



**Hewlett Packard
Enterprise**

MadCap Lingo at HPE Big Data

Dr. Uwe Schwenk L10N Coordinator

August 10, 2017

**“Quality means doing it
right when no one is
looking.”**

Henry Ford

AGENDA

- Environment Design structure and Goals
- Products in use
- Why MadCap Lingo?
- TM and Termbase Architecture
- Preparing MadCap Flare Projects for translation
- Importance of having a policy in place
- Tips and Tricks for MadCap Flare
- Tips and Tricks for MadCap Lingo
- Questions



Design structure

The Centralized Localization Model – Key Advantages

- One point of contact for all localization projects.
- Excellent visibility for all stakeholders (no more black box)
- Clear, consistent strategy and project owners
- Increased control
- Centralized language assets for better quality and consistency
- Centralized, efficient processes and technology for faster time to market, greater consistency
- Consistent team with a shorter learning curve
- Lower costs for updates to existing products
- Lower costs for new products



Overall design Goals

Source Control Integration

- Software translation
- Documentation translation
- Online help translation
- Training material
- Presentations
- Other material as needed

Sprint support

- Must allow localization sprints
- Adding new languages anytime
- Sprint support for software and documentation/online help

Language and Vendor-agnostic

- Processes must be at least 90 percent the same for all languages
- Supports official standards (TMX, TBX, XLIFF)
- Can use any approved vendor

Translation environment design

- The translation environment is process-orientated
- All processes are documented
- Documented processes are enforced



Products in use

MadCap Flare

- Authoring tool in use by all technical writers
- Used by L10N coordinator to verify deliverables from writing team
 - Only error-free material will be prepared for translation
- Used by L10N Coordinator to verify translated deliverables
 - Only error-free translated material will be delivered to the stake holders
- Used by L10N coordinator for technical policy
 - Policy serves also as testbed for new localization processes

SDL Passolo

- Used for all software translations
- Used by L10 coordinator to verify deliverables from DEV
 - Only error-free material will be prepared for translation
- Allows the creation of packages so the vendor gets only what is needed
 - This reduces costs without compromising quality
- Used by L10 coordinator to verify deliverables from Vendor
 - Only error-free material will be forwarded to stakeholders
- Allows the creation of termbases to be integrated for the translation of docs/online help
- Allows the export in TMX format so the translations can be used to create software translation memories



MadCap Lingo

- Companion product to MadCap Flare to allow translation for all documentation and online help projects
 - MadCap Flare projects as well as any other doc/help formats requiring translation
- Allows updates of existing projects
 - Only material requiring translation will be sent to vendor which reduces costs without compromising quality
- Has extensive QA features to assure that translation are error-free prior to export for compiling
- Allows the export in TMX format so the translations can be added to the master translation memories



Before MadCap Lingo

Before MadCap Lingo

Prior to implementing MadCap Lingo, based on the World-Wide location of the offices, we had the following in use for Translation requirements at the Big Data Division of Hewlett Packard Enterprise

- 4 different CAT tools
- A number of utilities

A reduction in the number of tools and utilities was not only necessary but became a mandate due to the complexity involved in the translation processes with the various tools and the increased possibility of errors.

A variety of tools were researched and tested and MadCap Lingo proved to be the best solution for our requirements now, as well as for going forward.



Why MadCap Lingo?

- 18 month test compared with another tool covering multiple releases of a multi-lingual HPE product.
 - Result
 - Less time required for preparation
 - Error reduction
 - Less time required for translation
 - Cost reduction without compromising quality
 - Average reduction per release from \$55,000 to \$25,000
- Ease of use
 - Easy to set up and expand
 - SQL Server or SQLite
 - Reduces efforts required to deal with vendor (different versions of the same tool)
 - Tool initial cost and maintenance fees
- Expanded to all product translations



SQL Server

- Serves as framework for all translation memories and termbases
- Can be expanded as needed
- Can be shared as needed

Translation Memory and Termbase Architecture



Product translation memories – 1 per language contain all language translations for a product with the exception of software.



Product terminology termbases – derived from the approved software translations for a product and used in conjunction with the product translation memories.



