Translation Manager 2.0 SP2 Installation Manual

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About this installation manual

Translation Manager is a product that integrates SDL Tridion with SDL Translation Management System (SDL TMS). The integration enables you to send content stored in the Content Manager of SDL Tridion for translation to SDL TMS.

Use this manual if you need to install Translation Manager. Installation of Translation Manager involves the following:

- Chapter 1 Installing Translation Manager overview (see page 3) provides an overview of the installation process and prerequisites.
- Chapter 2 Creating the Translation Manager Database (see page 7) describes how to create the database where Translation Jobs are stored.
- Chapter 3 Installing Translation Manager (see page 10) describes how to install the Translation Manager on your Content Manager Server.
- Chapter 4 Outscaling Translation Manager Service (see page 20) describes how to run multiple Translation Manager Services on multiple machines.

Before installing the Translation Manager software, check that your machine meets all the prerequisites. For more information, see Translation Manager prerequisites (see page 5).

Audience

The Installation Manual is intended for SDL Tridion System Administrators who want to install Translation Manager.
Live updates

While every effort has been made to make this manual as up-to-date as possible at the time of release, the contents of this document may have changed when you read this. To check for the latest version of this content, refer to the SDL Tridion documentation portal at this URL:

http://docportal.sdl.com/sdltridion
Chapter 1  Installing Translation Manager overview

Translation Manager is a product that integrates SDL Tridion with SDL Translation Management System (SDL TMS). The integration enables you to send content stored in the Content Manager of SDL Tridion for translation to SDL TMS.

Installing the Translation Manager involves installing the following components on your Content Manager Server:

- **Content Manager Explorer Translation Extension** — enables users to initiate and track translations from the Content Manager Explorer, the Web-based Graphical User Interface to the Content Manager
- **Translation Manager** — the core component of the integration containing the communication logic between SDL TMS and Content Manager; the Translation Manager accesses SDL TMS to retrieve configuration information used to configure Publications for translation, stores Translation Jobs in a database, and receives status updates on translations
- **Translation Manager Service**—synchronizes the SDL TMS and Content Manager systems. It reads Translation Jobs from the Translation Manager database and performs the actions necessary to handle the jobs such as localizing and checking items out, creating jobs for transferral to SDL TMS, copying over and checking items in when translations have been completed, and updating the status of jobs
- **Translation Manager Database** — the database for storing Translation Jobs created in the Content Manager.

The following image shows these components within the SDL TMS integration with the SDL Tridion Content Management system:
1.1 Installation procedure

To install the Translation Manager, do the following:

1. **Read Product Prerequisites**—check that your machine meets all the prerequisites before installing the Translation Manager software
2. **Create Translation Manager Database**—run database scripts provided to create the Microsoft SQL Server or Oracle database where the Translation Manager stores Translation Jobs
3. **Install Translation Manager**—run the installer provided to install the Translation Manager components (Translation Manager core, Content Manager Explorer Translation Extension, and Translation Manager Service) on your Content Manager Server

4. **Outscale Translation Manager Service**—install the Content Manager core and Translation Manager Service on separate machines to outscale the Translation Manager

### 1.2 Translation Manager prerequisites

Translation Manager is installed on a machine that has Content Manager Server of SDL Tridion installed. The software and hardware required and supported for Translation Manager is in principal the same as for your installed version of Content Manager Server.

To check the prerequisites for Translation Manager, consult the *Product Prerequisites* document for your installed version of SDL Tridion and use it alongside this document which lists the discrepancies in requirements between the Translation Manager and the Content Manager Server.

**Database server prerequisites**

The Translation Manager requires an Oracle or Microsoft SQL Server database server for storing Translation Jobs created in the Content Manager. Refer to the *Product Prerequisites* document for your installed version of SDL Tridion. Additionally, make sure the following software components are installed:

- **Oracle Database**—your Oracle database must have the Oracle XML Developer Kit installed (in a default installation, this is installed automatically).
- **Microsoft SQL Server**—to create your Translation Manager database on Microsoft SQL Server, the server from which you run the script must have osql.exe installed (part of SQL client tools).

