LIONBRIDGE

Lionbridge Connector for SAP Commerce

Installation and Configuration Guide

Version 2.4.3

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Contents

1 Welcome to the Lionbridge Connector for SAP Commerce

Welcome to the Lionbridge Connector for SAP Commerce ("Connector"). This is Lionbridge's connector between SAP Commerce (formerly Hybris) 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	A content item that you manage using SAP Commerce, for example, supported business objects.
Clay Tablet (CTT)	Clay Tablet Technologies, a Lionbridge company, and the corporate entity that publishes the Connector and the Clay Tablet Platform.
Clay Tablet Platform	The hosted (IaaS) connectivity platform that receives and routes content from content providers to translation providers and back during implementation. Clay Tablet Technologies, a Lionbridge company, 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.

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 SAP Commerce instances, because this is a violation of the License Agreement. Using the same CMS address keys on multiple SAP Commerce instances will cause the Lionbridge App or Connector to behave unexpectedly, which can result in lost translation content, orphaned projects, and inaccurate translation status reports. The Lionbridge Connector team will support technical issues caused by duplicating or incorrectly installing CMS address keys only 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 SAP Commerce ("Connector")	The connector software that Clay Tablet Technologies, a Lionbridge company, has developed and provides, which plugs into your SAP Commerce installation to provide connectivity to our 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.
Producer	CMS or another system that sends content or documents out for translation. In this case, this is SAP Commerce.
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

The Clay Tablet 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, including to Lionbridge Freeway. It is

hosted on Amazon Web Services (AWS). During implementation, the Lionbridge Connector Team 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 SAP Commerce

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 SAP Commerce. Its functionality is displayed to the users as part of SAP Commerce.
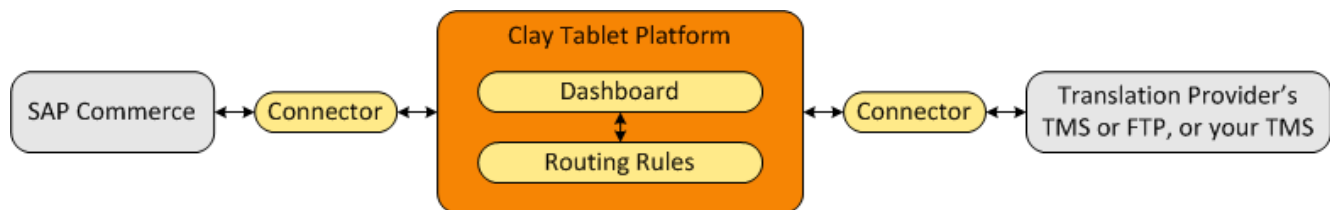
Your translation systems architecture might look like the configuration above. It may have additional content producers or translation providers, but the core concepts remain the same.

During implementation, the Lionbridge Connectors team 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.

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 SAP Commerce. 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 SAP Commerce administrators and system integrators.

What you should already know

This document assumes that your company already has an installed instance of SAP Commerce. It assumes that you have a strong working knowledge of SAP Commerce and its features.

How to find out more about the Lionbridge Connector for SAP Commerce

For information on using the Lionbridge Connector to send and receive content for translation from SAP Commerce, read the *Lionbridge Connector for SAP Commerce 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 **Translation > Translate Asset**."

1.5 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/

1.5.1 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.

1.5.2 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

1.5.3 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.

1.5.4 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.
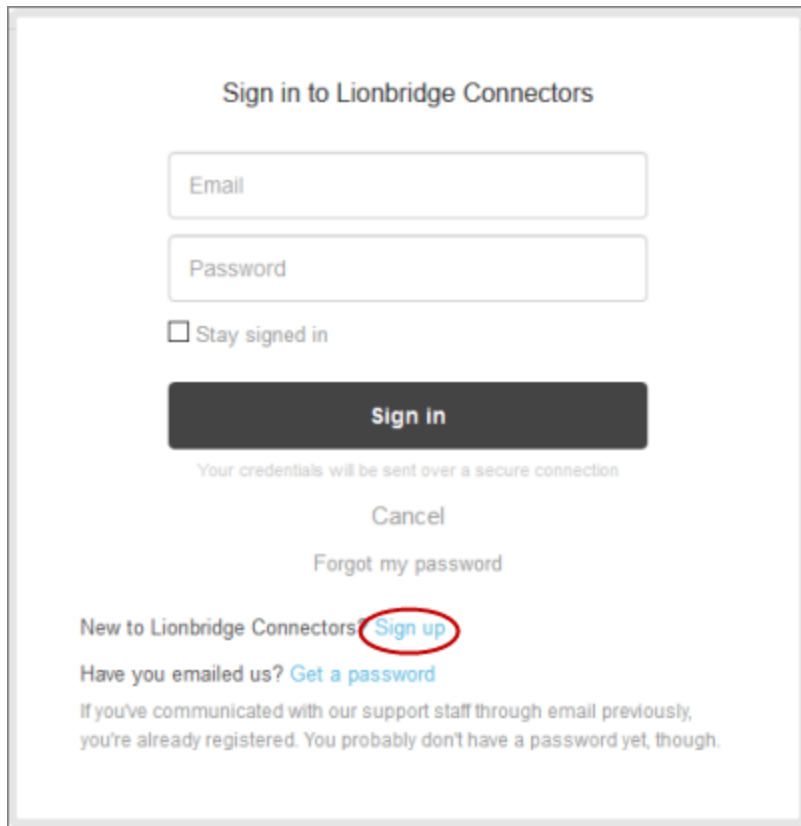
The **Sign up** page opens.

Sign up to Lionbridge Connectors

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!

Your full name *

Your email *

I'm not a robot

reCAPTCHA
Privacy - Terms

Sign up

Cancel

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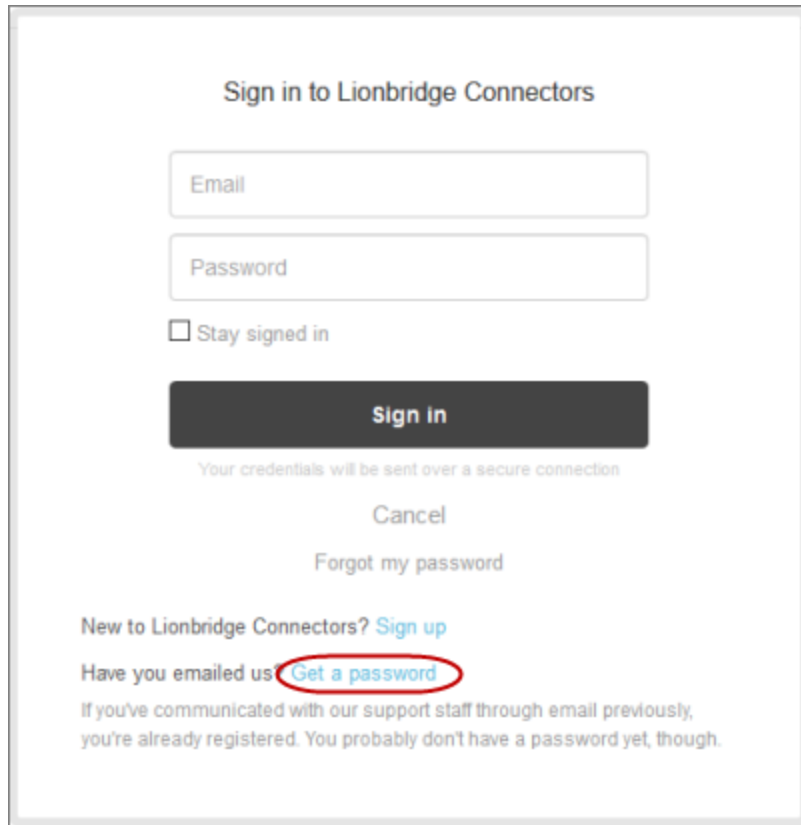
5. Click the link in the verification email to create a password and sign into Zendesk.

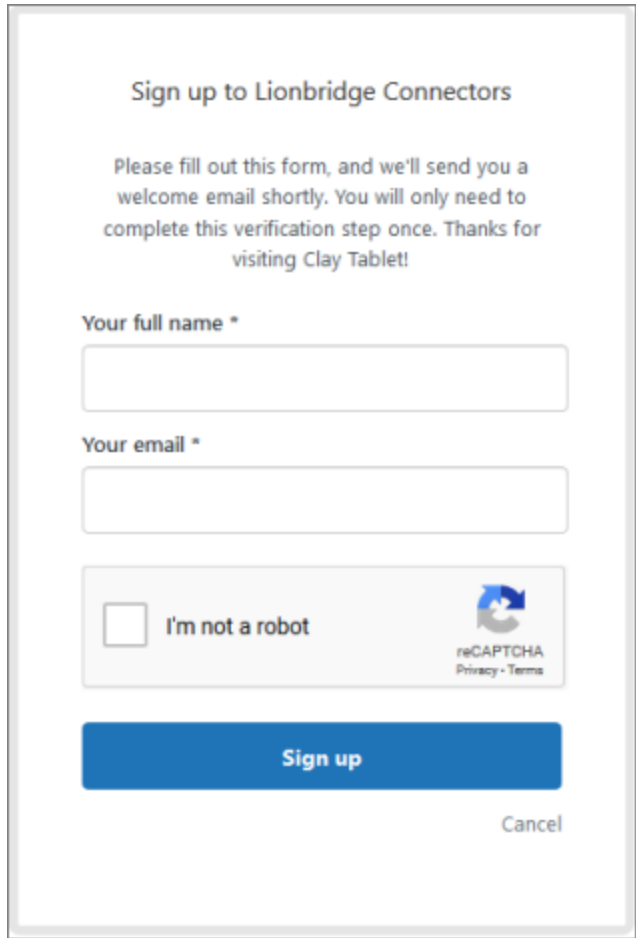## 1.5.5 Getting a Zendesk Password if You Previously Emailed Lionbridge Connectors

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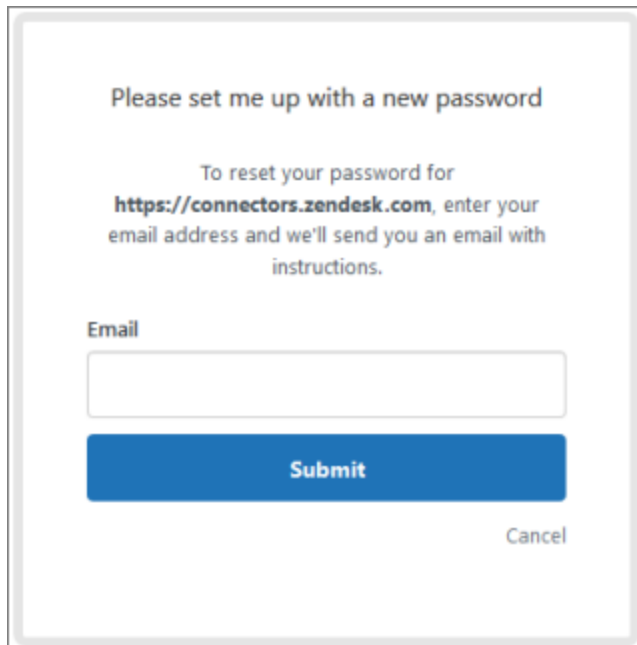
The **Please set me up with a new password** page opens.

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).

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 Before You Install

Before you begin to install the Lionbridge Connector ("Connector") for SAP Commerce, please review the system requirements, described below, and perform the following pre-installation procedures:

1. "Setting Your System Date, Time, and Time Zone Correctly" on page 16.

2. Ensure that in your SAP Commerce environment, the SAP Commerce suite user has sufficient access rights to control job execution in SAP Commerce via `CronJobs`. For detailed instructions, refer to the appropriate version of the SAP Commerce documentation at https://wiki.hybris.com.

3. Optional step. If you have a firewall, you must configure your ports so that the Connector can communicate with the Clay Tablet Platform. For details, see "Configuring Network Settings for a Firewall" on page 16.

2.1 System Requirements

The Lionbridge Connector for SAP Commerce ("Connector") supports:

- Hybris versions 6.1 and higher

- SAP Commerce versions 18xx, 19xx, and higher

- SAP Commerce Cloud versions 18xx, 19xx, and higher

The Connector has several pre-installation requirements, described in "Before You Install" on page 15.

- On Hybris or SAP Commerce, the Connector requires Java 8.

- On SAP Commerce Cloud 19xx or higher, the Connector requires sapmachine-jdk-11 or oracle-jdk-11.

The Connector has no additional hardware or software requirements beyond those of SAP Commerce. For detailed requirements, refer to the appropriate version of the SAP Commerce documentation at https://help.sap.com/viewer/product/SAP_COMMERCE_CLOUD/SHIP/en-US.

Memory	16 GB minimum is recommended by SAP Commerce. This is recommended for the Connector to function as expected.
Disk Space	5 GB is recommended by SAP Commerce. - The Connector installation requires an additional 170 MB of disk space. - Space for storing log files.

