



Lionbridge Connector for Veeva Vault

Installation and Configuration Guide

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1 Welcome to the Connector for Veeva Vault

Welcome to the Lionbridge Connector for Veeva Vault . This is the Connector between Veeva Vault and the Lionbridge Content API, which enables you to manage the translation lifecycle effectively in Veeva Vault. The Connector facilitates built-in review work-flows in which, the files or documents pass through a review workflow before and after the translation. The translations are done quick and easy with this Connector.

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	Any content or document being sent for translation, including metadata. Assets are created by the Connector.
CloudBroker	Lionbridge's server application for hosting the Lionbridge Connector for Veeva Vault. As a SaaS (Software as a Service), Veeva Vault does not support installing the Lionbridge Connector or any other external applications on its server. Therefore, the Lionbridge Connector is hosted on the Lionbridge CloudBroker server.
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	<p>The Connector uses keys to establish a secure, discrete connection between the Connector instance and the Platform.</p> <p>Very important: Do not use the same account keys on multiple instances, because this is a violation of the License Agreement. Using the same account keys on multiple Veeva Vault instances will cause the 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.</p>
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 Veeva Vault (Connector)	The Connector software that Lionbridge has developed, which plugs into your Veeva Vault 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 Bing.
Producer	CMS or another system that sends content or documents out for translation. In this case, this is your Veeva Vault.
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 Content API

The Content API 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.

1.3 How the Connector Works with Veeva Vault

The Lionbridge Connector (Connector) is an important part of the Lionbridge translation solution.

The Connector is installed on the Veeva Vault system. Its functionality is displayed to the users as part of Veeva Vault.



Your translation systems architecture might look like the configuration above. It may have additional content systems or translation providers, but the core concepts remain the same. If your translation provider is Lionbridge, it is accessed via the CloudBroker server.

During implementation, Lionbridge Connector Support works with you and your translation providers to configure and test the other elements of your translation solution, which are the 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 Veeva Vault. 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 Veeva Vault administrators and system integrators.

What you should already know

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

If Lionbridge is your company's translation provider, it assumes that either Freeway or onDemand is already set up for your company.

How to find out more about the Lionbridge Connector for Veeva Vault

For information on using the Lionbridge Connector to send and receive content for translation from Veeva Vault, read the *Lionbridge Connector for Veeva Vault User Guide*.

Documentation conventions

This guide uses the following conventions:

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

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:

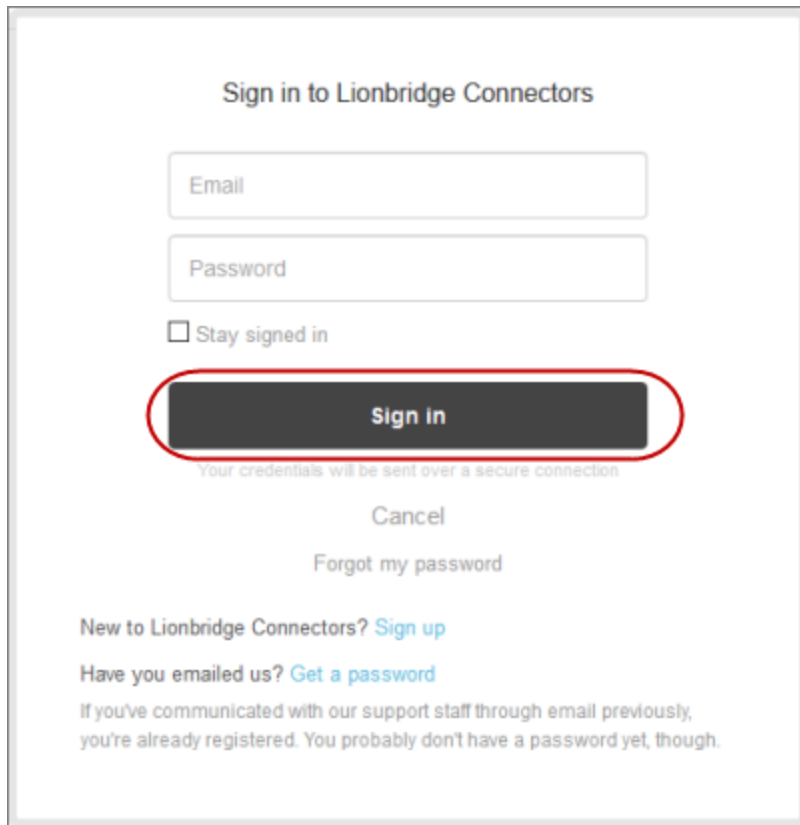
- CMS log files for the date the issue occurred
- Connector or App log files for the date the issue occurred
- screen capture of the issue

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**.



