



## User's Guide

Gültig ab Transit NXT Service Pack 14 Update 7  
2023-02



WebTransit

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Valid from  
Transit NXT  
Service Pack 14  
Update 7

Revised 2023-02. This document is valid as of Transit NXT Service Pack 14 Update 7. WebTransit and Transit are being continuously further developed. You can find current Service Packs, installation instructions, user documentation and accessories on our website in the following area: » [Downloads](#) | [Transit & TermStar NXT](#)

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# 1 Overview

## What is STAR CLM?

The STAR CLM platform is a standardised Corporate Language Management solution and acts as an automated project management system for translation jobs.

Each translation job runs through a specified workflow that consists of a number of steps (e.g. receive data, create statistics, select vendor etc.). These steps are carried out by individual enclosed modules (called “services”).

## What is WebTransit?

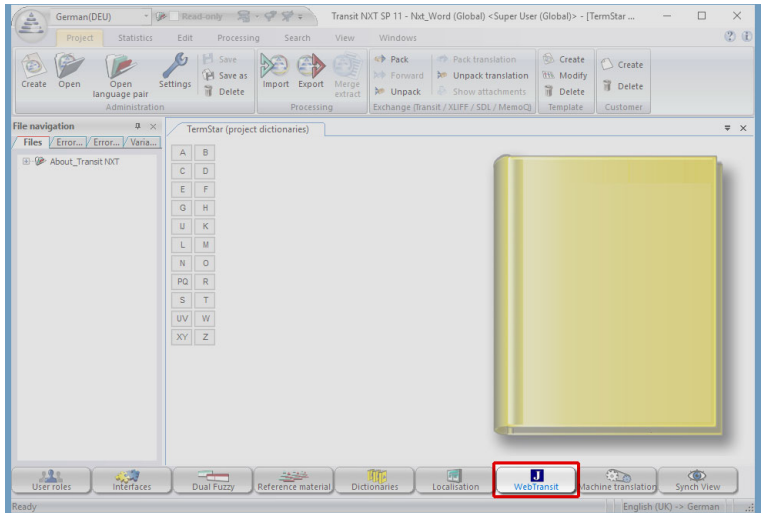
WebTransit is a component of the translation memory system Transit to exchange data with the STAR CLM platform and manage your translation jobs.

With WebTransit you can:

- Have an overview of all current jobs
- Download jobs from STAR CLM
- Unpack jobs in Transit
- Receive messages from STAR CLM
- Upload jobs to STAR CLM
- Receive acknowledgements from STAR CLM

## Starting WebTransit

WebTransit is integrated into Transit. To start WebTransit, click on **WebTransit** in the resource bar of Transit:



For details about the WebTransit user interface, refer to the section » [WebTransit user interface](#), page 30.

What you can do now In order to exchange data with STAR CLM, you must set up a connection to a STAR CLM server in WebTransit (» [Setting up connections to STAR CLM](#), page 12).

## 2 Preparing to set up a connection

This section is for the STAR CLM administrator or project manager who coordinates the WebTransit work in an agency, or for individual translators who use WebTransit.

### Essential information

**What you should know** WebTransit users must set up a connection to a STAR CLM server to be able to exchange data with STAR CLM.

To do this, WebTransit users must specify the connection mode and the access information for the STAR CLM server.

You must therefore decide which connection mode is best suited to your work:

- Just one user for all jobs: Single-user mode (» [page 9](#))
- One user for each job: Multi-user mode (» [page 10](#))
- Various users for each job: Agency mode (» [page 11](#))

Specific requirements must be met and certain preparations made in order to set up connections in the individual modes (» [Connection modes and their requirements](#), page 9).

**What WebTransit users need here** WebTransit users must have the following information:

- Information provided by the STAR CLM administrator:
  - Connection type (FTP, LAN, SFTP/FTPS, HTTP/HTTPS or WebDAV)
  - For FTP, SFTP/FTPS, HTTP/HTTPS or WebDAV:  
User name, password, server URL, server mode and, if necessary, port  
For SFTP, as an alternative instead of password: private key file and digital fingerprint (if required)
  - Download path (for receiving new jobs) and upload path (for delivering translated jobs to STAR CLM)

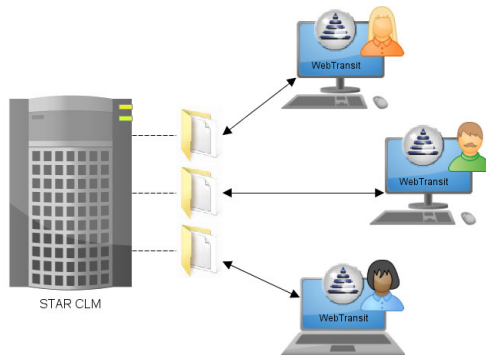


- Information on whether STAR CLM exchanges data as ZIP files
- Information on whether STAR CLM transfers encrypted data and password for the encryption
- Information on whether STAR CLM provides central reference material and whether this reference material needs to be mapped
- Information that WebTransit users specify:
  - Connection mode (» [Connection modes and their requirements](#), page 9)
  - Connection name: Name that is used to select the connection  
In multi-user mode, all users must use the same connection name.
  - For multi-user mode only: Network folder for access synchronisation

## Connection modes and their requirements

Single-user mode Use single-user mode if:

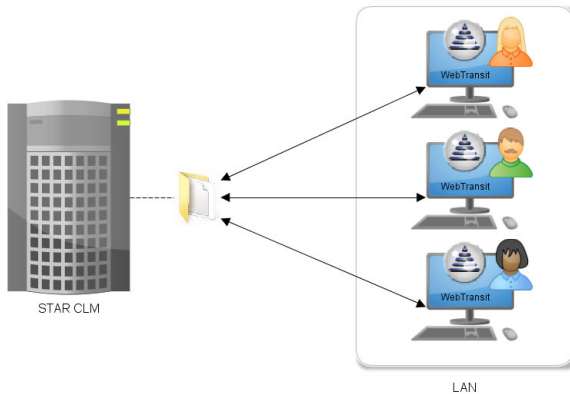
- There is only one WebTransit user, who receives jobs via this specific connection and who is the only responsible for all of these jobs.
- The specified download folder is used by this user only.



The downloaded jobs and the Transit projects are saved locally.

Multi-user mode Use multi-user mode if:

- Multiple users are to receive jobs from the same download folder,
- These users work together on a local network and
- Only the user who has downloaded the job needs to work on it and deliver it.



The downloaded jobs and the Transit projects are saved locally.



### Preparations: Shared network folder for access synchronisation

A shared network folder for access synchronisation prevents multiple users from downloading the same job simultaneously.

