Clay Tablet Connector for SDL TMS

Installation and Configuration Guide

Version 2.9.9

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Welcome to the Clay Tablet Translation Connector for SDL TMS ("Connector"). This is Clay Tablet's connector between the Clay Tablet Platform and SDL TMS.

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.
Clay Tablet (CTT)	Clay Tablet Technologies, the corporate entity that publishes the Clay Tablet Connector and the Clay Tablet Platform.
Clay Tablet Connector for SDL TMS ("Connector")	The connector software that Clay Tablet Technologies has developed and provides, which plugs into your SDL TMS 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.
Clay Tablet Platform	The hosted (IaaS) connectivity platform that receives and routes content from content systems, including content management systems (CMSs), to translation providers and back during implementation. Clay Tablet Technologies configures the Platform based on the number and nature of systems involved in your system architecture.
CTA (Content Transfer API)	CTA (Content Transfer API) is the SDL TMS API that the Connector uses to interface with SDL TMS.
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 keys to multiple instances, because this is a violation of the Clay Tablet License Agreement. Using the same keys on multiple instances will cause the Connector to behave unexpectedly, which can result in lost translation content, orphaned projects, and inaccurate translation status reports. Clay Tablet will only support technical issues caused by duplicating or incorrectly installing keys on a time and materials basis.
MT	Machine translation. The translation provider can be a machine translation service, such as Google Translate.
On-Premise Platform	A version of the Clay Tablet Platform that is hosted on the premises of the Clay Tablet client, instead of on AWS.
Producer	CMS or another system that sends content or documents out for translation.
Provider	A provider of translation services, such as SDL TMS. The Connector delivers content to the provider for translation.
TMS	A translation management system that the translation provider uses.

1.2 About the Clay Tablet Translation Platform

Clay Tablet's translation connectivity platform is the easiest, most flexible way to integrate content management systems (CMSs) with translation providers and translation technologies.

Clay Tablet Platform is the hosted (IaaS) connectivity platform that receives and routes content from content management systems to translation providers and back. It is hosted on Amazon Web Services (AWS). During implementation, Clay Tablet Technologies configures the Platform for both the content producer and its content management system (CMS), and the translation provider and its translation technologies. The Clay Tablet Platform uses the following services on AWS:

■ S3 (Amazon Simple Storage Service), which provides storage services for the content sent to and from translation.

■ SQS (Amazon Simple Queue Service), which provides message queue services.

1.3 How the Clay Tablet Translation Connector Works with SDL TMS

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

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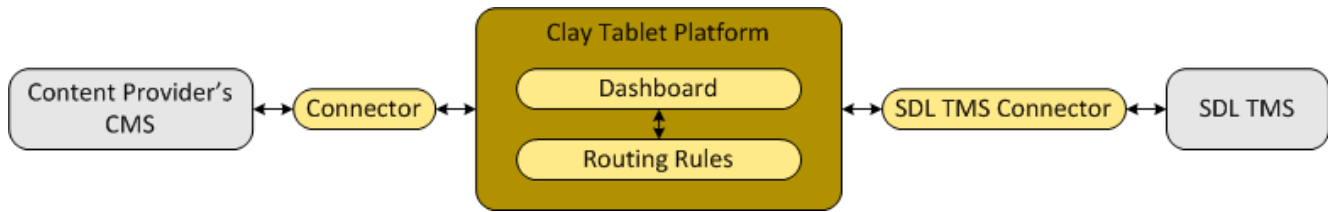
Your translation systems architecture might look like the configuration above. It may have additional CMSs or content providers, but the core concepts remain the same.

During implementation, Clay Tablet works with you and your content producers to configure and test the other elements of your translation solution, which are the Clay Tablet Platform's connections to your content producer's content management system (CMS).

