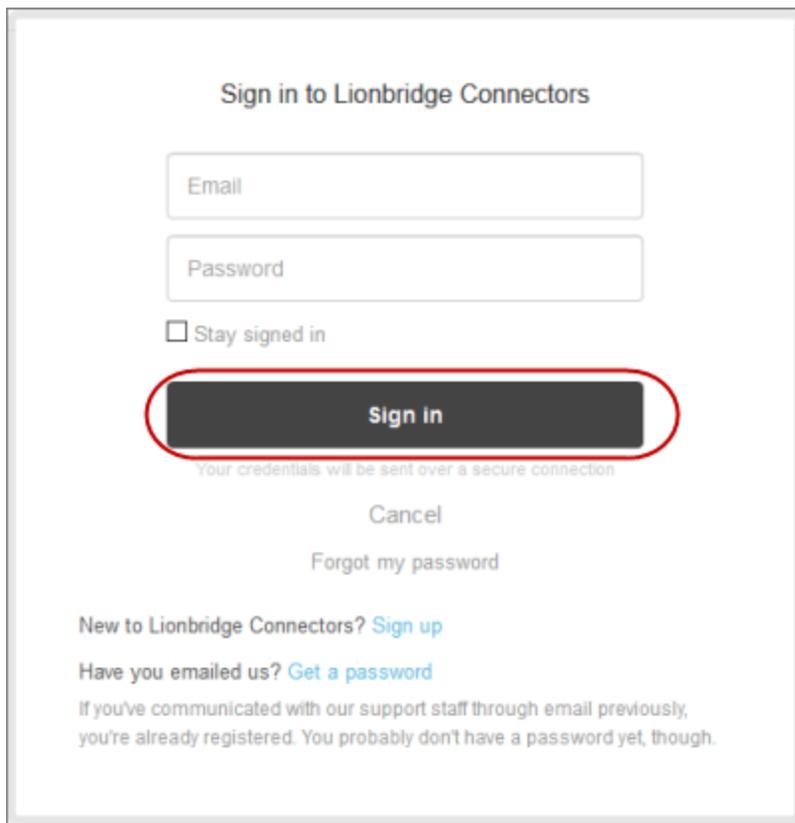
Files to attach to the support ticket:

- 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**.

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.

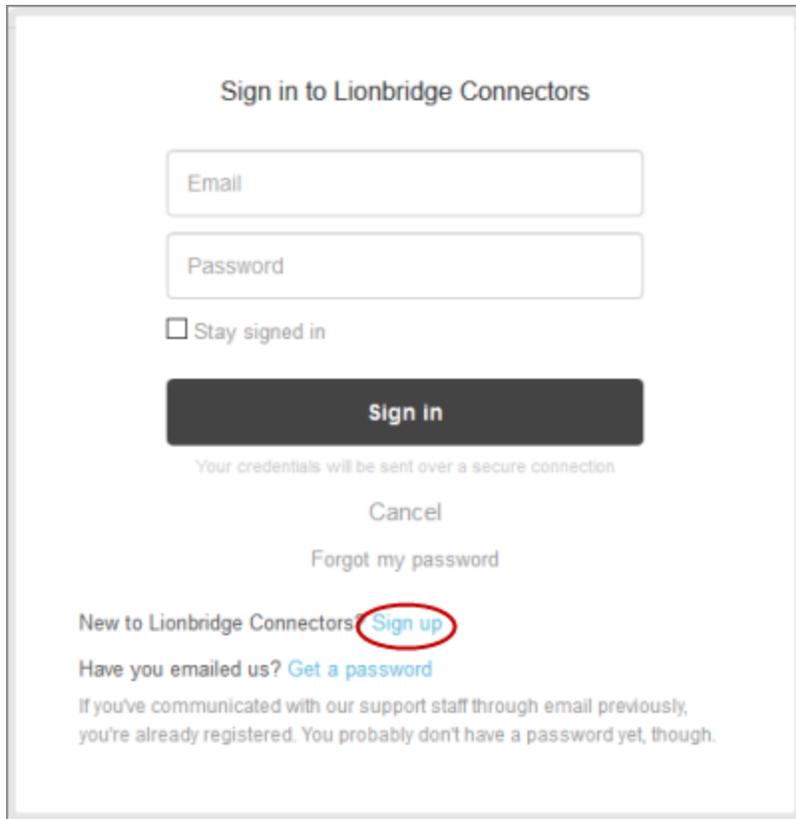## 1.4.4 Signing Up for a Zendesk Account for Lionbridge Connectors

