



**Lionbridge for Relativity**

# **Translator Guide for FTP/SFTP Users**

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# 1 Welcome to Lionbridge for Relativity

Welcome to Lionbridge for Relativity (App). This App enables Relativity users to automate sending and retrieving documents from a Relativity workspace for translation, which dramatically reduces the effort required to create, maintain, and publish documents in multiple languages.

The App delivers documents for translation and other supporting files from Relativity to your FTP or SFTP server.

**Note:** The App also supports sending Relativity documents to Lionbridge Freeway.

## 1.1 Using this Guide

### Purpose of this guide

This guide describes:

- how to use retrieve documents for translation that Lionbridge for Relativity (App) sends to an FTP or SFTP server
- how to send translated documents back to the App from an FTP or SFTP server

### Who should use this guide

This guide is intended for project managers, translators, or translation managers, or others who are responsible for translating documents from Relativity or for managing the translation process on behalf of a translation provider.

### What your company setup should be

This document assumes that:

- You have an FTP or SFTP server that you will use to retrieve documents for translation and to send translated documents back to your client.
- Your client already uses Relativity and has installed the App to a Relativity workspace. Your client uses the App to send documents for translation from Relativity to your FTP or SFTP server.

### What you should already know

This document assumes that:

- You are familiar with your company's translation process and requirements.
- You have valid user credentials to access your FTP or SFTP server.

**Note:** Not all the features described in this guide may be available. If you cannot access functionality that you need, contact your company's FTP/SFTP administrator.

## How this guide is organized

This guide contains the following chapters:

Chapter	Description
"Welcome to Lionbridge for Relativity" on page 4	A brief description of the Lionbridge solution for Relativity and how it fits into the translation lifecycle. It also includes information about this guide and Lionbridge Connectors Support contact information.
"Retrieving Files from Relativity on an FTP/SFTP Server" on page 13	Before translation, you retrieve the documents for translation and any supporting files from Relativity via your FTP/SFTP server.
"Delivering Translated Files to Relativity on an FTP/SFTP Server" on page 16	After translation, you deliver the translated documents to Relativity via your FTP/SFTP server.

## How to find out more about Lionbridge for Relativity

- For information on installing and configuring Lionbridge for Relativity, read the *Lionbridge for Relativity Installation and Configuration Guide*.
- For information on using the Lionbridge App to send and receive documents for translation from Relativity, read the *Lionbridge for Relativity User Guide*.

## Documentation conventions

This guide uses the following conventions:

Convention	Description
<b>Bold</b>	Highlights screen elements such as buttons, menu items, and fields.
<code>Courier</code>	Highlights input, file names, and paths.
<i>Italics</i>	Highlights terms to emphasize, variables, or document titles.

## 1.2 How to Contact Lionbridge Connector Support

Email @: [connectors@lionbridge.com](mailto: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

### 1.2.1 Submitting a Support Ticket

1. Do one of the following:

- Email [connectors@lionbridge.com](mailto: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.

### 1.2.2 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:**

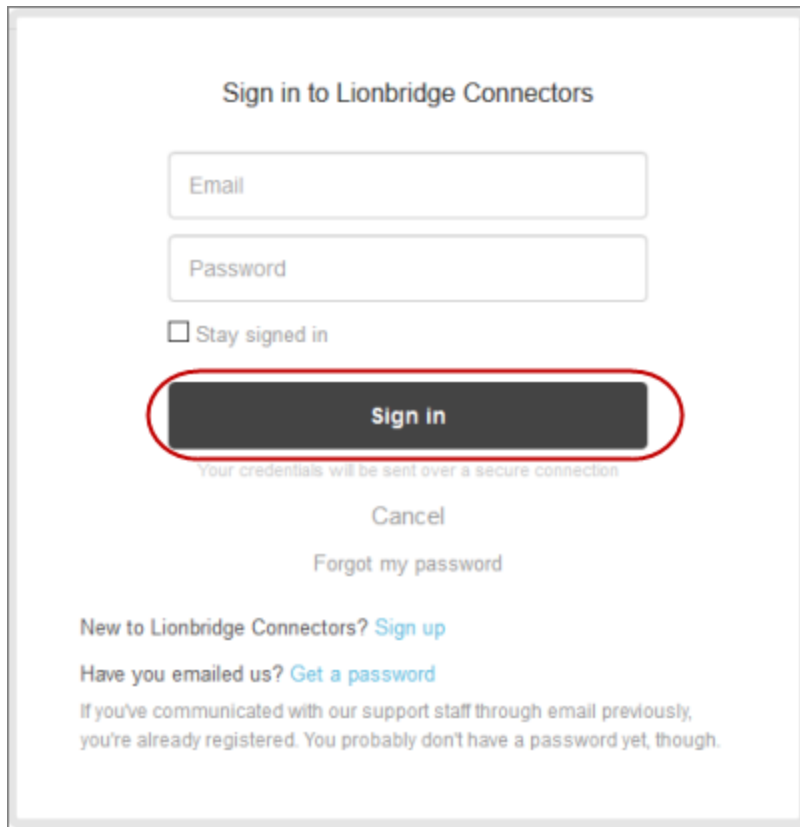
- CMS log files for the date the issue occurred
- Connector or App log files for the date the issue occurred
- screen capture of the issue

