

---

# Frequently Asked Questions

---

## [Subscription Management](#)

[Words](#)

[Licenses](#)

[Account](#)

[GeoWorkz Directory](#)

[Job Posting](#)

## [Connecting to the Translation Workspace Server](#)

### [Translation Workspace Web Interface](#)

[User Management](#)

[Asset Management](#)

[Sharing Linguistic Assets](#)

## [Translation Workspace Clients](#)

[XLIFF Editor](#)

[Microsoft Word Plug-in](#)

[Online Review Client](#)

[Translation Workspace Tools](#)

## [Translating](#)

[Supported Formats](#)

[Best Practices](#)

[Chat Functionality](#)

[Match Rates](#)

[Context Matching](#)

[Fuzzy Matches in an Empty TM](#)

## [Interoperability](#)

[When creating a Translation Memory \(TM\) from non-Translation Workspace legacy data, is it better to use a TM export or to use bilingual files to populate the TM?](#)

---

## Subscription Management

---

### Words

#### How do I track my word usage?

You can view the amount of words remaining for your tenancy in the current billing period by logging in to GeoWorkz.com and clicking on the **Translation Workspace** button. The number of words remaining is displayed in the **Subscription Usage** section. This display is updated every night.

#### How does word metering work?

The words balance in a tenancy is consumed as content is translated using TMs owned by the subscriber. Translation Workspace reports the tenancy's daily word usage. When the subscriber's TMs are queried during translation, words are debited from the purchased words balance. If the TM is made available to users outside the tenancy by issuing an Asset Alias token, the queries made by those users are debited from the original TM owner's purchased word balance. Users are not charged for work they do using TMs owned and aliased to them by other tenancies.

## **How are words counted for Analysis Reports in Chinese, Japanese, Korean, and Thai?**

For Chinese, Japanese, Korean, and Thai, Translation Workspace counts all characters, both ideographic and non-ideographic characters, as well as punctuation but not white spaces. The counting technique used is determined from the language setting of the source content.

## **How does word metering work for Chinese, Japanese, Korean, and Thai?**

Translation Workspace programmatically applies a ratio to system-generated character counts before passing information to the metering engine used for word usage charges. The word usage shown in the Translation Workspace section of GeoWorkz.com will therefore have already been adjusted downward for Chinese, Japanese, Korean, and Thai.

These per language ratios are as follows:

- Chinese (Simplified): 2.8 characters to one word
- Chinese (Traditional): 2.8 characters to one word
- Japanese: 3 characters to one word
- Korean: 3.3 characters to one word
- Thai: 6 characters to one word

## **What if I need more words than available in my subscription this month?**

After more words have been translated in the tenancy than your plan allows for, the tenancy will be billed for "overage." Every plan has a pay-as-you-go option for additional words above the base allocation (this is called "overage"). If additional words are required, you are billed on a per word basis for each additional word. For example, a subscriber may be on a plan that has an allocation of 30,000 words monthly. If the subscriber uses 31,000 words in a given month, 1,000 words are billed as pay-as-you-go words. Refer to the subscription agreement for the pay-as-you-go word rates.

Word overages will be charged in the next billing cycle. You can change your plan to one that includes more words, but it will not take effect until next billing cycle.

## **What if I don't need all the words in my subscription this month?**

Words that are not used within the month expire and cannot be rolled over. You may opt to change to a new subscription plan with fewer words. From the **Translation Workspace** section at GeoWorkz.com, click on the **Modify Your Subscription and Options** dropdown menu and select **Change Your Plan**. The new plan selection will be reflected in your next billing cycle.

## **Is fuzziness considered in word metering?**

TM match percentage is not a factor in metering, as only source words in opened segments are counted.

## **If one project is translated into more than one language, will the words be consumed multiple times?**

Word metering is based on the number of words in the source segment multiplied by the number of target languages. If you translate a document into multiple languages, the same words will be consumed as many times as there are target languages.

# **Licenses**

## **How do I add licenses to my subscription?**

You can change your subscription at any time to include more licenses. After logging in to www.GeoWorkz.com, in the **Modify Your Subscription and Options** drop-down list, select **Add/Remove Licenses**. Select the number of licenses you want to add to your plan, and continue to checkout. Additional licenses are available immediately and are prorated to the end of the month. You can add/remove licenses in increments of 1 through 10. Note that the number of additional licenses you select

here will replace the number you have currently. If you have 3 additional licenses currently and select 5 additional licenses, you will now have 5 additional licenses.

Adding or removing additional licenses does not affect your base plan licenses. If you have a base plan that includes 10 licenses, and you purchase 5 additional licenses, then replace those 5 additional licenses with 3 additional licenses, you still have 10 licenses in your base plan. So in this case you go from 15 total licenses to 13 total licenses.

### **I'm a Freelancer and I want to add more licenses to my account. How can I do this?**

Freelancer accounts cannot have additional licenses added to them. You must upgrade your account to an agency or enterprise account in order to have additional licenses.

### **How do I remove licenses from my subscription?**

You can remove additional licenses that you have added to your subscription. The maximum number of licenses that can be removed is equivalent to the number of additional licenses that you have added. After logging in to GeoWorkz.com, in the **Modify Your Subscription and Options** drop-down list, select **Add/Remove Licenses**. Select the number of additional licenses you want to have in your plan, and continue to checkout. For example, if you want to remove all of your additional licenses, you would select the top line, **\$0/Monthly**. These changes will take effect on your next monthly billing date.

If you have licenses scheduled to be removed, Translation Workspace will first remove licenses that are unassigned. If you have not unassigned a sufficient number of licenses to match the number of licenses you have removed, Translation Workspace will remove (on the billing anniversary date) assigned licenses, in order of the longest period of time since they were last used. To ensure no disruption to your users, make sure that any additional licenses you want to remove are unassigned before the effective date of their removal. To reduce the number of licenses in your base plan, you would have to change to another plan with fewer licenses (using **Change Your Plan** from the **Modify Your Subscription and Options** drop-down list).

### **Fixed and Floating Licenses**

An admin can assign "Fixed" licenses to users in the **Administration > License Management** tab of the Translation Workspace Web interface. These Fixed licenses stay assigned to the user until the admin manually removes them from the "Licensed users" list. Users that do not have a Fixed license will get a "Floating" license assigned to them when they login, if there are licenses available. This license will be assigned to the user for the duration of their session (plus a 15 minute period after the session ends, during which only that user can login again with that license).

If a user logs in, but is denied access because there are no licenses available, they can either wait until a license frees up, or their subscriber can purchase additional licenses at <http://www.geoworkz.com>, which become available immediately. Note that the subscription user always has a license assigned, which cannot be removed.

Automatic Floating license assignment applies to logins at both <http://www.geoworkz.com> and Translation Workspace (either to [translate.translationworkspace.com](http://translate.translationworkspace.com) directly, or from the Translation Workspace clients).

The **Resources > License Management** tab in the Translation Workspace Web interface is where admins can manually assign and remove Fixed licenses. The admin can view a list of users without licenses, and move them to the list of licensed users. This list indicates whether the licenses are Fixed or Floating. It also indicates how many licenses the tenancy has, and how many of these are available at the moment. The admin cannot manually remove a Floating license. If the admin wants to free up a Floating license, since Floating licenses cannot be manually removed, the admin could see from the list of users with licenses which users have Floating licenses, and could tell a user to log out, freeing up the license. Alternatively, the admin could inform the GeoWorkz subscriber (who might be the same user) that more licenses are needed, and the subscriber user could purchase additional licenses.

# **Account**

## **How do I view my Transaction History?**

You can view your transaction activity in the **My Account** section of GeoWorkz.com. This Transaction History tells you the amount for every transaction, and what has been debited from your credit card or PayPal account.

## **How do I cancel my account?**

You can cancel your account via a **Cancel** button in the **Translation Workspace** tab of at GeoWorkz.com. Your cancellation will take effect at the end of your current billing cycle—monthly or yearly. When your account is cancelled, your assets will be deleted, and your tenancy deleted, so export any assets you need to keep prior to the cancellation date. Annual plans have no cancellation fee. If you are on a monthly plan, you will be subject to a cancellation fee equal to 3 months of your subscription fee.

## **How do I change my payment method information?**

If you need to switch to another payment method, choose to edit your payment details from the "**My account**" section of Geoworkz. This change will become effective on your next billing date.

## **I received a notice of non-payment. What should I do?**

If a payment fails, you will be informed via email. Possible causes of a failed payment include expired credit card, over credit card limit, or cancelled paypal account. If any of the information is incorrect or expired, please update. If the payment still cannot be processed, you will receive two additional notices informing you of the failed payment attempt. You can always remedy a failed payment by entering valid payment information in the My Account area of Geoworkz. Your account must be made current within 10 days from initial notification or access to your assets will be suspended for all users until the payment is made.

## **How do I change my GeoWorkz password?**

Translation Workspace and GeoWorkz use the same credentials. Each user can change their password at any time. To change your password in GeoWorkz, login to GeoWorkz.com and click on your **My Account** page. Click on **Edit Account Information**. That will open up the **Edit Account** page with your account details.

Enter your new password in the Password and Retype Password fields and click the Save button. Your password is now updated.

## **How do I upgrade my account before my yearly anniversary?**

If you signed up for a yearly plan and want to increase your subscription level immediately, rather than waiting for your anniversary date, this must be handled by Customer Support. Please use the [Contact Us](#) form to initiate the process.

## **How do I get a copy of my Invoice?**

GeoWorkz.com is a subscription service, which means that your account is automatically invoiced and payment collected. When this occurs, an Account Statement is automatically sent to the email address you specified on GeoWorkz.com, in the My Account tab.

The GeoWorkz Account Statement indicates a 0 balance because it reflects payments that have already been made, as compared to an Invoice which would indicate an outstanding balance due. The Account Statement automatically emailed to you from GeoWorkz.com fully conforms with tax and accounting requirements worldwide, and includes: statement date, invoice number, a description of services provided, service cost and account balance, GeoWorkz tax address and VAT ID (if applicable), and your billing address and VAT ID (if applicable).

If you did not receive this Account Statement or have accidentally deleted it, please submit a support request indicating the date and amount of the invoice / payment for which you need the statement resent. If you need to update the email address associated with your GeoWorkz.com account, please log in to

GeoWorkz.com and then click on your name at the top of the page to go to the My Account tab and edit your account information.

## GeoWorkz Directory

### How do I create/modify/delete my GeoWorkz Directory listing?

You can edit your Directory listing information at any time by logging in and going to **Directory > My Profile** and clicking **Edit**.

## Job Posting

### I'm a subscriber. When I apply for a job, why does it ask me questions?

If you are a Translation Workspace subscriber but not yet a Lionbridge vendor, when you click the **Submit Bid** button, you will be directed through the Lionbridge vendor qualification process. For more information on the qualification process, please refer to the "Want to become a Service Partner?" links at <https://partners.lionbridge.com>.

**Note:** Be sure you have filled out a GeoWorkz Directory profile before applying for a job, as information from your profile is automatically used by the Lionbridge vendor qualification process.

### How do I know the status of my application to become a Lionbridge Vendor?

Your Lionbridge Vendor Status is displayed in your Directory Profile.



**Note:** Your Lionbridge Vendor Status information is visible only to you. It does not display for those viewing your Directory Profile.

The following statuses can be reported:

- **Not Yet Applied** – You haven't gone through the vendor application process yet. A link is provided for you to do so.
- **Not Yet Reviewed** – You have submitted your vendor application, but your application has not been reviewed.
- **In Progress** – A review of your vendor application is in progress.
- **Application Reviewed. Not Accepted** – Your vendor application has been reviewed, but because Lionbridge does not currently need someone with your experience and expertise, your application has not been accepted.
- **Newcomer** – You have completed the vendor application, signed the SLA to the Service Partner Portal, and have read the "Getting Started with Lionbridge Guide."
- **Authorized** – You've been authorized to work on Lionbridge projects and you have successfully completed your first project.
- **Authorized Legacy** – You have successfully completed Lionbridge projects in the past.