Software translation – approved software translations for a product that will be added to the software translation memories and used as product termbase



Reference termbases with approved basic IT terminology from Microsoft and/or Apple are used when no product termbases are initially available

- 1025_Arabic_Saudi_Arabia
- 1028_Komplex_Chinese
- 1029_Czech
- 1031_German
- 1032_Greek
- 1036_French
- 1038_Hungarian
- 1040_Italian
- 1041_Japanese
- 1042_Korean
- 1043_Dutch
- 1044_Norwegian_Bokmal
- 1045_Polish
- 1046_Brazilian_Portuguese
- 1049_Russian
- 1050_Croatian
- 1051_Slovak
- 1053_Swedish
- 1055_Turkish
- 2052_Simplified_Chinese
- 2058_LA_Spanish
- 2070_Portuguese_Portugal
- 3082_Modern_Spanish
- 3084_French_Canada



Preparing MadCap Flare Projects

Preparing MadCap Flare Projects

1. Download the project to a local location.
2. Prior to opening and compiling MadCap Flare projects check the project structure and if the project contains the Analyzer directory, delete this directory. **Analyzer is a temporary metabase cache in Flare and should never be supplied as part of a drop or checked in to source control or provided to a vendor, since the Analyzer metabase can become easily corrupted and will cause issues.**
3. Open the project and check the language settings. Since we are receiving the projects from multiple continents, set the project language to English US and save the project. **Otherwise, the translation will not work correctly since the TMs are all set as English US and if you have another flavor in the project, you will not find any matches.**
4. With the open project search for any comments and delete them. Comments are very useful for the writer but should not be sent to the vendor for translation.
5. Delete all outputs provided with the project. **The outputs are sometimes out of synch with the project since the writers sometimes compile the finals directly into the relevant locations based on time constraints.**

Preparing MadCap Flare Projects cont.

6. Compile each target. In case of errors verify the log and make the necessary corrections. This is quite often an issue when the project or parts of the project are located in source control. While the writer compiles them without issues since they have the links established, they overlook sometimes the fact that the files from source control need to be checked out and provided for translation as well.
7. Compile the project again.
8. Switch to the Target folder in the project and delete all files not needed using the log provided when compiling in step 7. When content is developed in a MadCap Flare project, extra topics, targets, page layouts, and TOCs are often created for a variety of purposes. Examples would be temporary TOCs and targets for testing purposes, variations of page layouts, or to build review drafts of topics. Additionally, projects sometimes contain topics that are partially written. When writing about software, often a feature will be removed at the last minute because it's not quite ready for release. You might have a topic nearly ready to go, except for some last-minute details. Remove these extraneous topics right out of the project before giving it to the vendor. Dealing with all of these extra topics, project files, and coded comments will increase the costs and the chances for errors.

Preparing MadCap Flare Projects cont.

9. Create a backup of the source project, so it is available as reference for the vendor. This will also serve as a source if a RTL language is added. Its is highly recommended not to use RTL languages in conjunction with other languages in the same project, because RTL languages require for example completely different templates.
10. Create the MadCap Lingo project.
11. Create the MadCap Lingo bundle and provide to the vendor with the relevant instructions.

Importance of a documented Policy

- Have a policy in place to use for providing the project to the vendor with clear instructions.**
- The policy is important because expectations are clarified on both sides and there are no unknowns.
 - The policy should be written in the authoring tool in use so it can be used as reference.
 - Protects both sides. If it goes wrong and vendor followed the policy, its the coordinator issue, if vendor does not follow its their issue.
 - Serves as testbed for updated templates. Example with new template where localization was forgotten.
 - Serves as testbed for new translation processes by the coordinator.

** An example would be to require at least SDL Studio 2015 for the following reason. Beginning with MadCap Lingo 10, the tag mtype="protected" is used to protect whitespace between sentences. The localization industry is moving in this direction and this is not specific to MadCap Lingo. I did run into this a few times where the vendor was using an older version of SDL Trados and could not process the files containing these type of protected segments. After upgrading to SDL Studio 2015, the issue went away.



Quality Control for Localization

Quality Control for Localization

While there is a lot of information available, I am just providing one link to a MadCap Lingo presentation from which you can develop your own procedures quite nicely. While this is from a webinar from 2013 it still applies.