### 1.2.3 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**.



The screenshot shows a sign-in form titled "Sign in to Lionbridge Connectors". It contains the following elements:

- An "Email" input field.
- A "Password" input field.
- A checkbox labeled "Stay signed in".
- A prominent "Sign in" button, which is highlighted with a red oval.
- Below the "Sign in" button, the text "Your credentials will be sent over a secure connection".
- A "Cancel" link.
- A "Forgot my password" link.
- At the bottom, there are two links: "New to Lionbridge Connectors? Sign up" and "Have you emailed us? Get a password".
- Below the "Get a password" link, there is a paragraph: "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.

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

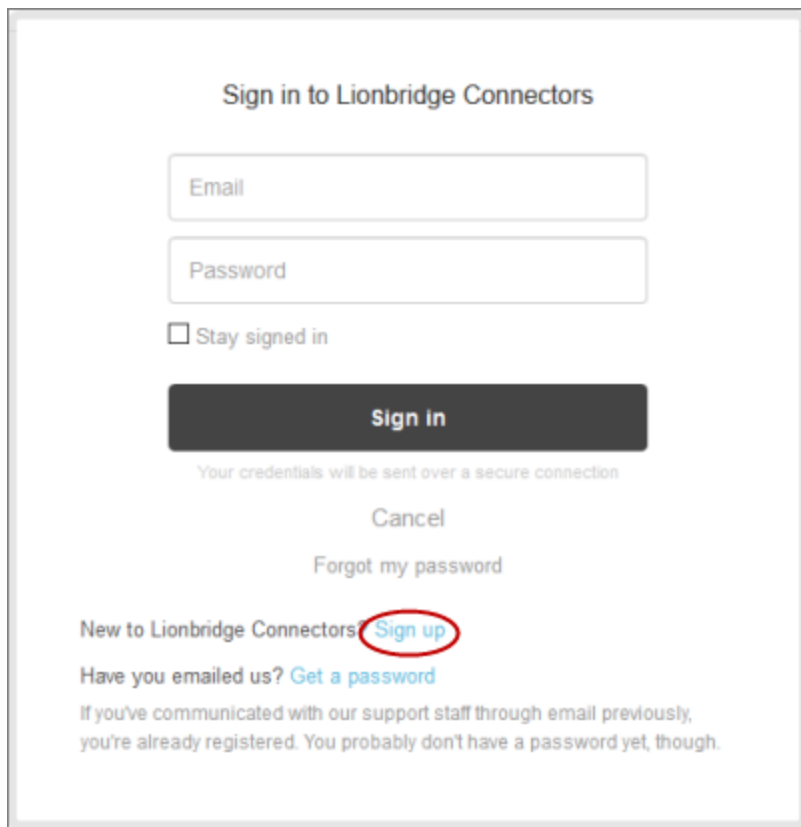
You can create a new Zendesk account for Lionbridge Connectors.



