



Better Translation Technology

XTM Connect for JIRA

XTM Connect for JIRA

Documentation for XTM Connect for JIRA.

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2. Introduction

XTM Connect for JIRA is an auxiliary application for both XTM Cloud and XTM Suite. It connects directly to JIRA to automate the process of sending new file attachments in JIRA issues to XTM and creating translation projects. Then, once the project workflow is complete, it uploads the translated or target files to the relevant JIRA issue. The advantages of XTM Connect for JIRA are that it reduces the number of manual tasks and thereby decreases costs, turnaround times, and human errors.

Use of the application is provided under a separate software license and is not included in the standard XTM license or subscription agreement.

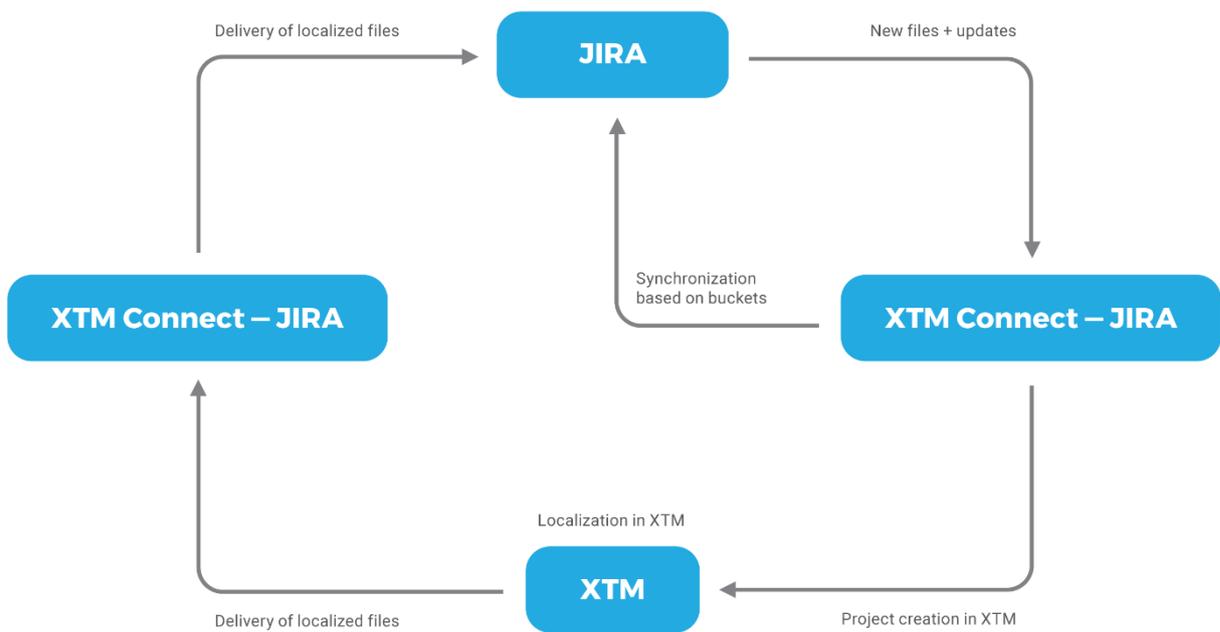
This version of the manual covers the version of XTM Connect for JIRA where all configuration is set and stored in configuration files. These files will be prepared by the XTM Support team based on information you provide.

Contact the XTM Sales at sales@xtm-intl.com to learn more about XTM Connect for JIRA and request a quote. When you have purchased XTM Connect for JIRA, XTM International will enable the API connection for you.

3. Overview of XTM Connect for JIRA

Once XTM Connect for JIRA is configured to connect to JIRA, it synchronizes with it and looks for issues matching specific JIRA filters. At the moment of synchronization, XTM Connect for JIRA recognizes files that have been added to JIRA translation issues since the last synchronization and creates a copy of this content as tasks. These tasks including JIRA issue custom fields are then used to create a project in XTM Cloud or XTM Suite using a predefined template in XTM.