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

The Lionbridge 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 Lionbridge 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.`

2.3 Configuring Network Settings for a Firewall

Optional step. If you have a firewall, you must configure your ports so that the Connector can communicate with the Clay Tablet Platform. The Connector must be able to communicate with the Clay Tablet Platform by initiating the following outbound network connections:

Protocol	Port Number	Description	Location to Configure
HTTPS	Port 443	For secure access to the Clay Tablet License Server	https://api.clay-tablet.net/license/v1
HTTPS	Port 443	For secure access to Amazon's AWS S3 service	*.s3.amazonaws.com/*
HTTPS	Port 443	For secure access to Amazon's AWS SQS service	https://queue.amazonaws.com/*
HTTPS	Port 443	For secure access to Amazon's AWS SQS service	https://sqs.us-east-1.amazonaws.com/*

To send content for translation to Lionbridge Freeway, also configure:

Protocol	Port Number	Description	Location to Configure
HTTPS	Port 443	For secure access to Lionbridge Freeway	https://fwapi.lionbridge.com/obvibundles/freewayauth.asmx
HTTPS	Port 443	For secure access to Lionbridge Freeway	https://fwapi.lionbridge.com/obvibundles/service.asmx

3 Installing the Lionbridge Connector onto SAP Commerce Cloud

This section describes how to install the Connector package onto SAP Commerce Cloud.

Note: If you are installing the Connector package into Hybris or SAP Commerce, follow the detailed instructions in See "Installing the Lionbridge Connector into Hybris or SAP Commerce" on page 18.

To install the Connector onto SAP Commerce Cloud:

1. At the root level of the Commerce Cloud code repository, create the `custom` folder.

2. Add the following Connector package files to the `custom` folder you just created.

   ▦ `/custom/ctcore`

   ▦ `/custom/ctbackoffice`

3. In your `manifest.json` file, add the Connector packages to the `extensions` list, for example:

```
"extensions": [
...,
"ctcore"
"ctbackoffice"
],
```

4. Save, commit, and push the changes.

5. Create a build in the Commerce Cloud Dashboard.

6. Deploy the build to the desired environment, using one of the following options, depending on your requirements and capabilities:

   ▦ **Update database and deploy with downtime**
   ▦ **Update database and deploy with rolling update**

4 Installing the Lionbridge Connector into Hybris or SAP Commerce

This section describes how to install the Connector package into your Hybris or SAP Commerce system.

Note: If you are installing the Connector package onto SAP Commerce Cloud, follow the detailed instructions in See "Installing the Lionbridge Connector onto SAP Commerce Cloud" on page 17.

Before you install the Connector, verify that you have reviewed the system requirements and performed the pre-installation tasks described in "Before You Install" on page 15.

To install the Connector into Hybris or SAP Commerce:

1. Download the Lionbridge Connector ("Connector") delivery package, from the link that Lionbridge sends you.

2. Unzip the delivery package into any working folder on your server.

3. If the `${HYBRIS_BINDIR}/custom` folder does not already exist, then create it, for example:

   ▦ In Windows: `C:\hybris\bin\custom`.

   ▦ In Unix: `$HYBRIS_HOME/bin/custom`.

4. Copy all the Connector packages in the delivery package to the `custom` folder, for example:

   ▦ In Windows:

`C:\hybris\bin\custom\ctbackoffice`	all Hybris and SAP Commerce versions
`C:\hybris\bin\custom\ctbasecockpit`	Hybris versions 6.1 to 6.6 only
`C:\hybris\bin\custom\ctcockpit`	Hybris versions 6.1 to 6.6 only
`C:\hybris\bin\custom\ctcore`	all Hybris and SAP Commerce versions
`C:\hybris\bin\custom\ctwcms`	Hybris versions 6.1 to 6.6 only

   ▦ In Unix:

`$HYBRIS_HOME/bin/custom/ctbackoffice`	all Hybris and SAP Commerce versions
`$HYBRIS_ HOME/bin/custom/ctbasecockpit`	Hybris versions 6.1 to 6.6 only
`$HYBRIS_HOME/bin/custom/ctcockpit`	Hybris versions 6.1 to 6.6 only

`$HYBRIS_HOME/bin/custom/ctcore`	all Hybris and SAP Commerce versions
`$HYBRIS_HOME/bin/custom/ctwcms`	Hybris versions 6.1 to 6.6 only

Note: The `ctbasecockpit`, `ctcockpit`, and `ctwcms` folders support the corresponding Hybris cockpits, which are not included in Hybris versions 6.7 and higher. Version 6.7 includes only the Backoffice Cockpit.

5. If the Hybris server is running, then stop it.

   ▓ In Windows:

   a. Open the **Command Prompt** window in which the server is running.

   b. Press `Ctrl` and `C`.

   ▓ In Unix: In the Terminal, press `Ctrl` and `C`.

6. In the `${HYBRIS_CONFIGDIR}/localextensions.xml` file, add the following entries for the new extensions:

   ▓ In Hybris versions 6.1 to 6.6:

   ```
   <extension name="ctbackoffice"/>
   <extension name="ctbasecockpit"/>
   <extension name="ctcockpit"/>
   <extension name="ctcore"/>
   <extension name="ctwcms"/>
   ```

   ▓ In Hybris versions 6.7 and higher:

   ```
   <extension name="ctbackoffice"/>
   <extension name="ctcore"/>
   ```

   For example, add this entry to the following file:

   ▓ In Windows: `C:\hybris\config\localextensions.xml`.

   ▓ In Unix: `$HYBRIS_HOME/config/localextensions.xml`.

7. If you are installing the Connector in Hybris version 6.1 or 6.2, complete the following sub-steps:

   a. Edit `hybris/bin/custom/ctbackoffice/resources/ctbackoffice-backoffice-config.xml`.

   b. Locate the section that starts with the following XML comment:

   ```
   !-- Enable-multi-select Attribute (6.3+).
   ```

c. Comment out or remove the configuration enabling the Connector to send content for translation from the Backoffice. This section is on lines 55-154.

d. Comment out both sub-sections that start with `<context component="collection-browser"/>`. These sub-sections are on lines 159-177.

Note: This feature is enabled by default in Hybris versions 6.3 and higher.

8. In Hybris versions 6.6 and higher, in `ctbackoffice\resources\ctbackoffice-backoffice-config.xml`, at line 55, note the configuration file for your supported version of Hybris.

Note: This step is not required in Hybris versions 6.1 to 6.5.

9. In Hybris versions 6.6 and higher, edit the configuration file you identified in the previous step as follows:

Note: This step is not required in Hybris versions 6.1 to 6.5.

▦ Uncomment the following:

```
<context type="Item" component="listviewactions">
  <y:actions>
    <y:group qualifier="common">
      <y:label>actiongroup.common</y:label>
      <y:action action-
      id="com.lionbridge.hybris.connector.ctbackoffice.actions.
      sendtotranslation" property="selectedObjects" />
    </y:group>
  </y:actions>
</context>
```

▦ Comment out the following:

```
<context component="listviewactions">
  <y:actions>
    <y:group qualifier="common">
      <y:label>actiongroup.common</y:label>
      <y:action action-
      id="com.lionbridge.hybris.connector.ctbackoffice.actions.
      sendtotranslation" property="selectedObjects" />
    </y:group>
  </y:actions>
```

```
</context>
```

10. Navigate to the `${HYBRIS_BINDIR}/platform` directory, for example:

   ▦ In Windows: `C:\hybris\bin\platform`.

   ▦ In Unix: `$HYBRIS_HOME/bin/platform`.

11. Do one of the following:

   ▦ In Windows:

      a. Press the `Shift` button and right-click, and select **Open command window here** from the
         context menu.

         The Command Prompt window opens.

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

   ▦ In Unix: In the Terminal, type `. ./setantenv.sh` and press `Enter`.

12. After setting ant home, type `ant clean all` and press `Enter`.

   This takes a few minutes to run. When it is finished, `BUILD SUCCESSFUL` is displayed in the
   Terminal, along with the build time.

13. Do one of the following to start the Hybris server, so that you can deploy the Connector:

   ▦ In Windows: In the **Command Prompt** window, type `hybrisserver.bat` and press `Enter`.

   ▦ In Unix: In the Terminal, type `hybrisserver.sh` and press `Enter`.

   This takes a few minutes to run.

14. Update the Hybris suite.

   a. Open the Hybris **Administration Console** in a browser, at `http://localhost:9001`.

   b. Mouseover the **Platform** tab.

   c. Click the **Update** menu item.

      The **Update** page opens.

      Note: If you are updating from a previous version of the Connector, scroll down, and clear the
      Create essential data and **Localize types** check boxes.

d. Click the **Update** button to start updating Hybris with the Connector.

This takes a few minutes to run.

e. When it is done, scroll down to the bottom of the page.

The console displays FINISHED, along with the updating time.

15. In Backoffice, open Orchestrator mode:

▦ In Microsoft Windows, press the F4 key.

▦ In UNIX, press the fn and F4 keys.

16. Click the Orchestrator hamburger menu in the top-right corner, and select **Reset Everything** from the menu.

This clears cached UI configurations and loads new added widgets, including their styles,

17. Close Orchestrator mode.

   ▦ In Microsoft Windows, press the F4 key.

   ▦ In UNIX, press the fn and F4 keys.

   For more information about updating the Hybris suite, see:
   https://wiki.hybris.com/display/release5/Initializing+and+Updating+the+hybris+Commerce+Suite.

4.1 Upgrading the Connector Database

This section describes how to upgrade the Connector database.

Important: This step is required when updating your Connector installation from version 2.1.x-2.4.0 to the current version. It is required to support changes to how classification content mapping is saved in the Connector database.

To upgrade the Connector database:

1. Open the **Hybris Administration Console** in a browser. For detailed instructions, refer to the SAP Commerce documenation

at: https://help.sap.com/viewer/5c9ea0c629214e42b727bf08800d8dfa/1905/en-US/7d4ea11ee6da48b5b3b49304ab52b9f0.html.

2. Mouseover the **Platform** tab.

3. Click the **Update** menu item.

    The **Update** page opens.

4. Ensure that in the **General settings** section, all the check boxes are selected.

5. Ensure that in the **Project data settings** section, the check box for the **ctcore** extension item (not shown) is selected.

6. At the bottom of the page, click the **Update** button to start updating the Connector database.

7. In the the **Hybris Administration Console**, click the Console tab and then click **ImpEx Import**.

8. Run the following ImpEx:

```
$targetType=CtConfigContentMapping
REMOVE $targetType[batchmode=true];itemtype(code)[unique=true]
;$targetType
```

5 Configuring the Lionbridge Connector

After you install the Connector, you configure your Connector installation in Backoffice.

To configure the Connector:

1. Do one of the following:

   ▦ In Hybris:

      a. In your Web browser, navigate to `/backoffice/` on your Hybris instance.

      b. Log in to the Hybris Backoffice.

      c. In the **Administration** menu, select **ConnectorConfig**.

      d. In the secondary **ConnectorConfig** menu that opens, select **System Configuration**.

   ▦ In SAP Commerce or SAP Commerce Cloud:

      a. In your Web browser, navigate to `/backoffice/` on your SAP Commerce instance or on SAP Commerce Cloud.

      b. Log in to SAP Commerce or SAP Commerce Cloud.

      c. In the **Administration Cockpit** menu, select **ConnectorConfig**.

      d. In the secondary **ConnectorConfig** menu that opens, select **System Configuration**.

2. Configure the settings in the following sections:

Section	Detailed Configuration Instructions
Lionbridge License	"Setting Up Your Connector License" on page 27
Add LSP	"Adding your Translation Provider (LSP)" on page 28
Connector Configurations–Translation Settings	"Configuring Translation Settings" on page 31
Connector Configurations–Language Mapping	"Mapping Language Codes" on page 34
Connector Configurations–Network Settings	"Configuring Proxy Server Implementations" on page 36
Connector Configurations–Email Settings	"Configuring Email Settings" on page 49
Connector Configurations–Translation URL Conversion Settings	"Configuring Translation URL Conversion Settings" on page 52

3. In the **ConnectorConfig** menu, select **Content Mapping** to open the Content Mapping page.

- In the **Item Type Attributes** tab, you configure the localized `Item Type` attributes of business objects and sub-types to send out for translation. For detailed instructions, see "Configuring Business Objects, Sub-Types, and Localized Attributes" on page 38.

- Optional. In the **Classification Attributes** tab, you can configure the product classification attributes of business objects that are *Products* for the Connector to send for translation. All classification attributes belong to a category. When you add a product to a category, Hybris or SAP Commerce attaches those attributes to it. For detailed configuration instructions, see "Configuring Product Classification Attributes for Translation" on page 44.

4. Optional. In Hybris versions 6.1 or 6.2, you can configure the multi-select feature to support sending multiple products and pages for translation concurrently from the Hybris Backoffice. For detailed instructions, see "Configuring the Multi-Select Feature in Hybris" on page 47.

   Note: This step is not relevant for Hybris versions 6.3 or higher, SAP Commerce, or SAP Commerce Cloud.

5. Optional. You can configure how frequently the Connector sends jobs to the Clay Tablet Platform. For detailed instructions, see "Configuring the Frequency of Sending Jobs to the Clay Tablet Platform" on page 48.

Important: You must configure your browser to allow pop-up windows on the Hybris, SAP Commerce, or SAP Commerce Cloud server.