**Note:** If you have previously emailed Lionbridge Connectors Support at [connectors@lionbridge.com](mailto: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

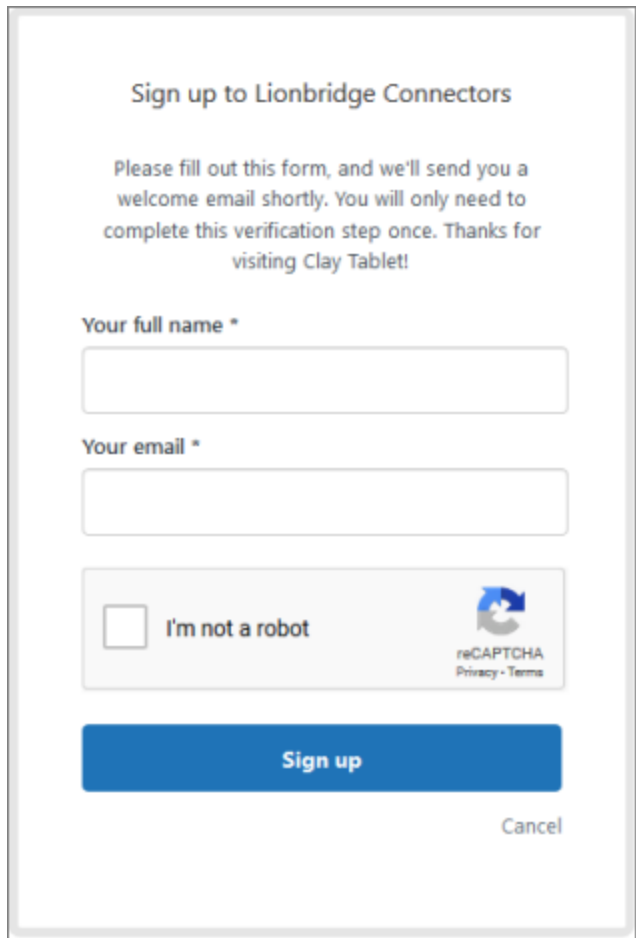
Forgot my password

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.

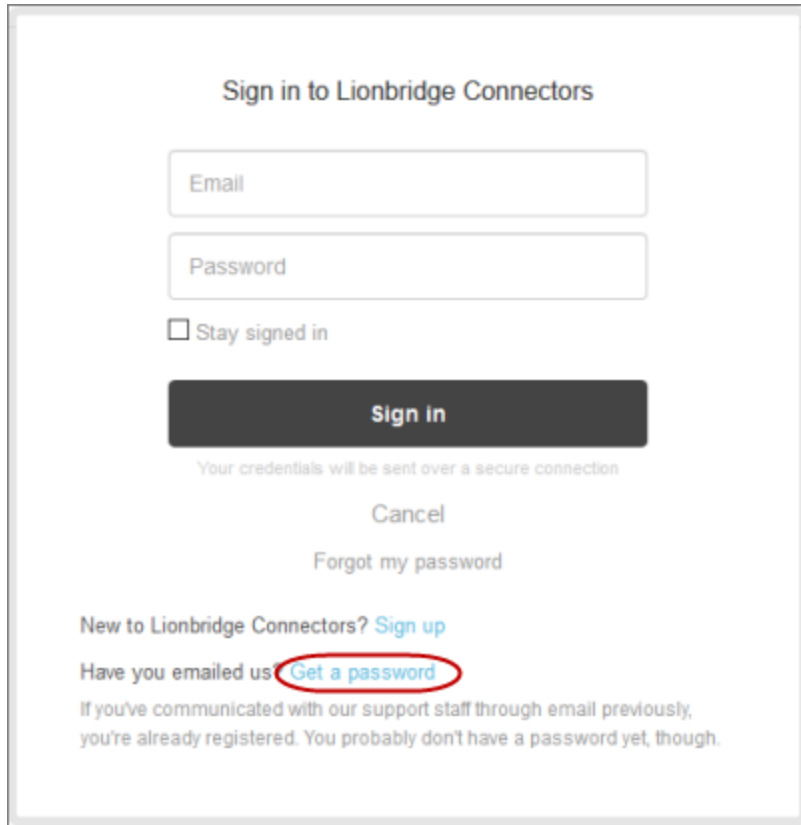
5. Click the link in the verification email to create a password and sign into Zendesk.