Sign in to Lionbridge Connectors

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

Forgot my password

New to Lionbridge Connectors? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

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.

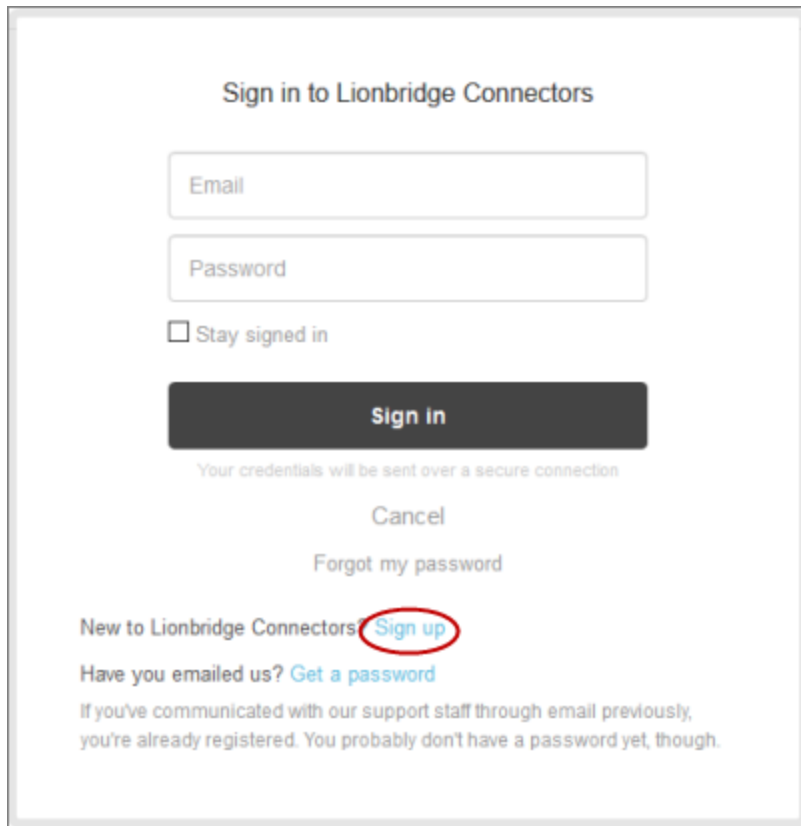
1.5.4 Signing Up for a Zendesk Account for Lionbridge Connectors

You can create a new Zendesk account for Lionbridge Connectors.

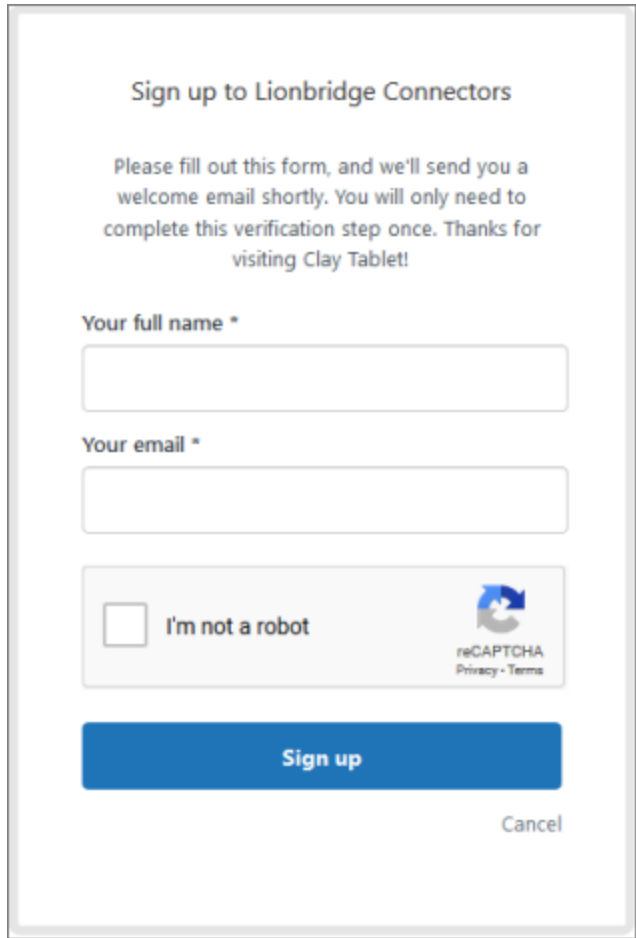
Note: If you have previously emailed Lionbridge Connectors Support at connectors@lionbridge.com to create a support ticket, you can get a password for your email account. For detailed instructions, see "How to Get a Password if You Have Previously Emailed Lionbridge Connectors."