The Connector does not listen on any port. All network communication is outgoing:

- The Connector periodically samples SQS messages that the Clay Tablet Platform for new translation jobs:

  1. When there is a new job, the Connector downloads the files for translation from S3.

  2. When all files are downloaded, the Connector creates a new job in SDL TMS with all the files to translate.

- Via CTA (SDL TMS's Content Transfer API), the Connector periodically samples SDL TMS to check the status of the jobs it created.

  Background: When a translator completes the translation for a file in a job, the file is in the `TCR` (Translation Content Retrieval) state in SDL TMS .

  1. When the Connector finds a file in the `TCR` state, it downloads the translated file from SDL TMS, and it sends it back to the Clay Tablet Platform via SQS/S3.

  2. The Clay Tablet Platform sends the translated file back to the CMS, where the translation job was initiated.

  3. When the CMS acknowledges that it has successfully received the translated file, the Connector sends a `L10NCompleteRequest` message to SDL TMS about the file.

  Note: The Connector does not wait for *all* files in a job to reach the `TCR` state. It downloads the individual translated files as soon as they reach the `TCR` state.

Note about using the Connector with multiple SDL TMS instances: One Connector instance can connect with only one SDL TMS instance. However, in the SDL TMS server configuration file, you can configure the URL to use multiple clients in that TMS instance, based on the translation content type or the origin of the translation content. In the same configuration file, you can also configure the GUID of the clients to use.

1.4 Using this Guide

Purpose of this guide

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

Who should use this guide

This guide is intended for system integrators and system administrators.

What you should already know

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

Documentation conventions

This guide uses the following conventions:

Convention	Description
Bold	Highlights screen elements such as buttons, menu items, and fields.
`Courier`	Highlights input, file names, and paths.
Italics	Highlights terms for emphasis, variables, or document titles.
>	Indicates a menu choice. For example, "Select **Admin Tools > Configuration**."

1.5 How to Contact Clay Tablet Support

Email @: support@clay-tablet.com
Telephone: +1-416-363-0888

How to submit a support ticket:

1. Email support@clay-tablet.com, and cc (carbon copy) anyone to include in the ticket correspondence.

    Important: Include the information and attachments in your email that are listed in the following sub-sections.

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

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

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

When the issue is resolved, Clay Tablet closes the ticket.

Information to include in the support ticket:

- client name
- CMS or content system name and version
- Connector or App version installed
- name of job for which the issue occurs
- date of job submission
- detailed description of the issue
- any error text–copy and paste, if applicable

Files to attach to the support ticket:

- CMS log files for the date the issue occurred
- Clay Tablet log files for the date the issue occurred
- screen capture of the issue

How to view and update your support ticket in Zendesk:

You must log into Zendesk to view your support tickets there.

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

2. In the top-right corner, click **Sign in**, and enter your credentials.

    Note: If you do not have credentials yet, then click either **Sign up** or **Get a password**, and follow the onscreen instructions.

Sign in to Clay Tablet Technologies

Email

Password

☐ Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

I am an Agent

Forgot my password

New to Clay Tablet Technologies? 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.

3. After signing in, click **My activities** to view the tickets you opened or where you are cc'd.

4. To update tickets, you can reply or attach files.

For more information, refer to "Submitting and tracking support requests" in Zendesk's *Help Center guide for end-users*, at: https://support.zendesk.com/hc/en-us/articles/203664386-Help-Center-guide-for-agents-and-end-users.

Important: Zendesk refers to a *support ticket* as a *support request*. These terms are interchangeable.

2 Before You Install

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

2.1 System Requirements

The Clay Tablet Translation Connector for SDL TMS ("Connector") has the following system requirements:

Operating System	Any operating system that supports Java 8.
Memory	256 MB minimum.
Processor	Pentium 2 266 MHz or faster.
Disk Space	■ Connector installation – 20 MB ■ Java 8 installation – 124 MB ■ Space for storing active translation jobs **Recommendation:** Allocate at least 100 MB.