5.1 Setting Up Your Connector License

You set up your Connector license in the **Connector License** section of the **System Configuration** page.

To set up your Connector license:

1. Open the **System Configuration** page. For detailed instructions, see "Configuring the Lionbridge Connector" on page 26.

2. In the **Connector License** section of the **System Configuration** page, in the **License ID** field, enter your Connector license key, which you obtain from Lionbridge.

3. Click **Verify License**.

   A message box opens, stating that the license was successfully verified.

   Important: If an error message is displayed after clicking **Verify License**, then see "Cannot Verify Connector License" on page 57.

Note: The Connector always initiates calls to the Clay Tablet Platform. However, the CMS address keys enable establishing a secure, discrete connection between the Connector instance and the Platform. The Connector uses the CMS address key to move the files your company exports from Hybris to the Clay Tablet Platform. The Platform then forwards your exported files to your translation provider. The CMS address keys also support the return of files from translation. If you have multiple Hybris installations, there must be one key for each environment.

Very important: Do not copy the CMS address keys to multiple SAP Commerce instances, because this is a violation of the License Agreement. Using the same CMS address keys on multiple SAP Commerce instances will cause the Lionbridge App or Connector to behave unexpectedly, which can result in lost translation content, orphaned projects, and inaccurate translation status reports. The Lionbridge Connector team will support technical issues caused by duplicating or incorrectly installing CMS address keys only on a time and materials basis.
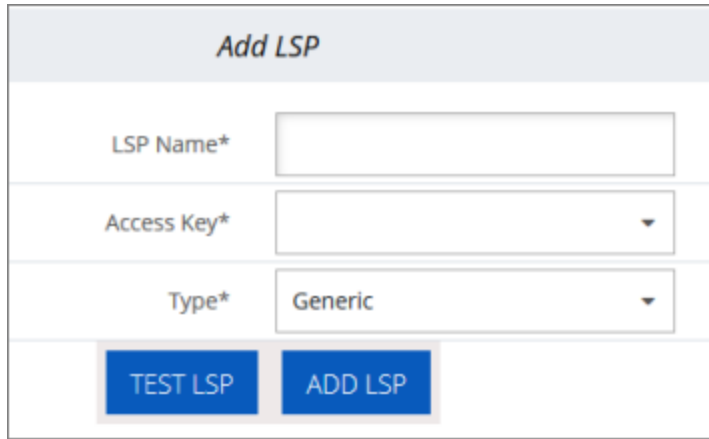
5.2 Adding your Translation Provider (LSP)

You set up your translation provider (LSP) in the **Add LSP** section of the **System Configuration** page.

To add your translation provider:

1. Open the **System Configuration** page. For detailed instructions, see "Configuring the Lionbridge Connector" on page 26.

2. In the **Add LSP** section of the **System Configuration** page, enter the following information:

▦ **LSP Name:** Your company's name for the translation provider (LSP). This is what your users will select when sending out content for translation to this provider.

▦ **Access Key:** Clay Tablet provides access keys for you to map to your LSPs (translation providers). Select a key to access a specific translation provider. The list of available keys is populated after you verify your license, as described in "Setting Up Your Connector License" on page 27.

▦ **Type:** Select your translation provider. If your translation provider is not displayed, then select `Generic`. The type of translation provider determines whether additional configuration is required. This is one of the following:

::: `Lionbridge Freeway`: Select this for the Lionbridge Freeway translation provider. This option requires additional information. If you select this, the section of the page expands to display additional fields:

Field	Description
Server	The hostname of the Lionbridge Freeway server, for example, `example.lionbridge.com`.
User	The username for logging into the Lionbridge Freeway server.
Password	The password for logging into the Lionbridge Freeway server.
Auth URL	Optional. The URI where the Connector receives an authentication token for Lionbridge Freeway. This is `https://fwapi.lionbridge.com/obvibundles/freewayauth.asmx`.
Service URL	Optional. The URI where the Connector can request a list of Lionbridge Freeway analysis codes. This is `https://fwapi.lionbridge.com/obvibundles/service.asmx`.

::: `Generic`: Select this if the translation provider is not Lionbridge Freeway. No additional fields are displayed.

3. Click **Test LSP** to test the settings for your translation provider.

4. Click **Add LSP**.

The list at the bottom of the section now displays the translation provider (LSP) you just added.

Name	Access Key	Type
dev demo	hybris-dev-demo-producer	Generic
mktests	mk-qa-hybris-producer2	Generic
MKtestFW	mk-qa-hybris-producer	Freeway

5.3 Configuring Translation Settings

In the **Translation Settings** section of the **System Configuration** page, you configure the following settings:

- the maximum number of items in a translation file

- how frequently to download and import translations

- whether you can receive revisions of translated content, which determines whether approval is required for a job

To configure translation settings:

1. Open the **System Configuration** page. For detailed instructions, see "Configuring the Lionbridge Connector" on page 26.

2. Locate the **Translation Settings** section of the **System Configuration** page.

Translation Settings

Maximum number of items per Translation File*	100
Cron Job Interval (Minutes)*	5
Enable multiple deliveries	☐

SAVE TRANSLATION SETTINGS

Tip: Depending on your screen size and resolution, you may need to scroll down to view this section.

3. Configure any of the following settings:

Setting	Description
Maximum number of items per translation file	This setting enables you to configure the maximum number of items in a translation file generated by the Connector. An *item* is an asset that is being translated into a specific target language.
	For example, suppose you are translating 150 assets from one source language into three target languages. If you use the default value of 100, then for each language pair, there are 2 translation files, and there are a total of 6 generated files.
	By default, the maximum number of items that the Connector sends out for translation in a single translation file is 100. You can change this number by selecting one of the following numbers instead: 150, 200, or 250.

Setting	Description
Cron Job Interval (Minutes)	This setting enables you to configure how frequently to download and import translations. The `ctPerformable` CronJob automatically downloads and imports translations from the Clay Tablet Platform into Hybris. By default, this CronJob runs once every minute. This CronJob consumes resources such as memory space, network bandwidth, and database connections. Therefore, by design, the CronJob is active only when required, which is when the Connector submits a translation job and expects translated content to return from the Clay Tablet Platform. When the CronJob is active, it polls the Clay Tablet Platform to update the job status and retrieve any translated content. At the start of each interval, the CronJob checks whether it is required to remain active. If it is not required, it de-activates internally. It automatically re-activates when there is a job to retrieve. You can change this interval so that the CronJob runs every 5 or 10 minutes. **Note:** If the Clay Tablet Platform is waiting for a message about translated content for a submitted job, and a network outage prevents this message from being delivered, the CronJob keeps polling the Clay Tablet Platform until the job is manually stopped. **Tip:** You can temporarily prevent this job from running and consuming resources, for example, if you are not currently sending out content items for translation. For detailed instructions, refer to the appropriate version of the Hybris documentation at https://wiki.hybris.com.

Setting	Description
Enable multiple deliveries	This optional setting enables receiving revisions of translated content and requires approval for received translations. ■ If this check box is selected: 　▦ In the **Translation Status** column of the **Translation Jobs** page: 　　▫ The status of delivered projects is `Reviewing Translation.` 　　▫ The **Approve** button is displayed. 　▦ You can click the **Approve** button to mark the job as complete, which prevents any re-deliveries. 　▦ Multiple re-deliveries are allowed and processed into SAP Commerce until clicking the **Approve** button in the **Translation Jobs** page, which marks the job as complete. ■ If this check box is cleared (the default setting): 　▦ In the **Translation Status** column of the **Translation Jobs** page, the status of delivered projects is `Completed.` 　▦ There is no approval step. 　▦ Multiple re-deliveries are not supported.

4. Click **Save Translation Settings**.

Note: Saving these settings creates and registers the `ctPerformable` CronJob with the interval you specified.

5.4 Mapping Language Codes

You map Hybris language codes to Clay Tablet language codes in the **Language Mapping** section of the **System Configuration** page.
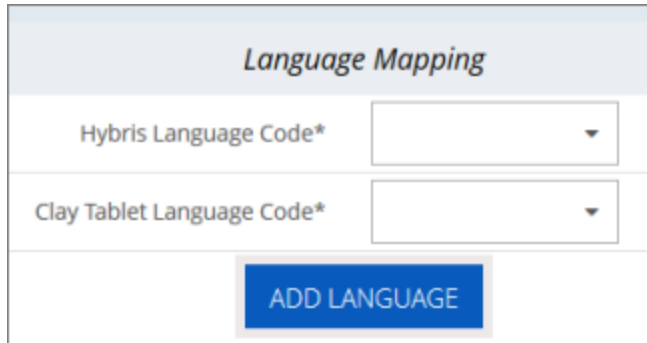
You must map the Hybris language codes to the Clay Tablet language codes for the source and target languages that you will use for translation. Otherwise, then Connector will not send out content for translation.

For a list of Clay Tablet language codes, see "Appendix: Language Codes" on page 70.

To map language codes:

1. Open the **System Configuration** page. For detailed instructions, see "Configuring the Lionbridge Connector" on page 26.

2. Locate the **Language Mapping** section of the **System Configuration** page.

> **Tip:** Depending on your screen size and resolution, you may need to scroll down to view this section.

3. Perform the following steps for each language to map:

   a. In the **Hybris Language Code** list, select the Hybris language code to map.

   > **Tip:** Languages that are already mapped are displayed in gray with a gray background. Languages that are not currently mapped are displayed in black with a white background.

   b. In the **Clay Tablet Language Code** list, select the corresponding Clay Tablet language code to map.

   c. Click **Add Language**.

The list at the bottom of the section now displays the mapping you just added.

Language Mapping

Hybris Language Code*

Clay Tablet Language Code*

ADD LANGUAGE

Hybris Language Code	Clay Tablet Language Code	
de	de-DE	🗑
pt	pt-BR	🗑
ja	ja	🗑
en	en-US	🗑
es_CO	es-CO	🗑
it	it-IT	🗑
fr	fr-FR	🗑
es	es-ES	🗑

Tip: To delete a language mapping, click the corresponding Delete button 🗑 .

5.5 Configuring Proxy Server Implementations

You can configure proxy server implementations of the Connector in the **Network Settings** section of the **System Configuration** page.

To configure a proxy server:

1. Open the **System Configuration** page. For detailed instructions, see "Configuring the Lionbridge Connector" on page 26.

2. Locate the **Network Settings** section of the **System Configuration** page.

> **Network Settings**
>
> Use Proxy Server*   No   ▼
>
> SAVE NETWORK SETTINGS

Tip: Depending on your screen size and resolution, you may need to scroll down to view this section.

3. In the **Use Proxy Server** dropdown list, select `Yes`.

The section expands.

> **Network Settings**
>
> Use Proxy Server*   Yes   ▼
>
> Host*   1.1.1.1
>
> Port*   333
>
> User
>
> Password
>
> NTLM Domain
>
> TEST PROXY SETTINGS   SAVE NETWORK SETTINGS

4. Edit the following information:

Field	Description
Host	Required. The IP address or domain name for the proxy server.
Port	Required. The port number for the proxy server.
User	Optional. The username for authentication to the proxy server.

Field	Description
Password	Optional. The password for authentication to the proxy server.
NTLM Domain	Optional. The domain for authentication to the proxy server.

5. Click **Test Proxy Settings**.

6. If the test is successful, click **Save Network Settings**.

5.6 Configuring Attributes for Translation

There are two ways to configure business objects, sub-types, and localized attributes, including keywords, for translation:

- For *all* business objects and sub-types in those objects, you can configure which localized Item Type attributes the Connector will send for translation, as described in "Configuring Business Objects, Sub-Types, and Localized Attributes" on page 38.

- For business objects that are *Products*, you can configure the product classification attributes that the Connector will send for translation. All classification attributes belong to a category. When you add a product to a category, Hybris or SAP Commerce attaches those attributes to it. For more information about this feature, refer to the classification documentation at: https://help.sap.com/viewer/eb9d43275268474aa75793d699de709b/6.4.0.0/en-US/8b7aa49c86691014ae51c3b0d38cd87b.html. For Connector configuration instructions, see "Configuring Product Classification Attributes for Translation" on page 44.

5.6.1 Configuring Business Objects, Sub-Types, and Localized Attributes

In the **Content Mapping** page, you can configure which business objects and localized attributes and sub-types in those objects the Connector will send for translation. The **Mapped Content** section, on the right side of that page, displays all configured objects, localized attributes, and sub-types, including localized attributes of sub-types.

Important: You can configure only *localized* attributes for the Connector. If there are attributes you want to send out for translation that are not localized by default, you must configure them to be localized. For detailed instructions, refer to "Localized Attributes" in the *Internationalization and Localization Overview* in the SAP Commerce documentation, available at: https://help.sap.com/viewer/d0224eca81e249cb821f2cdf45a82ace/6.3.0.0/en-US/8bfc204086691014a345f64b08505839.html.

Note: In exceptional cases, configuring certain business objects and localized attributes, as described below, may not be sufficient to support the Connector sending them out for translation, and custom code may be required.

Tip: To translate content slot components, such as `CMSParagraphComponent`, you must map them.

To configure a localized attribute of a business object or sub-type so that the Connector can send it out for translation:

1. Do one of the following:

   ▦ In Hybris:

      a. In your Web browser, navigate to `/backoffice/` on your Hybris instance.

      b. Log in to the Hybris Backoffice.

      c. In the **Administration** menu, select **ConnectorConfig**.