If you haven't applied to become a Lionbridge supplier, so you can bid on Lionbridge jobs posted to the GeoWorkz Marketplace, you can click **Click Here to Apply** and you will be taken to the Lionbridge portal where you can register to be a Lionbridge supplier.

If you are a Free Trial user, when you click to apply, you will get a popup prompting you to upgrade immediately to paid plan, so you can become a Lionbridge supplier.

[Back to top](#)

## Connecting to the Translation Workspace Server

---

### **How do I connect to the Translation Workspace?**

Connect to Translation Workspace server at <http://translate.translationworkspace.com> using a web browser. You will be prompted for your username, password, and tenancy, provided to you by your GeoWorkz Subscription Manager.

When you connect from the Word Client Plug-in, XLIFF Editor, or the Translation Workspace Tools, you must also supply the server address [translate.translationworkspace.com](http://translate.translationworkspace.com). Do not prefix the domain with "http://"

### **My company or Internet Service Provider requires a proxy. How do I connect?**

In rare cases, you might need to enter a proxy address in the login screen. For example, if you are inside a corporate network, your connection might be through a proxy server. Your network administrator can tell you if you have to use a proxy. Enter the proxy name and the proxy port in the Proxy address field of the login dialog of Translation Workspace. Your network administrator will also tell you the proxy port to use. For example, if the proxy name is proxy.mycompany.com and the proxy port is 8080, please enter proxy.mycompany.com:8080 in the Proxy address field.

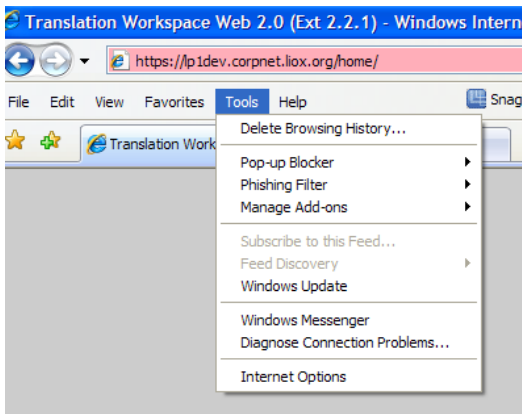
### **I can't log in. How do I get help?**

In order to login to GeoWorkz.com or the Translation Workspace, you need a username, a password, and a tenancy. If you are a Subscription Manager, you set these credentials during the account creation process. If you are a Translation Workspace user, please contact your Subscription Manager. If you have forgotten your credentials, use the Forgot Username, Forgot Password, or Forgot Tenancy link(s) on the login page. If you are still experiencing issues, please click the [Contact Us](#) link at the bottom of any GeoWorkz.com page and send us a message describing the problem.

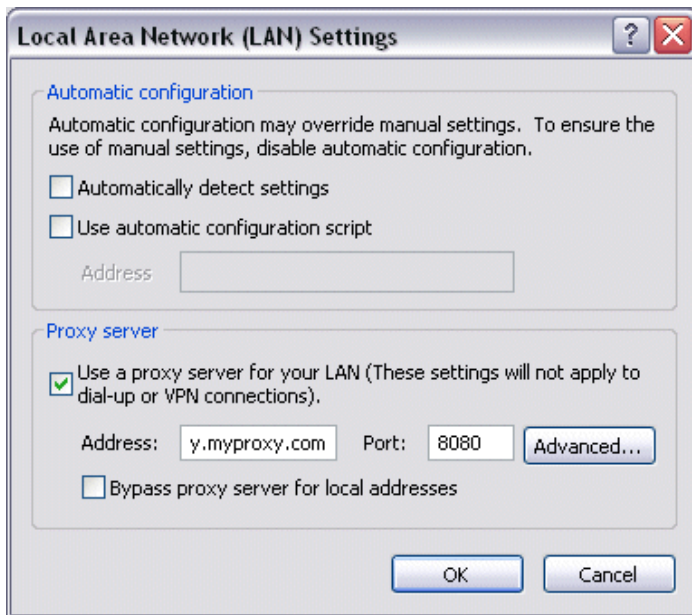
Before contacting Support, follow these steps to troubleshoot your connection:

1. Did you connect your computer to the Internet? If not, please connect to the Internet and repeat the login.
2. Did you enter the right server name: [translate.translationworkspace.com](http://translate.translationworkspace.com)?
3. In very rare cases, it might be necessary that you enter a so called proxy address, usually if you are inside a corporate network. This never applies when using direct dialup connections to the Internet. Your network administrator can tell you if you have to use a proxy. Please enter the proxy name and, if necessary, the proxy port in the Proxy address field of the login dialog of Translation Workspace. Your network administrator will also tell you the proxy port to use. If the proxy name is proxy.mycompany.com and the proxy port is 8080, please enter **proxy.mycompany.com:8080** in the Proxy address field.
4. If the issue persists, please ensure that Translation Workspace (.dot and .dll) are "safe" files in your Local Firewall Software

**Follow these steps to add a proxy server:**



Click on **LAN settings....**



Check **Use a proxy server for your LAN**.

## **Do I need permanent connection to the Internet?**

Translation Workspace is a Live Assets system, designed to give users access to TM, glossaries and review packages over the Internet. This has a number of advantages:

- Users don't have to store and manage large translation databases on their local computers.
- Subscribers can share assets with other subscribers in real time, so additions and changes are reflected instantly for any user connected to a shared asset.
- Translated files can be reviewed online and changes can be reflected instantly
- Updates to the system are applied automatically to the server-based system components
- Updates to the translation client applications (Word Plug-in and XLIFF Editor) are pushed automatically to users

All users need an Internet connection to access Web-based functionality and server-based assets. Without an Internet connection, the following features and functionality will not be available:

- TM and glossary management (import, export, search, statistics)
- TM and glossary updates
- TM and glossary access through the Word Plug-in or XLIFF Editor
- Online review package creation, access and updates
- User management, role management, license management
- Reports
- Client application download
- Online help
- GeoWorkz Directory
- System updates
- GeoWorkz account access

### ***What to do if you lose your Internet connection***

If translators and editors temporarily lose Internet connectivity while working in the Word Plug-in or XLIFF Editor, the best approach is to wait for it to return before continuing to work. This guarantees that they get the latest matches from server-based TMs and glossaries. However, if connectivity is lost for a long period of time or during a particularly time-sensitive assignment, users have a options that allow them to complete their work and update assets when their connection returns.



The following tips and best practices describe how translators working in one of the client applications can prepare for loss of Internet connectivity, and how they should work if they lose their connection.

### *Working in the Microsoft Word Plug-in*

---

The Word Plug-in will not allow you perform any functions without an Internet connection, so you will not be able to open segments, pre-process or post-process files until your connection returns.

If working on an assignment in the Word Plug-in client, make sure your files are pre-segmented when you start work. Your project manager or customer may hand off pre-segmented files, but if not, it is a good idea to pre-segment them yourself before you start. This will allow you to continue working through an Internet connection outage by simply entering your translations directly into the target section of each segment. Again, you will have to work directly on your files in Word without using any of the Translation Workspace add-in functions. If you try to use any of the Translation Workspace features, you will be prompted to connect to a Workspace server.

When your Internet connection returns, update your server assets by using the "Clean to Target Language" feature and make sure the "Store Translations to TM" option is checked in the Document cleanup window after you add files to clean.

If you do not have pre-segmented files and are working on a time-sensitive assignment in the Word client, you can translate your files by simply overwriting source text, and then post-aligning source and target files using a third-party aligner when finished. This is a solution of last resort, as it requires substantial additional effort and can result in leverage loss when producing TM from post-alignment.

### *Working in the XLIFF Editor*

---

The XLIFF Editor client will allow you to continue accessing segment open/close features without an Internet connection, but no batch functions will be available. You will be able to translate files with limited functionality and update your associated TMs after your connection is restored. You can update the TM either segment-by-segment (recommended if only a few segments need updating) or by using the "Add to TM" batch function and processing entire files.

### **Summary**

Working with an Internet connection is required in Translation Workspace. The above suggestions for working through Internet connection outages are not intended to be permanent solutions for working offline. When working offline, users are not able to contribute to or receive matches from shared project assets, impacting the user's individual productivity, the productivity of a virtual team and the quality of the working TM for the project in question. Whenever possible, a user should wait for a lost Internet connection to return before working in one of the Translation Workspace clients. However, in the case of prolonged connection loss, users do have options that insure their ability to stay productive and meet project deadlines.

[Back to top](#)

## Translation Workspace Web Interface

---

### **User Management**

#### **How do I create a user in the system?**

As the subscriber or admin user of your tenancy, you can create system (or admin) users who can login and work in Translation Workspace. In addition to working within Translation Workspace, these system users can authenticate at GeoWorkz.com and access training and other resources there. For details on creating users and assigning them roles, see the *Guide to Purchasing and Managing a Subscription* at the Documentation page of the Support area at GeoWorkz.com. Details of Translation Workspace roles are given in the **Users** and **Roles** topic in the Translation Workspace Web interface help system.

## How do I assign a license to a user?

A user must have a license assigned in order to login to Translation Workspace. You assign licenses to users in the **Administration > License Management** tab of Translation Workspace. For details, see the **Assigning Licenses** topic in the Translation Workspace Web interface help system.

## Asset Management

### What are Live Assets™?

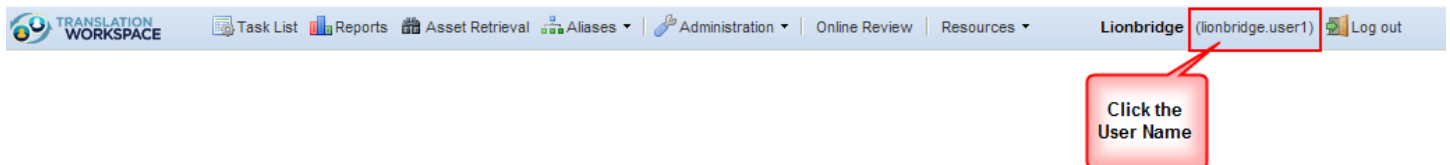
Your linguistic assets (TMs and glossaries) can be thought of as "live" because they can be updated from anywhere at any time by subscribers with access permissions. Updates are instantaneously available to all. Based on ground-breaking asset sharing privacy functionality, globally-distributed teams of linguists can contribute to and reference centralized assets in real time, introducing key efficiencies into the production process. Live Assets are self-maintaining, facilitating process-driven management and eliminating costly synchronization work. With near-zero latency and response time measured in milliseconds, Live Assets increase speed of work, reduce internal language asset management costs, and contribute to lower overall localization spend.

### Does Translation Workspace support TMX?

Yes. Translation Workspace TMs do support TMX. Translation Workspace supports both TMX 1.1 and 1.4b formats.

### How do I change my Translation Workspace password?

Translation Workspace and GeoWorkz use the same credentials. Each user can change their password at any time. To change your password in Translation Workspace, login to [translate.translationworkspace.com](http://translate.translationworkspace.com) and click on your user account name link in the top right corner of the page.



That will open up the **Edit User** dialog with your account details.

Type and re-type your new password in the Enter Password and Retype Password fields and click the Save button. Your password is now updated.

### How do I set/update attributes of a linguistic asset?

TM attributes and their values are additional information saved along with translations in a translation unit. This information is only saved in the TMs, not in the translated files. Attributes are used to classify the translation units inside the TMs, so that during the retrieval of the translations from the TM, some translation units can be preferred over others. For details on setting up and using TM attributes, see the **Translation Memory Attributes** topic in the Web interface help system.

An alternative to using TM Attributes to classify the TUs is to use TM Linking. You can find more information on TM Linking in the TM Management training and in the TM Linking topic in the help system.

Glossary attributes are labels that you can add to glossary records. They can provide context or background information, translation instructions, semantic and grammatical data, and so on. Attributes can be defined either at the language level (across multilingual glossaries) or at global record level (across a language). In order to make common tasks easier, such as searching, importing, exporting, and general maintenance, you should use the same attributes for all languages. For details on setting up and using TM attributes, see the **Glossary Attributes** topic in the Web interface help system.

