

PUBLISHING MULTILINGUAL CONTENT FROM FLARE - BEST PRACTICES FOR QUALITY ASSURANCE

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Presented by:

Scott Bass

Jennifer Schudel

Jose Sermeno



PUBLISHING WORKFLOW OVERVIEW

- 1. Translation of content**
- 2. Import into Lingo/export of Flare project**
- 3. Pre-QC corrections**
- 4. Build outputs for QC**
- 5. QC (quality check) by native speaker**
- 6. Post-QC remediation**
 - a) All manual entry -OR-**
 - b) Reimport and redo**
- 7. Additional post-QC fixes**
- 8. Generation of finalized outputs for publication**

WHAT IS QC (QUALITY CHECK)?

- **Side-by-side comparison of original and translated outputs**
 - **Linguistic check – completion, accuracy, proofing**
 - **Functional check – hyperlinks, toggles, etc.**
 - **Formatting check – fonts, styles, tables and images, etc.**
- **Performed by native speaker**
 - **Translator – already familiar with the work, professional who knows what to look for**
 - **SME or client in country – familiar with subject, may not be used to QC work**

WHY IS QC IMPORTANT?

- View translation in context
- Flare's "moving parts" can behave differently in various outputs
 - Conditional text
 - Variables
 - Snippets
 - Cross-references
 - Glossary term links
 - Auto-text
 - Relationship tables
 - Index



WHAT YOU NEED BEFORE YOU BEGIN PUBLICATION WORK

From the original Flare project:

- Finalized, “gold” outputs for reference
- A saved copy of the build log for each output
- An archived copy of any report you plan to generate in the translated project



PRE-QC CORRECTIONS

Goals:

- Translated outputs are complete and readable
- Quality check can be thorough and effective



PRE-QC CORRECTIONS

- **Check language settings in Flare**
 - **Project Properties > Language**
 - **{Target} > Language (“Default”)**
 - **Country can be important**
- **Make necessary font changes**
 - **Stylesheets, topics, master pages, etc.**
 - **Asian languages, right-to-left, Hindi, etc.**
 - **Language-specific vs. Arial Unicode MS**

PRE-QC CORRECTIONS (cont.)

- **Replace screenshots with localized versions**
 - **Capture files: change screenshot in Lingo**
 - **Other files: create new image, copy over text boxes/layers**
- **Localize images with text**
 - **Capture files: resize text boxes, adjust placement, change fonts**
 - **Other files : paste in translations, then same adjustments as above**

PRE-QC CORRECTIONS (cont.)

- Check page size requirements
 - Outside U.S., usually A4/A5 page layouts
 - Could affect pagination or word wrap
- Disable hyphenation (**optional**)
 - Foreign language hyphenation can be tricky
 - In stylesheet, set the html tag attribute 'mc-hyphenate' to 'never'
 - Means any tables might need manual hyphenation by linguist

PRE-QC CORRECTIONS (cont.)

- **Generate all the necessary outputs**
 - **Compare the build logs to original logs to check for new errors**
 - ✓ **Topics or snippets not included due to error in code**
 - **Check the outputs for untranslated text**
 - ✓ **Webhelp skin**
 - ✓ **Headers, footers**
 - ✓ **Glossary, index**
 - ✓ **Auto-text, cross-references**

PRE-QC CORRECTIONS (cont.)

- **Generate all the necessary outputs (cont.)**
 - **Search for “missing”, revealing broken snippet links**
 - **Look for corrupted characters**
 - ✓ **Is the stylesheet in utf-8?**
 - ✓ **Do you have the right fonts installed?**
 - ✓ **Are you generating a CHM?**

PRE-QC OR POST-QC CORRECTIONS

- **Adjusting table column widths to better fit text**
 - **Ideal: 1-time fix in stylesheet or TableStyle**
 - **“Auto” widths sometimes fine**
 - **Pre-QC: will help linguist identify hyphenation issues, but may have to be redone in Post-QC**
- **Resetting size of localized screenshot**
 - **If previous screenshot had hard-coded size**
 - **If dimensions changed, could distort**

QUALITY CHECK (QC)

Send out: original and translated outputs

Receive back:

- 1) QC log with all changes listed
- or -**
- 2) Updated translations (Lingo files, Lingo project, or Flare files) and QC log of other issues (Translator only)**

QUALITY CHECK (QC)

Pass along any questions to linguist. For example:

- Are the fonts appropriate?
- Is the use of italics/bold/underline appropriate?
- Is the sorting (alphabetization) in the index and glossary good?