- [Publishing Multilingual Content from Flare - Best Practices for Quality Assurance](#)



Tips and Tricks - MadCap Flare

Compiling MadCap Flare projects with BOM

In certain instances the output for Flare requires that the project is compiled with BOM to assure proper display of foreign characters. Following you will find the instructions in order to compile a project with this requirement:

1. Open the registry editor (type regedit.exe in the windows run window)
2. Navigate to HKEY_CURRENT_USER\Software\MadCap Software\Flare) Right-Click on the right, and select **New | String Value**
3. Name the string value **SaveXmlWithBom**
4. Double-click the value and enter **True** into the Value Data field
5. Re-Launch Flare and generate the Online Help. All generated files will have the BOM inserted.
6. Don't forget to remove the key if it is no longer needed.

MadCap Flare and CHM files

When the localized output for MadCap Flare consists in CHM files as target, there is one occasional issue which applies to languages outside of the 1252 code page. Either the characters are displayed garbled or the right pane of the topic is empty when it is called through the actual application (it works fine when you call it up locally).

Proceed as follows:

1. Open the relevant MadCap Flare project.
2. Open the target file.
3. In the target file, uncheck the option **Add DOCTYPE declaration to generated topics** in the **Advanced** tab of the CHM target.
4. Save the project and re-compile.

Mismatching Numbers of Pages in PDF Output

Prior to preparing the MadCap Flare projects for localization, a compile is to be done in order to assure that the project is error-free. Once this is done and the files are sent to the vendor, the vendor also compiles the project. However, here is where occasionally a problem crops up which consist in the vendor using the same project and the same settings but the output has a different number of pages and different spacing as the output provided by the L10N Coordinator.

Issue

- The issue are the DPI settings in the computer which are used by MadCap Flare. For example the L10N Coordinator uses a large monitor and with high resolution the DPI settings were changed in the control panel to 125 percent in order to display the required icons, etc. better. However, when the vendor uses DPI settings of 100 percent and compiles the same project, the spacing and consequently the number of pages and the page numbers will be different.

Solution

- Inform the vendor of the DPI settings in use for compiling the PDF output so they can adjust as well when they do their test compile.





Tips and Tricks – MadCap Lingo

Different MadCap Lingo Versions

When preparing MadCap Lingo packages, on occasion not all files are included in the bundle for translation, even if they were correctly selected in the dialog boxes for bundle preparation. Following you will find an explanation for this issue.

- The project in question was originally created with MadCap Lingo 8 with a number of languages. Going forward only 2 languages were consistently updated and the others remained in the status of a few versions behind. When MadCap Lingo was updated (to 9.0 and afterwards to 9.5 and now version 10) the maintained languages did not cause any issues, since with each MadCap Lingo update there was also a product update for translation. However, with Spanish the difference was that we went from the project when it was created with version 8.xx directly to 10 for the current update and that's where the issue comes in. Although the project settings are correct (this was verified with Support), the package created did not contain a large number of files with the status untranslated (although they were checked for inclusion). So basically, when a language is updated and in between a few MadCap Lingo updates came into place, you basically have to go through after creating the bundle and select the untranslated files manually and creating a second bundle.



Importing XLIFF Files into MadCap Lingo

On Occasion you will receive products that were translated with SDL Studio and therefore the files are provided in the SDL XLIFF format. However, since this is a proprietary SDL format the translations can not be imported directly into the MadCap Lingo translation memories. Following you will find the 2 workarounds to import the translations if you have only MadCap Lingo.

Proceed as follows:

Workaround 1 (Preferred Option)

- **Create a MadCap Lingo project using the SDL XLIFF files.**

Workaround 2

- Install the utility SDLXLIFF2TMX. If you do not have access to this ask the vendor. Its a free utility available on the SDL Appstore.
- Follow the instructions in the help file of this utility to convert the SDL XLIFF files to TMX format.
- Import the TMX files into the relevant MadCap Lingo translation memories for further use.

Merge Bundle function not available

When you have sent a bundle for translation and you receive the translated bundle back, on occasion (often after a Windows update and a subsequent re-boot) the merge bundle function is sometimes not available anymore. Following you will find the procedure on how to solve this problem.

Proceed as follows:

1. Open the relevant MadCap Lingo project.
2. Select a graphic and export the graphic for translation.
3. Change the status on the graphic back to what it was before.

Now that something was exported for translation, the **Merge Bundle** function is available and you can import the package from the vendor.



Tagging Images in MadCap Lingo

Projects localized with MadCap Lingo contain images and (depending on the project) image localization is sometimes not included in the project. In order to have an additional reference marker (important if someone else besides the L10N Coordinator prepares the project) the following instructions are to be followed when the project does not include image localization.