   ▦ In SAP Commerce or SAP Commerce Cloud:

      a. In your Web browser, navigate to `/backoffice/` on your SAP Commerce instance or on SAP Commerce Cloud.

      b. Log in to SAP Commerce or SAP Commerce Cloud.

      c. In the **Administration Cockpit** menu, select **ConnectorConfig**.

   The **Item Type Attributes** tab of the **Content Mapping** page opens.

ITEM TYPE ATTRIBUTES	CLASSIFICATION ATTRIBUTES		
Type Content Mapping		**Mapped Content**	

		Name	Identifier
Name:		Media	Media
Identifier:	Product	Media Container	MediaContainer
Include relations	✓	Media Format	MediaFormat
	SEARCH	Product	Product

	[1-6/48]
Name	**Identifier**
Product	Product
Product Price Class	ProductPriceGroup
Product Tax Class	ProductTaxGroup
Product Discount Class	ProductDiscountGroup
Product Order Limit	ProductOrderLimit
Variant Product	VariantProduct

1 /8   [1-6/48]

▒ The **Type Content Mapping** section, on the left side of the tab, displays all the available business objects and sub-types.

▒ The **Mapped Content** section, on the right side of the tab, displays all business objects and sub-types, and their corresponding attributes, that have already been mapped.

The section footers display the total number of items in each list, and the total number of items displayed on this sub-page of the list.

▒ If there are more than seven items in the **Type Content Mapping** section, they are displayed in multiple sub-pages.

▒ If there are more than twelve items in the **Mapped Content** section, they are displayed in multiple sub-pages.

Tip: Use the sub-page nagivation arrows to navigate between sub-pages. To navigate among sub-pages, at the bottom of the list, click an arrow or enter the number of the sub-page to display.

2. In the **Type Content Mapping** section of the page, use the **Name** and/or **Identifier** fields at the top of the section to search for the business object or sub-type you want to be available for translation. By default, the **Include relations** check box is selected, so that `Relation` type attributes and types that contain only `Relation` type attributes to one level of recursion are also displayed. If you want to exclude these attributes and types from the search results, clear this check box. Then click **Search**.

Note: You can configure the number of recursion levels for the `Relation` type attributes and types that contain only `Relation` type attributes that are displayed in search results. For detailed instructions, see page 44.

The list below the **Search** button updates with the search results. For example, if you searched for business objects with the name `Product`, the list displays all matching results, which are objects or sub-types with `Product` in their name.

ITEM TYPE ATTRIBUTES	CLASSIFICATION ATTRIBUTES

Type Content Mapping

Name:	Product
Identifier:	
Include relations	☑

SEARCH

◀◀ ◀ 1 / 3 ▶ ▶▶   [1 - 7 / 17]

Name	Identifier
Product	Product
Variant Product	VariantProduct
Generic Variant Product	GenericVariantProduct
Apparel Product	ApparelProduct
Configured product	AbstractConfiguratorSetting
Product Carousel	ProductCarouselComponent
Product List Component	ProductListComponent

3. In the search results, click the row for the business object or sub-type to map.

A dialog box opens, displaying the object's or sub-type's localized attributes. The title of the dialog box is the object or sub-type.
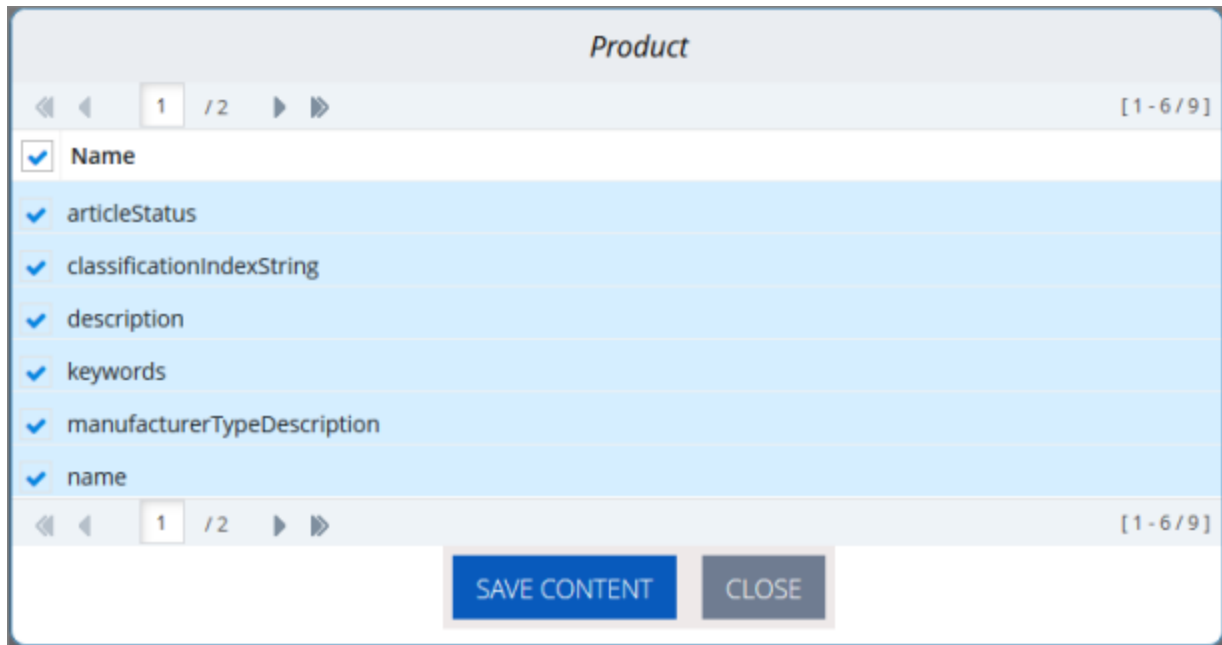
4. Configure the localized attributes for translation.

   a. Select the check boxes for the localized attributes to configure for translation.

      Tip: To select all check boxes, click the check box in the **Name** column header.

   b. Click **Save Content**.

      A message box states that the selected localized attributes were successfully saved.

   c. Click **OK** to close the message box.

Note: Use the above steps to add additional localized attributes to a previously configured business object or sub-type.

To edit or delete configured business objects or sub-types:

1. Do one of the following:

   ▦ In Hybris:

      a. In your Web browser, navigate to `/backoffice/` on your Hybris instance.

      b. Log in to the Hybris Backoffice.

      c. In the **Administration** menu, select **ConnectorConfig**.

   ▦ In SAP Commerce or SAP Commerce Cloud:

    a. In your Web browser, navigate to `/backoffice/` on your SAP Commerce instance or on SAP Commerce Cloud.

    b. Log in to SAP Commerce or SAP Commerce Cloud.

    c. In the **Administration Cockpit** menu, select **ConnectorConfig**.

The **Content Mapping** page opens. The **Mapped Content** section on the right side of the page displays all the previously configured business objects and sub-types.

2. Locate the configured business object to edit or delete, and click the corresponding row.

> **Tip:** Use the sub-page nagivation arrows to navigate between sub-pages. To navigate among sub-pages, at the bottom of the list, click an arrow or enter the number of the sub-page to display.

A dialog box opens. The title of the dialog box is the object or sub-type.
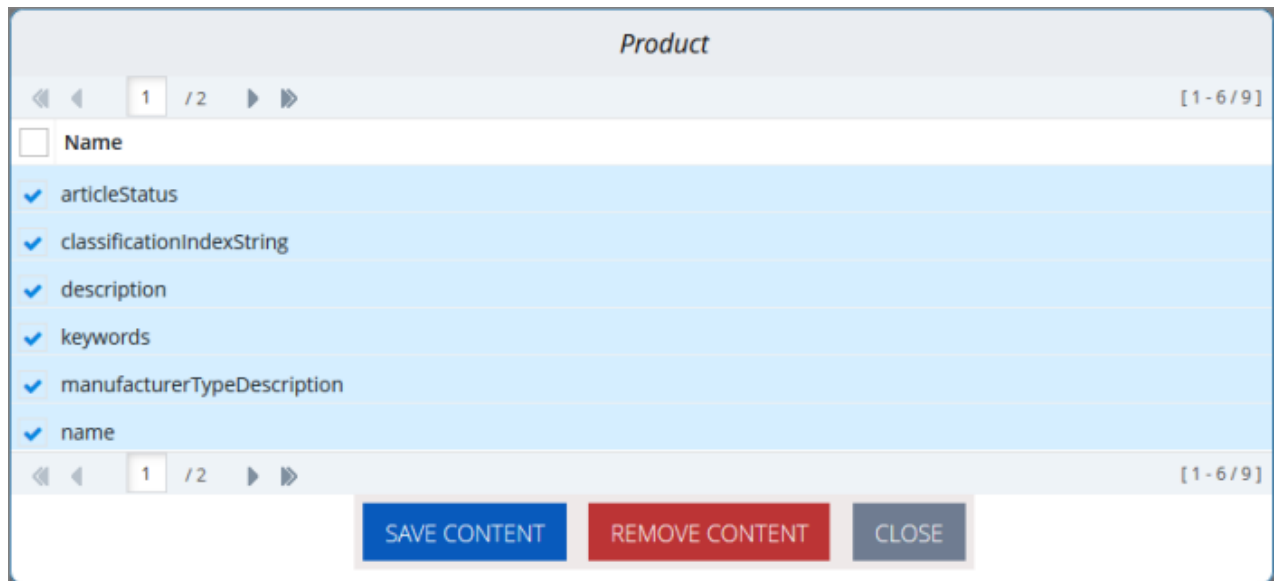
> **Tip:** Use the sub-page nagivation arrows to navigate between sub-pages. To navigate among sub-pages, at the bottom of the list, click an arrow or enter the number of the sub-page to display.

3. Do one of the following:

  ▥ To edit the localized attributes to configure for translation, select or clear the appropriate check boxes, and then click **Save Content**.

    A message box states that the configuration was saved.

  ▥ To remove the object or sub-type from configuration for translation, cllick **Remove Content**.

    A message box states that the item was deleted.

5.6.1.1 Configuring the Number of Recursion Levels for Relation Type Attributes

You can configure the number of recursion levels for the `Relation` type attributes and types that contain only `Relation` type attributes that are displayed in search results in the **Item Type Attributes** tab of the **Content Mapping** page. For more information about this tab, see page 38.

By default, when the **Include relations** check box is selected, one level of recursion of the `Relation` type attributes is displayed in search results. However, you can change the number of levels of recursion of the `Relation` type attributes that is displayed in the search results.

Warning: Changing the default value of `1` to a larger number may produce large process-consuming tasks that can affect system performance.

To change the number of levels of recursion of the `Relation` type attributes:

1. Open `{HYBRIS_HOME}/hybris/bin/custom/ctcore/project.properties` for editing.

2. Locate the `contentextraction.requestsSourcesExtractionRecursivenessMaxDepth` parameter.

3. Change the value of this parameter to any integer.

   Note: The default value of this parameter is `1`.

4. Save your change.

5.6.2 Configuring Product Classification Attributes for Translation

For business objects that are *Products*, you can configure the product classification attributes that the Connector will send for translation. All classification attributes belong to a category. When you add a product to a category, Hybris or SAP Commerce attaches those attributes to it. For more information about this feature, refer to the classification documentation at:
https://help.hybris.com/6.4.0/hcd/8b7aa49c86691014ae51c3b0d38cd87b.html.

To configure product classification attributes for translation:

1. Do one of the following:

   ▦ In Hybris:

    a. In your Web browser, navigate to `/backoffice/` on your Hybris instance.

    b. Log in to the Hybris Backoffice.

    c. In the **Administration** menu, select **ConnectorConfig**.

▦ In SAP Commerce or SAP Commerce Cloud:

    a. In your Web browser, navigate to `/backoffice/` on your SAP Commerce instance or on SAP Commerce Cloud.

    b. Log in to SAP Commerce or SAP Commerce Cloud.

    c. In the **Administration Cockpit** menu, select **ConnectorConfig**.

The **Item Type Attributes** tab of the **Content Mapping** page opens.