**Content Manager Server version support history**

<table>
<thead>
<tr>
<th>Version</th>
<th>5.2</th>
<th>5.2 SP1</th>
<th>5.3</th>
<th>2009</th>
<th>2009 SP1</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Translation Manager 2.0</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Translation Manager 2.0 SP1</td>
<td>Yes&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Yes&lt;sup&gt;2&lt;/sup&gt;</td>
<td>Yes&lt;sup&gt;3&lt;/sup&gt;</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Translation Manager 2.0 SP2</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

<sup>1</sup> Requires CM_5.2.0.59361 hotfix or higher installed.

<sup>2</sup> Requires CM_5.2.1.59362 hotfix or higher installed.

<sup>3</sup> Requires CM_5.3.0.60129 hotfix or higher installed.

**SDL Translation Management System version support history**

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---
<table>
<thead>
<tr>
<th>Translation Manager version</th>
<th>2007</th>
<th>2007 SP1</th>
<th>2007 SP2</th>
<th>2007 SP3</th>
<th>2007 SP4</th>
</tr>
</thead>
<tbody>
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<td>Yes</td>
<td>No</td>
<td>No</td>
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</tr>
<tr>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Note: In Translation Manager 2.0 and Translation Manager 2.0 SP1 you can use SDL TMS versions higher than stated in documentation, on the provision that in Translation Manager 2.0 you set compression to false. For example: `<TmsServer port="80" compression="true" ssl="false">http://tridion.sdlproducts.com</TmsServer>`

### Required third-party software

<table>
<thead>
<tr>
<th>Translation Manager version</th>
<th>Required third-party software</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0 and 2.0 SP1</td>
<td>Microsoft .NET Framework 2.0</td>
</tr>
<tr>
<td></td>
<td>Microsoft Visual C++ 2005 Redistributable Package</td>
</tr>
<tr>
<td>2.0 SP2</td>
<td>Microsoft .NET Framework 3.5 SP1 or Microsoft .NET Framework 4.0.</td>
</tr>
<tr>
<td></td>
<td>Microsoft Visual C++ 2005 Redistributable Package</td>
</tr>
</tbody>
</table>
Chapter 2  Creating the Translation Manager Database

The Translation Manager stores Translation Jobs in a Microsoft SQL Server or Oracle database. This section describes how to set up your database which involves running the appropriate scripts—using the necessary parameters—provided on the installation CD-ROM.

2.1 Creating a Microsoft SQL Server database

Requirements

Before installing the Translation Manager software, check that your machine meets all the prerequisites. For more information, see Translation Manager Product Prerequisites.

Context

Setting up your Translation Manager database on Microsoft SQL Server requires that run the scripts provided to create the database tables required for the Translation Manager.

Steps to execute

1. Insert the installation CD-ROM
2. Open a command prompt and navigate to the CD-ROM Database\MSSQL directory.
3. Run the CreateTranslationManagerDatabase.cmd file with the following parameters:
   - username—database system administration user (mandatory)
   - password—password of the database system administration user (mandatory)
   - server—server name (optional—default is local)
   - database—name of Translation Manager database (optional—default is Tridion_TranslationManagerDatabase)
   - dbuser—Translation Manager database user (optional—default is TMUSER)
   - dbpwd—password of the Translation Manager database user (optional—default is tridion)

   For example:
   CreateTranslationManagerDatabase.cmd sa tridion
   AMSSQL2005 Tridion_TranslationManagerDatabase TMUSER tridion

4. Close the command prompt.
Result
You have created the Translation Manager Database.

Next steps
The next step in the installation procedure is Installing Translation Manager (see page 10).

2.2 Creating an Oracle database

Requirements
Before installing the Translation Manager software, check that your machine meets all the prerequisites. For more information, see Translation Manager Product Prerequisites.