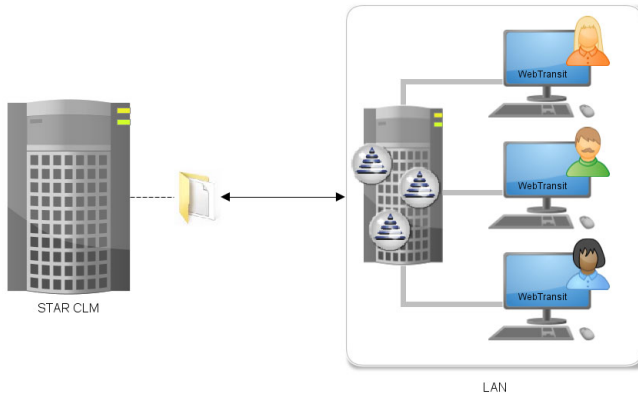
You must ensure that:

- All WebTransit users use the same network folder for access synchronisation.
- All WebTransit users have reading and writing access rights to that network folder.

Otherwise, WebTransit cannot correctly synchronise between all the copies of WebTransit concerned.

Agency mode Use agency mode if:

- Multiple users are to receive jobs from the same download folder,
- These users work together on a local network and
- All users need to be able to work on a downloaded job and deliver it.



This mode is particularly suited to translation agencies: For example, if *Translator A* starts a translation and is unable to continue, *Translator B* can take over the translation and upload it upon completion.

The connection has to be set up by just one user, as the connection settings are stored centrally (Transit folder `config/global`). The connection is available to all other users immediately after setting it up.



**Prerequisite: Host/client installation or Terminal Server installation**

For agency mode, Transit has to be used as a Host/client installation or Terminal Server installation (» [Host/client installation](#) or » [Terminal Server installation](#) document, available on request at [transit@star-group.net](mailto:transit@star-group.net)).

# 3 Setting up connections to STAR CLM

## Connecting to STAR CLM

**What you need here** Before you start setting up the connection, you must decide which connection mode is best suited to your work (» [Connection modes and their requirements](#), page 9).

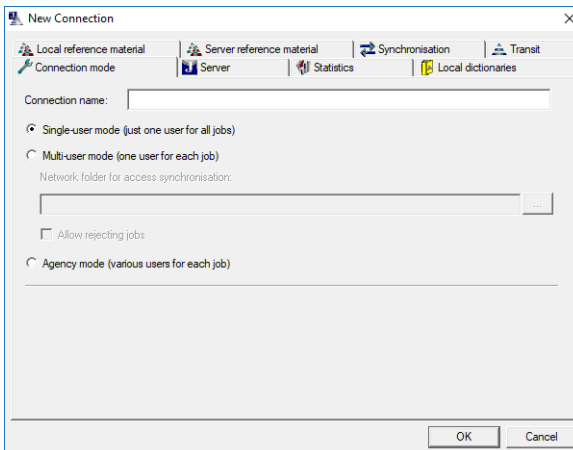
You will also need to enter information for the connection to the STAR CLM Server, which is provided by your STAR CLM administrator or project manager (» [Essential information](#), page 8).

If you want to set up a HTTP/HTTPS connection, the optional program feature *Microsoft WSE 3.0 Runtime* has to be installed on your computer. If not yet available, WebTransit displays an according message. In this case you can install the program feature in the *Transit NXT program maintenance wizard* via the **Modify** option.

Setting up a new connection

1. Select **Connection | New**.

WebTransit displays the following window:



2. In the **Connection mode** tab page, enter the following information stipulated by your STAR CLM administrator or project manager:

- **Connection name:** Name that you use to select the connection.  
In multi-user mode, all users must use the same connection name.
- **Connection mode** (» [Connection modes and their requirements](#), page 9)

In multi-user mode only:

- Specify the **network folder for access synchronisation**.  
To do so, click on ..., select the drive and path for the shared network folder, and confirm your settings by clicking on **OK**.
- If you are allowed to reject jobs, check **Allow rejection of jobs**.

3. Open the **Server** tab and enter the access information for the STAR CLM server:

- **Connection type:** Data exchange via FTP, LAN, SFTP/FTPS, HTTP/HTTPS or WebDAV  
If WebTransit does not display the **HTTP/HTTPS** connection type, the program feature *Microsoft WSE 3.0 Runtime* is not installed on your computer (» [What you need here](#), page 12).
- **Download path:** Path for receiving new jobs from STAR CLM  
Enter the path (e.g. /translation\_jobs/new/).
- **Upload path:** Path for delivering translated jobs to STAR CLM  
Enter the path (e.g. /translation\_jobs/finished/).

For LAN connections, you can select the folders by clicking on ....

Please note that server settings are case-sensitive.

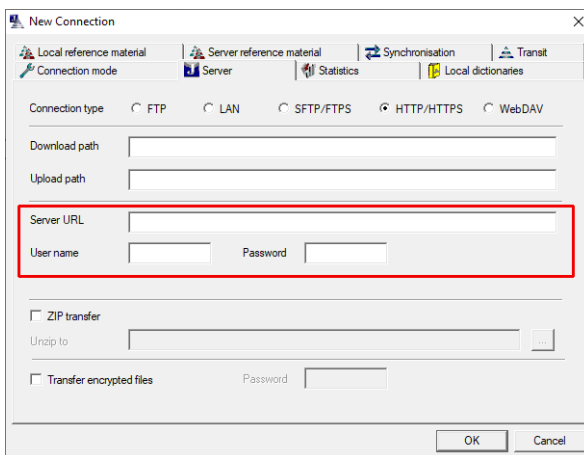
4. For FTP, additionally enter the following access data:

The screenshot shows the 'New Connection' dialog box. The 'Connection type' is set to 'FTP'. The 'Server URL', 'User name', 'Password', and 'Server mode' fields are highlighted with a red box. The 'Server mode' is set to 'Active'. There are also fields for 'Download path', 'Upload path', 'ZIP transfer', 'Unzip to', and 'Transfer encrypted files'.

Settings for an FTP connection

- **Server URL:** URL of the server  
Entering `ftp://` at the beginning of the URL is not necessary.  
WebTransit uses port 21 as default for ftp connections. If you need to use a different port – separated by a colon – at the end of the URL.  
Example for port 8080: `ftp.example.net:8080`  
Do not specify a path in the **Server URL** field. To specify the path, use the **Download path/Upload path** fields.
- **User name/Password:** User name and password for accessing the server.
- **Server mode:** Specify whether the FTP server should use active or passive mode.