2. Click the **Classification Attributes** link in the top of the page to open the corresponding tab.

3. In the **Filter Tree** in the left pane, navigate in the catalogs and classification to select a classifying category. For example, navigate to: `Powertools Classification` classification system > `Powertools Classification: 1.0` classification system version > `Weight & Dimensions` classifying category.
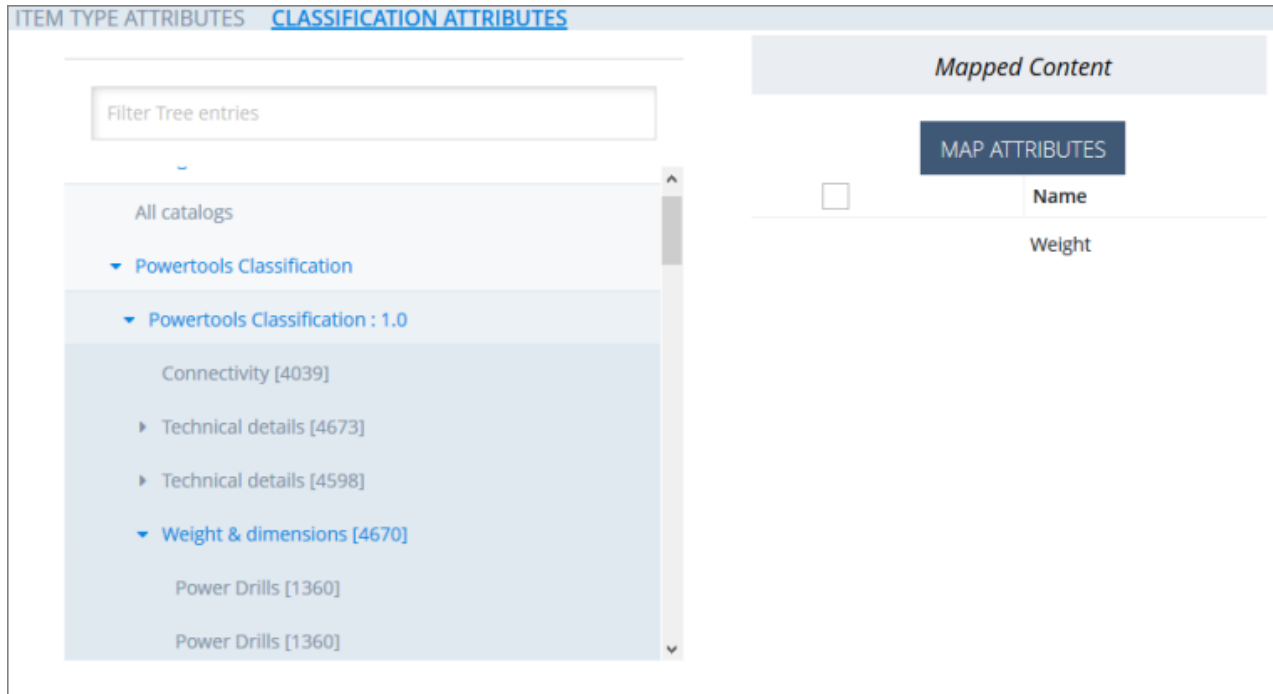
Note: In Backoffice, you can choose which classification to enable. For details, refer to the documentation, available at: https://help.sap.com/viewer/eb9d43275268474aa75793d699de709b/6.4.0.0/en-US/8b7aa49c86691014ae51c3b0d38cd87b.html.

The **Mapped Content** pane on the right displays a list of classification attributes.

4. To map the classification attributes, so that the Connector can send them out for translation, select the corresponding check box, or to select all classification attributes of the classifying category, select the check box in the column header. For example, select the `Weight` check box.

5. Click **Map Attributes**.

A message box confirms that the configuration was saved.

6. Click **OK** to close the message box.

7. Repeat steps 3 through 6 for all the classification attributes to configure for translation.

5.7 Configuring the Multi-Select Feature in Hybris

In Hybris versions 6.1 and 6.2, if you want to select multiple products and website pages ("pages") for translation concurrently in the Hybris Backoffice, you must enable the multi-select feature by configuring the `multiSelect` setting, as described below:

Note: This feature is enabled by default in Hybris versions 6.3 and higher.

To enable the multi-select feature in Hybris versions 6.1 and 6.2:

1. Log into the Hybris Backoffice Administration Cockpit ("Backoffice").

2. Press the `F4` key.

   The Application Orchestrator opens.

3. In the toolbar at the top, select the **Symbolic Widgets** check box.
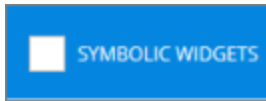
   The page updates.

4. Scroll down to locate the **Collection Browser**.

5. Click the Widget Settings icon of the **Collection Browser**.
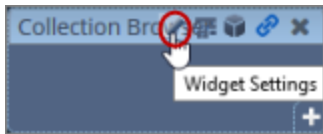
   The **Settings** dialog box opens.

6. Scroll down to the **multiSelect** option, and in the corresponding dropdown list, select `true`.
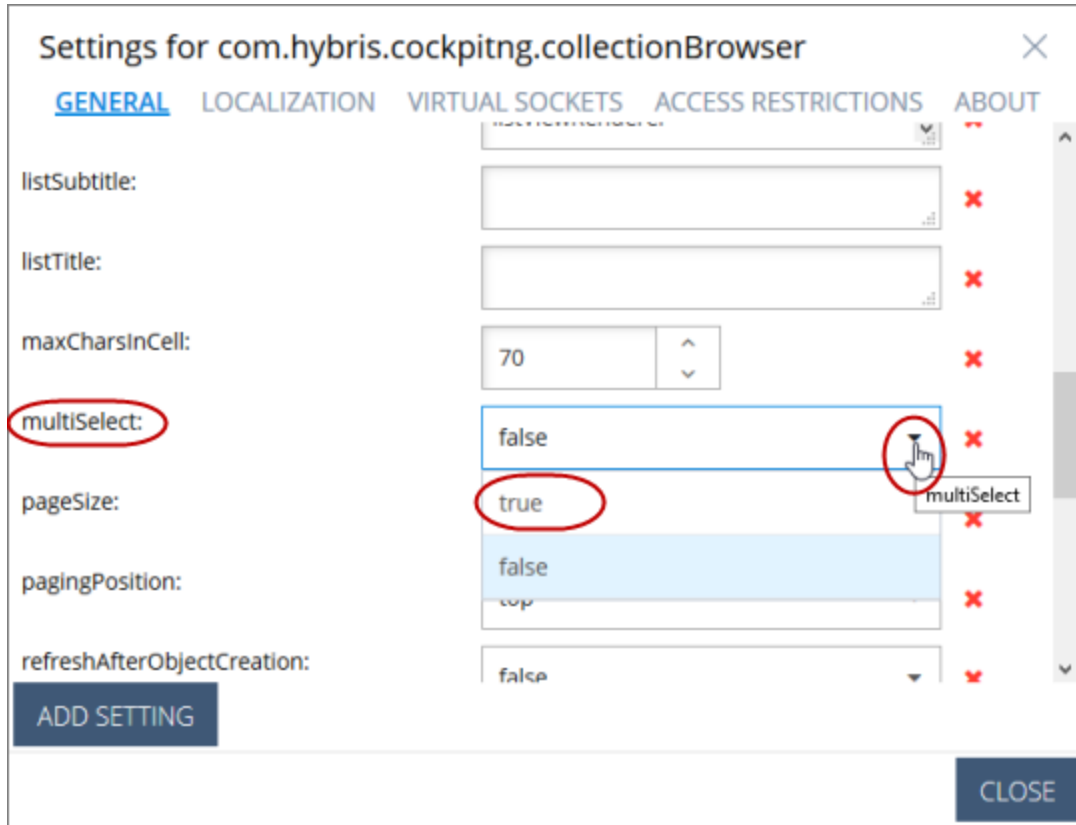
7. In the bottom-right corner, click **Close** the dialog box.

8. Press the `F4` key to close the Application Orchestrator.

5.8 Configuring the Frequency of Sending Jobs to the Clay Tablet Platform

You can configure how frequently the Connector sends jobs to the Clay Tablet Platform.

The Connector uses the `ctTranslationJobProcessorPerformable` cron job to send translation jobs to the Clay Tablet Platform. This cron job runs by default every minute.

You may want to modify the interval that this job runs, depending on your priorities or requirements for system resources.

To modify the interval of the `ctTranslationJobProcessorPerformable` cron job:

▶ Navigate to the **Administration Cockpit > Background Processes > Cronjobs** section.

5.9 Configuring Email Settings

Starting from the Connector version 2.4.3, support for sending e-mail notifications is added. With this, an email notification is sent whenever a file passes through the translation events such as Job Submission, Job Received, and Job Errors. To receive these email notifications, users must configure the email notification settings.

To configure the email notifications in the application:

1. Go to **Administration** > **Connector Configuration** > **Content Mapping** > **System Configuration** > **Email Setting**.

2. Configure the following SMTP settings for the email address:

   ■ SMTP Host

   ■ SMTP Port

   ■ Need Authentication

   ■ [SMTP Auth] User

   ■ [SMTP Auth] Password

   ■ Transfer Protocol

   ■ Notification Email From

   ■ Notification Email To

   The Connector sends notifications to the email addresses specified in the **Notification Email To** field.

Email Settings	
SMTP Host:	Smtp.gmail.com
SMTP Port:	587
Need Authentication:	true ▼
[SMTP Auth] User:	▓▓▓▓▓@gmail.com
[SMTP Auth] Password:	••••••••••••••
Transfer Protocol:	TLS ▼
Notification Email From:	▓▓▓▓▓@gmail.com
Notification Email To:	▓▓▓▓▓@lionbridge.com,Sa

EDIT MAIL SETTING **SAVE MAIL SETTING** **CANCEL**

3. Click **EDIT MAIL SETTING**.

4. Click **SAVE MAIL SETTING**.

    After saving email settings, two new buttons (**CLEAR EMAIL SETTING**, **TESTING MAIL SETTING**) appear at the bottom of the Email Settings screen.

You can also configure a new email setting by clicking **CLEAR EMAIL SETTING**, which removes existing settings.

5.9.1 Testing an Email Setting

After the email setting is configured, test it to verify the configuration is successful and you are receiving a test email notification.

1. To test an email setting, click **TESTING MAIL SETTING** in the *Email Setting* screen. A dialogue box appears with a success message as follows:
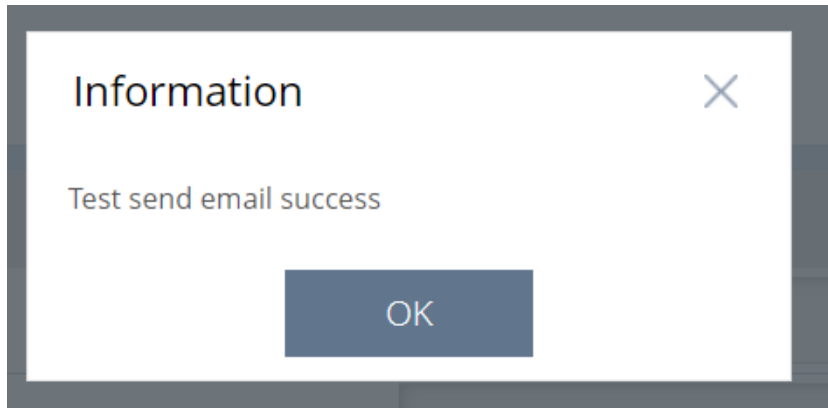
2. A test email notification will be sent to the email address specified in **Notification Email To** field. The following is an test email notification:
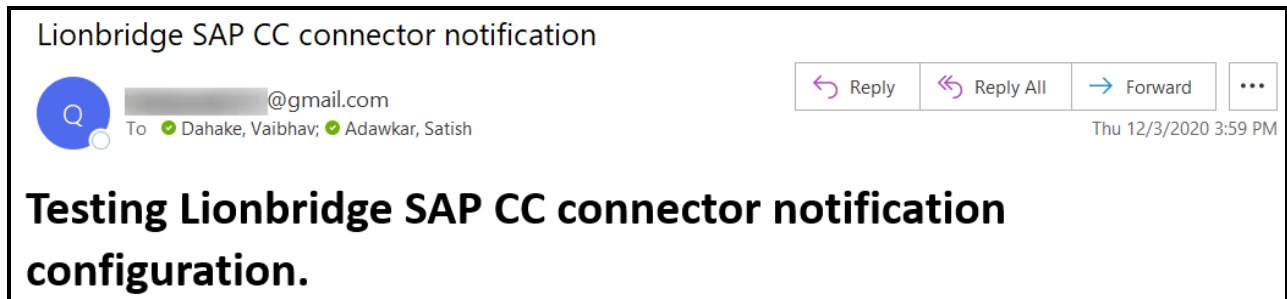
Similarly, the email notifications are sent when a translation is submitted, received, and has errors.

5.10 Configuring Translation URL Conversion Settings

When there are links in content for translation, and if you automatically want to update the links in the translated content, use Translation URL Conversion functionality.

To configure settings for Translation URL Conversion in translated content:

1. Go to **Administration** > **Connector Configuration** > **Content Mapping** > **System Configuration** > **Translation URL Conversion**> click **Add URL Conversion**.

2. Specify the following URL conversion settings for a target language:
   - **URL**—Enter the base URL of the links in the source content. For example, http://example.com
   - **To**—Enter the desired base URL for the links in the target (translated) content, for example, http://ja-jp.example.com
   - **For**—Select the target language code for applying this URL conversion rule.

- **Rule**—Select any of the following options:

    - **Full**—Select this to convert the URL only if it is identical to the base URL specified.

        For example:

        URL: www.google.com and **To**: www.google.it

    - **Partial**—Select this to convert the **URL** that includes the base URL specified.

        For example:

        URL: www.google.com and **To**: http://www.google.com/content/us/en

- **IsConvertLinkText**—Select any of the following options:

    - **Yes**—Select this for converting the link text along with the URL.