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.



The screenshot shows a sign-up form titled "Sign up to Lionbridge Connectors". Below the title is a message: "Please fill out this form, and we'll send you a welcome email shortly. You will only need to complete this verification step once. Thanks for visiting Clay Tablet!". The form contains two text input fields: "Your full name *" and "Your email *". Below these is a reCAPTCHA section with a checkbox labeled "I'm not a robot" and the reCAPTCHA logo. At the bottom of the form are two buttons: a blue "Sign up" button and a grey "Cancel" button.

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.

Sign in to Lionbridge Connectors

Email

Password

Stay signed in

Sign in

Your credentials will be sent over a secure connection

Cancel

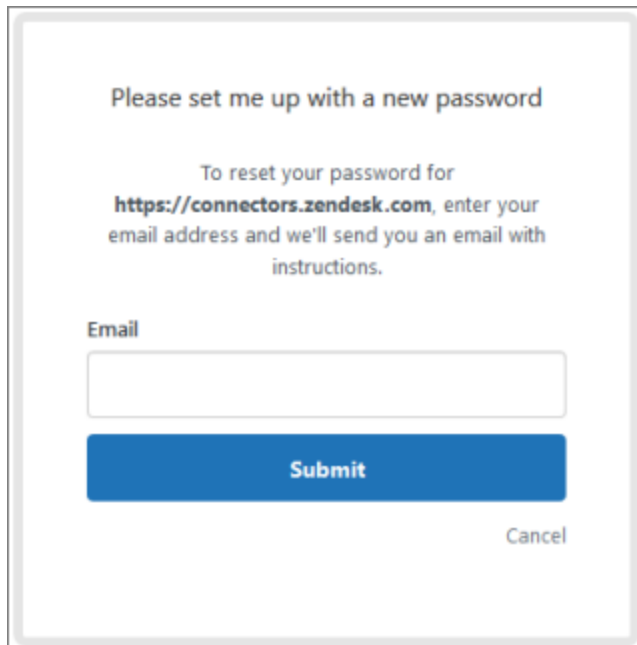
Forgot my password

New to Lionbridge Connectors? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

The **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 installing the Connector for Veeva Vault, ensure that the following tasks are completed:

- Create a Veeva Vault owner account to get the complete Connector functionality and provide your owner account credentials to Lionbridge support for the Veeva Vault connection.
- Create a generic Integration account with the Vault Owner Security Profile. This account must not be a names account.
- Enable Inbound Packages in the Veeva Vault:
 - Go to **Admin > Settings > General Settings**.
 - Select **Allow Inbound Packages**.
- After enabling the Inbound Packages, you can see the **Deployment** tab. If you cannot see the tab, log out and log in again to see the tab.
- Create Translation Administrator and Users Groups:
 - Go to **Admin > Users & Groups > Groups**.
 - Click **Create**.
 - Enter “Translation Administrators” as the label and click **Save**.
 - To add Translation Users group, click **Create**.
 - Enter “Translation Users” as the label and click **Save**.

3 Importing the Configuration Package

To import the Veeva Vault Configuration Package (VPK) for the Lionbridge Connector:

1. Go to **Admin > Deployment > Inbound Packages**.
2. Click **Import** and select the **Configuration VPK** from the file system.
An e-mail notification is sent upon the successful import of the VPK file.
3. Click the Name of the imported package.
4. Confirm that the Deployment Status is displayed as **Verified**.
5. Click the settings icon  and select **Review & Deploy**.
6. Click **Next**.
7. Click **Finish** to complete the import of VPK Configuration.
An e-mail notification is sent after the VPK import is completed.