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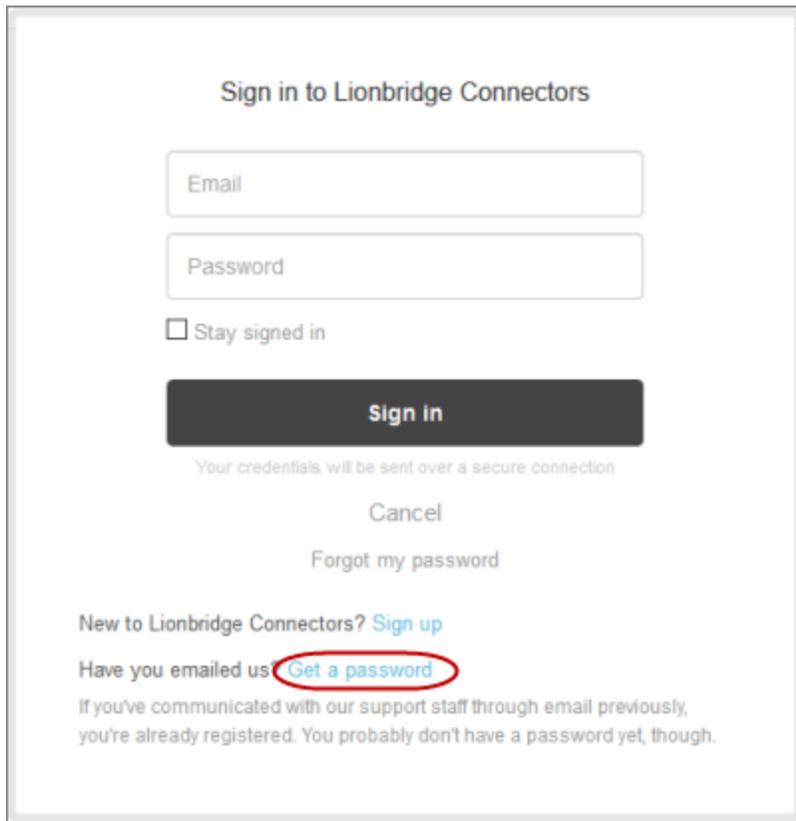
The **Please set me up with a new password** page opens.

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 Why Test with the Lionbridge Test Service

You connect the Lionbridge Connector for WPML ("Connector") to the Lionbridge Test Service to verify that you can successfully send translation jobs from your WordPress website to Lionbridge and receive the translated content back in your WordPress website. This testing phase may last for several days, or longer, depending on the issues you encounter.

Important: The Lionbridge Test Service does not actually provide production-level translation of your content. Instead, it returns test content, which is either machine-translated content or *pseudo translation*. This is a translation substitute that indicates which content will be translated. In pseudo-translated content, the English (source) strings are replaced by values such as `Xxxxx` instead of by translated content.

Your tests should verify the following two components of the translation-management lifecycle:

- **The Connector sends all required source strings and content to Lionbridge for translation.**

  When the Connector sends content for translation to the Lionbridge Test Service, the test service returns test content. This enables you to efficiently validate that your English content is being presented correctly for translation. Strings for translation may sometimes reside in other WPML components or in other installed WordPress plugins. If some strings are not sent for translation, you may need to open a support ticket with WPML Support for troubleshooting. You can verify that your other installed WordPress plugins are compatible with WPML at: https://wpml.org/documentation/plugins-compatibility/.

- **The Connector retrieves all translated content from Lionbridge.**

  You configure WPML to automatically retrieve translated content from Lionbridge. When the translations are completed in Lionbridge, a WPML server retrieves the translated content. The Connector then retrieves this content from the WPML server, and returns it to your WordPress website.

  For detailed instructions, see "Configuring WPML to Retrieve All Translated Content" on page 13.

  Note: If your environment retrieves this content manually but does not do so automatically, you may need to open a support ticket with WPML Support for troubleshooting.