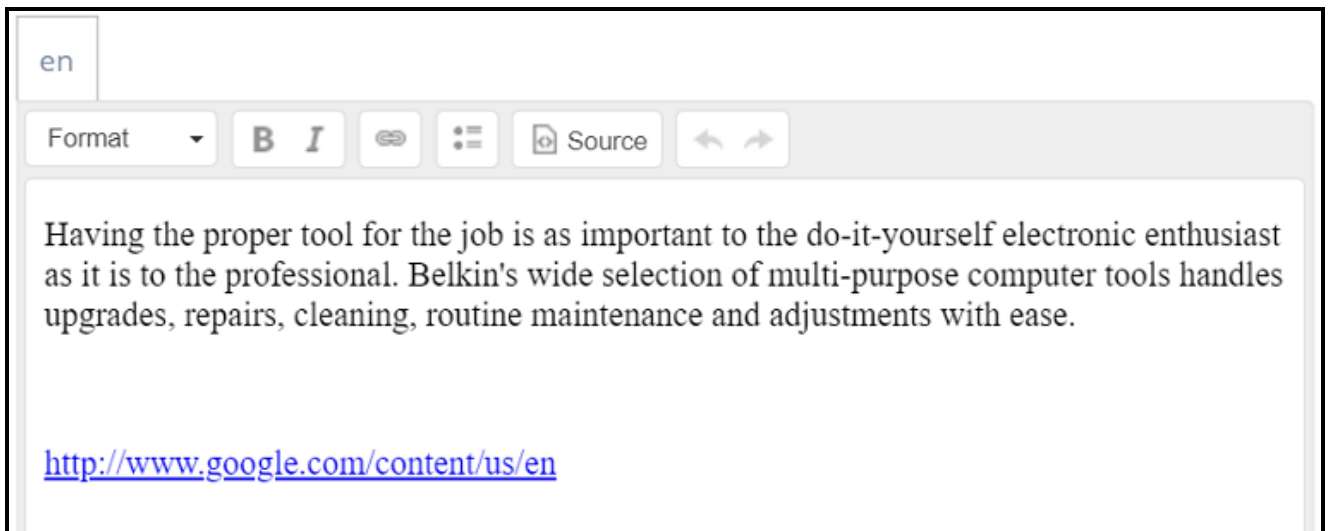   - **No**—Select this for not converting the link text.

    The following are the examples for Full and Partial URL conversion.

    Full URL conversion example:

    Settings:

    Source:

en

| Format ▼ | **B** *I* | ⊝ | ≔ | ⟨⟩ Source | ↶ ↷ |

Having the proper tool for the job is as important to the do-it-yourself electronic enthusiast as it is to the professional. Belkin's wide selection of multi-purpose computer tools handles upgrades, repairs, cleaning, routine maintenance and adjustments with ease.

http://www.google.com/content/us/en

Target:

fr

| Format ▼ | **B** *I* | ⊝ | ≔ | ⟨⟩ Source | ↶ ↷ |

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http://www.google.com/content/fr/fr

Partial URL conversion example:

Settings:

Source:

Target:

it

Format ▾   **B** *I*   🔗   ☰   ⟨⟩ Source   ↶ ↷

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6 Troubleshooting Installation and Configuration Issues

Issue	Description
"Cannot Verify Connector License" on page 57	In the **Connector License** section of the **System Configuration** page, an error message is displayed after clicking **Verify License**.
"Communication Errors When Sending Content for Translation" on page 68	You experience communication errors when sending content for translation.

6.1 Cannot Verify Connector License

Issue

In the **Connector License** section of the **System Configuration** page, an error message is displayed after clicking **Verify License**.

Explanation

Your firewall is blocking access to the Clay Tablet License Server.

- You must configure your ports so that the Connector can communicate with the server.
- You must import the SSL certificate into your Java trusted keystore.

Solutions

If you have a firewall:

1. Configure your ports so that the Connector can communicate with the Clay Tablet License Server. The URL of this server is `https://api.clay-tablet.net/license/v1`. For more information, see "Configuring Network Settings for a Firewall" on page 16.

2. Download or export the SSL certificate from the Clay Tablet License Server (`https://api.clay-tablet.net/license/v1`). For detailed instructions, see:
   - "Exporting an SSL Certificate in Google Chrome" on page 58
   - "Downloading an SSL Certificate in Mozilla Firefox" on page 62

3. Import the downloaded SSL certificate into your Java trusted keystore. The instructions are different depending on whether Java or the JRE is installed on the server where SAP Commerce is hosted. For detailed instructions, see:

6.1.1 Exporting an SSL Certificate in Google Chrome

This section provides detailed information about exporting an SSL certificate in Google Chrome:

- from AWS S3, as instructed in "Communication Errors When Sending Content for Translation" on page 68

- from the Clay Tablet License Server, as instructed in "Cannot Verify Connector License" on page 57

To export an SSL Certificate in Chrome:

1. In the Chrome browser, go to one of the following URLs:

    ⁙ To resolve communication errors with the Clay Tablet License Server, use
    `https://api.clay-tablet.net/license/v1`.

    ⁙ To resolve communication errors with AWS S3, use `https://ct_test_create_key.s3.amazonaws.com`.
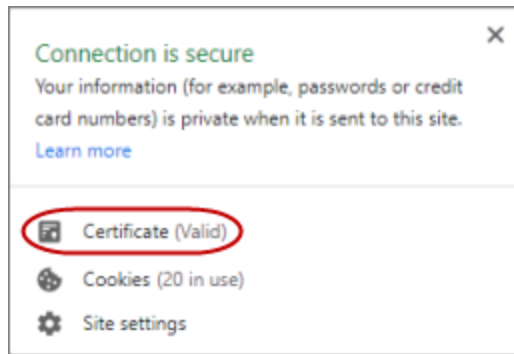
    The page opens.

Note: Ignore the **Access Denied** error message in the page that opens.

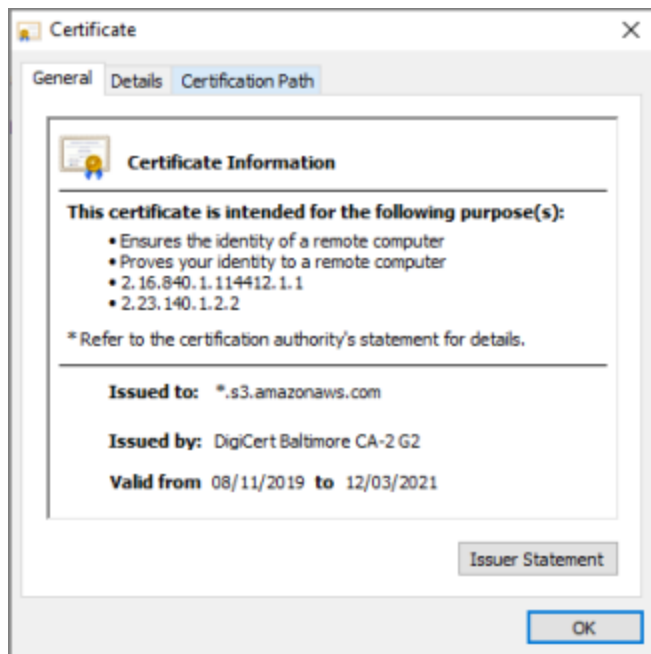2. Click the padlock in the address bar.

The **Connection is secure** dialog box opens.
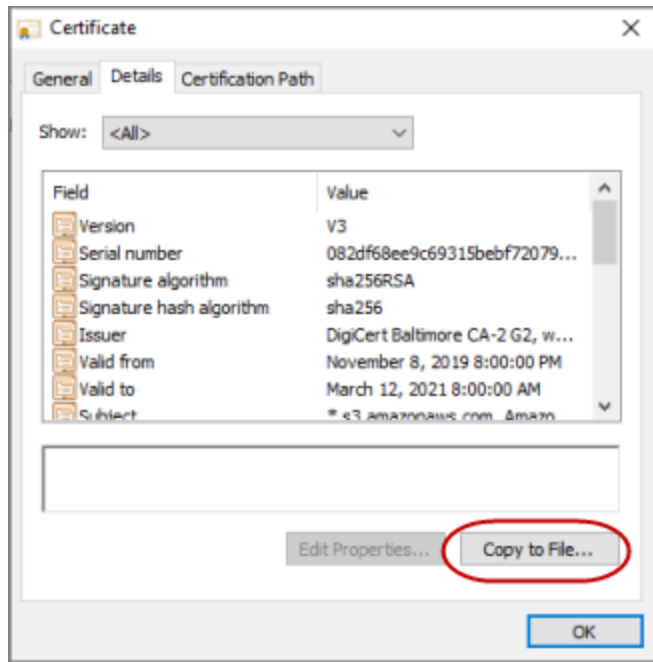

3. Click **Certificate**.

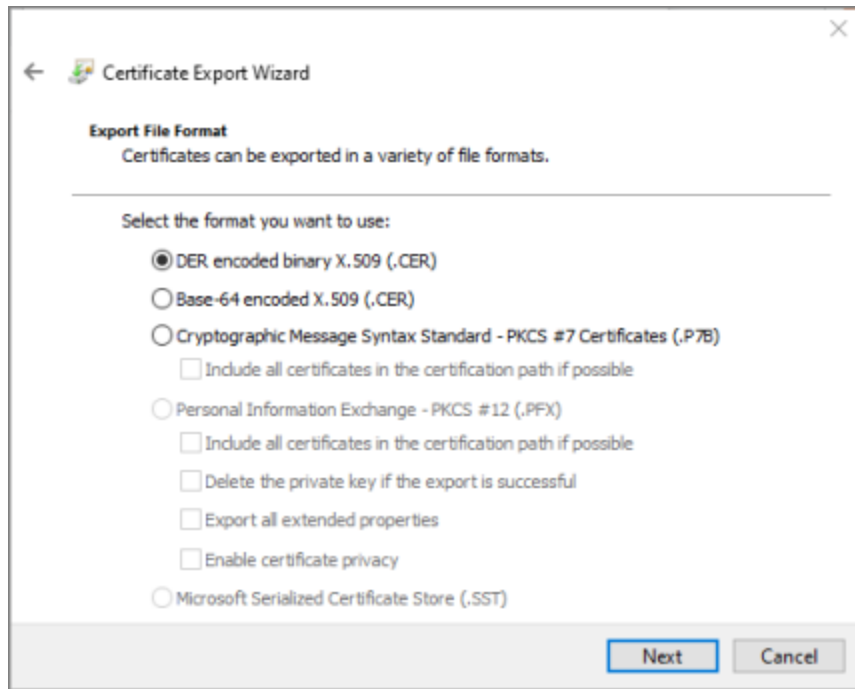The **Certificate** dialog box opens, displaying the **General** tab.

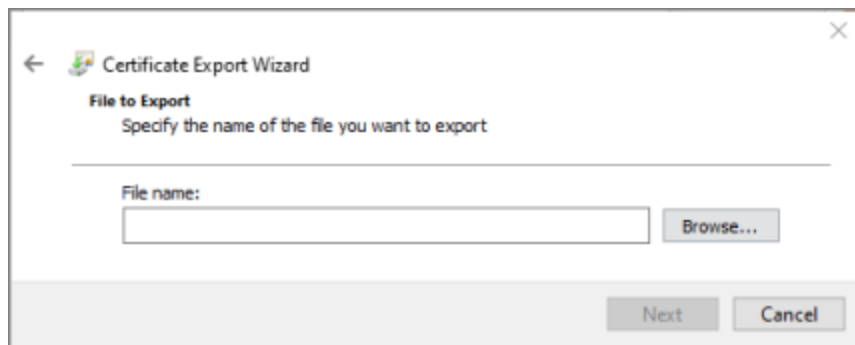4. Click the **Details** tab to view it.

5. Click **Copy to File**.

    The **Certificate Export Wizard** opens.

6. Click **Next**.

The **Export File Format** page of the wizard opens.

7. Accept the default format of `DER encoded binary X.509`, and click **Next**.

    The **File to Export** page of the wizard opens.

8. Do one of the following:

    ▒ In the **File name** text box, enter the path and name of the file in which you want to save the certificate. The file has a `.cer` extension. For example, enter `C:\Users\jsmith\Documents\SSL certificates\AWS S3.cer`.

    ▒ Click **Browse**, and in the **Save As** dialog box:

    a. Navigate to the folder where you want to save the file.

    b. Assign a filename with a `.cer` extension.

    c. Click **Save**.

9. When you are done, click **Next**.

   The **Completing the Certificate Export Wizard** page opens, displaying the filename, path and format.

10. Click **Finish** to close the wizard.

    The **Certificate Export Wizard** message box states that the export was successful.

11. Click **OK** to close the **Certificate** dialog box.

12. To resolve communication errors with the Clay Tablet License Server or AWS, you import the exported SSL certificate into your Java Trusted Keystore. Do one of the following:

    ▦ If Java (JDK) is installed on the server where SAP Commerce is hosted, follow these instructions: "Importing an SSL Certificate into Your Java Trusted Keystore with Java (JDK)" on page 66.

    ▦ If JRE is installed on the server where SAP Commerce is hosted, follow these instructions: "Importing an SSL Certificate into Your Java Trusted Keystore with JRE" on page 67.