4 Configuring the Lionbridge Connector Connection

To complete the connection configuration, perform the following:

- Create the connection
- Create the Translation Configuration Object Record

To create the connection:

1. Go to **Admin > Connections**.
2. Click **Create**.
3. Select **External** from the **Connection Type** drop-down.
4. Click **Continue**.
5. Enter the following fields with the exact details as below:
 - a. Name—**Lionbridge Translation Connector**
 - b. API Name—**lionbridge_translation_connector**
 - c. URL—For Staging environment, enter "<https://cloudbroker-staging.ctt.lionbridge.com/CloudBroker/plugins/vault>".
For Production environment, enter "<https://cb1-prod-na.ctt.lionbridge.com/CloudBroker/plugins/vault>".
6. Click **Save**.

With this, a new connection for the Connector is created and saved in the **Active** state.

To create the Translation Configuration Object Record:

1. Go to **Admin > Settings > General**.
Take a note of the Vault ID for future use.
2. Go to **Admin > Business Admin**.
3. Under Component, select **Translation Configuration**.
4. Click **Create**.
5. Enter the following with the exact details as below:
 - Name—**Vault ID**
 - Status—**Active**


- Vault ID—{Enter the Vault ID obtained}

6. Click **Save**.

With this, the Translation Configuration object record is created .

5 Importing the Custom Configuration Package

To import the Veeva Vault Custom Configuration Package (VPK) for the Lionbridge Connector:

1. Go to **Admin > Deployment > Inbound Packages**.
2. Click **Import** and select the **Custom VPK** from the file system.
An e-mail notification is sent upon the successful import of the Custom VPK file.
3. Click the Name of the imported custom package.
4. Confirm that the Deployment Status is displayed as **Imported**.
5. Click the settings icon  and select **Review & Deploy**.
6. Click **Next** in the **Review and Select Steps** screen.
7. Click **Finish** to complete the import of Custom VPK package.
An e-mail notification is sent after the Custom VPK package import is completed.

6 Configuring the Users and Administrators

Translation Users and Administrators can create and process the Translation Jobs. The Translation Users can see only the Translation Jobs created by them, where as the Admins can see and interact with all Translation Jobs in the system.

To configure the Translation User:

- Add the **Translation User Permission Set** to Security profiles that must have the Translation User permissions.
- Add users to the Translation Users group.
- (Optional) Set the Translation Users group to include the Translation User Profiles.

To configure the Translation Admin:

- Add the **Translation Admin Permission Set** to Security profiles that must have the Translation Admin permissions.
- Add appropriate users to the Translation Administrators group.
- (Optional) Set the Translation Administrators group to include the Translation Admin User Profiles.

7 Configuring the User Action

Single Document Translation must be configured for each Document Type and State it is required on.

To configure the User Action:

1. Go to **Admin > Document Lifecycles > {Desired Document LC}**.
2. Click the **States** tab.
3. Click the desired state.
4. Click the **User Actions** tab.
5. Click the **Edit** button.
6. Add the following User Action details:
 - Type—**Create Related Record**
 - Label—**Send for Translation**
 - Objects—**Translation Job**
 - Field to Default—**Source Document**
7. Click **Save** to complete the User Action configuration.
8. (Optional) To control user access to the User Actions, enable **Document Atomic Security**.

8 Appendix: Language Codes

The Connector has the following language codes:

Language Identifier	Language Code
Afrikaans (South Africa)	af-ZA
Albanian (Albania)	sq-AL
Alsatian (France)	gsw-FR
Amharic (Ethiopia)	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 (Morocco)	ar-MA
Arabic (Oman)	ar-OM
Arabic (Qatar)	ar-QA
Arabic (Saudi Arabia)	ar-SA
Arabic (Syria)	ar-SY
Arabic (Tunisia)	ar-TN
Arabic (U.A.E.)	ar-AE
Arabic (Yemen)	ar-YE
Armenian (Armenia)	hy-AM
Assamese (India)	as-IN