Context
Setting up your Translation Manager database on Oracle requires that you use the scripts provided to:

- create a database user who has all the necessary permissions to create the Translation Manager database
- create a database required for the Translation Manager

Steps to execute

1. Insert the installation CD-ROM.
2. Navigate to the CD-ROM Database\Oracle directory and run the CreateTranslationManagerSYSUser.sql script in SQL*Plus. The script prompts you to provide the name of the Translation Manager system user and password, a default tablespace, and a temporary tablespace.

   The script creates a database user who has all the necessary permissions to create the Translation Manager database.
3. Open a command prompt and navigate to the CD-ROM Database \Oracle directory.
4. Run the CreateTranslationManagerDatabase.cmd file with the following parameters:
   - username—logon account with the required permissions
   - password—password of the logon account
   - instance—Oracle instance (ORACLE_SID)
   - defaulttablespace—name of the default tablespace
   - temptablespace—name of the tablespace for temporary data
   - indextablespace—name of the tablespace for indexes
   - schemaname—Translation Manager schema (optional—the default is Tridion_TranslationManager)
   - schemapwd—Translation Manager password (optional—the default is tridion)

   CreateTranslationManagerDatabase.cmd tmuser tridion tcm920 USERS TEMP INDX Tridion_TranslationManager tridion
5. Close the command prompt.
Result
You have created the Translation Manager Database.

Next steps
The next step in the installation procedure is Installing Translation Manager (see page 10).
Chapter 3  Installing Translation Manager

You install Translation Manager on your Content Manager Server using the installer provided. The installer allows you to install the following components of the Translation Manager:

- **Content Manager Explorer Translation Extension** — enables users to initiate and track translations from the Content Manager Explorer
- **Translation Manager** — the core component of the integration containing the communication logic between SDL TMS and Content Manager
- **Translation Manager Service** — synchronizes the SDL TMS and Content Manager systems

3.1 Running the installer

**Requirements**

Before running the Translation Manager installer you need to have:

- created the database described in Creating the Translation Manager Database (see page 7)
- (optionally) created a User Group for users authorized to initiate Translation Jobs. You can configure this group after installation in the TranslationManager.xml configuration file (in the `<TranslationAuthorizationGroupUri>` element)

**Context**

You can install Translation Manager 2.0 SP2 on Content Manager Server version 2011.

**Steps to execute**

1. Access the Translation Manager installation CD-ROM.
2. Start the Translation Manager installer by double-clicking the shortcut called Install Translation Manager.
3. In the **Welcome** screen, click **Next**:
4. In the **Select Features** screen, select the options you want to install and click **Next**:

5. In the **Set up Translation Manager Database** screen, enter your database details (the defaults provided are the same as those provided by the create database scripts) and click **Next**:
6. In the **Set up COM+ Account** screen, enter the Windows user account the Translation Manager integration runs under (it is recommended that the user is a standard Windows user without any rights on the Content Manager but with write access to the `Tridion/bin/log` folder) and click **Next**.
The user will be added to the Tridion Impersonation users, if not already in the list. The user must have **Log on locally rights**. If the user is not already an impersonation user, you will need to reboot your system after installation (the installer will prompt you to reboot).

7. In the **Set up Content Manager Account** screen, enter the Tridion user the Translation Manager Service uses to read the Blueprint structure and to retrieve and store content:

- **Content Manager Account**—this user must have the following minimum permissions/rights:
  - be able to read content in all Source Publications (Publications that contain translation sources)
  - be able to read/write/localize in all Target Publications (Publications that are translation targets)

  Note: When the database server is not on the same server as the Content Manager Server/Translation Manager, it is recommended to use the MTSUser account.

- **Translation Group (TCM URI)**—the TCM URI of the User Group specifying users authorized to perform translations (if no value is specified, all users have translation rights in the translation Publications for which they have access). For more information on configuring the Translation Manager (Translation authorization group) and setting up security, see the **Translation Manager Implementation Guide**.

8. In the **Set up Translation Manager** screen, enter the **Server address** and **Server port number** of the SDL Translation Management System (and proxy settings, if applicable) and click **Next**:
You can connect to SDL TMS using standard Web requests on port 80 (default) using an HTTP-based protocol. For more information on connecting to SDL Translation Management System, see the SDL TMS documentation. SDL TMS supports a proxy. For more information, see the Translation Manager Implementation Manual.