When the translation is finished, XTM sends the target files back to XTM Connect for JIRA which uploads them to the JIRA issue they were taken from.



XTM Connect for JIRA workflow diagram

4. Prerequisites and data required for configuration

Prerequisites

XTM Connect for JIRA is installed on the client's server. It can run on the client production server but this is not obligatory. The server should have Tomcat, Java and PostgreSQL preinstalled. It should also have enough disk space to store the files for translation.

Data required for configuration of XTM Connect for JIRA

Please gather the following data and send it to XTM Support at support@xtm-intl.com to configure your instance of XTM Connect for JIRA.

1. Client details

- Client name used for logging in to XTM
- User ID or user name: XTM advises to create a new user specifically for XTM Connect so that it is simple to track XTM Connect activity separately from other users' human actions. The XTM Connect user needs have a Project Manager role.
- Password for the user

2. JIRA details

- Client JIRA URL
- Client name used for logging in to JIRA
- Password for the user (the user needs the rights to: use the filter for translation issues, display the translation issues and add attachments).

3. JIRA mapping

- **Customer custom field**, optional. The data entered to the custom field will be used to choose the XTM customer or to create a new one if they do not already exist. If no customer custom field is used in JIRA, XTM will create a project under a default customer as specified in the bucket configuration.
- **Source language**, fixed or selectable. It is recommended only to use a single value selection JIRA custom fields to avoid choosing more than one source language for a single translation project. If there is more than one source language value provided, the project will NOT be created in XTM.
- **Target languages**. A list of JIRA custom field target languages corresponding to specific XTM language variant codes from Appendix 2 to XTM Manual available for download from the documentation section [here](#).
- **Any other custom fields** that need to be imported into XTM. The custom field types must reflect XTM project custom field types that include: checkbox, date, dropdown, multiple selection, number, text field. The project custom fields have to be manually created in XTM together with their selectable values for XTM Support to map them together with JIRA custom fields.

4. Buckets

A bucket is a configuration container for JIRA filters. Thanks to the bucket configuration XTM Connect for JIRA finds relevant JIRA issues to check their attached file revision versions, take new and updated files for translation and return the translated files. It is recommended to use one bucket per a single JIRA project filter to have alternative workflows for your files. If you want to configure multiple buckets, provide a list of them with the following data for each:

- **Bucket name**: In case there are multiple JIRA filters and/or synchronization configurations, the bucket name can make any updates to the configuration simpler in the future.

- **JIRA filter ID.** JIRA filter ID is a number displayed after “/?filter=” in the browser’s address bar when you activate the filter, in this example it is “99999”:
<https://jira.xxxxx.com/issues/?filter=99999>

or

JIRA filter JQL (JIRA Query Language). Click [here](#) to read more about JQL. Before you send a JIRA filter JQL to XTM, please make sure in your JIRA that it finds the relevant projects for you. Otherwise, XTM Connect for JIRA will not detect new files nor updates to files.

- **Information if the files for synchronization are used in a continuous project:** A continuous project is a project where the source files are replaced with a newer version in order not to create multiple projects with the same, constantly evolving files.
- **Default customer ID.** The default customer that will be used to create projects where no other customer was selected in JIRA. You can find the customer ID in XTM on the Customers tab. Place cursor on the  icon to display customer ID and other information.
- **Template ID:** XTM Connect takes all project data from a predefined template with the exception of name of the project, customer choice and language combinations. You can find the template ID in XTM on the Projects > Templates tab. Place cursor on the  icon to display template ID.

4. Synchronization and project creation

- Frequency of synchronization with JIRA: buckets will collect files for translation automatically as scheduled, thus frequent synchronization with JIRA is not required. We recommend that the frequency should not be more often than once every 5 minutes.
- Project creation schedule: you can choose multiple times and days of the week to create new projects in XTM based on the synchronized files.