5. For HTTP/HTTPS or WebDAV, additionally enter the following access data:



Settings for an HTTP or HTTPS connection

- **Server URL:** URL of the server  
Enter the complete URL, including `http://`, or `https://` at the beginning.  
Do not specify a path in the **Server URL** field. To specify the path, use the **Download path/Upload path** fields.
- **User name/Password:** User name and password for accessing the server.  
Please note that user name and password are case-sensitive.

- For SFTP/FTPS with password authentication, additionally enter the following access data:

The screenshot shows the 'Connection Settings' dialog box with the following fields and options:

- Connection type:** SFTP/FTPS (selected), FTP, LAN, HTTP/HTTPS, WebDAV.
- Download path:** [Empty text field]
- Upload path:** [Empty text field]
- Server URL:** [Empty text field]
- Login by:** Password (selected), Private key file.
- Port:** 22
- User name:** [Empty text field]
- Password:** [Empty text field]
- ZIP transfer:** [Unchecked checkbox]
- Unzip to:** [Empty text field]
- Transfer encrypted files:** [Unchecked checkbox]
- Password:** [Empty text field]

Settings for an SFTP or FTPs connection with authentication via a password

- **Server URL:** URL of the server  
Enter the complete URL, including `sftp://` or `ftps://` at the beginning.  
Do not specify a path in the **Server URL** field. To specify the path, use the **Download path/Upload path** fields.
- **Port:** WebTransit suggests the default port.  
If you need to use a different port, enter the port here.
- **Login by:** Select **Password**.
- **User name/Password:** User name and password for accessing the server.  
Please note that user name and password are case-sensitive.



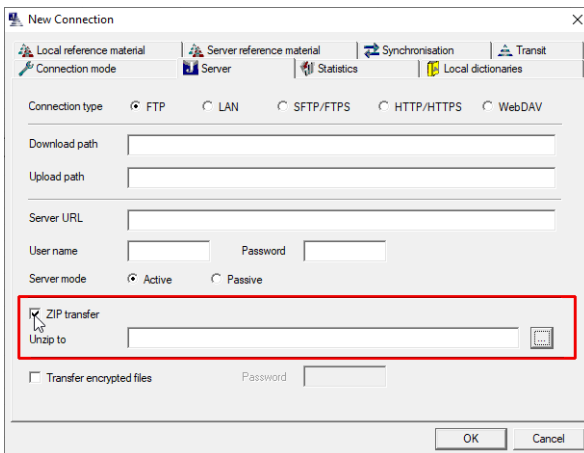
7. For SFTP/FTPS with private key authentication, additionally enter the following access data:

The screenshot shows the 'Connection Settings' dialog box. The 'Connection type' is set to 'SFTP/FTPS'. The 'Login by' section is highlighted with a red box, showing 'Private key file' selected. Other fields include 'Server URL', 'User name', 'Key file', 'Password', and 'Fingerprint'. The 'Port' is set to 22. There are also checkboxes for 'ZIP transfer' and 'Transfer encrypted files'.

For SFTP connections, you can also authenticate by using a key file.

- **Server URL:** URL of the server  
Enter the complete URL, including `sftp://` or `ftps://` at the beginning.  
Do not specify a path in the **Server URL** field. To specify the path, use the **Download path/Upload path** fields.
- **Port:** WebTransit suggests the default port.  
If you need to use a different port, enter the port here.
- **Login by:** Select **Private key file**.
- **User name:** User name for accessing the server.  
Please note that the user name is case-sensitive.
- **Key file:** File containing the private key for accessing the server.  
To select the file, click ....
- **Password:** If required, enter the password for the key file here.  
Please note that the password is case-sensitive.
- **Fingerprint:** If required, enter the digital fingerprint here (MD5 checksum consisting of 32 characters).

- Usually the data is transferred via ZIP files. To do this, select **ZIP transfer**:



Click on ... next to the **Unzip to** field and accept the suggested folder without changing it.

- If STAR CLM transfers the data in encrypted form, select **Transfer encrypted data** and enter the password for the encryption in the **Password** field.
- You have now defined the essential settings. You can confirm them with **OK** or define additional connection settings (» [Additional connection settings](#), page 19).

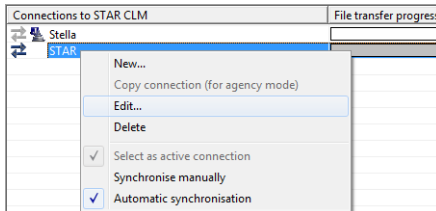
At the end, WebTransit displays a message that allows you to test the connection before setting it up permanently. You can also test the connection again later at any time (» [Testing a connection](#), page 28).

What can I do now? You can synchronise WebTransit with STAR CLM to update the job list, receive messages and exchange jobs (» [Working with WebTransit](#), page 30).

## Additional connection settings

Editing the connection settings

1. In the connections overview, right-click on the connection and select **Edit** in the context menu:



WebTransit displays the **Connection settings** window.

2. Apply the required settings:
  - Defining intervals for synchronisation (» [page 20](#))
  - Using additional local dictionaries (» [page 21](#))
  - Adding local reference material (» [page 22](#))
  - Defining Transit settings (» [page 23](#))
  - Defining statistics settings (» [page 24](#))
  - Using server reference material (» [page 25](#))
3. Confirm your settings in the **Connection settings** window by clicking **OK**.



### Changes to settings only apply to new jobs

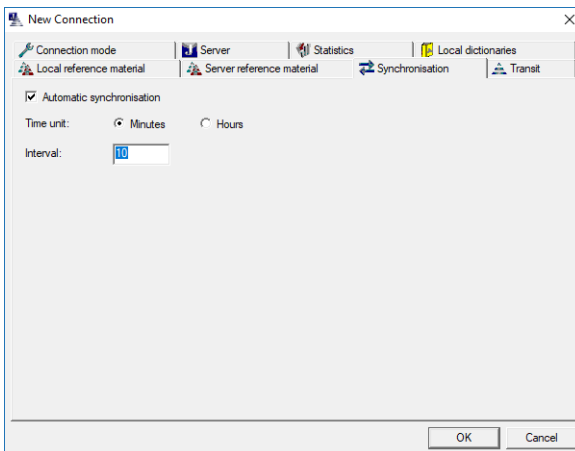
Changes to the connection settings are only applied to new jobs that you download via this connection.

The settings for jobs that you have already downloaded do not change.

**Defining intervals for synchronisation** You can define the intervals at which WebTransit should automatically synchronise data with the STAR CLM server.