9. In the Ready to Install the Application screen, click Next start the installation of Translation Manager:
The **Updating System** screen shows the progress of the installation:

10. In the final screen, click **Finish** to exit the installer:

11. Click **Yes** to restart your system:
Result

The Translation Manager components you selected from Content Manager Explorer Extension, Translation Manager core, and Translation Manager Service are installed.

The settings you specified are stored in the Translation Manager configuration file TranslationManager.xml located, by default, in your Tridion installation \config directory.

Next steps

When you have installed the Translation Manager components, you need to set up the Content Manager and SDL TMS for translation. For more information, see Translation Manager Implementation Guide (a PDF document).

3.2 Uninstalling Translation Manager

Context

You can uninstall the Translation Manager via the Microsoft Windows Start > Settings > Control Panel > Add or Remove Programs menu or by using the installer provided.

Steps to execute

1. Access the Translation Manager installation CD-ROM
2. Start the Translation Manager installer by double-clicking the shortcut called Install Translation Manager.
3. In the Application Maintenance screen, you have the following choices:
   - Repair — use to replace missing or corrupted files
   - Modify — if you have already installed a feature (or features), use to uninstall existing features or install additional features
   - Remove — use to uninstall all features
4. From the list of maintenance options, select **Remove** and click **Next**.
5. In the confirmation screen, click **Next** to confirm that you want to uninstall the Translation Manager.
6. When the uninstall is successful, the final screen appears to indicate the Translation Manager is uninstalled. Click **Finish** to exit the installer.

**Result**

The Translation Manager and its components (Content Manager Explorer Extension, Translation Manager code, and Translation Manager Translation Service) have been uninstalled.

### 3.3 Configuring an HTTPS connection

**Context**

To connect to SDL TMS using HTTPS (SSL), you need to perform the following tasks:

- Check the `<TmsServer>` element in the `TranslationManager.xml` file is correctly configured
- Install a certificate on each machine where the Translation Manager Service is installed—if you have local policies in place for obtaining security certificates, use these. Otherwise, you can obtain a certificate via the certificate authorities which come pre-installed in Web browsers (as described below)
Note: The log file reports the following error if you do not have a certificate installed: Using https causes Could not establish trust relationship for the SSL/TLS secure channel. exception and job stays in 'Sending for Translation'

Steps to execute

1. Open the TranslationManager.xml file by default located in your Tridion installation \config directory.
2. In the <TmsServer> element, specify connection details to the SDL Translation Management System (SDL TMS) you are using, for example:

   `<TmsServer port="443" compression="true" ssl="true">https://sdltridion.tms.com</TmsServer>

   • Specify the correct port
   • Set ssl to true
   • Specify the https:// address of the SDL TMS server you are using
3. Save and close TranslationManager.xml and restart the Translation Manager Service.
4. On each machine where you have installed Translation Manager Service, get a certificate by opening a Web browser—for example Internet Explorer—and enter the address (URL) of the SDL TMS server:

5. Click the Security Report icon:

6. Click View certificates:
7. Click **Install Certificate**: 

![Certificate Dialog]

8. In the **Certificate Import Wizard**, follow the instructions to install a certificate.
Chapter 4  Outscaling Translation Manager Service

Translation Manager supports the outscaling of the Translation Manager Service. The Translation Manager Service synchronizes the SDL TMS and Content Manager systems. It reads Translation Jobs from the Translation Manager database and performs the actions necessary to handle the jobs such as localizing and checking items out, creating jobs for transferral to SDL TMS, copying over and checking items in when translations have been completed, and updating the status of jobs.

Outscaling the Translation Manager Service ensures that when a Translation Manager Service fails while sending Translation Jobs or retrieving translated Content manager items, another Translation Manager Service can pick it up and continue processing the translation.