Language Identifier	Language Code
Azeri (Cyrillic, Azerbaijan)	az-Cyrl-AZ
Azeri (Latin, Azerbaijan)	az-Latn-AZ
Bashkir (Russia)	ba-RU
Basque (Basque)	eu-ES
Belarusian (Belarus)	be-BY
Bengali (Bangladesh)	bn-BD
Bengali (India)	bn-IN
Bosnian (Cyrillic, Bosnia and Herzegovina)	bs-Cyrl-BA
Bosnian (Latin, Bosnia and Herzegovina)	bs-Latn-BA
Breton (France)	br-FR
Bulgarian (Bulgaria)	bg-BG
Catalan (Catalan)	ca-ES
Chinese (Simplified, P.R.China)	zh-CN
Chinese (Simplified, Singapore)	zh-SG
Chinese (Traditional, Hong Kong S.A.R.)	zh-HK
Chinese (Traditional, Macao S.A.R.)	zh-MO
Chinese (Traditional, Taiwan)	zh-TW
Corsican (France)	co-FR
Croatian (Croatia)	hr-HR
Croatian (Latin, Bosnia and Herzegovina)	hr-BA
Czech (Czech Republic)	cs-CZ
Danish (Denmark)	da-DK
Dari (Afghanistan)	prs-AF

Language Identifier	Language Code
Divehi (Maldives)	dv-MV
Dutch (Belgium)	nl-BE
Dutch (Netherlands)	nl-NL
English (Australia)	en-AU
English (Belize)	en-BZ
English (Canada)	en-CA
English (India)	en-IN
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 and Tobago)	en-TT
English (United Kingdom)	en-GB
English (United States)	en-US
English (Zimbabwe)	en-ZW
Estonian (Estonia)	et-EE
Faroese (Faroe Islands)	fo-FO
Filipino (Philippines)	fil-PH
Finnish (Finland)	fi-FI
French (Belgium)	fr-BE

Language Identifier	Language Code
French (Canada)	fr-CA
French (France)	fr-FR
French (Luxembourg)	fr-LU
French (Monaco)	fr-MC
French (Switzerland)	fr-CH
Frisian (Netherlands)	fy-NL
Galician (Galician)	gl-ES
Georgian (Georgia)	ka-GE
German (Austria)	de-AT
German (Germany)	de-DE
German (Liechtenstein)	de-LI
German (Luxembourg)	de-LU
German (Switzerland)	de-CH
Greek (Greece)	el-GR
Greenlandic (Greenland)	kl-GL
Gujarati (India)	gu-IN
Hausa (Latin, Nigeria)	ha-Latn-NG
Hebrew (Israel)	he-IL
Hindi (India)	hi-IN
Hungarian (Hungary)	hu-HU
Icelandic (Iceland)	is-IS
Igbo (Nigeria)	ig-NG
Indonesian (Indonesia)	id-ID

Language Identifier	Language Code
Inuktitut (Latin, Canada)	iu-Latn-CA
Inuktitut (Syllabics, Canada)	iu-Cans-CA
Irish (Ireland)	ga-IE
isiXhosa (South Africa)	xh-ZA
isiZulu (South Africa)	zu-ZA
Italian (Italy)	it-IT
Italian (Switzerland)	it-CH
Japanese (Japan)	ja-JP
K'iche (Guatemala)	qut-GT
Kannada (India)	kn-IN
Kazakh (Kazakhstan)	kk-KZ
Khmer (Cambodia)	km-KH
Kinyarwanda (Rwanda)	rw-RW
Kiswahili (Kenya)	sw-KE
Konkani (India)	kok-IN
Korean (Korea)	ko-KR
Kyrgyz (Kyrgyzstan)	ky-KG
Lao (Lao P.D.R.)	lo-LA
Latvian (Latvia)	lv-LV
Lithuanian (Lithuania)	lt-LT
Lower Sorbian (Germany)	dsb-DE
Luxembourgish (Luxembourg)	lb-LU
Macedonian (Former Yugoslav Republic of Macedonia)	mk-MK