## How do I create an online review task?

The Translation Workspace Online Review Client is a Web-based application that enables reviewers to validate translation using standardized procedures. It provides an administrator's interface to configure the reviewer's environment. The administrator can use this interface to manage the review packages, workgroups, QA models, and so on.

To prepare material for review, you must create packages, which contain the translated files that clients are going to review. You create a review package in the Translation Workspace Web interface by selecting a Workgroup and then the **Review Package...** option from the **Create New** menu. For details, see the **Online Review** topic in the Web interface help system. Also, take the "Online Review Management " self-training course, accessed in the Training & Tutorials section of the Support tab of GeoWorkz.

## What are Background TMs, premiums, and penalties?

One of the most powerful and unique features of Translation Workspace is its capability to allow TMs to be freely combined and grouped together. This way you can create "super-TMs" from different sources while keeping the underlying information strictly separate. Prioritize the highest quality reference material by applying a penalty on less reliable or legacy sources.

Every working TM can be associated with any number of background TMs. From the user's point of view, a background TM is a read-only TM that cannot be edited directly, but contains additional translations that can be leveraged. Technically, background TMs can be reference TMs as well as working TMs for a different group of users, so the possibilities of combining TMs are truly endless.

Premiums and penalties increase and lower the priority of a background TM, respectively. When there are several translations with similar match values, the Translation Workspace system will suggest the translation from the TM with the highest premium or lowest penalty first.

Premiums and penalties are added to the match value to calculate the match with the highest priority but are denoted distinctly in the Translation Workspace Clients. For example, a match value of "100+2%" signifies a 100%-match from a TM with a 2% premium. A match value of "100-2%" signifies a 100%-match from a TM with a 2% penalty.

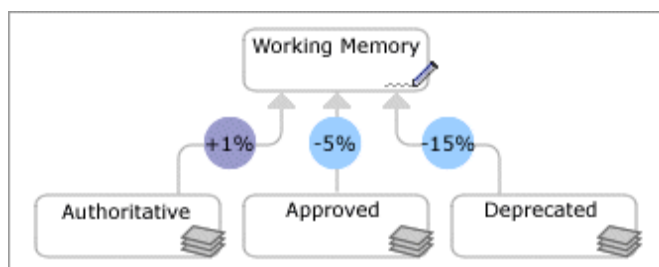
Penalties are also reflected in word counts. Less reliable fuzzy or full matches will be counted with a lower match value. Although premiums could be reflected in word counts, Translation Workspace does not count them, as it would be unfair to increase the matching value of a fuzzy just because it is more reliable.

### **Combining reference TMs**

Multiple reference TMs can be linked to the working TM with different premiums and penalties based on the reliability and quality of their content.

For example:

- If the reference TM has been fully approved and its translations can be used without review, link it with a premium of **+1%**.
- If the translations from the reference TM are generally acceptable, but must be reviewed by the translator, link it with a penalty value between **-5%** and **-10%**.
- If the reference TM is a deprecated or unapproved version, link it with a penalty of **-15%**.



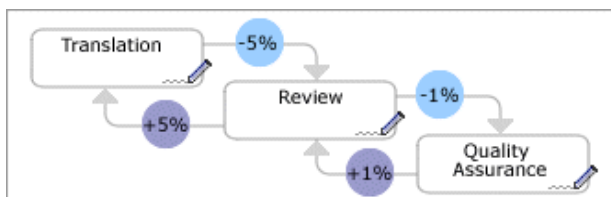
## Combining working TMs

Multiple working memories can also be linked in the some project.

Different working TMs can represent the different stages of a project (Translation, Review, Validated). In this example, the different working TMs may be accessible to different groups of users (translators, reviewers, validators).

The Translation Workspace system of premiums and penalties assures that not only all translations are available to everyone on the project at any time, but also that the version of a translation from the more advanced project stages will override versions from earlier stages. For example:

- If a second working TM is used at a later project stage, link it with a premium between **+1%** and **+10%**.
- If the second working TM is used at an earlier project stage, link it with a penalty between **-1%** and **-10%**.



- If the working TMs are used to distinguish components or versions, select a value between **-5%** and **-10%** for each of the TMs.



## Why can't I use the TM Maintenance Editor?

The TM Maintenance editor requires certain permissions. If you cannot access the editor, your role for the TM does not include the requisite object permissions.

## What is the "Unknown Styles or Fonts" email?

If you import a TM in which there are styles or fonts that are undeclared in the TM header, you will get an email like this:

Subject: Translation Workspace TM import unknown styles or fonts

```
Unknown styles or fonts during import of Sample_TM.txt into database UI_Legacy1:  
unknown_font [13]
```

This is telling you that there is a font that has not been declared in the header section of the file of the TM you are importing. You can use the number in the report (for example, "13" in "unknown\_font [13]"), to find the segment in the file you imported. This can alert you to translations from the TM that are missing styles or fonts or that might be corrupted.

```

<RTF Preamble>
<FontTable>
{\Fonttbl
{\f1\froman\fcharset0\fpqr1{\*\panose-02070309020205020404}Courier New;}
{\f2\froman\fcharset0\fpqr2{\*\panose-02020603050405020304}Times New Roman;}
{\f3\fwiss\fcharset0\fpqr2{\*\panose-020b0604020202020204}Arial;}
{\f4\fn1\fcharset0\fpqr2 {\*\falt Times New Roman}NewsGotT;}
{\f5\fn1\fcharset238\fpqr2 {\*\falt Times New Roman}NewsGotT CE;}
{\f6\fn1\fcharset162\fpqr2 {\*\falt Times New Roman}NewsGotT Tur;}
{\f7\fn1\fcharset0\fpqr0 MS Sans Serif;}
{\f8\fwiss\fcharset0\fpqr2{\*\panose-020b0506020202030204}Arial Narrow;}
{\f9\froman\fcharset0\fpqr0 Eras Bd BT{\*\falt Times New Roman};}
{\f10\froman\fcharset0\fpqr2{\*\panose-02020603050405020304}Times;}
{\f11\fwiss\fcharset0\fpqr2{\*\panose-020b0604030504040204}Verdana;}
}
<StyleSheet>
{\stylesheet
{\St\cs1 {\StB \v\{f1\fs20\cf12\lang1024\sub_}{\StN tw4winMark}}
{\St\cs2 {\StB \f1\cf6\lang1024 }{\StN tw4winInternal}}
{\St\cs3 {\StB \f1\cf15\lang1024 }{\StN tw4winExternal}}
{\St\cs4 {\StB \v\{f1\cf11\lang1024 }{\StN tw4winPopup}}
{\St\cs5 {\StB \v\{f1\cf10\lang1024 }{\StN tw4winJump}}
{\St\cs6 {\StB \f1\cf13\lang1024 }{\StN DO_NOT_TRANSLATE}}
{\St\cs7 {\StN LogoportTMX}}
{\St\cs20 \additive\sbasedon10 {\StB \rtlch\fcs1 \af0 \ltrc
{\St\cs21 \additive\sbasedon10 {\StB \rtlch\fcs1 \ab\af0 \l
{\St\cs22 \additive\sbasedon9 {\StB \b }{\StN Strong}}
{\St\cs23 \additive\sbasedon10 {\StB \rtlch\fcs1 \ltrch\fcs
{\St\cs24 \additive\sbasedon10 {\StB \rtlch\fcs1 \ltrch\fcs0 \f3\{f21\cf17 }{\StN
tituloactividades2popup1}}
{\St\cs25 \additive\sbasedon10 {\StB \rtlch\fcs1 \ltrch\fcs0 \b0 \f17 }{\StN subtitular1}}
{\St\cs26 \additive\sbasedon10 {\StB \rtlch\fcs1 \ltrch\fcs0 \i }{\StN Emphasis}}
{\St\cs27 \additive\sbasedon10 {\StB \rtlch\fcs1 \ltrch\fcs0 \fs16 \ssemihidden }{\StN annotation
reference}}}}
</RTF Preamble>
<TrU>
<CrD>12072007, 08:00:32
<CrU>ADMINISTRATOR
<ChD>12072007, 08:01:07
<ChU>ADMINISTRATOR
<Txt L=NBH>3816520369
<Seg L=ES-ES>salir del trabajo 1 hora antes
<Seg L=FR-FR>{\f13 -sortir du travail 1 heure plus t}{\f13 t}
</TrU>

```

Font \f13 is used in one segments but is not declared in the TM header

## Sharing Linguistic Assets

### What is Asset Aliasing™?

Asset Aliasing is the process of sharing linguistic assets between subscribers, without risk. The owner—or publisher—maintains control of their linguistic assets and can decide how long other subscribers—or recipients—should have access to them. Identities of both the issuers and recipients are protected during the aliasing process.

### How do I make my linguistic assets (TMs, glossaries, and review packages) available to others?

Asset Aliasing is the process of sharing linguistic assets between subscribers, without risk. You make your linguistic assets available to users in other tenancies by generating an access key (or “token”) for the asset and sending it to users you want to use the asset. This is called “publishing” the aliased asset. The receiver of the token can then “subscribe” to the asset. The receiver of the token can also, in turn, generate another access key for the linguistic asset, and can send this second access key to another user. In this way, suppliers can share their assets with LSPs, who can then share the assets with translators.

Note that when a translator stores a translation in an aliased TM, the word usage is applied to the tenancy of the original asset owner (that is, the publisher) of the TM alias.

Users with sufficient permissions can view lists of published and subscribed assets. These lists contain the name of the tenancy that published or subscribed to the asset, but not of the individual user who published or subscribed.

For instructions on publishing and subscribing to aliased assets, see the Translation Workspace Web interface help system topic on Aliasing Assets. Also, take the “Asset Aliasing” self-training course, accessed in the Training & Tutorials section of the Support tab of GeoWorkz.

## **How do I grant/remove access from a linguistic asset?**

Users with sufficient permissions can add and remove users as members of linguistic assets. Select the asset in the asset tree, either add the user or select a user who is already a member, then click **Remove**.

You can control what level of access a member of an asset has via the role that you assign the user. A user's role determines her or his permission to perform operations on the asset (for example, read, write, export). For details about roles, see the **Roles** topic in the Web interface help system. Also, take the "User Management" self-training course, accessed in the Training & Tutorials section of the Support tab of GeoWorkz.

When you alias an asset for users in other tenancies, you can control what operations they can perform on the asset (for example, import, export, connect background TMs to the aliased TM). You can also revoke the alias at any time. For details, see the **Asset Aliasing** topic in the Web interface help system. Also, take the "Asset Aliasing" self-training course, accessed in the Training & Tutorials section of the Support tab of GeoWorkz.

## **In the case of aliased assets, who gets charged – the issuer or the recipient?**

When an asset is aliased, the original asset owner (that is, the publisher of the alias) is charged for the usage of that TM.

## **As a translator, what access do I have to the TM and glossary data on the server?**

Your rights depend on the role you have been assigned for a particular asset or workgroup. As a translator, you will have access to reference all translation assets, including TM segments and glossary terminology, that are linked to the active working TM to which you have been given access rights. Opening each segment in a translation client will identify where the translation and/or terms are coming from. Background assets are accessible to translators for searches and leverage purposes, but not in writing mode.

Most asset settings, such as penalty settings, segmentation rules, and colour settings are not accessible to translators, but are determined by the asset owner in the server.

## **Do translators stay anonymous during the whole translation process with Translation Workspace?**

Translators remain anonymous to the publishing tenancy when they are working with aliased assets. The segments they store into the source of the aliased TM do not have their user name attached. Only the tenancy name is seen.

[Back to top](#)

# **Translation Workspace Clients**

---

## **Which translation client should I use?**

If the content you are translating is in markup language format (for example, XML, HTML, MIF, or DOCX), the XLIFF Editor is the preferred client. XLIFF is an XML-based format created as an open standard for localization, and is being used by more and more enterprises. The XLIFF Editor provides an ideal environment for translating tagged formats, having key capabilities such as tag protection, and supports standard-compliant segment level metadata like status, comments, and context.