## 6.1.2 Downloading an SSL Certificate in Mozilla Firefox

This section provides detailed information about downloading an SSL certificate in Mozilla Firefox:

■ from AWS S3, as instructed in "Communication Errors When Sending Content for Translation" on page 68

■ from the Clay Tablet License Server, as instructed in "Cannot Verify Connector License" on page 57

To download an SSL Certificate from Firefox:

1. In the Firefox browser, go to one of the following URLs:

   ▦ To resolve communication errors with the Clay Tablet License Server, use `https://api.clay-tablet.net/license/v1`.

   ▦ To resolve communication errors with AWS S3, use `https://ct_test_create_key.s3.amazonaws.com`.
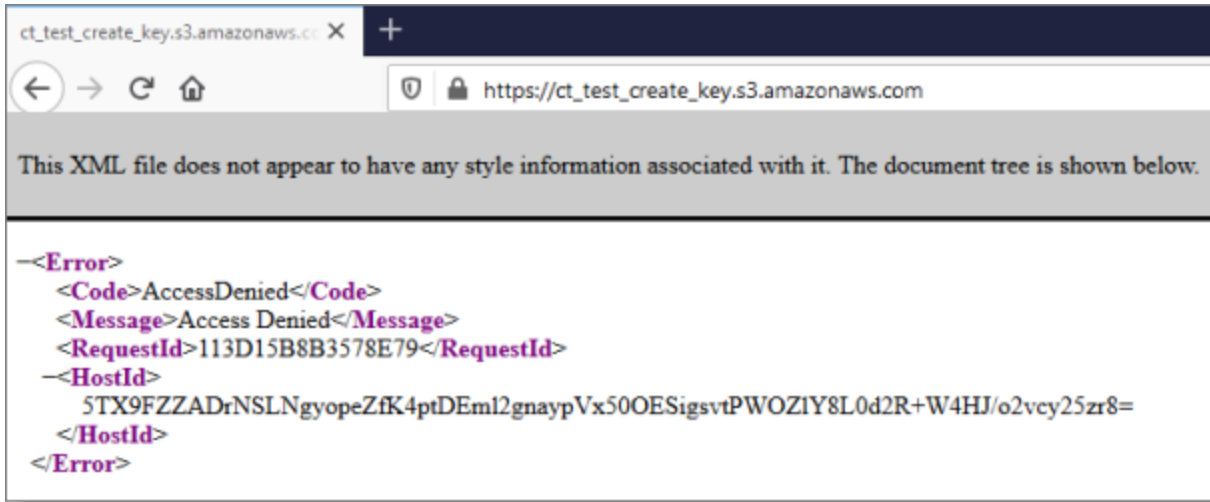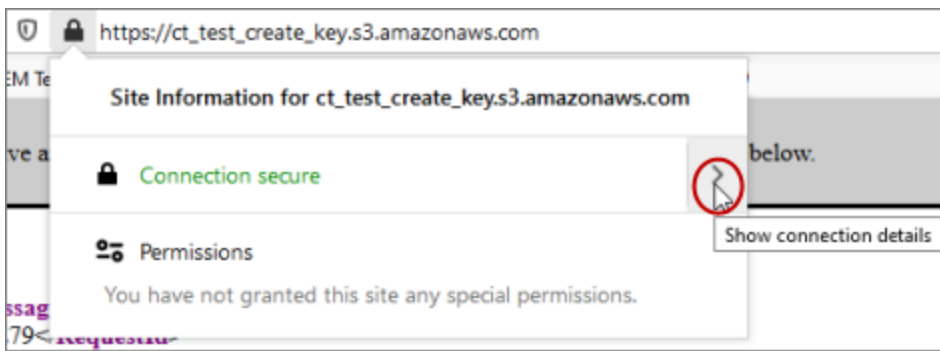
The page opens.

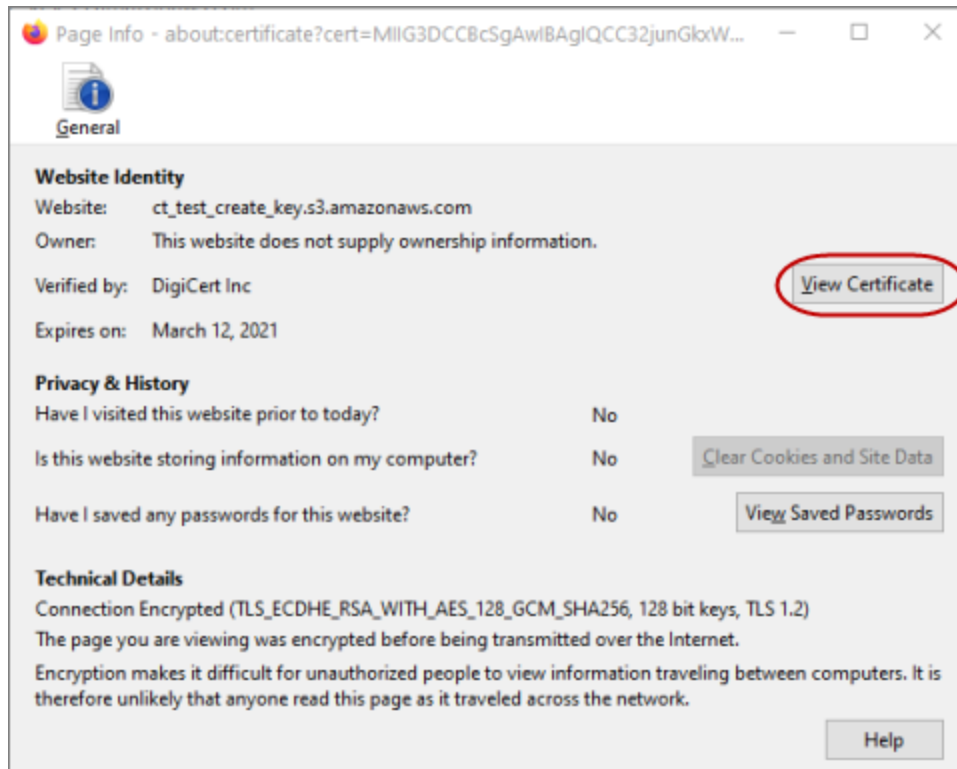2. Click the padlock in the address bar.

3. Click the arrow beside **Connection Secure**.
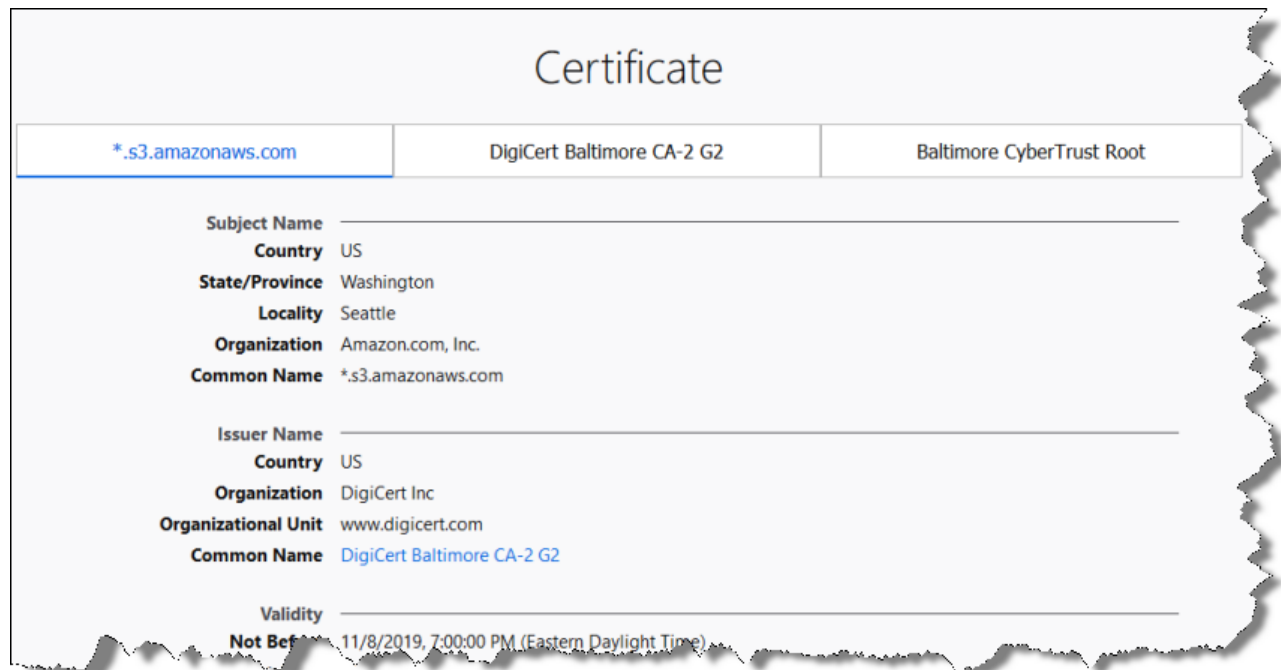

4. Click **More Information**.

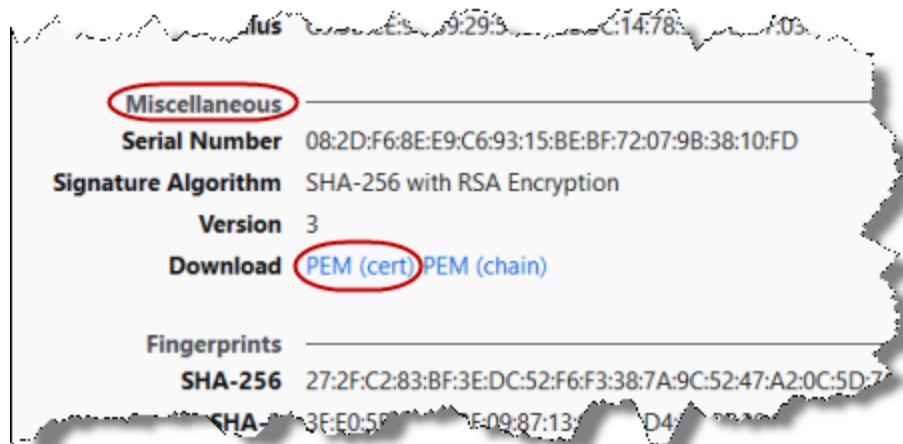The **Page Info** dialog box opens.

5. Click **View Certificate**.
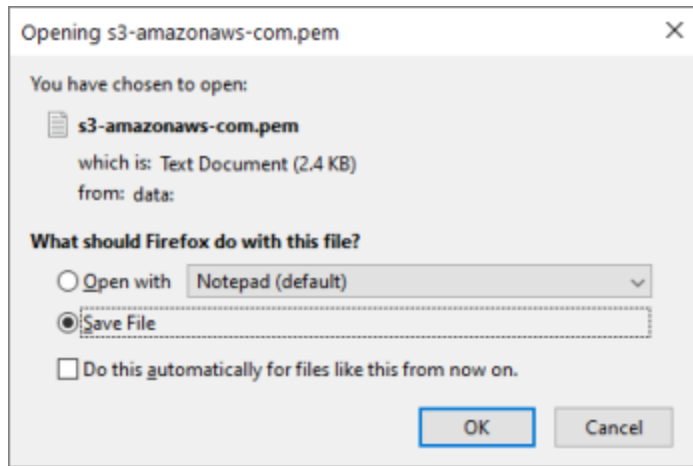
The **Certificate** page opens.

6. Scroll down to the **Miscellaneous** section.

7. In the **Download** row, click the **PEM (cert)** link.

8. In the dialog box that opens, click **OK** to save the certificate file to a known location.

```
Opening s3-amazonaws-com.pem                                        ×

You have chosen to open:

   📄 s3-amazonaws-com.pem
        which is: Text Document (2.4 KB)
        from: data:

What should Firefox do with this file?

   ○ Open with   Notepad (default)                          ⌄

   ◉ Save File

   ☐ Do this automatically for files like this from now on.


                                    OK            Cancel
```

9. Navigate to the location for saving the file, and then click **Save**.

10. To resolve communication errors with the Clay Tablet License Server or AWS, you import the exported
    SSL certificate into your Java Trusted Keystore. Do one of the following:

    ▦ If Java (JDK) is installed on the server where SAP Commerce is hosted, follow these instructions:
      "Importing an SSL Certificate into Your Java Trusted Keystore with Java (JDK)" on page 66.

    ▦ If JRE is installed on the server where SAP Commerce is hosted, follow these instructions:
      "Importing an SSL Certificate into Your Java Trusted Keystore with JRE" on page 67.

6.1.3 Importing an SSL Certificate into Your Java Trusted Keystore with Java (JDK)

You import the downloaded/exported SSL certificate into your Java trusted keystore to resolve
communication issues with AWS S3 and SQS. There are different instructions depending on whether Java
(JDK) or JRE is installed on the server where SAP Commerce is hosted.

To import an SSL certificate into your Java trusted keystore with JRE:

1. Run the `keytool -import -alias ALIAS -file public.cert -storetype
   TYPE -keystore server.truststore` command. For example:

   ```
   keytool -import -alias teiid -file public.cert -storetype JKS -
   keystore server.truststore
   ```

2. If the specified truststore already exists, enter the existing password for that truststore, otherwise enter
   a new password.