2.2 Pre-Installation Procedures

1. Install Java version 8.

   Note: `jdk 1.7.0_55` causes an error. Use a 1.8 JDK instead.

2. Set the Java path in your operating system.

3. Enable the following outbound HTTPS access:

   ⦂ The server requires outbound HTTPS access (port 443 by default) to hosts from `amazon.com`.
   ⦂ The server must be able to access the SDL TMS server via CTA (SDL TMS's Content Transfer API).

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

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

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

7. If the content producer is using the On-Premise Platform, please contact Clay Tablet Technologies Support to obtain a different `target.xml` platform-key file. Copy this file to the following folder: `<installation directory>\config\accounts`. For details, see .

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

8. Edit the Connector configuration settings in `<installation directory>\config\tmsconnector.config.xml`, as described in "Configuration Options" on page 12.

3 Configuration Options

To set the configuration options for the Connector:

1. Navigate to `<installation directory>\config>`.

2. Open `tmsconnector.config.xml` for editing.

3. Specify the following configuration options:

Configuration Option	Description	Default Value
tmsUrl	The URL of the SDL TMS server.	https://xxx.sdlproducts.com
defaultClientId	Your client ID for accessing SDL TMS via CTA (SDL TMS's Content Transfer API).	
tmUpdateFilesDir	Optional. The path, relative to the installation directory, for delivering the TM update file.	UpdateTM
submitTmUpdateFileAsJob	Whether the Connector submits each TMX file to SDL TMS as a single job. The original TMX job ID is stored in the following SDL TMS API method: `ItemRequest.setLocationInformation`. **Note:** When this option is configured to `true`, the Connector does not automatically delete completed jobs.	false
supportMultipleDownload	Configures the Connector to poll the status of a job item, even if the translation was submitted to and approved by producer. The polling continues until the item's status in SDL TMS is set to `COMPLETED` or `TERMINATED`.	false
tcrStatusCodes	If your TMS instance has multiple or custom TCR states, uncomment this option and add the TCR state IDs to the list.	19

Configuration Option	Description	Default Value
itemNamingStyle	Configures the Connector to use only the asset name instead of its full path when submitting an asset with a long filename for translation. There are multiple options for configuring the asset name to prevent overwriting. Supported values are: ■ `AssetName`: The asset name only. **Warning:** Eliminating the full path may cause translated content to be overwritten (if there are multiple target languages). ■ `AssetNameSeqNum`: Appends the sequence number to the asset name, which prevents overwriting. ■ `AssetNameTaskId`: Appends the asset task ID to the asset name, which prevents overwriting. (An asset task represents a work task that the translation provider performs for an asset.) ■ `AssetTaskId`: The asset task ID only. (An asset task represents a work task that the translation provider performs for an asset.) **Note:** You use the `<maxItemNameLength>` option, described below, to configure the maximum allowed filename length.	AssetNameTaskId
maxItemNameLength	The maximum filename length that the Connector submits to SDL TMS. If the filename length generated according to the `<itemNamingStyle>` option, described above, exceeds this limit, the Connector truncates the filename to fit this limit.	160

Configuration Option	Description	Default Value
contentEncoding	The encoding type of content files. This is any standard Java encoding type. It must match the encoding type of the XML file that the Clay Tablet content-producer Connector creates, for example `UTF-8`, `UTF-16`, or `US-ASCII`. Typically, you configure this to `UTF-8`.	Default
pollingIntervalSeconds	The interval, in seconds, for the Connector to poll the Clay Tablet Platform for messages.	30
statucCheckingIntervalSeconds	The polling interval, in seconds, for the Connector to poll SDL TMS for job states.	90
purgeFinishedJobDelayDays	The interval, in days, that the Connector waits before deleting files for completed jobs.	3
requiresManifest	If SDL TMS does not require a manifest file to be generated, uncomment this option and change the default value.	true
immediateRetryCount	The number of times that the Connector immediate retries certain tasks before reverting to wait and retry.	3
repetitiveErrorNotificationIntevalMinutes	The interval, in minutes, before the Connector sends out additional notifications about the same repetitive errors in the same job.	120
repetitiveErrorMaxNotifyCount	The maximum number of notification that the Connector sends about the same repetitive error before giving up retrying and moving the job to failed state. To set the Connector to unlimited retry, specify `-1`.	-1