#### How do I define the synchronisation intervals?

1. Open the **Synchronisation** tab in the connection settings:



2. Define the synchronisation interval:
  - **Time unit:** Set whether you want to enter the interval in minutes or hours.
  - **Interval:** Enter the interval as a number (without decimal places).



#### **Recommendation: Use automatic synchronisation**

We recommend to leave automatic synchronisation switched on. This ensures that WebTransit is always up to date and that it exchanges data regularly with STAR CLM.

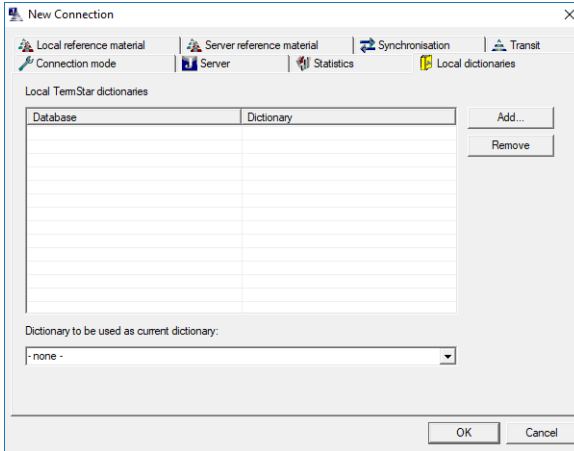
**Using additional local dictionaries**

You can use local TermStar dictionaries in addition to the dictionaries that STAR CLM sends with the job as project dictionaries. In Transit, you will then have additional dictionary suggestions from your own dictionaries.

You can also set one of the dictionaries as the “Current dictionary”. This is the default dictionary into which Transit enters new terminology.

**How do I select additional local dictionaries?**

1. Open the **Local dictionaries** tab in the connection settings:



2. Specify the required dictionaries:
  - To add a dictionary, click **Add**.  
WebTransit displays the **Add dictionaries** window, which contains all of the local TermStar databases and dictionaries.  
Select the dictionaries you want by double-clicking their names. Confirm your settings by clicking **OK**.
  - To remove a dictionary, select it and click on **Remove**.  
WebTransit does not delete the dictionary itself. WebTransit will simply no longer use this dictionary for jobs from this connection.
3. From the **Dictionary to be used as current dictionary** list, select the local dictionary into which Transit should enter new terminology.



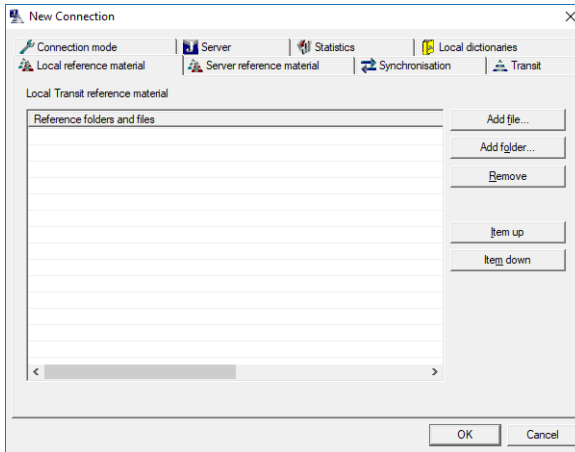
**The workflow or job can specify the “current dictionary”**

Depending on the workflow or job, WebTransit uses the dictionary that STAR CLM stipulates for the job rather than the current dictionary that you have selected.

**Adding local reference material** You can use local reference material in addition to the reference material that STAR CLM sends with the job. In Transit, you will then have additional the translation suggestions from your own reference material.

#### How do I select additional local reference material?

1. Open the **Local reference material** tab:



2. Set the reference material that you want WebTransit to use.
  - To use individual files as reference material, click **Add file**.  
Select the files that you require and confirm your settings by clicking on **OK**.
  - To use all files stored in a folder as reference material, click **Add folder**.  
Select the folder that contains the required files and confirm your settings by clicking on **OK**.
  - To remove reference material, select the reference material in question and click on **Remove**.  
WebTransit does not delete the reference material itself. WebTransit will simply no longer use this reference material for jobs from this connection.
  - To rearrange the prioritisation within the local reference material, select the reference material in question and click **Item up** or **Item down**.  
Reference material that STAR CLM sends with the job and server reference material have highest priority.

**Defining Transit settings** You can define the Transit settings that WebTransit uses when unpacking or opening Transit projects:

- **Scope for Transit projects:** You can define who has access to the Transit projects:
  - **Global:** All users can access.
  - **User:** Only the current WebTransit user can access.
  - **Customer:** All users can access; Transit assigns the projects to the selected customer.
- **Working folder hierarchy for Transit projects:** You can define the folder hierarchy that Transit uses when creating the working folders for projects.
 

With **Select when unpacking in Transit**, you can set the working folder for each project individually when unpacking (» [step 2](#), page 33).
- **Open language pairs in Transit:** You can define whether Transit automatically opens all of the language pairs for a project or whether you will be able to select the language pairs.

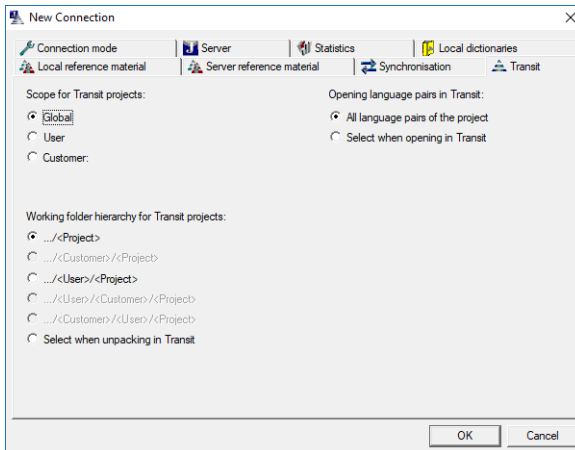


**Changes only apply to Transit projects unpacked after settings have been changed**

Changes to the connection settings are only applied to Transit projects that you unpack after changing these settings.

**How do I define the Transit settings?**

1. Open the **Transit** tab in the connection settings:



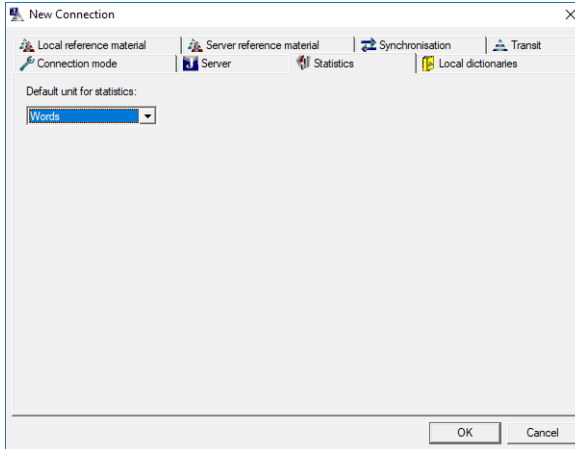
2. Define your required settings.

