Clay Tablet Connector for FTP Servers

Installation and Configuration Guide

Version 1.6.3

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Welcome to the Clay Tablet Translation Connector for FTP Servers ("Connector").
The Connector is an FTP client, which is Clay Tablet's connector between the Clay
Tablet Platform and the translation provider's FTP server.

1.1 About the Clay Tablet Translation Platform

Clay Tablet's translation connectivity platform is the easiest, most flexible way to
integrate content management systems (CMSs) 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 both the content producer and its content
management system (CMS), and the translation provider and its translation
technologies. 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.

1.2 How the Clay Tablet Translation Connector Works with your FTP Server

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

The Connector is installed on your system as an FTP client.
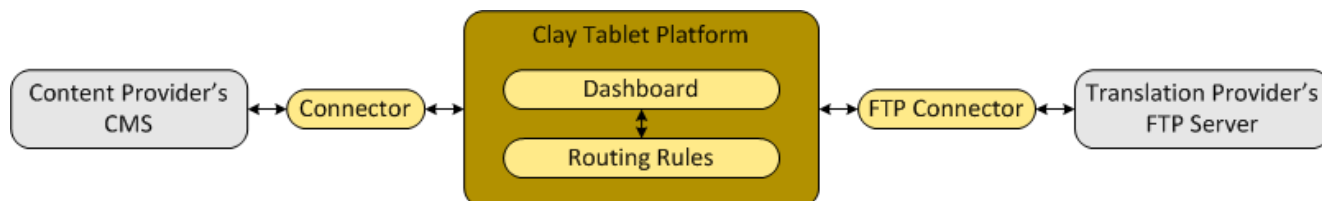
Your translation systems architecture might look like the configuration above. It may
have additional CMSs or content providers, but the core concepts remain the same.

During implementation, Clay Tablet works with you and your content producers to
configure and test the other elements of your translation solution, which are the Clay

Tablet Platform's connections to your content producer's content management system (CMS).

1.3 Using this Guide

Purpose of this guide

This guide describes everything you need to know to install and configure the Clay Tablet Translation Connector for FTP Servers ("Connector") at a translation provider. It describes the delivery package contents, system requirements, installation instructions, and configuration procedures.

Who should use this guide

This guide is intended for system integrators and system administrators.

What you should already know

This document assumes that your company is a translation provider that already has an installed FTP server. It assumes that you have a strong working knowledge of the FTP server and its setup.

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 **Admin Tools > Configuration**."

1.4 How to Contact Clay Tablet Support

Email @: support@clay-tablet.com

Telephone: +1-416-363-0888

You can submit a support ticket either:

- by email

- from the Clay Tablet Zendesk page, using your web browser

To submit a support ticket:

1. Do one of the following:

   - 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 sub-sections below.

   - Create a ticket in Zendesk:

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

     b. Sign in to Zendesk. If you do not have sign-in credentials, see "To view and
        update your support ticket in Zendesk:" below.

        Important: Include the information and attachments that are listed in the sub-
        sections below.

     c. Click **Submit a request**.

     d. In the **CCs** field, add anyone to include in the ticket correspondence.

   Zendesk automatically creates a ticket and responds to everyone included in the cc
   field.

2. Everyone in the original cc receives updates unless they request to be removed
   from the ticket.

   Important: Check your email spam folder (especially first-time Zendesk users) as
   sometimes email notifications from Zendesk are marked as spam.

When the issue is resolved, 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

To view and update your support ticket in Zendesk:

Important: 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 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.

2 Before You Install

Before you begin to install the Clay Tablet Translation Connector for FTP Servers ("Connector"), please review the system requirements, described below, and then perform the pre-installation procedures that follow.

2.1 System Requirements

The Clay Tablet Translation Connector for FTP Servers ("Connector") has the following system requirements:

Operating System	Either: ■ Microsoft Windows XP, 7, or 8. ■ Microsoft Windows Server 2003, 2008, or 2012.
Memory	256 MB minimum.
Processor	1 GHz or faster.
Disk Space	■ Connector installation – 10 MB. ■ Space for storing active translation jobs. Recommendation: Allocate at least 100 MB.
.NET Framework	Version 3.5 or higher.
Local IIS SMTP Service (Internet Information Services for Windows Server)	This is required to support the `TNS_NotifyEmail` feature, which enables the Connector to send email notifications when it uploads files to the FTP server.

2.2 Pre-Installation Procedures

1. Download the Connector delivery package from the link that Clay Tablet Technologies sends you. This is a `.zip` file, which is a zipped file.