## 1.2.5 Getting a Zendesk Password if You Previously Emailed Lionbridge Connectors

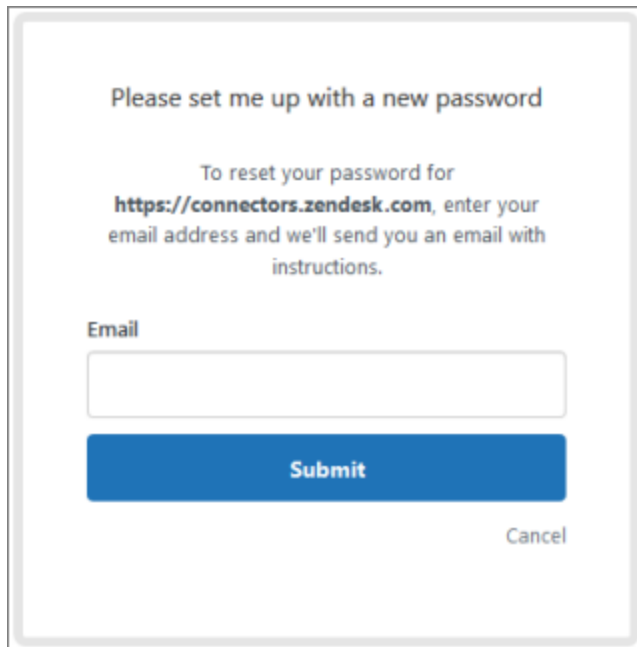
If you have previously emailed Lionbridge Connectors Support at [connectors@lionbridge.com](mailto:connectors@lionbridge.com) to create a support ticket, you can get a password for your email account.

**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](mailto: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.

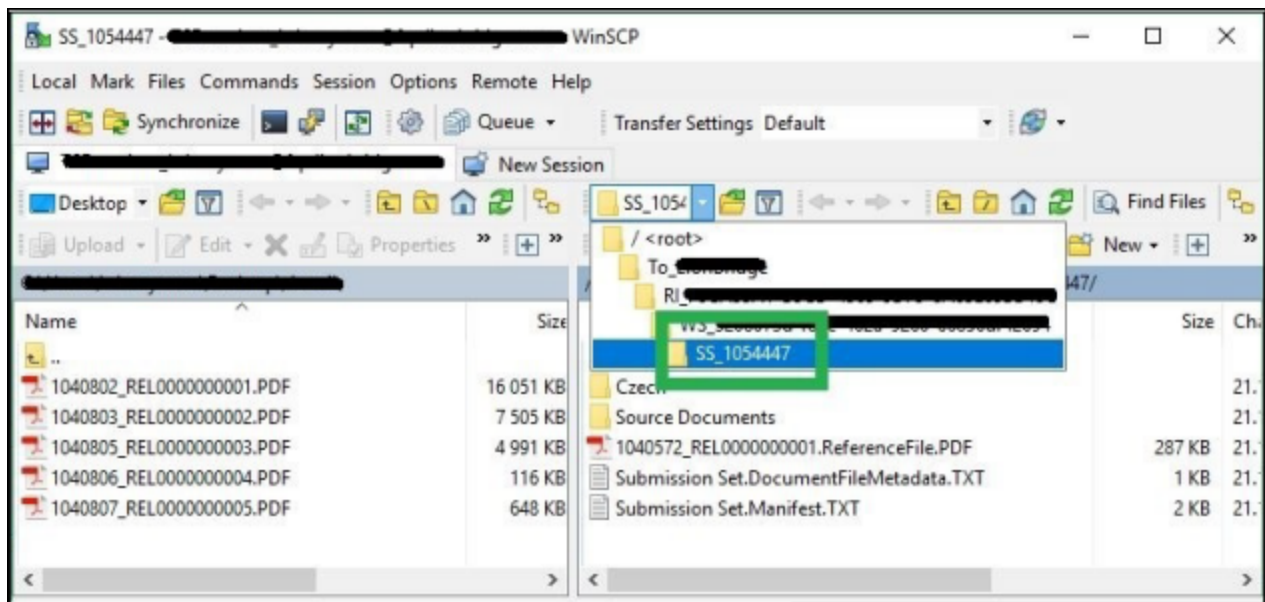
## 2 Retrieving Files from Relativity on an FTP/SFTP Server

Lionbridge for Relativity delivers documents for translation and other supporting files from Relativity to your FTP or SFTP server. These files are packaged and submitted for translation as a *submission set*. For detailed information about this process, refer to the *Lionbridge for Relativity User Guide*.