Proceed as follows:

1. Open the project in MadCap Lingo.
2. In the file selection list select **Image Files**.
3. Highlight all images files and right-click and select **Properties**.
4. Change the translation status for all images to **Approved**.
 - The status **Approved** will be used for all images when there is no image localization to be done.
 - **NOTE:** Do not tag the images as **Completed**. The status **Completed** is reserved for images that are being localized. While this will give the message that not all files are localized when you export the MadCap Lingo project we need to have a mechanism in place to differentiate between localized images and images that remain in the source language.



SQL Error - Value cannot be null

When you open MadCap Lingo to work on a project or when you create a new project and you select a SQL Translation memory, you will on occasion encounter the error message **Value cannot be Null**. This error can easily be corrected.

Proceed as follows:

1. Close MadCap Lingo.
2. Open the SQL Configuration Manager.
3. In the SQL Server services stop and restart the SQL Server.
4. Re-open MadCap Lingo. The issue is now solved.



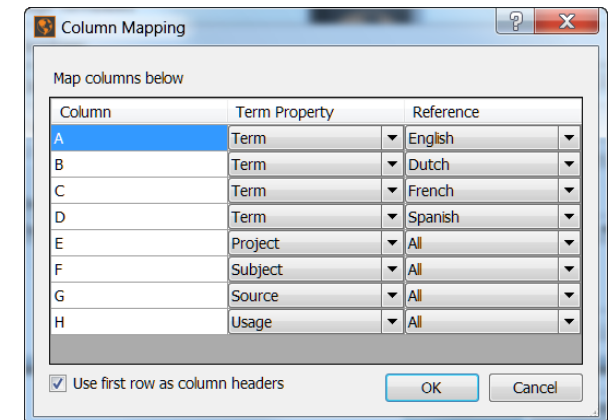
Using Excel Spreadsheets as Term base

The base for all term bases are the translations done in SDL Passolo. Following you will find the instruction on how to create and implement one MS Excel spreadsheet for use in any environments.

Proceed as follows:

1. Upon completion of the translation in SDL Passolo, use the **Export** function for the multi-lingual glossary to create the glossary for SDL Passolo and add the glossary to the project.
2. Close SDL Passolo.
3. Open the SDL Passolo glossary file with the extension .glo in MS Excel.
4. Add the columns based on the design and change the language codes from SDL Passolo to the language names. The following screen shot shows the current term base model.
5. Save the files created in MS Excel format in a centralized location.
6. To add the terminology to the MadCap Lingo term bases, just open MadCap Lingo and (using the same spreadsheet) import the terminology into the relevant term base. Provide the spreadsheet to the vendor if they use another solution for terminology.

NOTE: For term bases in Dutch, the only issues consist that you can import terminology into a term base but the export will fail. This is an acknowledged bug from the MadCap Lingo support team and has not yet been solved.



Before Creating a MadCap Lingo Bundle

Before creating a MadCap Lingo Bundle open the files and verify that there are actually new translation units and these units are not just tags as shown in the screenshot. If there are just tags you can copy them into the files. In this manner it's a lot less effort and consequently cost for the translation effort.

The Location properties Electronic Addresses tab right-click command New - Signature enables you to attach digital signatures to the Location.	La commande de menu contextuel de l'onglet Adresses électroniques des pro l'entité Nouveau – Signature permet d'associer des signatures numériques à l'
<p4>the <b="">New Signature Properties dialogue box appears.</p4>the>	<p4>la <b="" boîte="" de="" dialogue="">Nouvelle signature – Propriétés s'affiche.</p4>la>
<p>17>Signature - click the button to select the signature file <div9>Once you have set the signature image file location, HPE mc.v1 copies the file to the electronic store.</p>	<p>17>Signature - cliquez sur le bouton pour sélectionner le fichier de signature <div9> que vous avez définir l'emplacement du fichier image de signature, HPE mc.v1 fichier dans le référentiel électronique.</p>
<p9><li7>< p=""></p9><li7><>	
<p>11>Display Name - name displayed for the signature <li11></p>	<p>11>Nom affiché – nom affiché pour la signature<li11></p>
<p>13>View - to view the signature <li13><ul6></p>	<p>13>Visualiser – permet de visualiser la signature <li13><ul6></p>
Click OK .	Cliquez sur OK .
HPE mc.v1 adds the signature and attaches it to the Location.	HPE mc.v1 ajoute la signature et l'associe à l'entité.