2. Unzip the package into the directory where you want to install the Connector.

3. Copy the `source.xml` file (the translation address key) provided by Clay Tablet Technologies to the following folder: `<installation directory>\accounts`.

4. If the content producer is using the On-Premise Platform, please contact Clay
    Tablet Technologies Support to obtain a platform-key file. For details, see "How to
    Contact Clay Tablet Support" on page 5.

    Notes: If the content producer is using the Clay Tablet Platform hosted on Amazon
    Web Services (AWS), you can skip this step. The translation provider must use the
    same platform as the content producer.

5. Edit the Connector configuration settings in `<installation directory>\CT3_`
    `FTP_ProviderService.exe.config`, as described in "Configuration Options" on
    page 11.

3 Configuration Options

You set the following configuration options for the Connector in `<installation directory>\CT3_FTP_ProviderService.exe.config`:

Configuration Option	Description	Default Value
Connector_Service_Name	The name of the Connector as it is displayed in the Services window of the Microsoft Management Console. **Notes:** You must specify the service name before installing the Connector. If you change the service name after installation, you must reinstall the Connector.	Test_Provider
CTT2_SourceAccount	The absolute or relative path of `source.xml`, which is the translation address key. This file points to the location where the Connector retrieves the files for translation.	accounts\source.xml
CTT2_TargetAccount	The absolute or relative path of the platform-key file, which points to the location where the Connector submits translated files.	accounts\ctt-platform-public.xml
CTT2_ConnectionContext_Folder	The absolute or relative path of the `data` folder that the Connector uses to store translation data.	data
CTT2_Message_Polling_Interval	The interval, in milliseconds, that the Connector waits to poll the Clay Tablet Platform for new messages. For recommendations, see "Optimal Polling Intervals" on page 17.	60000

Configuration Option	Description	Default Value
CTT2_FTP_Polling_ Interval	The interval, in milliseconds, that the Connector waits to poll the FTP server for new files. Specifically, the Connector polls the folder on the FTP server specified by the `TNS_CheckFolder` configuration option. For recommendations, see "Optimal Polling Intervals" on page 17.	360000
TNS_Server	The IP address of the translation provider's FTP server.	216.220.37.135
TNS_IsSFTP	Specifies whether the translation provider uses secure FTP. **Important:** If the translation provider uses secure FTP, uncomment this line.	true
TNS_Port	Specifies the port that the translation provider's FTP server uses. **Note:** If the translation provider uses secure FTP or uses a custom port for FTP, uncomment this line and edit the port number.	21
TNS_LoginName	The login name for the translation provider's FTP server. **Note:** If the translation provider uses secure FTP or uses a custom port for FTP, uncomment this line and edit the login name.	ftpadmin
TNS_LoginPassword	The password for the translation provider's FTP server. **Note:** If the translation provider uses secure FTP or uses a custom port for FTP, uncomment this line and edit the login password.	csctablet

Configuration Option	Description	Default Value
TNS_ConnectMode	The FTP connectivity mode. Supported values are: ■ ACTIVE (active mode) ■ PASV (passive mode) **Notes:** To configure the FTP connectivity mode, uncomment this line and specify the connectivity mode. For detailed descriptions of these modes, refer to http://www.slacksite.com/other/ftp.html.	PASV
TNS_ServerPublicKeyFile	Optional. The RSA public key. **Notes:** To use SFTP public key authentication, uncomment this line. Other public keys are not supported.	sftp_host.pub
TNS_ClientPrivateKeyFile	Required if using SFTP private key authentication. **Notes:** To use SFTP private key authentication, uncomment this line, and edit the key. Supported private key file formats are OpenSSH, SSH.com, and PuTTY.	sftp_key
TNS_ClientPrivateKeyPassphrase	Optional. The passcode for SFTP private key authentication. **Notes:** To use SFTP private key authentication, uncomment this line.	sftp_key_pass_phrase

Configuration Option	Description	Default Value
TNS_NotifyEmail	The translation provider's email address, where the Connector sends notifications when it uploads files to the FTP server, including updating the translation memory (TM). The Connector does not send email notifications when errors occur. **Notes:** The email-notification feature requires a local IIS SMTP service (Internet Information Services for Windows Server). Alternatively, translation providers can run an application or a script to monitor the appropriate FTP folders and then automatically start the translation process.	
TNS_DropFolder	The folder on the translation provider's FTP server for receiving incoming files for translation.	FtpTestSrc
TNS_HasJobSubFolders	Specifies whether files for translation are organized into job sub-folders. Supported values are: ■ `true` (Files are organized by job and then by source and target language pair.) ■ `false` (Files are organized by source and target language pair only.) **Note:** For more information, see "Examples of File Organization with and without Job Sub-Folders" on page 18.	false