The XLIFF Editor is used to prepare the files for translation, translate the files, check for most obvious errors, and convert the files back into their original format. The XLIFF Editor connects to the Translation Workspace and to the Live Assets available to the user.

Translators accustomed to working with Microsoft Word can also use the Microsoft Word Plug-in. Easy to install, with a smaller footprint than other translation solutions, this Translation Workspace Client gives translators who are Microsoft Word users a familiar environment that they can start using immediately.

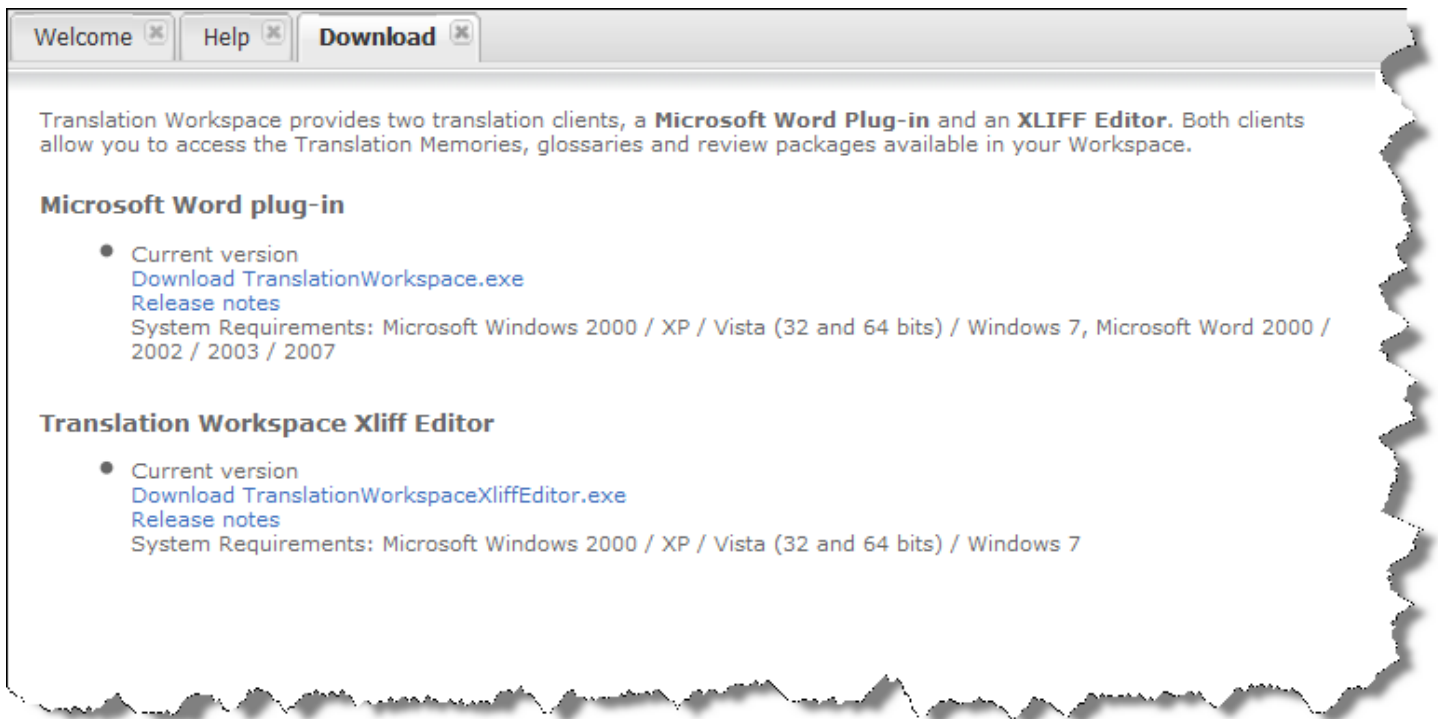
The Microsoft Word Plug-in can also be used to prepare files for translation, translate files, check for most obvious errors, and convert files back into their original format. The Word Plug-in connects to the Translation Workspace and to the Live Assets available to the user.

## **How do I download and install a Translation Workspace client?**

There are two translation clients available: The Microsoft Word Plug-in and the XLIFF Editor.

Whichever translation client you choose, you only need to install it once. When new updates become available, you will receive a notification when you login to the Translation Workspace server through your client, and the new version will be automatically installed on your system.

You can download the most recent Translation Workspace clients from either the GeoWorkz.com website or from the Translation Workspace server. On the GeoWorkz.com website, go to the **Download** page in the **Support** section. Or, on the Translation Workspace server, go to the **Download** page off the **Resources** menu in the toolbar at the top.



For installation instructions, see the **Installation** topic in the appropriate help system (Word Plug-in or XLIFF Editor). These help systems are available from the **Documentation** page accessed by clicking the **Help** button in the **Resources** menu at the top of the Translation Workspace Web interface.

## **Should batch tasks be run using Translation Workspace Tools or the Translation Clients?**

Conversion to the translation formats (RTF/XLIFF) of a quantity of files can be done either in Translation Workspace Tools (for RTF or XLIFF formats), or in the XLIFF Editor (for XLIFF formats).

Analysis and Auto Translation batch tasks on XLZ files should be done in the XLIFF Editor. Analysis and Auto Translation batch tasks on RTF files should be done in Translation Workspace Tools. We do not recommend batch processing files in the Microsoft Word Plug-in, as processing files in Microsoft Word prevents you from using Microsoft Word during the batch operation.

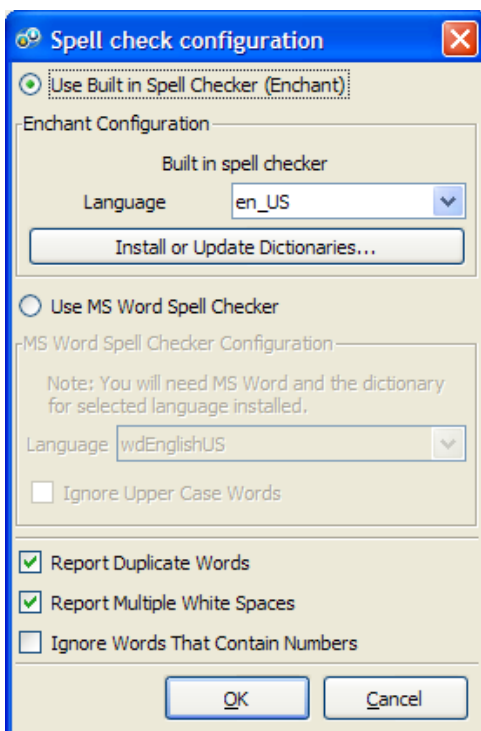
## **Why is there a discrepancy in word counts between the analysis I ran in the Translation Workspace Tools and the XLIFF Editor?**

There can be several reasons for a discrepancy, including a difference in the analysis process used by Translation Workspace Tools (which uses the Microsoft Word Plug-in DLL) and the XLIFF Editor (which uses its own process). To remove the impact of these differences, we suggest that you choose the XLIFF Editor Batch operations functionality to run your analysis of XLZ files.

## **XLIFF Editor**

### **When I run a spell check, the XLIFF Editor reports that an Exception occurred - Cannot find proofing tools for X language. How can I resolve this?**

This issue can be resolved by configuring the XLIFF Editor to use the correct speller. In the XLIFF Editor, select **Tools> Spell check Configuration**

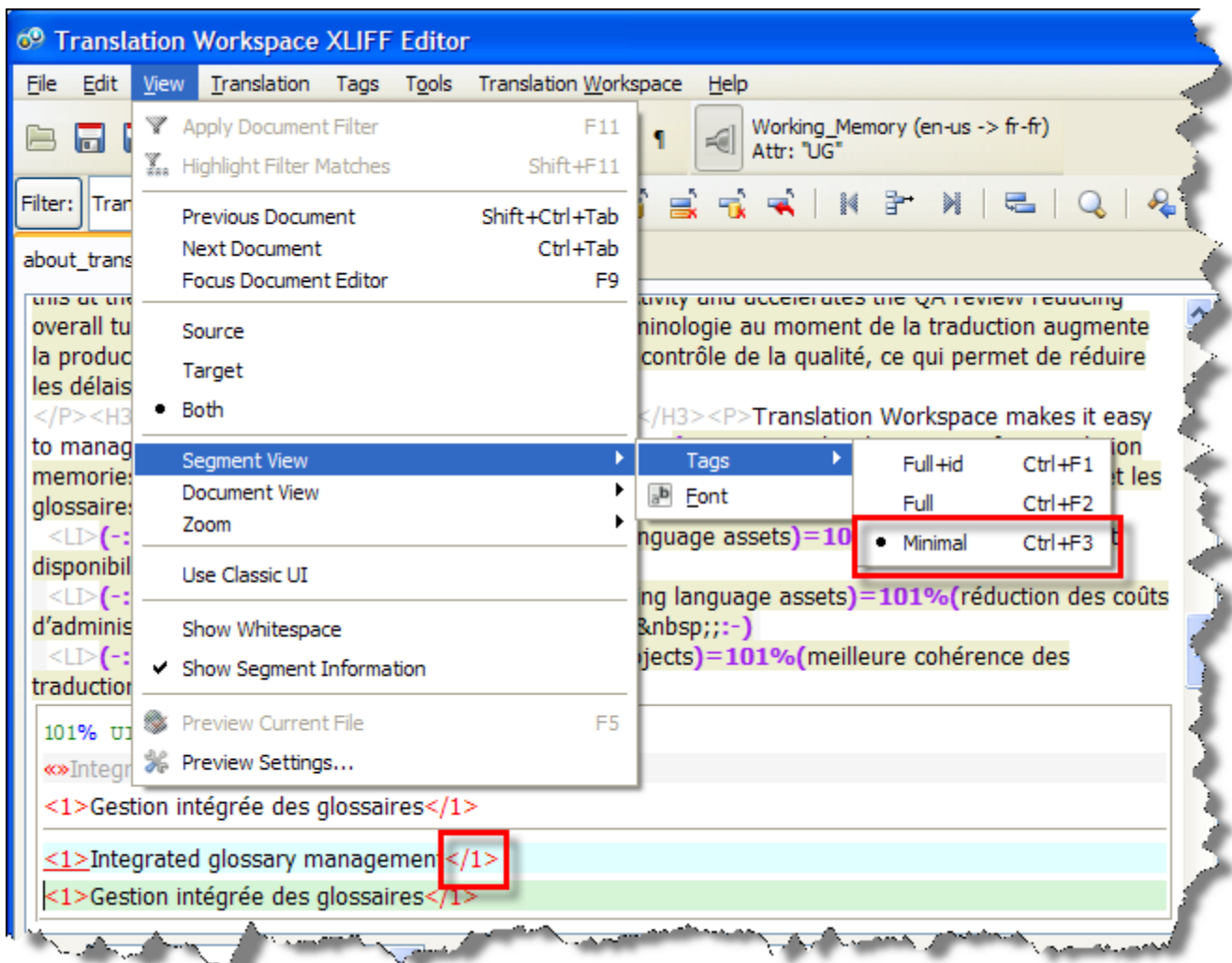


In the dialog which appears please select the language. Note that you will need to ensure that this language Proofing tools are installed. These can be installed via the MS office installer.