Corrupt TM or TM not available

When you have a corrupt TM or the TM is not available, but you have the complete MadCap Lingo Project, proceed as follows:

- If you have exported the TM in TMX format, just create a new TM and import the TMX file to re-create the TM.
- If you have only the MadCap Lingo Project, create an empty translation memory and link this memory to your MadCap Lingo project. Open the MadCap Lingo project and highlight the translated files and select **Upload to TM**. In this manner the translations will be added to the Translation memory.

Always export the TM into TMX format so you have a backup available.

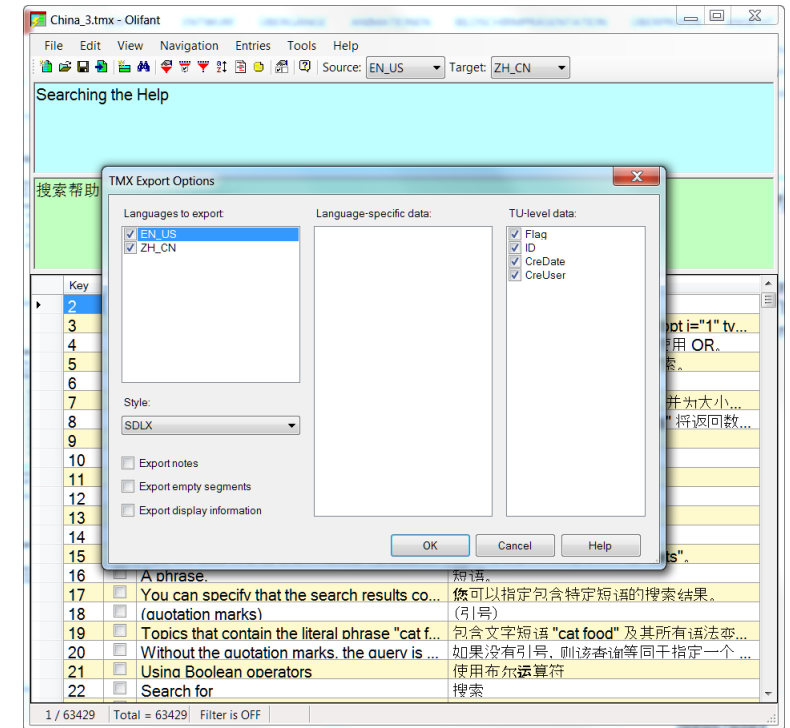
Receiving a TMX file created with another tool for Importing

On occasion you will receive a TMX file from another source and when attempting to import into MadCap Lingo the TM freezes or crashes. This is quite often the result of the TMX file not being a „real“ TMX file and it contains material not compliant with the standard.

Proceed as follows:

1. Download the OLIFANT TM Editor from the OKAPI tools website.
2. Open the TM in Olifant.
3. In the File menu EXPORT the TMX file to a new file. Use the settings in the screenshot.
4. Re-Import the TMX file into MadCap Lingo.

This always has solved the issue for me up to this point.





madtranslations

COMPANIES WORLDWIDE RELY ON MADTRANSLATIONS



The attention to detail in the MadTranslations samples was extraordinary because it understood the technical end of assembly and troubleshooting. As a person implementing the solution, that's huge.

DON RASKY

Senior Technical Writer | Mitchell International, Inc

SERVICES INCLUDE:

- » Language Translation
- » Machine Translation
- » Software Localization
- » Website Localization
- » Technical Documentation
- » eLearning Localization
- » Terminology Management
- » Project Management

REQUEST A FREE QUOTE



JUNE 3-6, 2018 | HOTEL DEL CORONADO | SAN DIEGO, CALIFORNIA

EARLY REGISTRATION

Register by September 30 and Save Up to \$900

WWW.MADCAPSOFTWARE.COM/EVENTS/MADWORLD

NEW RELEASE >>

madcap

LINGO™

10.1

- >> Send Multiple Targets for Translation in a Single File
- >> New Tool Bar Allows You to Show or Hide Non-Breaking Hyphens and Spaces
- >> Import Alternate Tag Segments in Translation Memories
- >> Plus: Bug Fixes, Performance Enhancements and More





Questions



Hewlett Packard
Enterprise

Thank you!

Contact uwe.schwenk@hpe.com with any questions!