Configuration Option	Description	Default Value
TNS_CheckFolder	The folder on the translation provider's FTP server for sending back translated files back to the content producer.	FtpTestDest
TNS_UpdateTMFolder	The folder on the translation provider's FTP server for files for updating the translation memory (TM), based on corrections to the translation from the content producer.	FtpTestUpdate
TNS_UseAssetName	Specifies whether to include the asset name as part of the file name uploaded to the FTP server. This results in longer, but more human readable, file names. Supported values are: ■ `true` (The file name is more human readable, but it is longer. For example: `pctest-submit_from_ bulk_to_FTP_1_[1pages]_ affd4bd0-c1f1-49ef-b4dd- 221ba7f76982.xml`.) ■ `false` (The file name is less human readable, but it is shorter. For example: `7ea63b3a-e8ab-4f47- b872-2f9c0495b4e9- 1401303315853.xml`.) **Notes:** To set this value to `false`, uncomment this line and change the value.	true

Configuration Option	Description	Default Value
TNS_RemoveApprovedAssetTask	Specifies whether the Connector removes asset task files as soon as the producer confirms that the asset task is approved. Important: After the Connector removes the asset task files, if the translation provider redelivers a file to the Connector, then the Connector cannot redeliver that file to the Platform. If the producer sends automatic approval messages, this means that automatic redelivery will fail. Supported values are: ■ true (The Connector automatically removes asset task files as soon as the producer confirms that the asset task is approved.) ■ false (The Connector does not automatically remove asset task files.) Note: For a description of the advantages and disadvantages of each value, see "Whether to Remove Approved Asset Tasks" on page 19.	true
CTWS_Url	The URL of the Clay Tablet On-Premise Platform, which supports both the HTTP and HTTPS protocols. Notes: To support the Clay Tablet On-Premise Platform, uncomment this line and change the value to the URL of the Clay Tablet On-Premise Platform.	http://ctws.ctt-platform-int.com

3.1 Optimal Polling Intervals

The Connector has two polling intervals: one for polling the Clay Tablet Platform, and the other for contacting the FTP server.

Important: The polling intervals occur sequentially. The FTP Client and Server interactions are relatively slow. If you set the FTP server polling interval too high, this can cause a loop or indirectly affect the Clay Tablet Platform polling.

For example, suppose that there are the following polling intervals:

- Clay Tablet Platform - every 5 seconds
- FTP server - every 5 minutes

The logic work as follows:

- At 0 seconds = poll the Platform. (This transaction is typically very fast.)
  - When complete, check if it is time to poll FTP server.
    - If true, poll the FTP server.
    - If false, check if it is time to poll the Platform.
      - If true, poll the Platform.
      - If false, wait.
- At 5 seconds = poll the Platform.
- The above loop repeats until it reaches the 5 minute FTP-server polling interval. At that time, the Connector polls the FTP server. This takes some time, and no other polling happens while the FTP server polling occurs.

In practice, it works as follows:
- Poll the Platform.
- Wait.
- Poll the Platform.
- Wait.
- Keeps repeating until…
- Poll the FTP server.
- Poll the Platform.
- Wait.
- Poll the Platform.
- Etc.

Recommended Polling Intervals

Agent	Description	Lowest Polling Interval	Optimal Polling Interval
CTT2_Message_Polling_Interval	Polls the Clay Tablet Platform.	1 second	5 seconds
CTT2_FTP_Polling_Interval	Polls the FTP server.	1 minute	5 minutes

3.2 Examples of File Organization with and without Job Sub-Folders

This section describes the settings for the `TNS_HasJobSubFolders` configuration option, which determines whether files for translation are organized into job sub-folders.