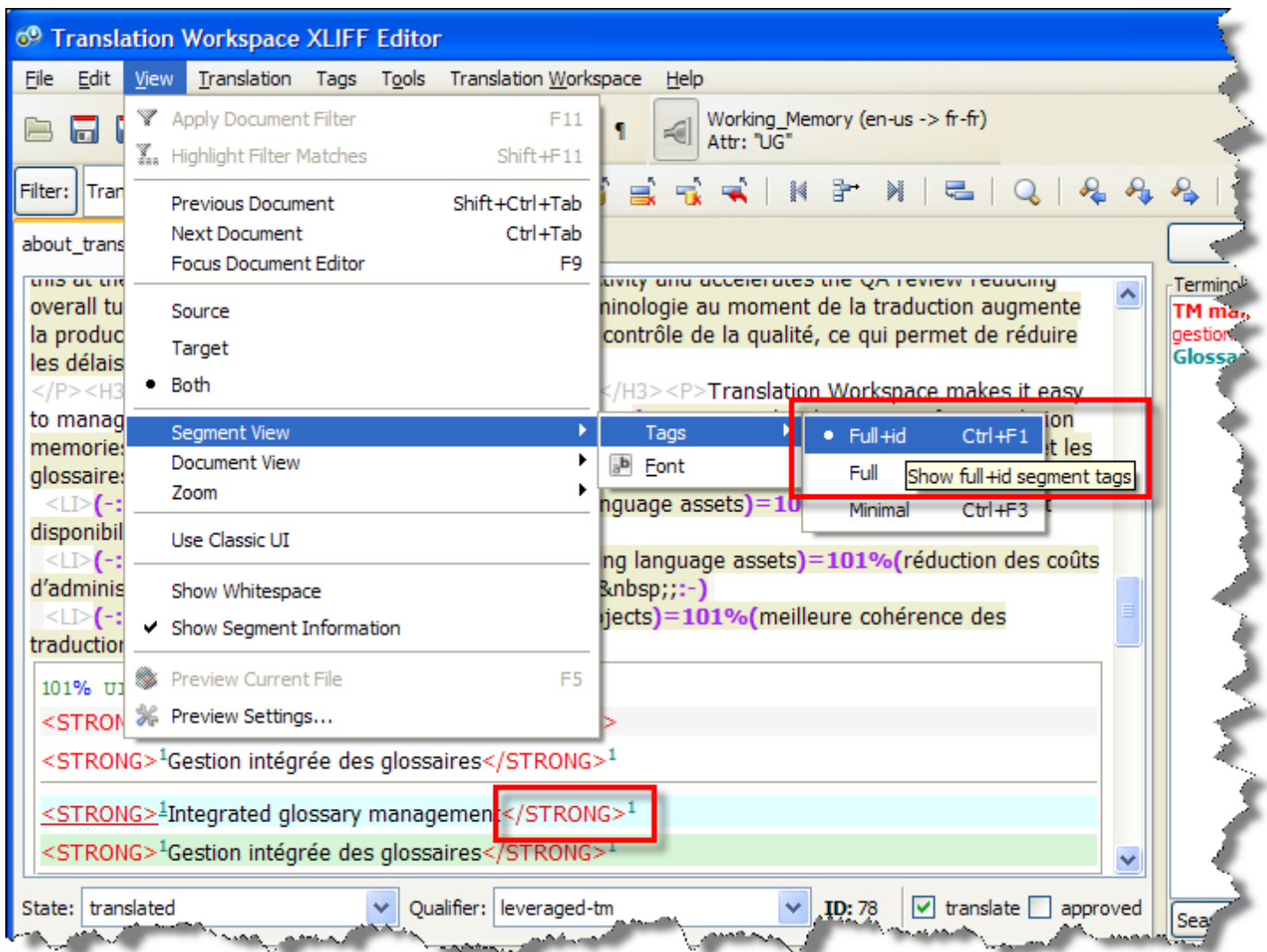
### **When I open a segment I see text in red which are just numbers. What are these and how can I view them in full context?**

These pieces of Text are Translation Workspace Internal Tags shown in Minimal Content.





In order to view the full text show full editor tags must be selected. This can be done in the following manner. **View >Segment View Tags > Full +ID:**



## **Where can I find more help on using the XLIFF Editor?**

The XLIFF Editor includes a help system which you can access from the **Help** button in the toolbar. You can also access this help system from the GeoWorkz.com Support area, and from the **Help** item in the **Resources** menu in the toolbar at the top of the Web interface. Also, take the "Translation Workspace Client - XLIFF Editor" self-training course, accessed in the Training & Tutorials section of the Support tab of GeoWorkz.

## **Microsoft Word Plug-in**

### **Does Translation Workspace work with Office 2007 and/or Windows 7?**

The Translation Workspace Microsoft Word Client Plug-in works on Office 2007 and Microsoft Windows 7.

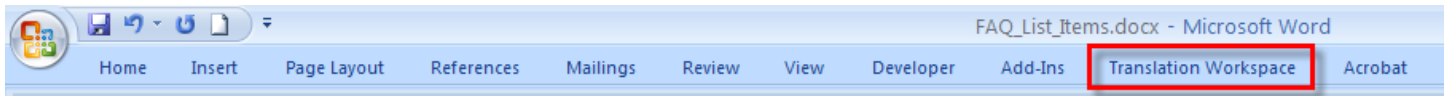
The Word Plug-in works under Office 2007, except for the following keyboard shortcuts::

- Alt+ Num- (Open next untranslated segment)
- Alt+ \* (Translate to next non-100%-match)

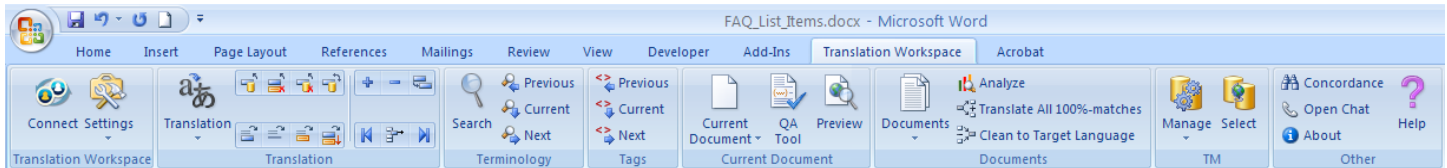
Make sure to enable the 'Visual Basic for Applications' option when installing Office 2007.

## **How do I know whether the Translation Workspace Microsoft Word Client Plug-in was installed successfully?**

After you have installed the Translation Workspace client, restart Microsoft Word. In Word 2007, you should now see the Translation Workspace tab at the top:



Clicking the Translation Workspace tab displays the Word 2007 ribbon:

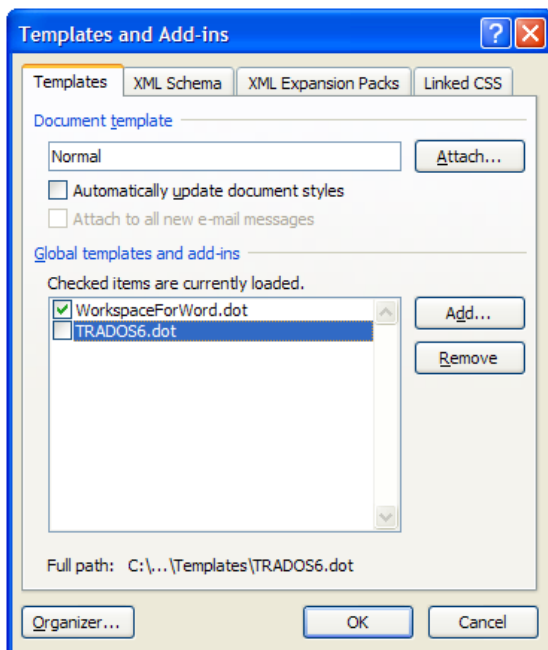


This ribbon contains buttons and menus for performing the commands you will use.

## **What should I do if I don't see the tab or ribbon after installing the Microsoft Word Plug-in?**

The Translation Workspace template may not be attached to your document or not activated. Go to your **Tools/Templates and Add-ins** menu and make sure the Translation Workspace template is in the list of attached templates and is activated.

- Open Microsoft Word (Office XP, 2003), and go to **Tools > Templates and Add-ins**.
- For Microsoft Word 2007 go to the **Word Options > Add-Ins > Manage > Word Add-ins** and click **Go**.
- Add the 'WorkspaceforWord.dot' to the **Global templates and add-ins** list.
- Ensure the checkbox beside WorkspaceforWord.dot is checked.



**Note (Office XP, 2003 users):** If you cannot immediately find the WorkspaceforWord.dot template from the default location when using the **Add...** option, try and locate it in <C:\Program Files\Microsoft Office\Office\Startup\WorkspaceforWord.dot>. If it is there, move it to the default location: <C:\Documents and Settings\<WIN-USERNAME>\Application Data\Microsoft\Templates>, and try adding the template again.

Also, ensure that the TradosX.dot template (TRADOS6.dot) is unchecked, so all keystrokes in Microsoft Word activate Translation Workspace tasks only.

If you still can't see the Translation Workspace toolbar, there may be a conflict with MS Outlook. If you have Outlook opened and you are using Microsoft Word as your e-mail editor, the Translation Workspace menu and toolbar will not display in Word at startup. This is due to the fact that Outlook opens a hidden Microsoft Word instance.

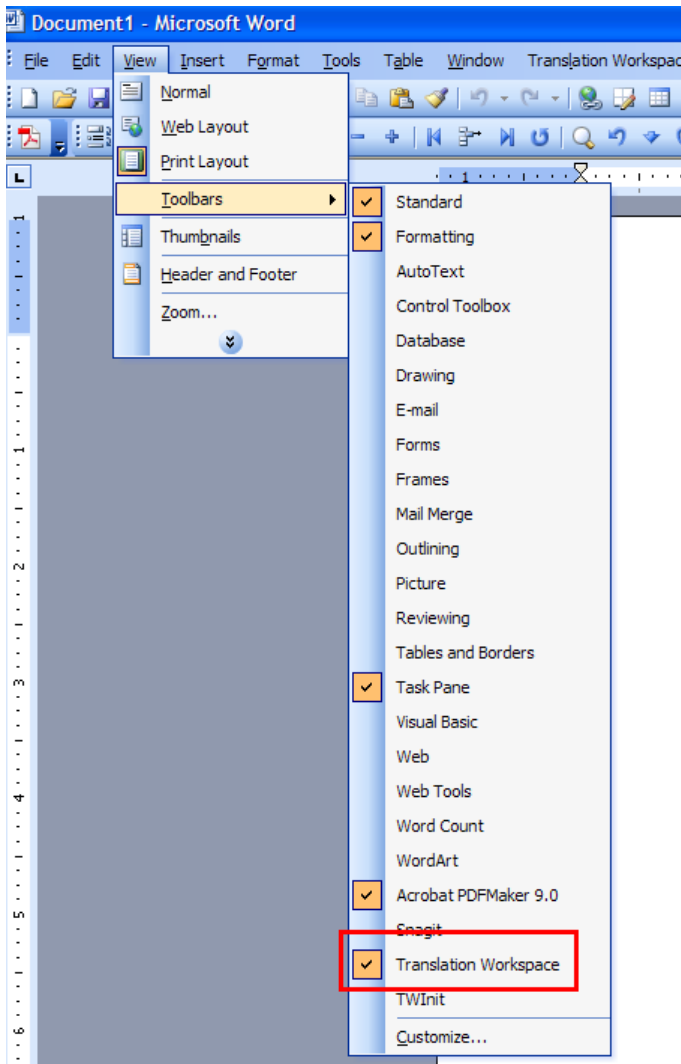
To avoid this problem, either:

- Disable Microsoft Word as your e-mail editor
- Launch Microsoft Word before opening Outlook

If the template is in the list and activated, but you still can't see the Translation Workspace menu or toolbar, you are most likely running a virus scanner which is blocking the Translation Workspace functionality. To check this, go to your virus scanner and add the WorkspaceforWord.dot file to your list of safe files. After restarting your system and Microsoft Word, you should now see the Translation Workspace menu and toolbar.