Language Identifier	Language Code
Malay (Brunei Darussalam)	ms-BN
Malay (Malaysia)	ms-MY
Malayalam (India)	ml-IN
Maltese (Malta)	mt-MT
Maori (New Zealand)	mi-NZ
Mapudungun (Chile)	arn-CL
Marathi (India)	mr-IN
Mohawk (Mohawk)	moh-CA
Mongolian (Cyrillic, Mongolia)	mn-MN
Mongolian (Mongolian, P.R.China)	mn-Mong-CN
Nepali (Nepal)	ne-NP
Norwegian, Nynorsk (Norway)	nn-NO
Norwegian (Norway)	nb-NO
Occitan (France)	oc-FR
Oriya (India)	or-IN
Pashto (Afghanistan)	ps-AF
Persian (Iran)	fa-IR
Polish (Poland)	pl-PL
Portuguese (Brazil)	pt-BR
Portuguese (Portugal)	pt-PT
Punjabi (India)	pa-IN
Quechua (Bolivia)	quz-BO
Quechua (Peru)	quz-PE

Language Identifier	Language Code
Quechua (Peru)	es-PE
Quechua (Quechua)	quz-EC
Romanian (Romania)	ro-RO
Romansh (Switzerland)	rm-CH
Russian (Russia)	ru-RU
Sami, Inari (Finland)	smn-FI
Sami, Lule (Norway)	smj-NO
Sami, Lule (Sweden)	smj-SE
Sami, Northern (Finland)	sv-FI
Sami, Northern (Norway)	se-NO
Sami, Northern (Sweden)	se-SE
Sami, Skolt (Finland)	sms-FI
Sami, Southern (Norway)	sma-NO
Sami, Southern (Sweden)	sma-SE
Sanskrit (India)	sa-IN
Scottish (United Kingdom)	gd-GB
Serbian (Cyrillic, Bosnia and Herzegovina)	sr-Cyrl-BA
Serbian (Cyrillic, Montenegro)	sr-Cyrl-ME
Serbian (Cyrillic, Serbia)	sr-Cyrl-RS
Serbian (Latin, Bosnia and Herzegovina)	sr-Latn-BA
Serbian (Latin, Montenegro)	sr-Latn-ME
Serbian (Latin, Serbia)	sr-Latn-RS
Serbian (Latin, Serbia and Montenegro)	sr-Latn-CS

Language Identifier	Language Code
Sesotho sa Leboa (South Africa)	nso-ZA
Setswana (South Africa)	tn-ZA
Sinhala (Sri Lanka)	si-LK
Slovak (Slovakia)	sk-SK
Slovenian (Slovenia)	sl-SI
Spanish (Argentina)	es-AR
Spanish (Bolivarian Republic of Venezuela)	es-VE
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 (Guatemala)	es-GT
Spanish (Honduras)	es-HN
Spanish (Nicaragua)	es-NI
Spanish (Panama)	es-PA
Spanish (Paraguay)	es-PY
Spanish (Puerto Rico)	es-PR
Spanish (Spain)	es-ES
Spanish (United States)	es-US
Spanish (Uruguay)	es-UY

Language Identifier	Language Code
Swedish (Finland)	sv-FI
Swedish (Sweden)	sv-SE
Syriac (Syria)	syr-SY
Tajik (Cyrillic, Tajikistan)	tg-Cyrl-TJ
Tamazight (Latin, Algeria)	tzm-Latn-DZ
Tamil (India)	ta-IN
Tatar (Russia)	tt-RU
Telugu (India)	te-IN
Thai (Thailand)	th-TH
Tibetan (P.R.China)	bo-CN
Turkish (Turkey)	tr-TR
Turkmen (Turkmenistan)	tk-TM
Ukrainian (Ukraine)	uk-UA
Upper Sorbian (Germany)	hsb-DE
Urdu (Islamic Republic of Pakistan)	ur-PK
Uyghur (P.R.China)	ug-CN
Uzbek (Cyrillic, Uzbekistan)	uz-Cyrl-UZ
Uzbek (Latin, Uzbekistan)	uz-Latn-UZ
Vietnamese (Vietnam)	vi-VN
Welsh (United Kingdom)	cy-GB
Wolof (Senegal)	wo-SN
Yakut (Russia)	sah-RU
Yi (P.R.China)	ii-CN
Yoruba (Nigeria)	yo-NG

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