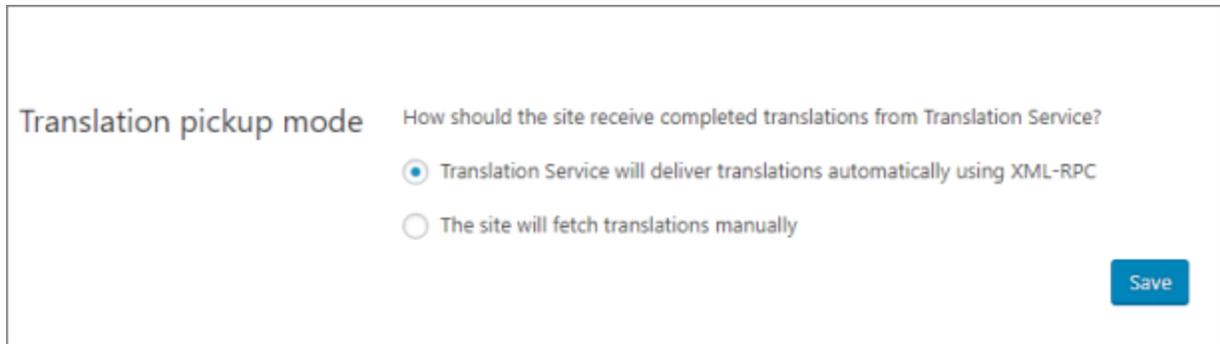**To get started testing, complete the following steps:**

2.1 Configuring WPML to Retrieve All Translated Content

You configure WPML to automatically retrieve translated content from Lionbridge. When the translations are completed in Lionbridge, a WPML server retrieves the translated content. The Connector then retrieves this content from the WPML server, and returns it to your WordPress website.

To configure this setting in WPML:

1. In WPML, in the **Settings** page, click the **Multilingual Content Setup** tab.

2. In the **Translation pickup mode** section, select the **Translation Service will deliver translations automatically using XML-RPC** radio button.

2. Click **Save**.

2.2 Obtaining an Account and Connecting to the Lionbridge Test Service

You require an account for the Lionbridge Content API before you can configure the Lionbridge Connector for WPML ("Connector") to connect to the Lionbridge test service.

This requires the following three general steps:

1. You create a Zendesk account and ticket on the Lionbridge Connectors site.

2. The Lionbridge Connector Support team creates a Lionbridge Content API account for you.

3. In WPML, you configure the connection to your Lionbridge Content API account.

Detailed instructions follow below.

To obtain a test account and connect to the test service:

1. Create a Zendesk account and password at https://connectors.zendesk.com. For detailed instructions, see "How to Contact Lionbridge Connector Support" on page 5.

2. Create a new Zendesk support ticket to notify Lionbridge Connector Support that you need a Lionbridge Content API account for the Connector. For detailed instructions, see "How to Contact Lionbridge Connector Support" on page 5.

   The Lionbridge Connector Support team will notify you when your Content API account has been created. This account uses your Zendesk credentials.

3. After you receive a notification from the Lionbridge Connector Support team that your Content API account has been created, log in to your WordPress dashboard to complete the process.

4. In WordPress, open **WPML > Translation Management,** and click the **Translation Services** tab.

5. Scroll down to the **Available Translation Services** section, expand it, and then locate the Lionbridge service.

   Tip: You can click the arrows to navigate among sub-pages of this section.

6. Beside the Lionbridge service, click **Activate**.

   Wait for the page to reload, so that Lionbridge is displayed at the top of the page.

7. Click **Authenticate**.

The authentication dialog box opens.

8. Enter the following information to authenticate the Lionbridge translation service within WPML:

Field	Description
Base API URL	The URL of the Lionbridge Content API. This is: https://content-api.lionbridge.com.
Username	The Lionbridge Zendesk username for accessing the Lionbridge Content API.
Password	The Lionbridge Zendesk password for accessing the Lionbridge Content API.