### **What should I do if I see the Translation Workspace menu, but not the toolbar in the Microsoft Word Plug-in?**

In this case, the Translation Workspace template is activated, but the toolbar should be made visible in the **View > Toolbars** menu (in Word 2003):

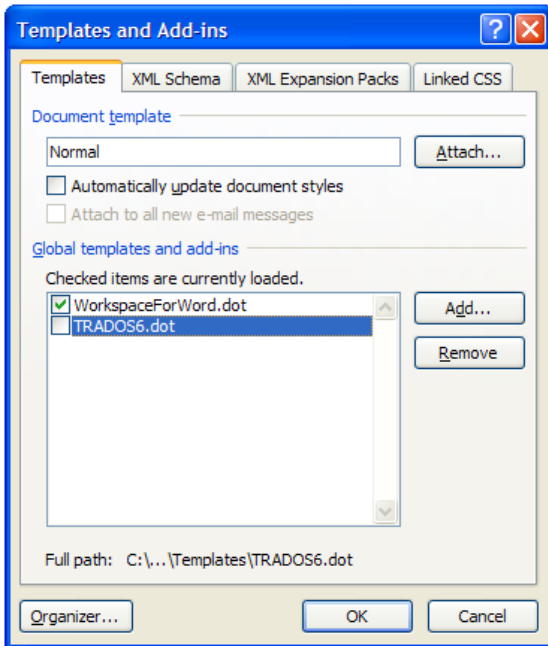


## **Where can I find more help on using the Microsoft Word Plug-in?**

The Microsoft Word Plug-in includes a help system which you can access from the **Online Help** button in the Translation Workspace menu. You can also access this help system from the GeoWorkz.com Support area, and from the **Help** item in the **Resources** menu in the toolbar at the top of the Web interface. Also, take the "Translation Workspace Client - Microsoft Word Plug-in" self-training course, accessed in the Training & Tutorials tab of the Support section of GeoWorkz.

## **Hotkeys conflicts between Translation Workspace and other CAT Tools**

In some instances Translation Workspace and other CAT Tools use the same Hotkey functionality for core translation tasks. Therefore please ensure to deactivate any other CAT Tool's word templates when using Translation Workspace and visa versa. In Word's **Templates and Add-Ins** dialog, ensure to deselect all other CAT Tool Add-ins.



## **When I attempt to clean some doc or rtf files Translation Workspace reports corrupted segments. How can I fix these?**

Typically Translation Workspace reports issues when Translation Workspace tags have been removed or added incorrectly to the bilingual file. The best way to identify corrupt segments is to run a QA clean up check report. In the report provided by Translation Workspace a list of corrupt segments will be detailed. Please check the report for issues and then resolve the issues in the bilingual file.

For example in the screenshot below its possible see that Translation Workspace tags have been altered.

```
<p-class="texttext1">Get help.<31>from your hardware<41>manufacturer.</p>
<p-class="texttext1">Get help.<31>from your hardware<41>manufacturer.</p>
<p-class="texttext1">Get help.<31>from your hardware<41>manufacturer.</p>
```

**Missing Tags**

**Extra Tags**

## **When I try to connect to the server from the client, it says "Invalid Translation Workspace Client Version." What should I do?**

Usually when there is a new Translation Workspace client version available for download on the server, it is automatically installed at your next connection. However, there may at times be time that you attempt to connect with an old client version installed on your computer.

If your installed version is too old, they automatic synchronized with the current server version will not work, and you will get the following error message: "Invalid Translation Workspace Client Version".

You should upgrade your version by following these instructions:

1. Close Microsoft Word (and MS outlook if Microsoft Word is set as default Editor).
2. Download the installation file (Download pagetab on the Translation Workspace server).

## **As I am closing a file I've been translating, it says "Can't open Clipboard." What should I do?**

If Word crashes while you are working on a file, and if when reopening the file one of the segments was activated, you may get an error message "Can't open Clipboard" when attempting to close it.

Go through the steps below in sequential order (only try step 2 if step 1 didn't solve your problem):

1. Connection with the Translation Workspace server may have been lost while your segment was open.
  - a. Revert your previous action (if you try to close segment) to restore Translation Workspace variables (use edit undo).
  - b. Do not use „Close segment, don't save" or „close segment and delete translation", but the Close and Store, or use any Translation Workspace action (Concordance search, e.g.), that triggers a login at the server.
2. Run the Repair function.
  - a. Run the Repair function (**Translation Workspace > Current Document > Repair** menu) on the document with the corrupted segment.
3. A hidden instance of Microsoft Word may be running.
  - a. When Microsoft Word crashes, it sometimes doesn't kill the whole application and keeps a „zombie" Microsoft Word process. This hidden Microsoft Word application is possibly still holding an open clipboard handle which generates the error message.
  - b. This process is only visible in the Task list. Go to the **Process** tab in your Windows **Task Manager** and remove all winword.exe processes.
  - c. Restart Microsoft Word and try to open a segment.
4. Translation Workspace Client may be corrupted.
  - a. Re-install the Translation Workspace client (possibly the template got corrupted simultaneously with the segments).
  - b. Restart the system.
  - c. Open up Word with an empty document.
  - d. Type "This is a test.", and try to open this segment.
  - e. What happens now: can you open the segment without problem or do you again get the clipboard error message?

**Note:** This error can be caused by another application which captures the clipboard content. It is important to close it, otherwise the error won't go away. Related to the Error: Another application has locked the clipboard section below

## **As I am translating, it says "Another application has locked the clipboard." What should I do?**

This error message most often appears when '**GetRight(r) Download Manager**' software is installed on your machine.

De-activate the application when working with Translation Workspace solves the problem.

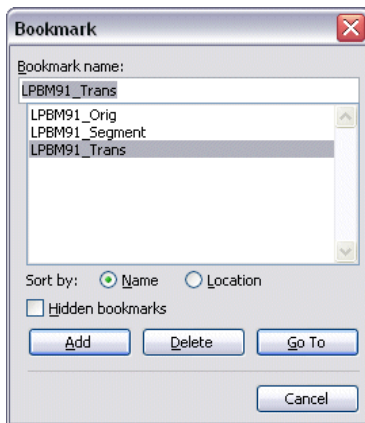
If you are using a virtual machine, de-activate the clipboard synchronization option under the VM additions.

If you are using Parallels Desktop for Mac, turn off clipboard synchronization via the "Parallels Tools" menu.

## **When opening a segment, it says "missing set source." What should I do?**

When trying to open a segment, if you get the error message "missing set source" the connection to the Translation Workspace server has probably been interrupted at some point or something else corrupted the Translation Workspace segmentation. When opening a segment, Translation Workspace creates bookmarks to identify source text, translated text and the whole segment. These bookmarks or some of the segment information (for example, source text) are actually missing so that the segment can't be opened.

To correct the issue you need to remove all the remaining Translation Workspace bookmarks from the file. Go to the **Insert > Bookmark** menu in Microsoft Word to open the **Bookmark** dialog.



Remove all the bookmarks named LPBM91\_Orig, LPBM91\_Segment, LPBM91\_Trans. Now you should be able to open a segment.

## **Online Review Client**

### **How do I access the Online Review Client?**

You launch the Online Review Client from the **Online Review** button in the toolbar at the top of the Translation Workspace Web interface. This brings up the Online Review Client in the browser. Select the review package on the left, then the individual file you want to review from the Files display on the bottom.

### **Where can I find help on using the Online Review Client?**

For details on using the Online Review Client, see the Online Review Client help system, which you can access from the Documentation page via the **Resources** menu at the top of the Translation Workspace Web interface. Also, take the "Translation Workspace Client - Online Review" self-training course, accessed in the Training & Tutorials section of the Support tab of GeoWorkz.

## **Translation Workspace Tools**

### **What is the ML Assistant, and how do I use it?**

The Markup Language Assistant provides an intuitive and interactive way for you to identify localizable content within a tagged file such as XML, HTML, or SGML. The "parsing rules" are stored as a "Profile" in a configuration file. This file is saved in XML format, which advanced users can also create or manually update in a text or XML Editor.

The Markup Language Assistant allows advanced users to benefit from the power of XPath expressions. The ML Assistant also allows you to define XPath expressions with conditional parsing rules based on attribute values for HTML and XML files.

For details on using the Markup Assistant, see the Markup Language Assistant Dialog topic in the the help system for the Translation Workspace Tools or the Microsoft Word Plug-in. Also, take the "Translation Workspace Tools" or (for a more advanced course) the "Advanced ML Assistant" self-training course, accessed in the Training & Tutorials section of the Support tab of GeoWorkz.

## **What is a word count analysis?**

A word count analysis is a report on the amount of leverage you get for a document from the selected TM or TM set. This report can include leverage information for each match type, as well as the name of the TM (foreground or background) that provides the match.

## **Can I perform an analysis to generate word counts?**

Every user can generate word counts on the Translation Workspace server. Because word count analyses is a CPU-intensive operation, you should use discretion when running it.

### **Rules regarding the use of the word count function:**

- Use to **Send Analysis Result as Email** option for best results. You will receive your analysis results by mail as soon as the server has processed them. The Word client plug-in reserves Microsoft Word for the time that it is processing the analysis on the server, but the email option frees Microsoft Word as soon as the data inside the files is sent to the server.
- Be aware that analyses for accounting purposes should always run on the whole project and are likely to generate somewhat higher leveraging than what you will see on a partial analysis of individual batches.
- Always activate the **Use Analysis TM/Delete Analysis TM** option to get optimal (fuzzy matching) leveraging results from the shared TM.

## **What tool do I use to perform word count analysis for supported file types?**

Analysis can be conducted using the Translation Workspace Tools, Microsoft Word Plug-in, or XLIFF Editor. Access the **Document Analysis** dialog from **Analyze** at **Start > All Programs > Translation Workspace > Tools > Translation Workspace Tools**. In the Word Client, Plug-in, select **Current Document > Analyze** or **Documents > Analyze**. In the XLIFF Editor, use the **Analyze** tab in the **Batch Operations** dialog off the **TM** menu. For details, see the help system for the Translation Workspace Tools or for the client you are using.

## **When I analyze my project files, the results show only repetitions.**

This happens when the Analysis TM created during a previous analysis wasn't deleted. Delete the Analysis TM before analyzing the files by selecting the **Clear Analysis TM** checkbox from the **Analyze** tab/dialog.

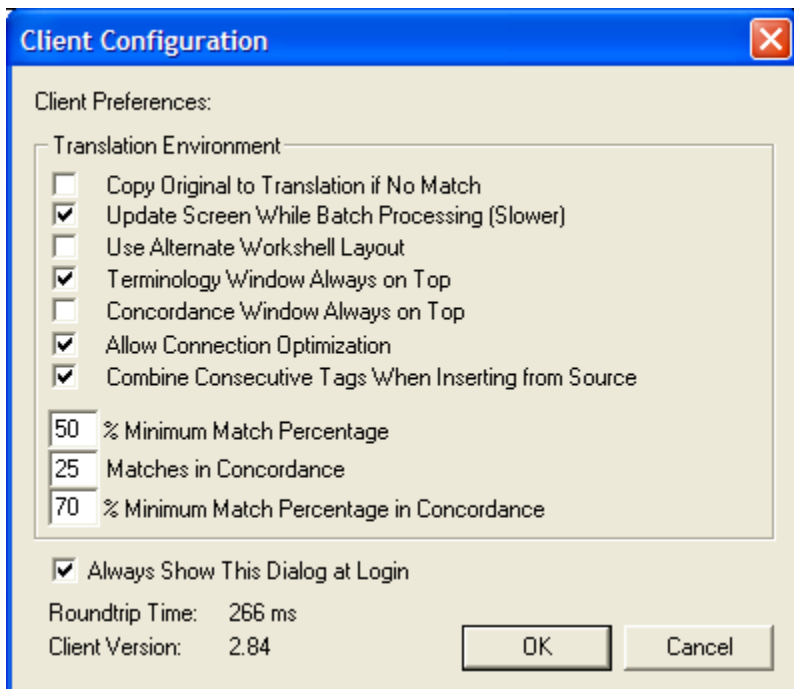
## **How does Translation Workspace count words?**

The analysis result reports only categories of fuzzy matches. While translating, the exact match percent is displayed instead.

Translation Workspace analysis results will keep the matches in industry standard categories, but inside the matching categories there can be variation. The variation inside categories is largest when the matches are below 75% matches.

You can adjust the minimum match percent setting in the Microsoft Word Plug-in by selecting **Translation Workspace Settings > Configure Client** and entering a number in the match percent field. You can also freely adjust the minimum match percentage of the concordance search. These settings are user specific, and have no effect to how Translation Workspace works for other users.