**Defining statistics settings** You can define the default unit that WebTransit uses to display the import statistics in the job list and in the job details.

In the job details, you can select the unit displayed for each individual job later (» [Displaying job details](#), page 32).

#### How do I define the statistics settings?

1. Open the **Statistics** tab in the connection settings:



2. Define your required default unit.

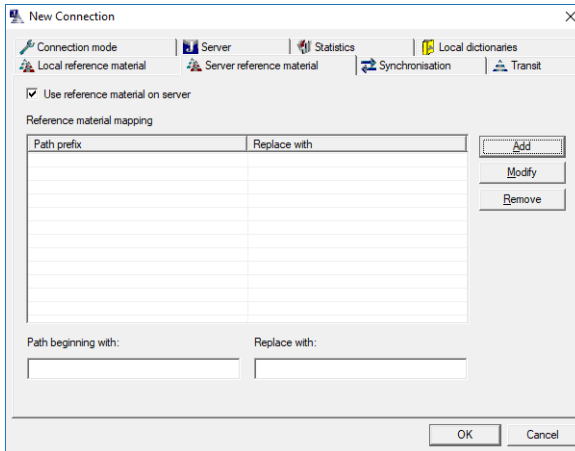


Using server reference material If there is reference material available on the STAR CLM server, you can use it in addition to the reference material that STAR CLM sends with the job.



**Only use if you have permanent access to the server!**  
**Only use the server reference material if you have permanent access to the STAR CLM server.**  
 Otherwise, the display of translation suggestions in Transit can be delayed.

To do this, select **Use reference material on server** on the **Server reference material** tab page:



Mapping server reference material You must map the reference material if you

- are working in the same network as the STAR CLM server and
- have shared the folder that contains the server reference material under a different name or if you are connected to a network drive with a different drive letter.

**How do I map the reference material?**

1. Open the **Server reference material** tab in the connection settings.
2. In the **Path beginning with** field, enter the start of the path that the STAR CLM server uses for the folder that contains the server reference material.  
 Example: z: \
3. In the **Replace with** field, enter the start of the path that you use for the folder that contains the server reference material.  
 Example: w: \
4. Select **Add**.  
 The new entry will be displayed in the **Reference material mapping** drop-down list.

#### How do I change or remove reference material mapping?

1. Select the entry to be replaced in the **Reference material mapping** drop-down list.
  - To change the mapping, enter the start of the new path that you want to use for the folder that contains the server reference material in the **Replace with** field and select **Modify**.  
WebTransit updates the selected entry to be replaced in the list.
  - To remove a mapping, select **Remove**.

## Changing the connection mode to agency mode

If you want to change the mode of a connection from Single-user or Multi-user mode to Agency mode, WebTransit sets up a new connection in agency mode and locks the previous connection for receiving new jobs.



### PREVIOUS CONNECTION IS IRREVERSIBLY LOCKED!

The „**Change connection (to agency mode)**“ function cannot be undone.

WebTransit locks the old connection in Single-user or Multi-user mode irreversibly from receiving new jobs.



### Prerequisite: Host/client installation or Terminal Server installation

For agency mode, Transit has to be used as a Host/client installation or Terminal Server installation (» [Agency mode](#), page 11).



### Prerequisite: Network folder for ZIP transfer

The new connection in agency mode must be able to use the same folder for the ZIP transfer (» [step 8](#), page 18) as the previous single-user or multi-user connection.

It must be ensured that

- the folder for the ZIP transfer is on the network,
- all WebTransit users have reading and writing access rights to that network folder.

If the folder of the previous connection does not meet these prerequisites, individual measures are necessary depending on the configuration. In this case, contact the support (» [Contact](#), page 2).




### FIRST SYNCHRONISE THE NEW CONNECTION, THEN THE PREVIOUS CONNECTION!

**After changing the connection, make sure that you synchronise the new connection first before you synchronise the previous connection.**

Otherwise, jobs that have not yet been downloaded may appear in both connections and lead to access conflicts.

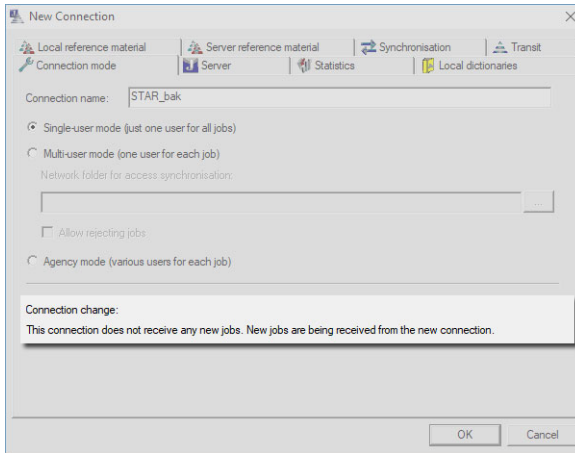
### How do I switch from Single-user or Multi-user mode to Agency mode?

1. In the connections overview, right-click on the connection and select **Change connection (to agency mode)** in the context menu.
2. Confirm the message that then appears by clicking on **Yes**,  
WebTransit sets up a new connection in agency mode with the same name and the same settings.  
The previous connection is added by the suffix `_old`.

3. Manually synchronise the new connection:
  - Click the **Synchronise manually**  button
  - Or select **Connection | Synchronise manually**.

The job list for the new connection displays new jobs, if there are any.

The previous connection is irreversibly locked from receiving new jobs:



Previous connection: The **Connection mode** tab indicates that the connection is no longer receiving new jobs.

You can delete the previous connection (» [Deleting a connection](#), page 29) if all the jobs in its job list

- have been uploaded by you,
- have been confirmed as finished by STAR CLM (green check-mark in the job list),
- have been deleted by you.

## Testing a connection

You can test connections at any time to check if they can still synchronise data with STAR CLM:

- Active connection: Select **Connection | Test** in the menu bar.
- Any connection: In the connections overview, right-click on the connection and select **Test** in the context menu.

After connecting successfully, WebTransit displays the following message:  
The connection test was successful.

In the event of an error, WebTransit displays a detailed message. The message can help you or your administrator to find the cause of a failed connection attempt and rectify the error.

## Deleting a connection

If you will no longer require a connection to STAR CLM, you can delete it.