9. Click **Submit**.

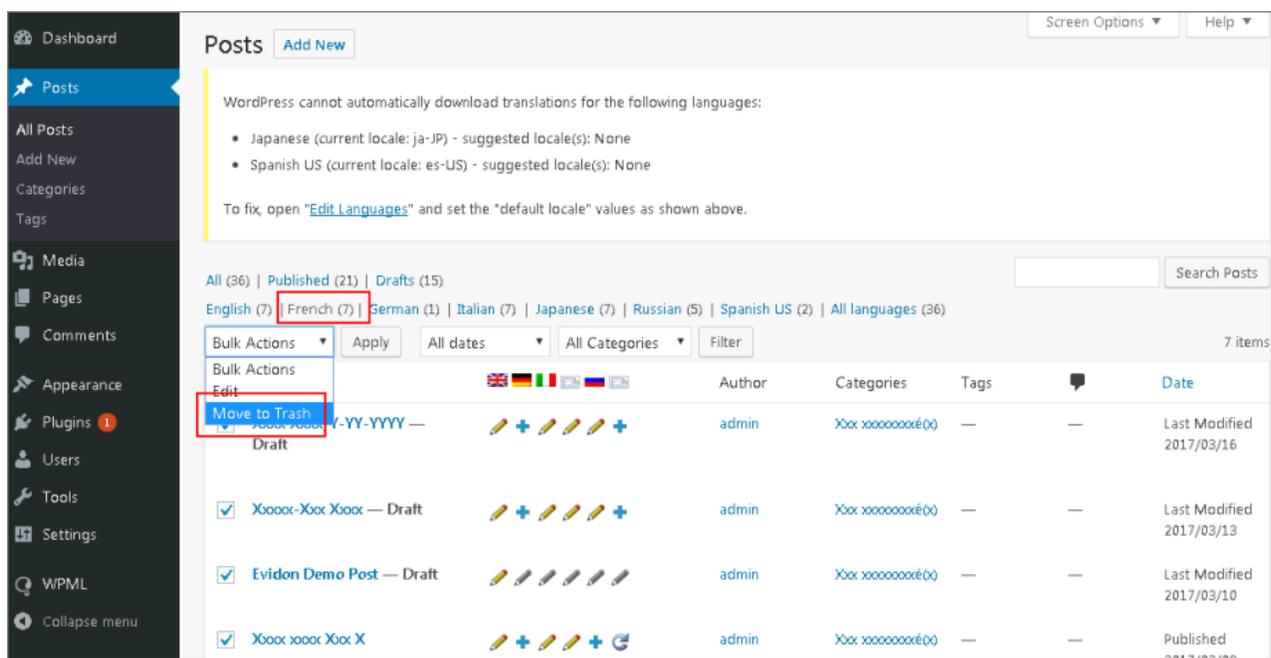Lionbridge is now displayed as an active service.
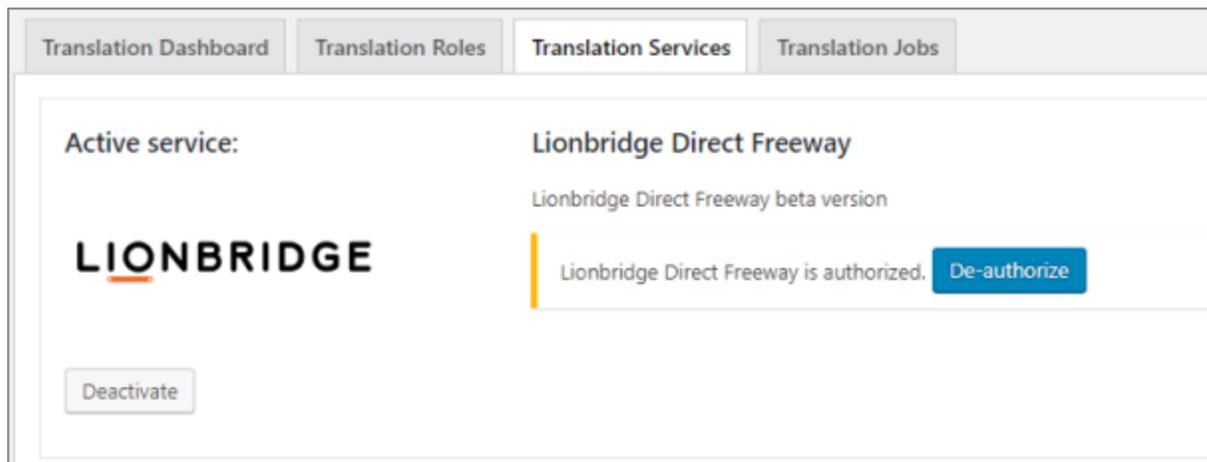
2.3 Removing the Test Content

After you finish testing, you should remove the test content from your environment, to prevent accidentally publishing it.

To remove the test content:

1. In WordPress, navigate to the relevant content type, such as **Pages** or **Posts**.

2. Click the link for a target language.

3. Select the check boxes for the test content, and in the **Bulk Actions** dropdown list, select `Move to Trash`.

   Important: Do not delete your source language content.

4. Repeat steps 2 and 3 for each target language with test content.

2.4 Connecting to the Lionbridge Production Service

After testing is complete, you contact Lionbridge Connector Support to disconnect from the Lionbridge test service and you connect to the Lionbridge production service.

Important: Ensure that all test jobs have `Completed` or `Cancelled` status before you connect to the production service.

After you finish testing, Lionbridge Connector Support will:

1. *Deactivate* the Lionbridge test service.

2. *Activate* the Lionbridge production service.