Assuming that you have an SDL Translation Management System available and have installed the Content Manager Database and Translation Manager Database, the the minimum requirements for outscaling the Translation Manager Service is as follows:

• On **Server 1:**
  • Perform a full installation of Content Manager Server
  • Perform a full installation of Translation Manager

• On **Server 2** (the minimum components required to run the Translation Manager Service):
  • Install Content Manager Server core
  • Install Translation Manager Service

To outscale further, perform a full or partial installation as described above. The following image shows the basic outscale scenario of the Translation Manager Service:
When you install multiple Translation Manager Services on multiple systems, the point of contact is the Translation Manager Database. The following describes how Translation Jobs are handled when you have multiple Translation Manager Services running:

• Each Translation Manager Service polls the Translation Manager Database at configured intervals for Translation Jobs awaiting transferral to SDL TMS, or translated Content Manager items marked as awaiting retrieval from SDL TMS. The `<TcmPollingInterval>` configuration element specifies the polling interval.

• When the status of a Translation Job is set to **Ready for Translation**, the first Translation Manager Services that subsequently polls the Translation Manager Database picks it up, processes it, then transfers it to SDL TMS.

• Each Translation Manager Service polls SDL TMS at configured intervals for items awaiting retrieval from SDL TMS. The `<TmsPollingInterval>` configuration element specifies the polling interval.
• When a Translation Manager Service sees that items have been translated and are ready to be returned, it marks them as ready for retrieval in the Translation Manager Database.
• When an item has been marked for retrieval in the Translation Manager Database, any Translation Manager Service can retrieve that item.
• When sending or retrieving items to SDL TMS, a timestamp is applied to an item to indicate when it was picked up by a service so that if a Translation Manager Service fails while sending or retrieving items to SDL TMS, after 2 hours has elapsed another Translation Manager Service can pick it up. If a Translation Manager Service is restarted before the 2 hour period has elapsed, it will continue processing the sending of Translation Jobs or retrieving of Content Manager items it was busy with when it failed.

4.1 Installing the Translation Manager Service on multiple machines

Context

This task describes how to install and configure multiple Translation Manager Services on multiple systems. When you outscale the Translation Manager Service, all systems need to use the same Content Manager Database and Translation Manager Database.

Steps to execute

1. Create the Content Manager Database—for more information, see the SDL Tridion Installation Manual.

2. Create Translation Manager Database—run database scripts provided to create the Microsoft SQL Server or Oracle database where the Translation Manager stores Translation Jobs—for more information, see Creating the Translation Manager Database (see page 7).

3. On machine 1, perform a full installation of the following:
   • Content Manager Server—for more information, see the SDL Tridion Installation Manual.
   • Translation Manager—for more information, see Installing Translation Manager (see page 10).

4. On machine 2, install the following components (these are the minimum components required to run the Translation Manager Service):
   • Content Manager core—for more information, see the SDL Tridion Installation Manual.
   • Translation Manager Service—run the installer and install the Translation Manager Service (deselect other Components) afor more information, see Installing Translation Manager (see page 10).

5. On machines 1 and 2, open the TranslationManager.xml configuration file, by default located in your Tridion installation \config directory, and set the following configuration options:
   • CancelTerminatedJobsInterval—the frequency with which the Translation Manager checks for jobs cancelled on SDL TMS
   • SmtpServer—the location and connection details of the SMTP server which is used to send notification emails
- `TcmPollingInterval` the frequency with which the Translation Manager is polled for Translation Jobs waiting transferal to SDL TMS
- `TmsPollingInterval` the frequency with which SDL TMS is polled to see whether Translation Jobs have been completed

Note: When you install the Translation Manager, the installer prompts you to set the mandatory configuration options such as `ServiceTcmUserName` (the Tridion account the Translation Manager Service uses to access the Content Manager), `TmsServer` the location of SDL TMS, `TmsProxy` the location of the proxy server (if SDL TMS uses one), and `Database` (connection details to the database where Translation Jobs are stored).

6. On machine 1, open the `TranslationManager.xml` configuration file, by default located in your Tridion installation `\config` directory, and set the various configuration options—for more information, see the `Translation Manager Implementation Guide`.
7. Save and close the `TranslationManager.xml` configuration file.
8. Restart the Translation Manager Service to ensure your changes are enforced.