### Does the order in which files are analyzed affect the word count?

The weighted word count of each individual file depends on the order in which the files are analyzed. The latest analysis files will leverage from the content of all the previously analyzed files, both for repetitions and internal fuzzy matches.

### How can I check what word count options have been run?

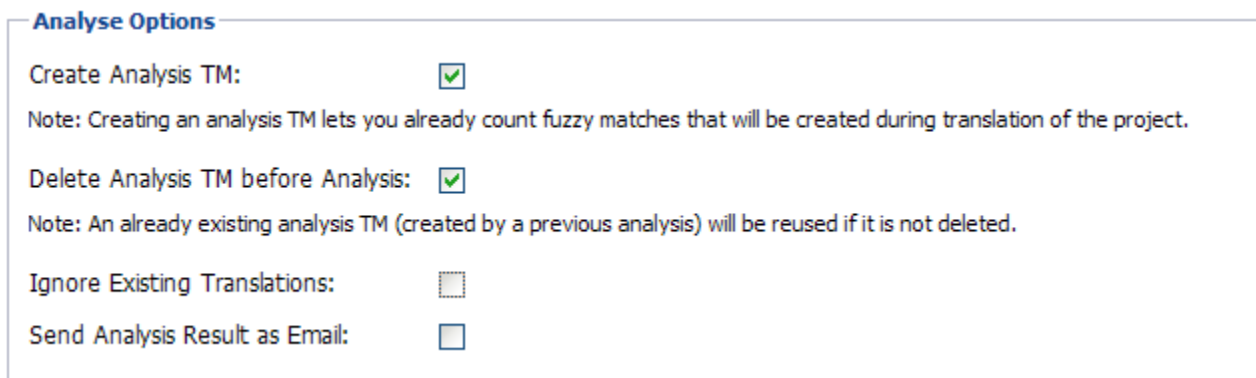
You can verify the settings used when Document Analysis was run by looking in the header of the XML log file. Check this line:

```
<Analysis Date="20080213T154444Z" AnalysisID="642738" CATTool="Translation Workspace"
ATM="yes" ClearATM="yes" IgnoreTrans="no">
```

Where:

- ATM = Use Analysis TM
- ClearATM = Clear Analysis TM
- IgnoreTrans = Ignore existing translations

These settings correspond to the following option settings in the **Analyze** tab for a selected TM in the Web interface:



Note that this information exists in the XML file, but is not displayed in the browser view. It also isn't included in the plain-text and HTML version of the word count log.

## **How do Translation Workspace and industry standard analysis categories compare?**

To see how Translation Workspace word counts compare with those of other industry standard translation tools, see the *Guide to Migration and Interoperability* (accessible from the [Guide to Migrating Linguistic Assets](#) link in the Documentation page on this Support site).

## **In the word count analysis dialog, what does "Ignore Existing Translations" do?**

Selecting "Ignore Existing Translations" allows word counting of the file in a normal way, excluding any content in the file which has already been translated.

## **What are format changes?**

Format changes are things like tag differences, case differences, and punctuation differences. Segments with only format differences are considered as 95-99% matches. They are 100% matches with differing formats.

## **Can the penalty for differing formatting be set to zero for ML file types?**

Yes. The format penalty can be set to zero. Do this in the **Penalty for different formatting** setting in **TM > Properties > Advanced** tab in the Translation Workspace Web interface.

[Back to top](#)

# **Translating**

---

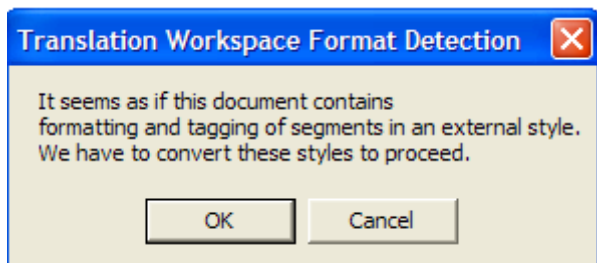
## **Supported Formats**

### **Can I translate PPTX and XLSX files directly in Translation Workspace?**

Yes, PowerPoint and Excel files can be translated in Translation Workspace. These need to be converted to XLZ or RTF format for translation. See the Word Client Plug-in or the Translation Workspace Tools help systems for the conversion steps. For other details, see the *Filters and File Formats Guide*.

### **I get a "Format Detection" dialog when opening a segment. What should I do?**

When I try to open the first segment in a new file, the following "Format Detection" dialog appears: "It seems as if this document contains formatting and tagging of segments in an external style. We have to convert these styles to proceed."



This dialog indicates that the file you're trying to translate has been prepared for Trados™, Wordfast, or some other translation tool, but not for Translation Workspace. Although Translation Workspace can recognise Trados™ styles, it requires its own styles for translation.

Click **Cancel**. Then convert the file using the **Change Tagging to Translation Workspace Format** option from the **Current document** menu (or the same option from the **Documents** menu if you want to convert a batch of files).

# **Best Practices**

## **What is the best practice for dealing with draft translations?**

With Asset Aliasing, there will often be multiple translators sharing a TM, so segments translated by one translator are immediately available to be recycled by other translators. Leaving "first draft segments" in the TM for a long time can create two types of issues:

- Increased risk of spreading mistakes
- Extra work for other translators who see "draft segments" proposed as fuzzy or 100% matches

### ***Suggested solution 1: Changing the review process***

Rather than doing a first draft translation and then proofreading the work after completing all the files allocated, translators should review their work and run the spellchecker at least twice a day then update the draft segments in the TM with these proofread segments. This reduces the time a draft segment stays in the TM, therefore, the chance of it being reused is relatively low.

**Advantages of storing draft segments:** Translators can leverage from their own work done in the translation "session".

**Disadvantages of storing draft segments:** Draft segments entered in a TM even for a very short time results in a risk of being reused.

### ***Suggested solution 2: Don't store segment in memory***

A translator unsure about the translation of a segment should not enter it into the TM. Instead, use the **Close segment, don't save** feature which lets Translation Workspace users save the segment for later review, without storing it to the TM.

**Advantages of not storing draft segments:** There is no risk of draft segments being reused.

**Disadvantages of not storing draft segments:** Translators cannot leverage from their own work done in the current translation "session".

### ***Suggested solution 3: Mark the translation as tentative***

If translators cannot find a satisfactory solution, they should enter a query and mark the queried term with a query marker (for example, +++ or /// or \*\*\*, or any other marker that you normally use or agree on). If the term is marked, the segment can be entered in the TM because the query marker will indicate that the translation is tentative.

**Advantages of storing tentative segments:** Translators can leverage from their own work done in the translation "session".

**Disadvantages of storing tentative segments:** Leveraged segments include the query marker, which, if not agreed to by all parties using the asset, may be confusing.

## **My client provided me with TTX files file for translation. How can I use the XLIFF Editor to translate these files?**

The XLIFF Editor has a filter to convert TTX files to XLIFF for translation via the XLIFF Editor. In order to open these TTX files in the XLIFF Editor follow these steps:

- 1) In the XLIFF Editor, click **File > Open**.
- 2) In the dialog which appears select to view **"All files"**.
- 3) Browse to the TTX files and open.
- 4) The **Setup TTX to XLIFF Conversion** dialog will convert these files to XLIFF for translation via the XLIFF Editor.

# Chat Functionality

## What is the Chat Function?

The Chat function allows all collaborators on a project, within the same tenancy, to have quick and direct communication. For example, collaborators can query terminology or check why a certain translator or proofreader decided on a particular translation.

Despite being a great help in bringing a remote team closer together, the Chat function can also be quite disruptive if not used with consideration.

Consider these guidelines when using chat:

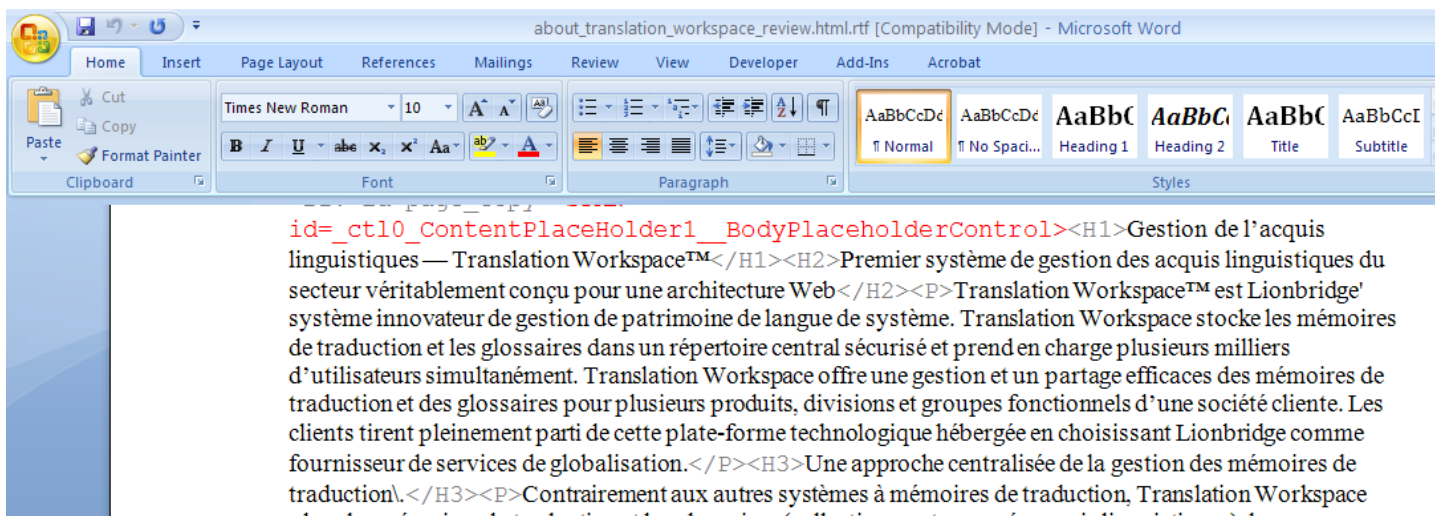
- Only use the chat to discuss project-specific topics, not for personal communications or social announcements.
- Direct your chat messages only to the people directly involved.

## How can I check if my entire file has been fully translated?

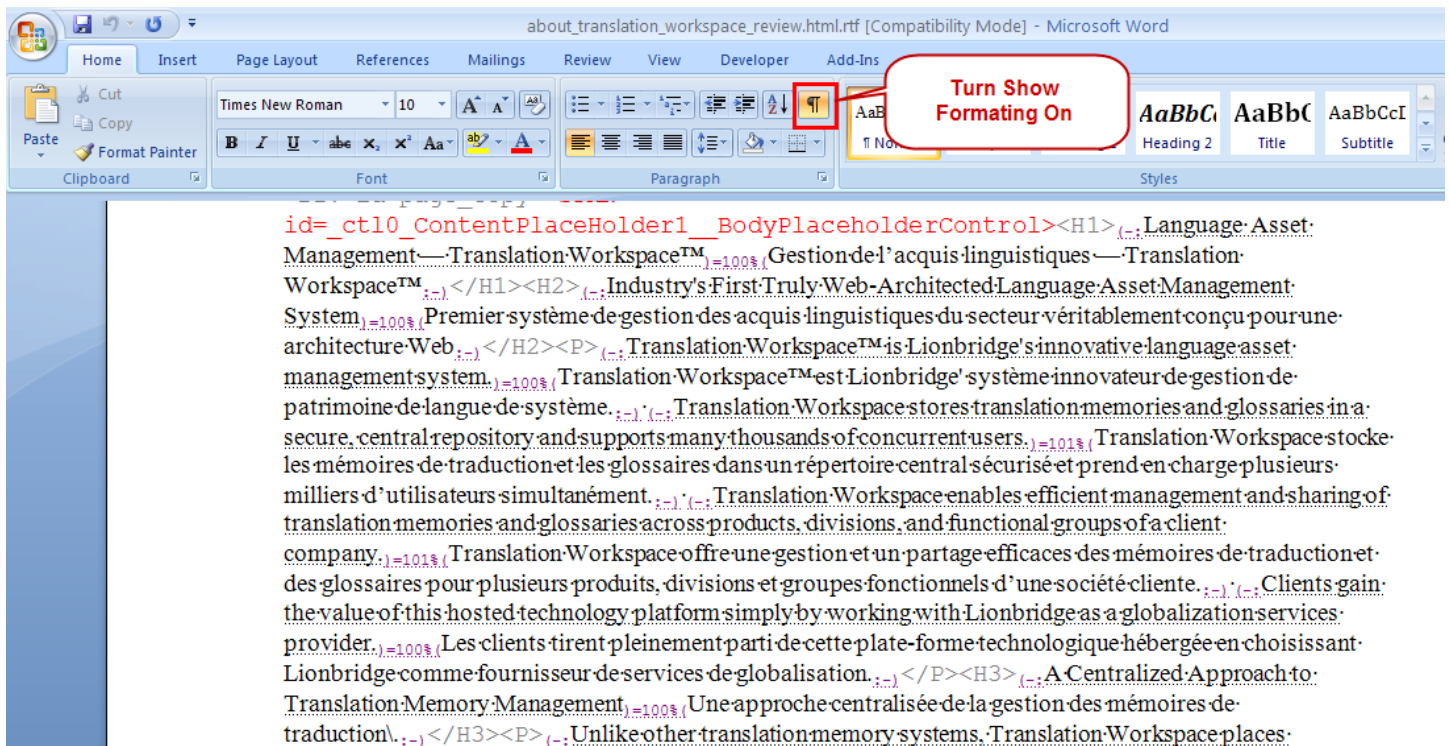
This can be checked via Translation Workspace QA tools . Go to **Start > All Programs > Translation Workspace > Translation Workspace Tools > QA tools**. In the **Quality Assurance Tools** dialog select the **Omission** check box and run the check on your files. Translation Workspace will provide a report which can be reviewed to ensure all segments are translated.