- If this option is set to `false`, then files are organized only by source and target language pairs. File location is not connected to a job. To obtain job information about a file, you must refer to the metadata included in the file. For example, files can be organized as follows:

  ```
  dropfolder/en_us_to_fr_fr/file1.xml

  dropfolder/en_us_to_fr_fr/file2.xml

  dropfolder/en_us_to_es_es/file3.xml

  dropfolder/en_us_to_es_es/file4.xml
  ```

- If this option is set to `true`, then there an additional folder level, organizing the files by job. The folder name is the job name specified by the producer. For example, files can be organized as follows:

  ```
  dropfolder/job1/en_us_to_fr_fr/file1.xml

  dropfolder/job1/en_us_to_es_es/file3.xml

  dropfolder/job2/en_us_to_fr_fr/file2.xml

  dropfolder/job2/en_us_to_es_es/file4.xml
  ```

3.3 Whether to Remove Approved Asset Tasks

This section describes the settings for the `TNS_RemoveApprovedAssetTask` configuration option, which determines whether the Connector removes asset task files as soon as the producer confirms that the asset task is approved.

Important: After the Connector removes the asset task files, if the translation provider redelivers a file to the Connector, then the Connector cannot redeliver that file to the Platform, for example, if the file is updated. If the producer sends automatic approval messages, this means that automatic redelivery will fail.

Option Value	Description	Advantages	Disadvantages
true	The Connector automatically removes asset task files as soon as the producer confirms that the asset task is approved. Important: The FTP server user assigned to the Connector must have permission to delete the translation files in the `check` folder on the FTP server. If the Connector cannot delete the translation files after it downloads them, then it cannot re-deliver files to the Platform.	▪ Requires less disk space. ▪ Optimizes Connector performance. ▪ Does not require manual cleanup.	The translation provider *cannot* resend translated content, for example, for translation updates.

Option Value	Description	Advantages	Disadvantages
false	The Connector does not automatically remove asset task files.	The translation provider *can* resend translated content.	▪ Requires manual cleanup to remove redundant asset task files. ▪ Requires additional disk space. ▪ Reduces Connector performance, because the Connector continues to look for redelivered files for asset tasks that were translated a long time ago.

4 Installing the Connector

This section describes how to install the Connector installation package you downloaded earlier into your system as an FTP client.

Before you install the Connector, verify that you have reviewed the system requirements and followed all the pre-installation procedures described in "Before You Install" on page 9.

To install the Connector:

1. From your Windows **Start** menu, search for `Command Prompt`.

2. Right-click the **Command Prompt** menu item, and select **Run as administrator** from the context menu.

   The **Administrator: Command Prompt** window opens.

3. In the **Administrator: Command Prompt** window:

   a. Use the `cd` command to navigate to the root installation directory, where `install.bat` is located.

   b. Type `install.bat` and press `Enter`.

   The `install.bat` runs.

4. When `install.bat` finishes running, verify that the following line is displayed on the second last line of output: `The Commit phase completed successfully.`

   Important: If this line is not displayed, do not proceed to the next step. Instead, review the `InstallUtil.InstallLog` file in the root installation directory for installation errors.

5. From your Windows **Start** menu, search for `Services`.

6. Click the **Services** menu item to open the **Services** window of the Microsoft Management Console.

7. In the **Services** window:

   a. Locate the service with the name you specified in the `Connector_Service_Name` configuration option.

   b. Right-click this service, and select **Start** from the context menu.

   For more information about the `Connector_Service_Name` configuration option, see page 11.

8. Wait for a few minutes, and then check the `Log` directory in the installation directory, to verify that there a `CurrentLog` file is displayed.

5 Post-Installation Tasks

After installation, there are no additional required tasks: the Connector runs in the background, and users do not need to directly interact with it.

After installation you can perform the tasks described below.

5.1 Starting or Stopping the Connector, or Changing Service Settings

You can start and stop the Connector service, or change service settings, including startup type, from Services window of the Microsoft Management Console.

To start or stop the Connector, or to change its service settings:

1. From your Windows **Start** menu, search for `Services`.

2. Click the **Services** menu item to open the Services window of the Microsoft Management Console.

3. In the Services window:

   a. Locate the service with the name you specified in the `Connector_Service_Name` configuration option.

   b. Do one of the following:

      - To start this service, right-click it, and select **Start** from the context menu.

      - To stop this service, right-click it, and select **Stop** from the context menu.

      - To change service settings, right-click the service, and select **Properties** from the context menu. For more information, click the **Help** menu and refer to the Microsoft Management Console Help.

5.2 Updating the Configuration

After installation, you can update the configuration. However, you must restart the Connector for the configuration changes to take effect.

Note: If you change the value of the `Connector_Service_Name` configuration option after installation, you must reinstall the Connector by running `install.bat` again. For details, see "Installing the Connector" on page 21.

5.3 Uninstalling the Connector

To uninstall the Connector for Lionbridge Freeway service:

▶ As administrator, run `remove.bat`.