You can only delete a connection once you have finished or rejected and deleted all of the jobs, i.e. the job list is empty.

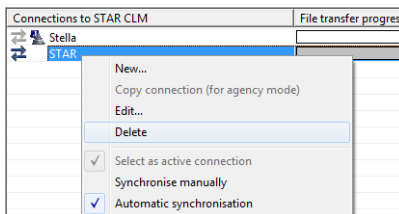


### Active connections cannot be deleted

You can only delete a connection if it is not active. If you want to delete an active connection, you will have to select another connection as the active connection first (» [Changing the active connection](#), page 41).

### How do I delete a connection?

1. In the connections overview, right-click on the connection and select **Delete** in the context menu:



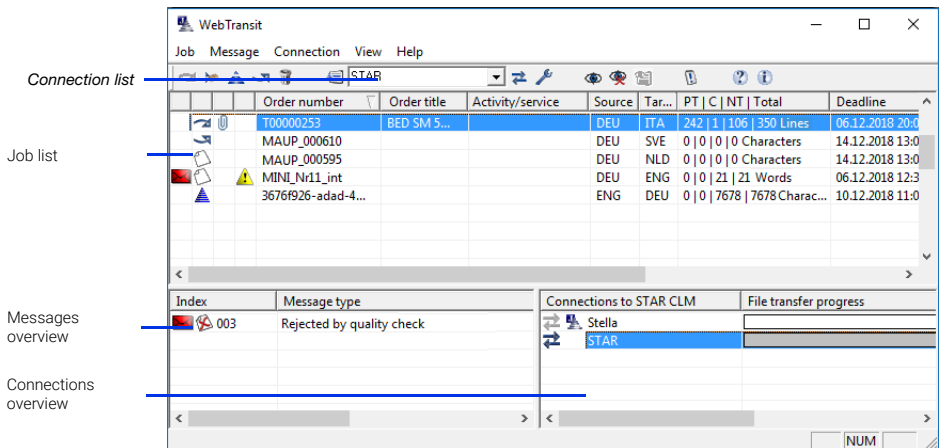
- If the job list for the connection still contains jobs, you cannot delete the connection. WebTransit displays a corresponding message. Acknowledge the message by clicking **OK** and delete all jobs of the connection (» [Deleting jobs](#), page 36).
  - If the job list is empty and you can delete the connection, WebTransit will display a warning message.
2. If you really want to delete the connection, confirm the message by clicking **Yes**.

# 4 Working with WebTransit

## WebTransit user interface

After you have set up a connection to STAR CLM (» [Connecting to STAR CLM](#), page 12), you can exchange your translation jobs with STAR CLM.

The WebTransit interface displays all information and functions required for your work.



- Connections list: Name of the active connection. You can change the active connection from this list (» [Using multiple connections in parallel](#), page 41).
- Job list (» [page 31](#)): Jobs from the active connection (» [Processing jobs using WebTransit](#), page 32)
- Messages overview (» [page 38](#)): Messages for the selected job
- Connections overview: Overview of all STAR CLM connections (» [Using multiple connections in parallel](#), page 41)

## Job list

	Order number	Order title	Activity/ser...	Source	Target	PT   C   NT   Total	Deadline	Additional info	Order ID
	T00000253	BED SM ...		DEU	ITA	242   1   106   350 Lines	06.12.2018 20:00		457915
	MAUP_000610			DEU	SVE	0   0   0   0 Characters	14.12.2018 13:00		2768638
	MAUP_000595			DEU	NLD	0   0   0   0 Characters	14.12.2018 13:00		EAA389
	MINI_Nr11_int			DEU	ENG	0   0   21   21 Words	06.12.2018 12:33		786E222
	3676F926-adad-4...			ENG	DEU	0   0   7678   7678 Characters	10.12.2018 11:00		3676F92

WebTransit uses icons to display different job statuses:

- Icons for message status ([» page 50](#))
- Icons for current job status ([» page 50](#))
- Additional icons ([» page 51](#)) for additional files and “Check required” alert

In addition, WebTransit displays the following information for each job:

- **Order number** and **Order title**: Job names generated by STAR CLM
- **Activity/Service**: Activity/service to be delivered to STAR CLM (e.g. translation or review)
- **Source** and **Target**: Language codes for source and target language
- **PT | C | NT | Sum**: Number of pretranslated units (PT) / units to be checked (C) / not translated units (NT) and total number of units

The detailed statistics can be found in the job details which you can open by double-clicking on a job ([» Displaying job details](#), page 32).

- **Deadline**: The deadline by which you have to deliver the job to STAR CLM.
- **Additional info**: Notes or information about the particular job.
- **Order ID**: ID for unique job identification



### For multiple connections: Jobs for the active connection only

In the job list, WebTransit displays jobs for the active connection.

If you have setup multiple connections, you can change the active connection in order to view the jobs for another connection ([» Changing the active connection](#), page 41).

The font colours in the job list have different meanings ([» Font colours in the job list](#), page 51).

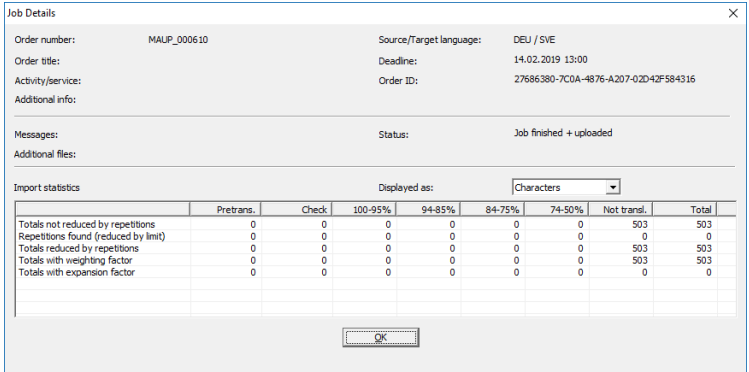


### Jobs may be hidden

You can hide jobs in the job list ([» Hiding/showing jobs in the job list](#), page 42).

Using the (**Show hidden jobs**) button, you can show and hide these hidden jobs. If the button is inactive, no hidden jobs are present.

**Displaying job details** To display the details of a job, double-click on the job in the job list. The job details contain additional information about a job (e.g. detailed statistical information):



You can use the **Displayed as** list to select the unit in which WebTransit displays statistics. The units you can choose from depend on what information STAR CLM has sent with the job.