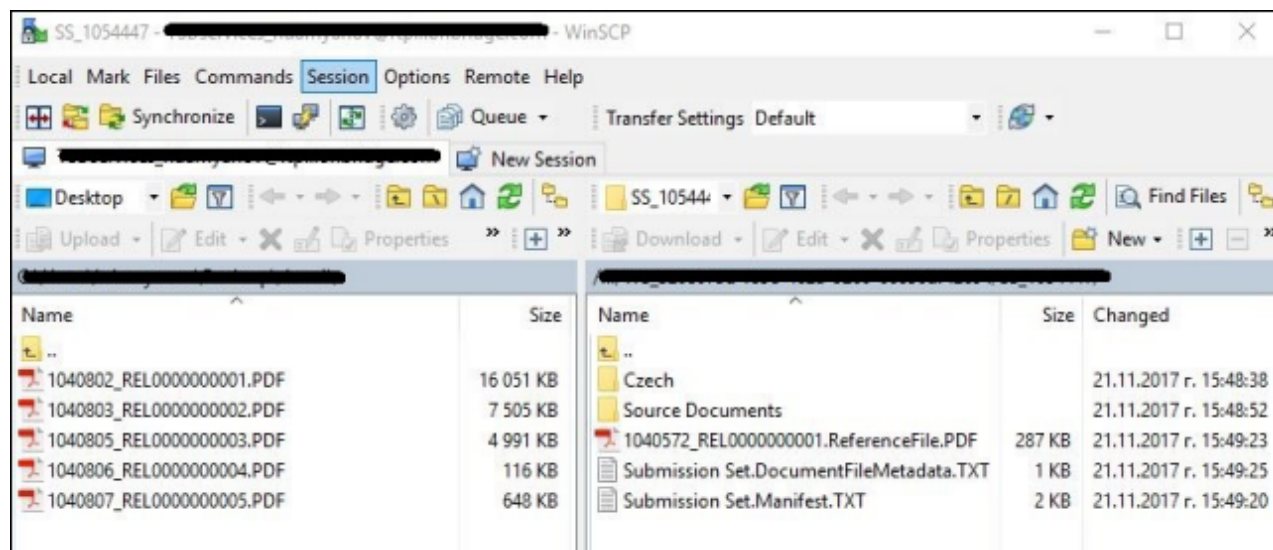
After the Relativity user submits a *submission set* for translation, you can retrieve the files on your FTP or SFTP server.

### To retrieve files for translation from Relativity on an FTP/SFTP server:

1. Use an FTP client application, such as FileZilla or WinSCP, to access your FTP/SFTP server.
2. Browse to the following folder structure: `root\Destination Folder\RI_Relativity Instance GUID\WS_Work Space GUID\SS_Submission Set ID`
3. Locate the submission set and Artifact ID sent by your client:

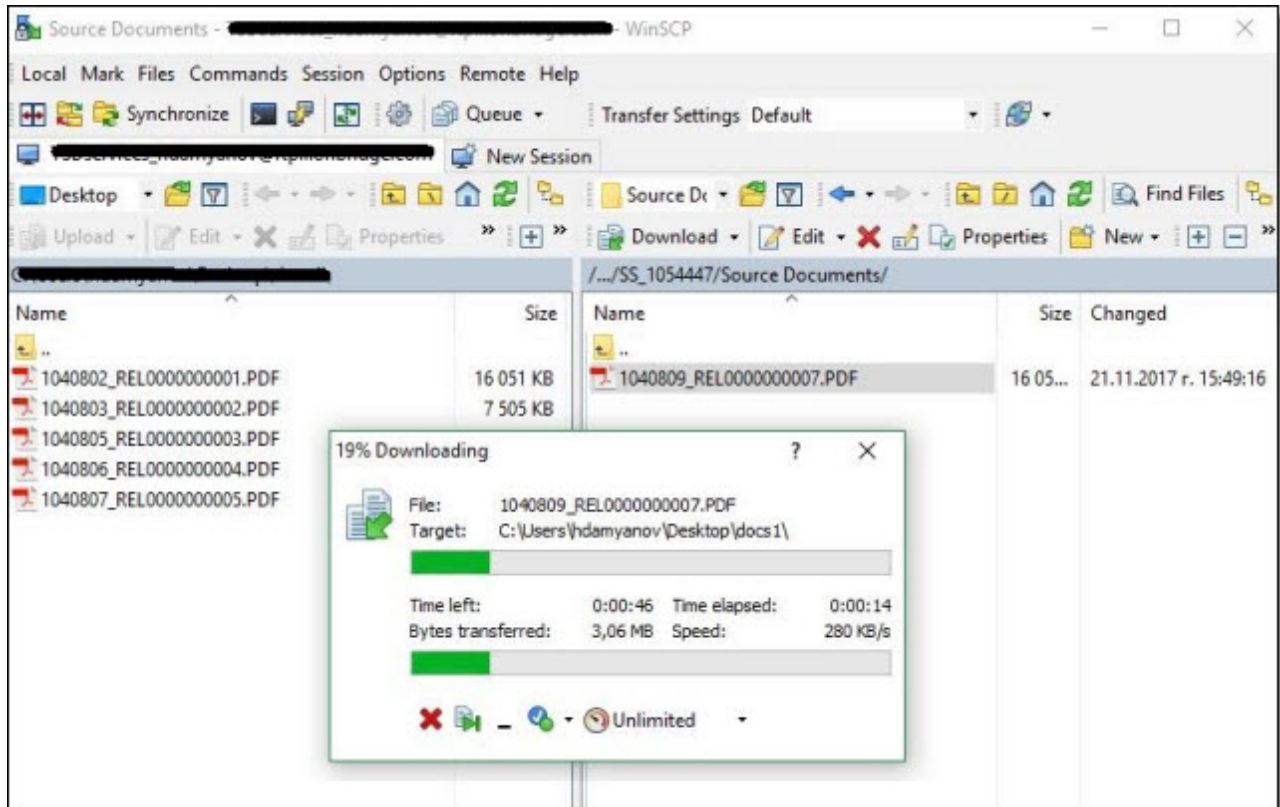


The submission set folder has the following structure:



- Source Documents folder: This contains the documents for translation.
- Target languages folders, one for each target language. In the following screen capture, there is a Czech folder.
- Manifest file: This file contains translation manifest information.
- Document metadata file: This optional file specifies which fields in the documents in this submission set are metadata.
- Reference file: This optional file provides helpful context.

- 4. Open the Source Documents folder, and drag the documents for translation from the FTP/SFTP server to a location you specify. In the following example, the files in the FTP/SFTP server are in the right pane, while the files in the user-specified location are in the left pane.



### 3 Delivering Translated Files to Relativity on an FTP/SFTP Server

After translation, you deliver the translated documents to Relativity via your FTP/SFTP server.