5. Explanation of the XTM Connect for JIRA mechanism

JIRA and XTM users

XTM Connect for JIRA logs in to JIRA and XTM to connect with the services. The JIRA user is required to have the rights necessary to use filters, display translation issues and add attachments. The XTM user needs to have a Project Manager role.

Filters in JIRA

XTM Connect for JIRA monitors JIRA issues that fall within the filters. Translation issues can be stored and selected in JIRA using filters but each of filter should be configured with an individual bucket. Otherwise projects created based on multiple filters will have exactly the same settings. JIRA project filters are specified using IDs or through JQL. JIRA filter IDs are displayed in the browser address bar. The JQL has to be tested before submitting to XTM to ensure that attachments from the correct issues are taken for translation.

JIRA issues

Project names

XTM Connect for JIRA names projects in XTM after the issue names.

Customer

JIRA translation issues can optionally include a customer custom field. When the customer exists in XTM, the project will be associated with them. When the customer does not exist in XTM, they will be automatically created and then associated with the project. If the translation issue does not contain a customer custom field or no selection has been made for it, the project will be created in XTM under the default customer defined in the specific bucket.

Source language

The source language can be set in the database as a default source language for all projects created by the connector or added as a JIRA custom field and be mapped with XTM. When source language is selectable from a custom field in JIRA, the custom field **MUST NOT** allow selection of more than one source language for a single project. If XTM receives a request from XTM Connect for JIRA to create a new project, and the request contains more than one source language value, the project **WILL NOT** be created in XTM. XTM Support has to know the values of the source language available for selection and the specific XTM language codes to map them with. XTM language variant codes are listed in Appendix 2 of the XTM Manual available for download from the documentation section [here](#).

Target languages

Target languages should be set as a custom field in JIRA. This field may contain any values convenient for the users. At the same time, it is recommended to keep them as clear as possible as some target languages can have multiple variants. As with the source language, all target language values selectable in JIRA, must be mapped to XTM languages. XTM language variant codes are listed in Appendix 2 of the XTM Manual available for download from the documentation section [here](#).

Other custom fields

XTM can import data from any JIRA custom field matching an XTM custom field. Field types include: checkbox, date, dropdown, multiple selection, number, text field. JIRA custom fields needed for integration with XTM have to be set up in XTM and then mapped by XTM Support.

Project creation

Synchronization intervals

XTM Connect for JIRA checks if there are any new or updated files for translation. The frequency of synchronizing with JIRA is customizable, however, we recommend that the frequency should not be more often than once every 5 minutes.

Project creation schedule

Projects are created in XTM Project based on a customizable schedule. There can be multiple times and days of the week for creating a new project in XTM based on synchronized files. For example: agile projects can be created every hour if immediate action is required or every day or two to reduce the project management tasks.

Templates

Projects created in XTM take information about the customer, source language, target languages and custom fields from the JIRA translation issues, however, the remaining project options that can include project assignees are specified in XTM templates. Only one XTM template can be associated with a single bucket. Templates are associated with buckets based on XTM template IDs.

Project creation considerations

Any files attached to the JIRA issues, by anyone but the XTM Connect application, will be taken for translation regardless of whether they are new versions of translated files or completely different. That includes any files with comments added to translation returned by the application. In such cases the translated content together with comments or any other modifications will be taken for another round of translation, where the previously translated text will be treated as the source text. As a result, a new project will be created where the source text does not match the language combination. Also there will be no TM matches. If that happens, the project should be manually removed from XTM to prevent unneeded work and creating bad entries in a translation memory.

Return of translated files

XTM Connect for JIRA returns translated files with the target language code added to filename.

Translated files considerations

XTM Connect for JIRA will not delete or update any files attached to a JIRA issue. The application will always add a new file. Depending on the configuration and circumstances there can be multiple files with the same name attached to a JIRA issue. In such case, file delivery of translated files can be easily tracked using dates when successive file versions were attached to the JIRA issue.



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