## Processing jobs using WebTransit

**What you should know** In the job list, WebTransit displays the jobs for the active connection (» [Job list](#), page 31). You can carry out the following steps:

- Downloading and unpacking a job from STAR CLM (» [page 33](#))
- Translating and checking a job in Transit (» [page 33](#))
- Delivering the job back to STAR CLM (» [page 34](#))
- Deleting jobs (» [page 36](#))

STAR CLM can allow to reject a job (» [Rejecting jobs](#), page 34).



Depending on the workflow, the activity/service and the job, the following tasks may be relevant for you:

- Viewing additional files from STAR CLM (» [page 39](#))
- Delivering additional files to STAR CLM (» [page 40](#))
- Processing jobs without Transit files (» [page 40](#))



**Agency mode:** If you have a connection in agency mode, you first must take a job into processing before you can work on it:



Take jobs into processing

1. To take a job into processing, click on the drawing push pin icon  in the toolbar.
2. Once you have finished working on the job, you can make it available to other users again by clicking on the push pin icon  once more.

WebTransit also makes the job available to other users again if you select another job from your job list or close WebTransit.



If another user is currently working on the job, the push pin icon is greyed out. In this instance, you can only take the job into processing after the other user has finished working on it and has made the job available again.




**Downloading and unpacking a job from STAR CLM** WebTransit displays buttons for the most important functions that you can use to download and unpack jobs:

1. Click on the  (**Download job**) button.  
WebTransit downloads the job from STAR CLM.
2. Once you have downloaded the job, click on the  (**Unpack in Transit**) button.
  - If you have specified that you want to select the folder hierarchy interactively (» [Defining Transit settings](#), page 23), Transit displays a message in which it suggests a folder name.  
You can accept the suggested folder by clicking **OK** or change the folder by clicking **Change**.

Transit unpacks the selected job.

**Translating and checking a job in Transit** Once you have unpacked the job in Transit, you can open and edit it in Transit:

1. To do this, select the job from the WebTransit job list and click on the  (**Open in Transit**) button.
  - If you have specified that you want to interactively select the language pairs (» [Defining Transit settings](#), page 23), Transit displays the **Open language pair for project** window.  
This window shows all of the language pairs in the job. Select one or more language pairs and confirm your selection by clicking **OK**.  
Transit opens the selected job and its language pairs.
2. Translate and check the language pairs in Transit.
  - If WebTransit displays the  (**Additional files**) icon in the job list, you can open the working folder for the project to view them (» [Viewing additional files from STAR CLM](#), page 39).  
The additional files can provide assistance with the translation of the job.
3. Save and close the language pairs in Transit.

- Delivering the job back to STAR CLM** Once you have translated and checked the job, you can finish the job and upload it to STAR CLM:
1. Select the job from the WebTransit job list and click on the  **(Finish and upload)** button.  
Depending on the job, WebTransit can display a form you have to fill in to complete the job.  
WebTransit uploads the finished job to STAR CLM.
  2. Once STAR CLM has received your translation, it sends an acknowledgement.
    - If STAR CLM can process your translation correctly, WebTransit displays the job with the  **(Confirmed)** icon.
    - If the STAR CLM quality check has detected an error, WebTransit displays the  **(Check required)** icon in the job list. In the message overview you will find details so that you can correct the job and upload it again (» [Messages overview](#), page 38).
- You can delete finished, confirmed jobs from the job list (» [Deleting jobs](#), page 36).

- Multi-user mode: Downloaded jobs are reserved automatically** If you have a connection in agency mode, a job is reserved automatically for the user who had downloaded it. For other users, the job is removed from their job list as soon as they synchronise the next time.
- If you want to download a reserved job before you have synchronised, WebTransit displays the following message:  
The job has already been downloaded by another user. Therefore it is recommended to synchronise WebTransit with STAR CLM.

## Rejecting jobs

STAR CLM can allow to reject a job if you are unable to process the job or you cannot meet the deadline.

If you reject a job in WebTransit, STAR CLM is informed automatically that you will not deliver the job. WebTransit then receives a confirmation that you not have to deliver the job.



### **Multi-user mode and Agency mode: Job is rejected for all users**

If you work with a connection in multi-user mode or agency mode and reject a job, be aware that the job you reject is also rejected for all other users of this connection.



### **In multi-user mode: Allow rejection of jobs**

For a connection in multi-user mode, you have to select explicitly in the connection settings that the rejection of jobs is allowed (» [Setting up a new connection](#), page 12).

## How do I reject a job?

1. Select the job from the job list and select **Job | Reject**.
  - If you cannot select **Job | Reject** that means that you are not allowed to reject the job. In that case, you have to process and deliver the job.

When you reject a job, WebTransit displays a window that looks like this:

2. Enter the reason for rejecting the job and click **Send**.

WebTransit displays rejected jobs in grey type in the job list.

	Order number	Order title	Activity/service	Source	Target	PT	C	NT	Total	Deadline
	MAUP_000610			DEU	SVE	0	0	0	0 Characters	14.12.2018 13:00
	MAUP_000599			ITA	DEU	0	0	0	0 Characters	14.12.2018 13:00
	MINI_Nr11_int			DEU	ENG	0	0	21	21 Words	06.12.2018 12:33

When STAR CLM has confirmed your rejection, WebTransit displays the (**Rejected**) icon next to the job.

Once the rejection is confirmed, you can delete the job from the job list (» [Deleting jobs](#), page 36).

## Deleting jobs

WebTransit offers the following possibilities to delete jobs:

- Deleting individual or multiple jobs (» [page 36](#))
- Deleting jobs confirmed as finished (» [page 37](#))

Deleting individual or multiple jobs You can delete individual jobs or multiple jobs in the job list after selection.



### YOU CANNOT WORK ON OR DELIVER DELETED JOBS!

If you delete a job, you will not be able to download, correct, upload and/or reject it again.

**Before deleting a job, ensure that STAR CLM has confirmed the job as finished or rejected.**



### MULTI-USER AND AGENCY MODE: NEW JOB IS DELETED FOR ALL USERS!

If you delete a new job in multi-user or agency mode, no other WebTransit users will be able to access the job.

### How do I delete individual or multiple jobs?

1. Select the jobs from the job list and click on the (**Delete job**) button.  
WebTransit displays the following message:  
Do you really want to delete all selected jobs?
  - By default, WebTransit deletes the project file PRJ as well as all Transit language pairs in the working folder. If you want to retain the Transit language pairs to use as reference material, uncheck **Including Transit working folders**.
2. Click on **Yes** to confirm the message in order to delete the jobs.  
If the job has not yet been completed, WebTransit displays another warning message.  
Decide whether you really want WebTransit to delete the job:
  - If you really want to delete the job, click **Yes**.  
WebTransit may display the message for other uncompleted jobs.
  - If you do not want to delete the job, click **No**.  
WebTransit may display the message for other uncompleted jobs.
  - To cancel deletion of jobs not confirmed as finished, click **Cancel**.
 WebTransit displays the (**Job deleted**) icon next to deleted jobs.