3. When you are prompted to trust the certificate, enter `yes`.

The certificate in *`public.cert`* has been added to the new truststore named *`server.truststore.`*

6.1.4 Importing an SSL Certificate into Your Java Trusted Keystore with JRE

You import the downloaded/exported SSL certificate into your Java trusted keystore to resolve communication issues with AWS S3 and SQS. There are different instructions depending on whether Java (JDK) or JRE is installed on the server where SAP Commerce is hosted.

To import an SSL certificate into your Java trusted keystore with JRE:

1. Run the Java keytool command to import the certificate into the keystore.

   a. Open a command prompt and change to the following directory: *`<location>`* `\bin\jre\6.0\bin`.

   where *`<location>`* is the file directory where SAP Commerce is installed.

   Note: On 64-bit computers, add the certificates to the `bin64` folder.

   b. Run the following command line. Although for formatting purposes the command is displayed with line breaks, you should enter the entire command on one line.

   ```
   keytool -import -file "C:\<location>\bin\ssl\applixca.pem"
   -keystore "C:\<location>\bin\jre\6.0\lib\security\cacerts"
   -storepass "changeit"Copy
   ```

   For 64-bit installations, target the 64-bit folder when dealing with the certificates. For example, this sample command targets the 64-bit jre:

   ```
   cd C:\Program Files (x86)\SAP\TM1_64\bin64\jre\6.0\binCopy
   ```

   The following command is an example used on 64-bit systems. Although for formatting purposes the command is displayed with line breaks, you should enter the entire command on one line.

   ```
   keytool -import -file "C:\Program Files (x86)\SAP\TM1_
   64\bin64\
   ssl\applixca.pem" -keystore "C:\Program Files (x86)\SAP\TM1_
   64\bin64\
   jre\6.0\lib\security\cacerts" -storepass "changeit"Copy
   ```

   Note: If you do not correctly target the 64-bit locations for certificates when running a 64-bit installation, a warning message is displayed, indicating that you cannot contact the servers.

   c. When prompted to trust or add the certificate, enter `yes`.

The following message is displayed: `Certificate was added to keystore.`

2. You may need to restart the server where SAP Commerce is hosted for the change take effect.

6.2 Communication Errors When Sending Content for Translation

Issue

Communication errors occur when sending content for translation.

Explanation

Your firewall is blocking access to AWS S3 and SQS.

You must import the SSL certificates from AWS S3 and SQS into your Java trusted keystore. This enables HTTPS support, which means support for the SSL/TLS protocols.

Solution

The following general steps are required:

1. Downloading or exporting the AWS SSL certificates from your browser's certificate store. For detailed instructions, see:
   - "Exporting an SSL Certificate in Google Chrome" on page 58
   - "Downloading an SSL Certificate in Mozilla Firefox" on page 62

2. Importing the downloaded/exported certificates into your Java trusted keystore. The instructions are different depending on whether Java or the JRE is installed on the server where SAP Commerce is hosted. For detailed instructions, see:
   - "Importing an SSL Certificate into Your Java Trusted Keystore with Java (JDK)" on page 66
   - "Importing an SSL Certificate into Your Java Trusted Keystore with JRE" on page 67

Note: You must update these certificates whenever AWS renews them. This is likely once a year.

7 Pre-Production Testing

After you complete the configuration, your Lionbridge Connector for Hybris installation is ready for testing. We recommend sending only a few pages for translation in one language as an initial test. For detailed instructions, refer to the *Lionbridge Connector for Hybris User Guide*. Once successful, you can send as many languages as required.

Please coordinate with your translation provider for this test process.

If you have any concerns or questions, please contact Lionbridge Connector Support. For details, see "How to Contact Lionbridge Connector Support" on page 8.

8 Appendix: Language Codes

For detailed instructions on mapping Hybris languages to Clay Tablet languages, see "Mapping Language Codes" on page 34.

The Lionbridge Connector has the following language codes:

Language Identifier	Language Code
Afrikaans	"af-ZA"
Albanian	"sq-AL"
Amharic	"am-ET"
Arabic_Algeria	"ar-DZ"
Arabic_Bahrain	"ar-BH"
Arabic_Egypt	"ar-EG"
Arabic_Iraq	"ar-IQ"
Arabic_Jordan	"ar-JO"
Arabic_Kuwait	"ar-KW"
Arabic_Lebanon	"ar-LB"
Arabic_Libya	"ar-LY"
Arabic_MiddleEast	"ar-XR"
Arabic_Morocco	"ar-MA"
Arabic_Oman	"ar-OM"
Arabic_Qatar	"ar-QA"
Arabic_Saudi_Arabia	"ar-SA"
Arabic_Syria	"ar-SY"
Arabic_Tunisia	"ar-TM"
Arabic_UAE	"ar-AE"
Arabic_Yemen	"ar-YE"
Armenian	"hy-AM"

Language Identifier	Language Code
Assamese	"as-IN"
Basque	"eu-ES"
Belarusian	"be-BY"
Bengali_Bangladesh	"bn-BD"
Bengali_India	"bn-IN"
Bosnian_Bosnia_Herzegovina	"bs-BA"
Bulgarian	"bg-BG"
Burmese	"my-MM"
Catalan	"ca-ES"
Chinese_Hong_Kong	"zh-HK"
Chinese_Macao	"zh-MO"
Chinese_PRC	"zh-CN"
Chinese_Singapore	"zh-SG"
Chinese_Taiwan	"zh-TW"
Croatian	"hr-HR"
Croatian_Bosnia_Herzegovina	"hr-BA"
Czech	"cs-CZ"
Danish	"da-DK"
Divehi	"dv-MV"
Dutch	"nl-NL"
Dutch_Belgium	"nl-BE"
English_Australia	"en-AU"
English_Belize	"en-BZ"
English_Canada	"en-CA"

Language Identifier	Language Code
English_HongKong	"en-HK"
English_India	"en-IN"
English_Indonesia	"en-ID"
English_Ireland	"en-IE"
English_Jamaica	"en-JM"
English_Malaysia	"en-MY"
English_New_Zealand	"en-NZ"
English_Philippines	"en-PH"
English_Singapore	"en-SG"
English_South_Africa	"en-ZA"
English_Trinidad	"en-TT"
English_UK	"en-GB"
English_US	"en-US"
English_Zimbabwe	"en-ZW"
Estonian	"et-EE"
Faroese	"fo-FO"
Farsi	"fa-IR"
Filipino	"fil-PH"
Finnish	"fi-FI"
French	"fr-FR"
French_Belgium	"fr-BE"
French_Cameroon	"fr-CM"
French_Canada	"fr-CA"
French_Cote_d_Ivoire	"fr-CI"

Language Identifier	Language Code
French_Democratic_Rep_Congo	"fr-CD"
French_Haiti	"fr-HT"
French_Luxembourg	"fr-LU"
French_Mali	"fr-ML"
French_Monaco	"fr-MC"
French_Morocco	"fr-MA"
French_Reunion	"fr-RE"
French_Senegal	"fr-SN"
French_Switzerland	"fr-CH"
Frisian_Netherlands	"fy-NK"
Fulfulde_Nigeria	"ff-NG"
FYRO_Macedonian	"mk-MK"
Gaelic_Ireland	"gd-IE"
Gaelic_Scotland	"gd-GB"
Gallegan	"gl-ES"
Georgian	"ka-GE"
German	"de-DE"
German_Austria	"de-AT"
German_Liechtenstein	"de-LI"
German_Luxembourg	"de-LU"
German_Switzerland	"de-CH"
Greek	"el-GR"
Guarani	"gn-PY"
Gujarati	"gu-IN"

Language Identifier	Language Code
Hausa	"ha-NE"
Hawaiian	"haw-US"
Hebrew	"he-IL"
Hindi	"hi-IN"
Hungarian	"hu-HU"
Icelandic	"is-IS"
Igbo	"ig-NG"
Indonesian	"id-ID"
Inuktitut	"iu-CA"
Italian	"it-IT"
Italian_Switzerland	"it-CH"
Japanese	"ja-JP"
Kannada	"kn-IN"
Kanuri	"kr-TD"
Kashmiri	"ks-IN"
Kazakh	"kk-KZ"
Khmer	"km-KH"
Konkani	"kok-IN"
Korean	"ko-KR"
Kyrgyz	"ky-KZ"
Lao	"lo-LA"
Latin	"la-XL"
Latvian	"lv-LV"
Lithuanian	"lt-LT"

Language Identifier	Language Code
Malay	"ms-MY"
Malay_Brunei_Darussalam	"ms-BN"
Malayalam	"ml-IN"
Maltese	"mt-MT"
Maori	"mi-NZ"
Marathi	"mr-IN"
Mongolian	"mn-MN"
Nepali	"ne-NP"
Nepali_India	"ne-IN"
Norwegian	"nb-NO"
Norwegian_Nynorsk	"nn-NO"
Oriya	"or-IN"
Oromo	"om-ET"
Panjabi	"pa-PK"
Polish	"pl-PL"
Portuguese	"pt-PT"
Portuguese_Brazil	"pt-BR"
Punjabi_Pakistan	"pa-PK"
Pushto	"ps-AF"
Quechua_Ecuador	"qu-EC"
Quechua_Peru	"qu-PE"
Rhaeto_Romance	"rm-IT"
Romanian	"ro-RO"
Romanian_Moldova	"ro-MD"

Language Identifier	Language Code
Russian	"ru-RU"
Russian_Moldava	"ru-MD"
Sami	"se-NO"
Sanskrit	"sa-IN"
Serbian_Cyrillic	"sr-RS"
Serbian_Latin	"sr-SP"
Sindhi_India	"sd-IN"
Sindhi_Pakistan	"sd-PK"
Sinhala	"si-LK"
Slovak	"sk-SK"
Slovenian	"sl-SI"
Somali	"so-ET"
Sorbian	"wen-DE"
Spanish	"es-ES"
Spanish_Argentina	"es-AR"
Spanish_Bolivia	"es-BO"
Spanish_Chile	"es-CL"
Spanish_Colombia	"es-CO"
Spanish_Costa_Rica	"es-CR"
Spanish_Dominican_Republic	"es-DO"
Spanish_Ecuador	"es-EC"
Spanish_El_Salvador	"es-SV"
Spanish_Honduras	"es-HN"
Spanish_LatinAmerica	"es-XL"

Language Identifier	Language Code
Spanish_Mexico	"es-MX"
Spanish_Nicaragua	"es-NI"
Spanish_Panama	"es-PA"
Spanish_Paraguay	"es-PY"
Spanish_Peru	"es-PE"
Spanish_Puerto_Rico	"es-PR"
Spanish_Uruguay	"es-UY"
Spanish_US	"es-US"
Spanish_Venezuela	"es-VE"
Swahili	"sw-TZ"
Swedish	"sv-SE"
Swedish_Finland	"sv-FI"
Syriac	"syr-SY"
Tajik	"tg-TJ"
Tamil	"ta-IN"
Tatar	"tt-RU"
Telugu	"te-IN"
Thai	"th-TH"
Tibetan	"bo-CN"
Tigrinya_Eritrea	"ti-ER"
Tigrinya_Ethiopia	"ti-ET"
Tsonga	"ts-ZA"
Tswana	"tn-BW"
Turkish	"tr-TR"

Language Identifier	Language Code
Turkmen	"tk-TM"
Uighur	"ug-CN"
Ukrainian	"uk-UA"
Urdu	"ur-PK"
Urdu_India	"ur-IN"
Uzbek	"uz-UZ"
Venda	"ve-ZA"
Vietnamese	"vi-VN"
Welsh	"cy-GB"
Xhosa	"xh-ZA"
Yi	"ii-CN"
Yiddish	"yi-MD"
Yoruba	"yo-NG"
Zulu	"zu-ZA"

9 Appendix: API for Automatic Translation Jobs Creation

Lionbridge Connector for SAP Commerce supports an API to create translation job programmatically using the `defaultCtProducerClient` bean:

```
/**

* The bean creates a Translation Job that will be sent by the connector's cron job. Example usage in psuedo-code:

 *

 * ctproducerclient = spring.getBean("defaultCtProducerClient");

 * modelService = spring.getBean("modelService");

 * for (...) {

 * //... gather a list of items

 * long examplePK = 8796093251585L;

 * item = modelService.get(PK.fromLong(examplePK));

* items.add(item)

 * }

* provider = ctproducerclient.getProviderByName("WorldServer
Test");

* ctproducerclient.createJobFromItemModels("test job", "this is a
test", null, "123456", null, provider.getId(), "en", {"fr", "es"},
items);

*

* @param jobName Name of translation job

* @param jobDescription Description of the job

* @param dueDate Due date. Optional.

* @param poReference Purchase Order reference. Optional.

* @param sourceLanguage Source language code (Hybris)

* @param targetLanguages List of target language codes (Hybris)

* @param lspId ID of TranslationProvider. See getProviderByName
(String providerName)

* @param itemsToTranslate List of Hybris ItemModels to translate.
Can be retrieved using

* ModelService or FlexibleSearchService, for example.

*/
```

```
void createJobFromItemModels(
final String jobName, final String jobDescription,
final Date dueDate, final String poReference,
final String sourceLanguage, final String[] targetLanguages,
final String lspId, List<ItemModel> itemsToTranslate);
```

Index