## I've finished translating my files and reopen them in Word. Why do I only see the localized segments and no source segments?

After opening a localised file the user can only see the Target segments as in screenshot below.



In order to view both source and target strings all formatting marks must be active in the word client In order to do this the user should select the Formatting option as below.



## **How do I add my translations to the TM?**

There are two ways to save translations to the TM. Translation Workspace, with Live Assets, is designed to have translations automatically saved to the TM during translation. In order to save translations automatically, you simply need to translate and use any of the functions that include **Store**. There is also the option to clean the bilingual file to target after translation is done. This can be done in both clients and in a batch function. For more information on this function, please refer to the relevant documentation.

## **How can I check if all my files will clean correctly?**

This can be checked via **Translation Workspace QA tools**. Go to **Start > All Programs > Translation Workspace > Translation Workspace Tools > QA tools**. In the **Quality Assurance Tools** dialog select the **Cleanup** check box and run the check on your files. Translation Workspace will provide a report which can be reviewed to ensure all files will clean correctly.

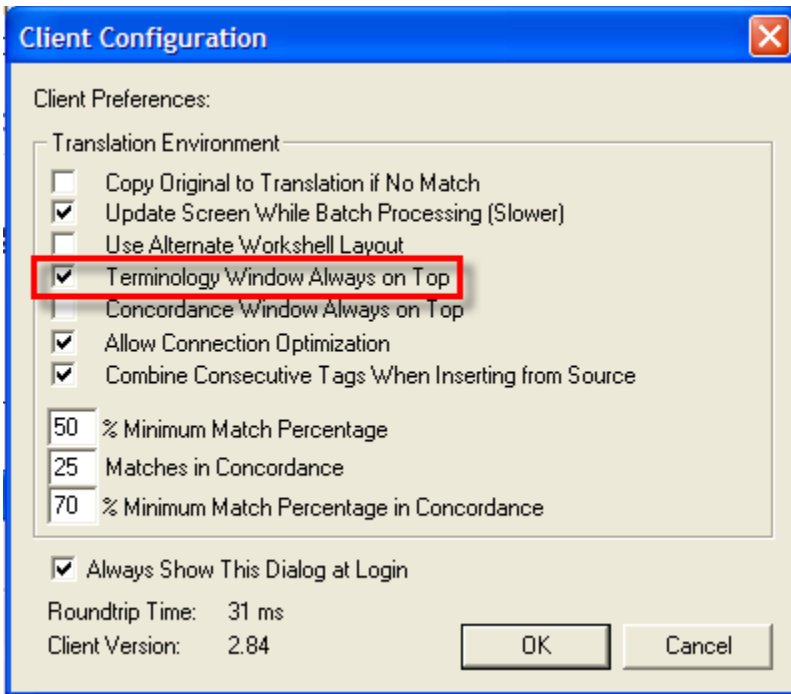
## **How can I modify a locked segment?**

Locked segments can be modified in the Word Client Plug-in. The steps to do this are to select the segment and go **Current Document > Unlock Current Segment**.

In the XLIFF Editor, you can control whether a segment can be translated by checking or clearing the **translate** checkbox at the bottom of the segment editor.

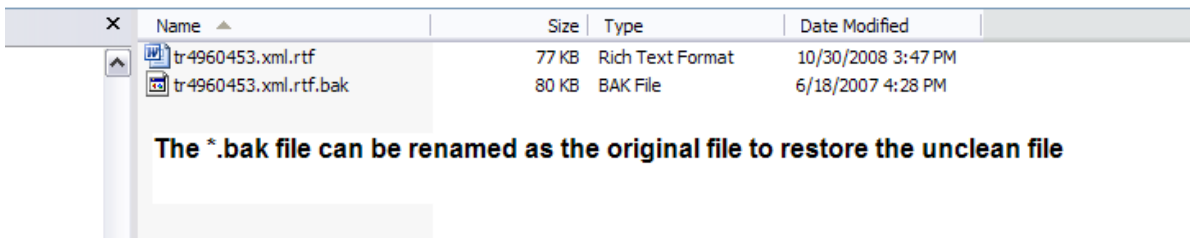
## **Every time I open a segment the Terminology window appears. How can I stop this occurring?**

This functionality can be changed in the **Client Configuration** dialog. To access this dialog from the Word Client Plug-in go **Settings > Configure Client**. The following dialog will appear. In this dialog de-select "Terminology Window Always on Top."



### **How do I restore unclean files after I've cleaned them?**

During the clean-up process Translation Workspace creates a \*.bak file which can be renamed to the original file name to restore the unclean file, if you have selected the **Create .Bak Copies** option on the Translation Workspace **Document Cleanup** dialog

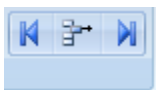


### **Does Translation Workspace find multiple fuzzy matches?**

Yes, Translation Workspace always suggests the highest match first, but you can navigate between all available matches by using the **Get Next Match** and **Get Previous Match** features. These features are accessible from the **Translation Workspace Translation** ribbon directly, and from the **Translation** menu:



or from the Translation Workspace ribbon:



## **What is the difference between “Open next non-100% match”, “Open next untranslated segment” and “Translate to next non-100%-match”?**

A brief description of each of the functions are available below.

### ***Open next untranslated segment***

This opens the next segment (from the current cursor position) that is still untranslated. You can use it to check whether any text was left unsegmented or untranslated in your document.

### ***Open next non-100% match***

This opens the next segment (from the current cursor position) that is not an exact match. This function is affected by the **TM Settings** in the Translation Workspace web interface. If the **Include Only Context Matches in Batch Translations** option is enabled, only 101% matches are skipped. The function will stop on 100% matches. If the option is disabled, the function will skip both 100% and 101% matches. This function should be used when you want to review segments for which you don't get an exact match during interactive translation. It can also be used by proofreaders to locate translations that were newly added during the project.

### ***Translate to next non-100% match***

This translates all segments beginning with the current cursor position for which the TM offers a unique 100% match. Segmented and unsegmented strings are checked against the TM. If a unique exact match exists, the string is autotranslated and Translation Workspace moves to the next segment. If no match exists in the TM, the function stops. The segment with a non-100%-match is then opened.

This function is affected by the **TM Settings** in the Translation Workspace Web interface. If the **Include Only Context Matches in Batch Translations** option is enabled, only 101% matches are translated. The function will stop on 100% matches. If the option is disabled, the function will translate both 100% and 101% matches.

This function can be used when you want to update the document with latest TM content.

## **Match Rates**

### **How are different level matches prioritized?**

The prioritization in which matches are presented is as follows:

1. 101% match according to most recent date
2. 100% match according to most recent date
3. Fuzzy matches according to matching percentage and date

Penalties or Premiums applied on linked TMs can interact for all matches. For example, a 101% in a linked project with a penalty of -1% will appear as a 101-1% match, which is equivalent to a 100% match in terms of priority ordering. A 95% match in a linked TM with a premium of 3% will appear as a 95+3% match, which is equivalent to a 98% match in terms of priority ordering.

## **Context Matching**

### **What is context matching?**

Context matching is an advanced technology featured in Translation Workspace that allows it to store a translation along with the specific textual context in which the segment occurs in the TM. Context information allows for highly accurate re-translation of unchanged passages in an updated document, for instance. This option allows you to re-create the translation of a document with a very high level of accuracy at a later time. Short, ambiguous sentences that usually require a different translation at different points in the text can easily be identified by taking their respective context into account.

A context match is identified as a 101% match in a translation client, as well as in the word count analysis.

Context matches can be enabled or disabled for each project.

Context matches have a high level of accuracy so your productivity to review them will increase. Given the higher reliability of these matches, on some projects you may even not be requested to review them. As a context match (101%) has a higher priority than an exact match (100%), it will always be proposed first to the translator.

Be aware that the use of context matching has some particular consequences:

- Even if one instance of a particular segment is modified and saved to the TM, several other (unchanged) translations may still reside in the memory, if that same segment occurred in multiple contexts (locations).
- The translator may not necessarily get the updated translation from the TM as the first suggestion, if an in-context match already exists in the TM.
- An older 101% match will have priority over a more recent 100% match. This means that if you correct a segment that appears several times in a document, but are using a TM made from the previous version of this document, you will NOT get your correction as first choice segment if there is a 101% match in the TM.

## **Fuzzy Matches in an Empty TM**

### **How can you have fuzzy matches against an empty TM?**

Performing a word count in Translation Workspace using the **Use Analysis TM** option will almost always include fuzzy matches, as Translation Workspace not only analyzes the source files against the available TM, but it will also look for fuzzy matches in the source files themselves. In other words, it will look for similar, recurring sentences in the source material. It will do so by building up an "Analysis TM" during the word count process. Fuzzy matches can then occur within one file or between multiple files.

In fact, this process is a more accurate representation of what the translator will encounter as the TM is being built up during the translation phase.

For example, suppose the following three sentences occur in your source document:

1. Click the **Start** button to initiate the process.
2. Click the **Print** button to initiate the process.
3. Click the **Start** button to initiate the process.

Translation Workspace will count these as, in order: no match, fuzzy match, and repetition.

### **How can I ensure that Translation Workspace matches Trados segmentation?**

The Translation Workspace segmentation engine is very similar, but not exactly the same as the one in Trados. Typically you won't encounter any issues due to different segmentation. However, if you want to be fully compatible with the Trados segmentation, you can always pre-segment your files using the Trados option **Segment Unknown Sentences**. For an in-depth comparison of Translation Workspace and Trados features, see the *Guide to Migration and Interoperability*, accessed via the "Guide to Migrating Linguistic Assets" link on the Documentation page of the GeoWorkz Support area.

[Back to top](#)



## Interoperability

---

### **When creating a Translation Memory (TM) from non-Translation Workspace legacy data, is it better to use a TM export or to use bilingual files to populate the TM?**

Either method stores your translated segments into the Translation Workspace TM, however if you have the bilingual source files, we do recommend using them to create the TM. By converting legacy bilingual content into the TW format and cleaning it into the TM you populate the TM with 101% matches, resulting in maximum leverage/translation quality. If you create the TM by importing a legacy TM file, you lose the context of the file and thus cannot get 101% matches on these segments.

[Back to top](#)