4. Optional. To configure the Connector to send out email notifications:

Configuration Option	Description	Default Value
emailConfigs	Uncomment this option to configure the following email account information sub-options for outgoing email notifications.	
mail.transport.protocol (sub-option of emailConfigs)	The mail protocol.	smtp
mail.smtp.starttls.enable (sub-option of emailConfigs)	Indicates whether your SMTP server supports the StartTLS protocol. If necessary, contact your network administrator for this information.	true
mail.smtp.host	The IP address or domain name of your SMTP server.	
mail.smtp.user	The login name or account if your SMTP server needs authentication.	
mail.smtp.password	The password to log in to your SMTP server if it needs authentication.	
mail.smtp.port	The port used by your SMTP service.	
mail.smtp.auth	Indicates whether the SMTP server needs authentication. If necessary, contact your network administrator for this information.	true
providerEmail	Email address for provider (translator) point of contact	
producerEmail	Email address for producer (CMS content creator) point of contact	
diagnosticEmail	Email address for receiving diagnostic snapshots	
periodicDiagnosticIntervalMinutes	The interval, in minutes, for the Connector to send periodic diagnostic email messages. To disable this option, set it to `0`.	720
diagnosticFileSizeLimit	The maximum file size, in B, for sending diagnostic email messages. To avoid a file-size limit, set this option to `0`. **Tip:** 102400 B is 100 KB.	102400

5. Optional. To configure the Connector to use the Clay Tablet On-Premise Platform:
   a. Uncomment the lines for the `baseModuleClass` and `platformUrl` configuration options.

b. Specify the following configuration option:

Configuration Option	Description	Default Value
platformUrl	The URL of the Clay Tablet On-Premise Platform, which supports both the HTTP and HTTPS protocols.	http://ctws.ctt-platform-int.com

6. Save your changes and close the file.

7. If some of the language codes in your CMS connector do not match those in SDL TMS, edit the following file to configure language mapping: `<installation directory>\config\tms_language.mapping.xml`.

4 Installing and Running the Connector

This section describes how to install the Connector installation package you downloaded earlier into your system as a Windows service.

Before you install the Connector, verify that you have reviewed the system requirements and followed all the pre-installation procedures described in "Before You Install" on page 10.

To install the Connector:

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

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

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

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

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

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

    The `run_tms.bat` runs.

4. Specify the parameters for running the Connector as a Windows service:

    a. Open `<installation directory>\wrapper.conf` for editing.

    b. Provide meaningful names for the following parameters

Parameter	Description	Default Value
wrapper.name	The name of the Windows service.	tmsconnector
wrapper.displayname	The display name of the Windows service.	Testing TMS Connector
wrapper.description	The description of the Windows service.	Testing TMS Connector for ClayTablet

wrapper.java.command	The reference to the Java installation (probably on line 44).	`wrapper.java.command=C:/Program Files (x86)/Java/jdk1.6.0_45/bin/java`
		
		Change this to:
		
		`wrapper.java.command=C:/Program Files/Java/jdk1.8.0_71/bin/java`

5. Run `<installation directory>\InstallTmsConnector-NT.bat`.

    This installs the Windows service you defined in `wrapper.conf`.

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

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

8. In the **Services** window:

    a. Locate the service with the name you specified in `wrapper.conf`.

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

9. Check the log files to ensure that the Connector is running properly, without errors.

If you encounter any problems, send the log files in `<installation directory>\log` to Clay Tablet Support. For details, see page 7.

Note: The Connector does not have a user interface.