POST-QC REMEDIATION METHODS

1) You receive a QC log.

You make all changes manually yourself
in both Flare and Lingo.



Dangers: Not knowing the language, could introduce errors. Takes more time.



Benefits: Avoid redoing Pre-QC work

POST-QC REMEDIATION METHODS (cont.)

- 2) Translator sends updated Lingo project or files. (If files, you re-import into Lingo.)
You re-export Flare project.
You redo any Pre-QC fixes.
You address outstanding problems in QC log.



Dangers: Redoing all Pre-QC fixes takes time. Might not remember all fixes.



Benefits: Translator does the majority of linguistic changes for you. Saves time and lowers risk.

POST-QC REMEDIATION NOTES

- Changes to make in both Flare and Lingo
 - Most linguistic changes
 - Inline tags (like)
- Can't do in Lingo:
 - Change Flare's default language skin
 - Formatting changes (font, column widths, etc.)
 - Alphabetize elements
 - Change glossary term links
 - Reverse word order between 2 segments – i.e., **Adv. Invoice** (Lingo 7 and below)

POST-QC CORRECTIONS

Goals:

- Address any problems spotted by QC linguist
- Finalize the Flare project
- Finalize output for publication.

Pre-QC corrections do still apply in the Post-QC phase.



POST-QC CORRECTIONS

- **Alphabetization/sorting**
 - **Any table or list that's alphabetized in original**
 - **Right-click to apply sort**
 - **Index/glossary**
 - **Flare will attempt sort automatically**
- **Flare's sort is not always correct**
 - **Sort manually in topic**
 - **Use "sort as" in index**
 - **Recreate print glossary in topic**
 - **No way to fix online glossary in left pane**

POST-QC CORRECTIONS

- Undefined glossary term links

What it is: a glossary term link in a topic that doesn't exactly match any term in the glossary

- Legitimate differences in translation
- Ways to fix:
 - Move the link to a location where the term does match
 - Change one instance to match the other, but **only under linguist supervision**
 - Leave it undefined

POST-QC CORRECTIONS

- **Adjust pagination**
 - **Add rules in stylesheet or adjust pagination manually**
 - **Keep headers with following text**
 - **Keep images with captions**
 - **Good:**
 - **“page-break-after: avoid”**
 - **“page-break-inside: avoid”**
 - **Avoid:**
 - **Using “page-break-before: avoid”**
 - **Forcing a page break mid-topic**

RUNNING A REPORT IN FLARE

- **Statistics** – verify file counts, and view summary numbers from:
 - Broken bookmarks
 - Broken links
 - Broken snippet links
 - Undefined glossary term links
 - Undefined styles – if stylesheet exported improperly
- **Non-XML topics** – spot corrupted code



ALWAYS COMPARE TO ORIGINAL REPORT!

RUNNING A REPORT IN FLARE

Non-XML Topics

(No data)

Statistics

Date: 11/13/2013
Topic Count: 13
Word Count: 329
Segment Count: 0
Image Count: 0
Snippet Count: 1
Broken Links: 2
Undefined Variables: 0
Undefined Condition Tags: 0
Undefined Glossary Term Links: 0
Undefined Styles: 0

Used Language Tags

Count: 1
Language: fr
File: Content/NewTopic.htm
Tag: html



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RUNNING A REPORT IN FLARE

Optional report:

- **Used language tags** – view translated topics, snippets, master pages, page layouts
 - No language tag by default
 - Not terribly reliable report
 - With Lingo: all files get tag
 - Without Lingo: depends on translator's setup

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