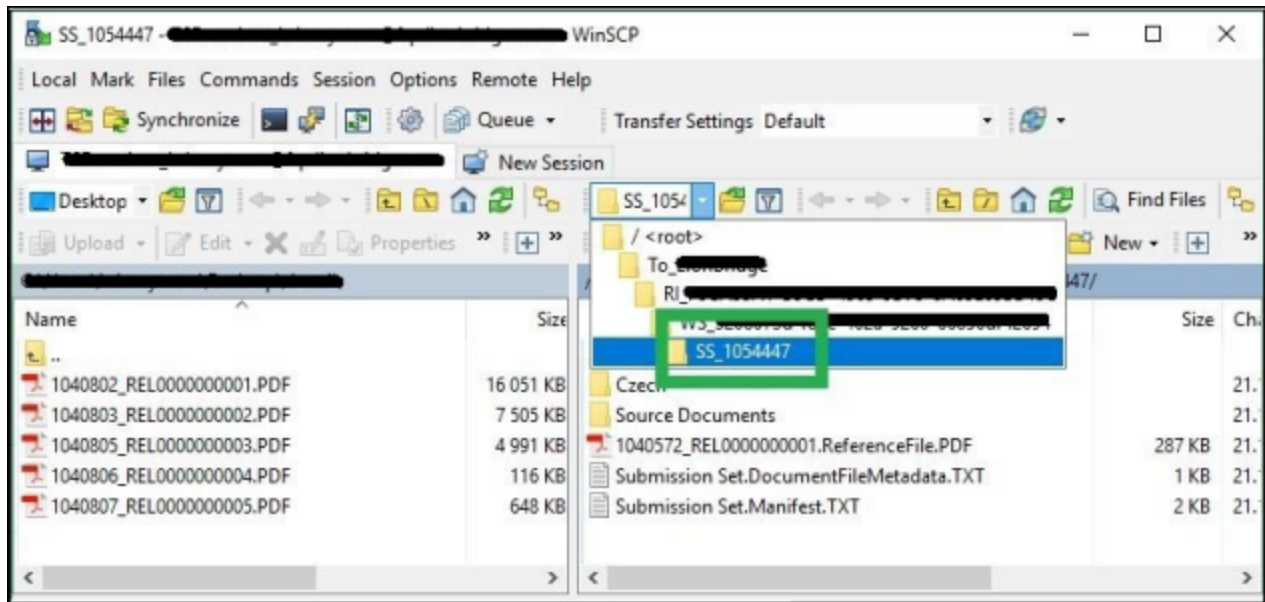
**Important:** Do not change the prefix of the filename of translated documents, including the ID number. Otherwise Relativity cannot identify them and return them to the correct location. For example, supposed the filename of the source document that you received for translation was 1041906\_REL\_00001.PDF.

**Correct:** You can name the translated document 1041906\_REL\_00001\_Czech.PDF or similar.

**Incorrect:** Do not name the translated document Czech\_1041906\_REL\_00001.PDF or similar.

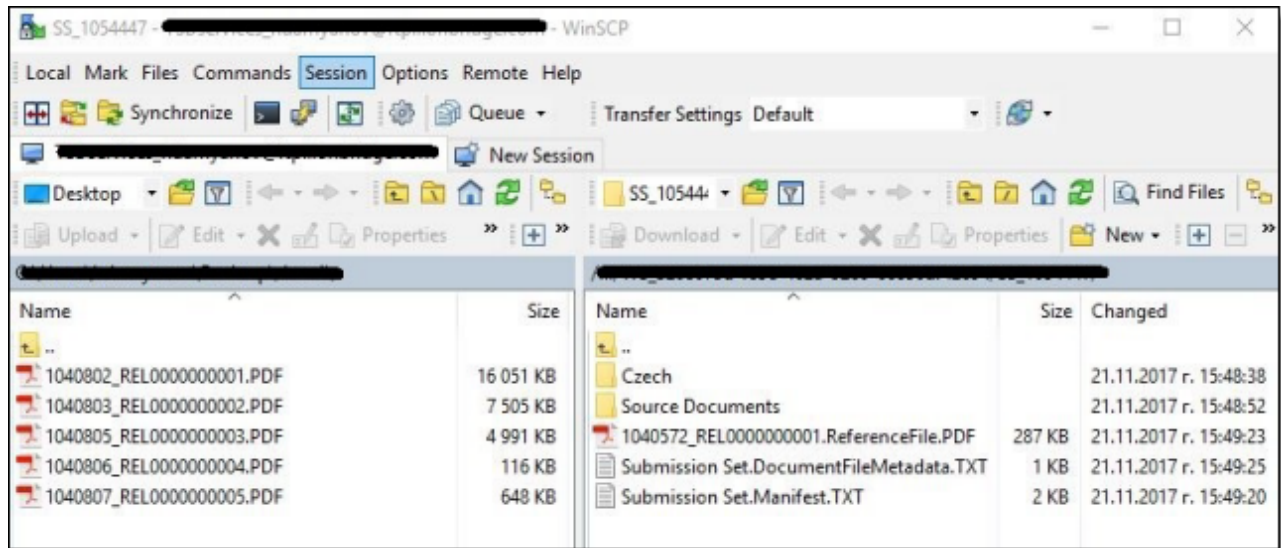
#### To deliver translated files from an FTP/SFTP server to Relativity:

1. Use an FTP client application, such as FileZilla or WinSCP, to access your FTP/SFTP server.
2. Browse to the following folder structure: root\Destination Folder\RI\_Relativity Instance GUID\WS\_Work Space GUID\SS\_Submission Set ID
3. Locate the submission set and Artifact ID sent by your client:



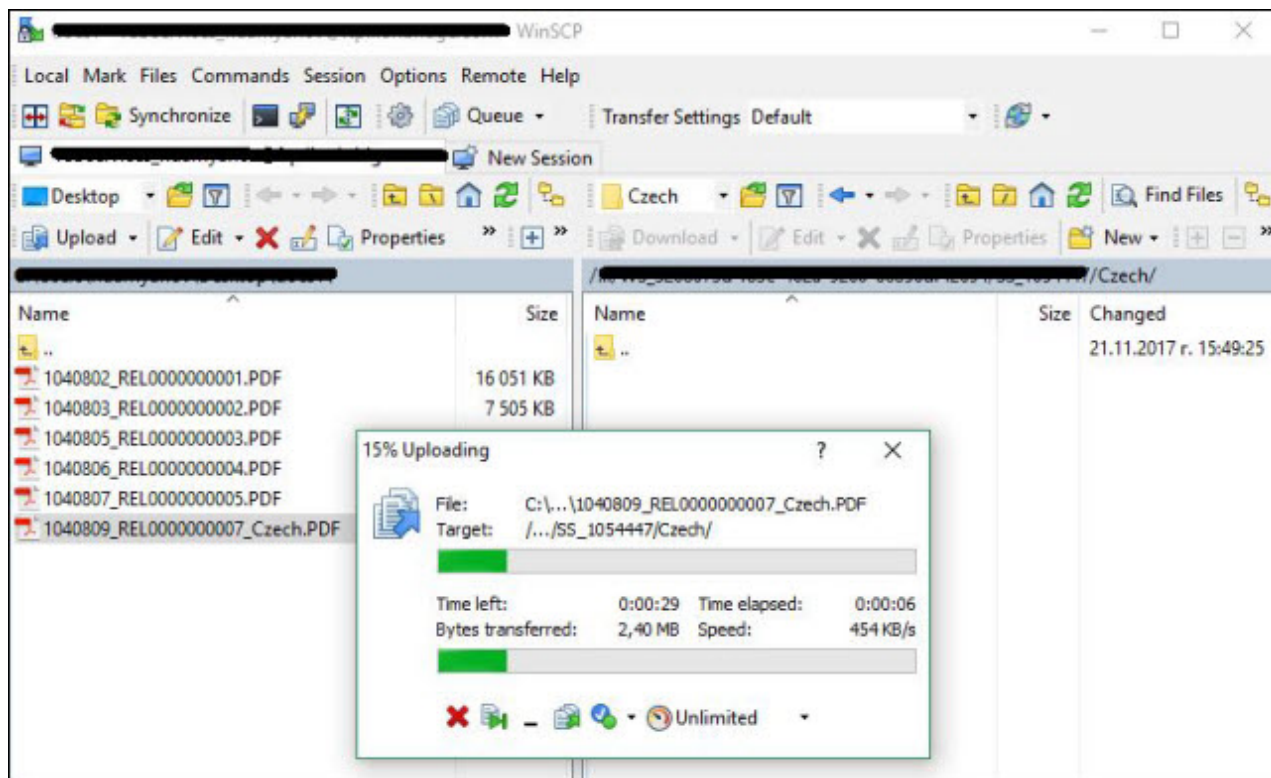


The submission set folder has the following structure:



- Source Documents folder: This contains the documents for translation.
- Target languages folders, one for each target language. In the following screen capture, there is a Czech folder.
- Manifest file: This file contains translation manifest information.
- Document metadata file: This optional file specifies which fields in the documents in this submission set are metadata.
- Reference file: This optional file provides helpful context.

4. On the FTP/SFTP server, open the Target language folder, and drag the translated documents from your location to the appropriate target-language folder on the FTP/SFTP server. In the following example, the files are delivered to the Czech folder. The files in the FTP/SFTP server are in the right pane, while the files in the user-specified location are in the left pane.



The translated documents are now available in Relativity. For instructions on reviewing translated documents in Relativity, refer to the *Lionbridge for Relativity User Guide*.