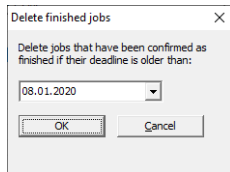
When you next open WebTransit, the deleted jobs are longer displayed in the job list.

Deleting jobs confirmed as finished You can delete specific jobs that have been confirmed as finished if their deadline is before a certain date.

### How do I delete completed jobs with certain deadlines?

1. Select **Job | Delete finished jobs**.

WebTransit displays the following window:



2. Select your required date and confirm this by clicking on **OK**.

WebTransit displays the following message:

Do you really want to delete the finished jobs?

- By default, WebTransit deletes the project file **PRJ** as well as all Transit language pairs in the working folder. If you want to retain the Transit language pairs to use as reference material, uncheck **Including Transit working folders**.

3. Click on **Yes** to confirm the message in order to delete the jobs.

WebTransit deletes all jobs confirmed as finished which have a deadline that is before the selected date.

## Messages overview

STAR CLM can send messages to WebTransit (e.g. if the STAR CLM quality check rejects the translation).

In the job list and in the connections overview, WebTransit uses icons to indicate whether there are messages from STAR CLM (» [Icons for message status](#), page 50 and » [Icons in the connections overview](#), page 52).




### Synchronising with STAR CLM updates the messages overview

During synchronisation, WebTransit exchanges data with STAR CLM and updates the job list and the messages overview. If you have switched off automatic synchronisation, you must remember to synchronise WebTransit regularly with STAR CLM (» [Manually synchronising with STAR CLM](#), page 41).



### Messages displayed with simultaneous use of multiple connections

In the job list and in the messages overview, WebTransit only displays jobs and messages for the active connection. You can change the active connection in order to view the job list and messages for another connection (» [Changing the active connection](#), page 41).

In the connections overview, WebTransit displays the  (**New information**) icon if a non-active connection has received new jobs or messages (» [Connections overview](#), page 41).

WebTransit displays the following icons in the job list:



: High-priority messages



: Low-priority messages



: Messages have been read


If you have minimised WebTransit, the WebTransit icon in the notification area of the Windows taskbar flashes to indicate that new information is available (» [WebTransit icon in the Windows notification area](#), page 43).



Opening a message for a job

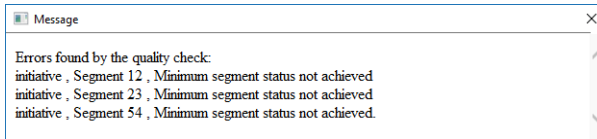
1. Select the job in question from the job list.

WebTransit displays the messages in the messages overview:

Index	Message type
 004	Rejected by quality check

2. Double-click on the message to view its content.

WebTransit displays a window that looks like this:



In this example, the STAR CLM quality check has detected that three segments of the job do not have the required minimum segment status.

3. You can close the window by clicking on **OK**.


WebTransit marks the message as read.

**Deleting messages** You can delete messages after you have opened and read them:

1. Select the job in question from the job list.  
WebTransit displays the messages in the messages overview.
2. Open the context menu for the message you want to delete by right-clicking on the message in the messages overview.
3. In the context menu, select **Delete**.

WebTransit deletes the message from the messages overview.

## Special features for special workflows

**Viewing additional files from STAR CLM** Depending on workflow and activity/service, STAR CLM may send additional files with a job to assist you with its translation (e.g. a PDF file). For these jobs, WebTransit displays the  (**Additional files**) icon in the job list.


WebTransit saves these additional files in the project's working folder.



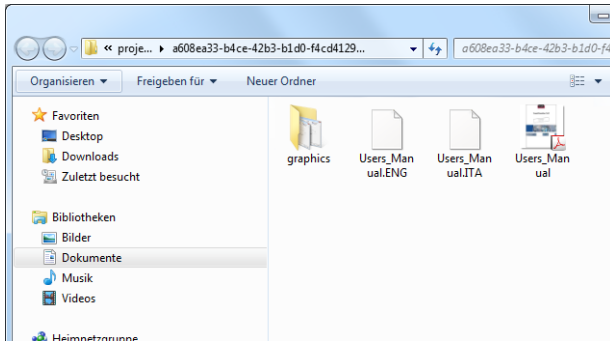
### DO NOT DELETE, EDIT, MOVE OR RENAME FILES IN THE WORKING FOLDER

You should only use the "Explore working folder" function to view the contents of the working folder and open any additional files.

Never delete, edit, move or rename files as WebTransit or Transit needs those files in order to be able to work properly. Otherwise, you cannot process the job correctly or re-upload it to STAR CLM.

1. In the job list, select a job with the  (**Additional files**) icon.
2. Select **Job | Explore working folder**.

WebTransit opens Windows Explorer in order to display the working folder:



Example: The working folder contains additional files (PDF file `Users_Manual` and the subfolder `graphics`) as well as the Transit language pairs.

3. Open the additional files to read them or print them out.
4. Close Windows Explorer again.

Delivering additional files to STAR CLM

Depending on workflow and activity/service, you may deliver any additional files you like to STAR CLM. In this case, WebTransit automatically creates the `\ExtraSendBack\` folder in a project's working folder.


1. Open the working folder by selecting the relevant job in the job list and then selecting **Job | Explore working folder**.
2. Copy all of the files you want to deliver to STAR CLM into the `\ExtraSendBack\` folder of the working folder.

WebTransit delivers these files when you finish and upload the job.

Processing jobs without Transit files

You can also receive jobs via WebTransit that do not include Transit projects. Such jobs include, for example, Word files, PDFs or graphics that you should edit directly.

If you have unpacked such an job, you can use WebTransit to navigate directly to the files to open and edit them:

1. Download the job and unpack it as you would a normal translation job (» [Downloading and unpacking a job from STAR CLM](#), page 33).
2. To navigate to the working folder containing the unpacked files, click on the  symbol (**Open in Transit**).

WebTransit displays the working folder.

3. Double-click on the files to open and edit them.
4. Save the file in the same working folder.

You can then complete and upload the job as you would a normal translation job (» [Delivering the job back to STAR CLM](#), page 34).



## Using multiple connections in parallel



### Only if there are multiple connections to STAR CLM

This section is only relevant if multiple connections to STAR CLM are set up.

#### Connections overview

You can set up multiple connections in order to receive jobs from different STAR CLM servers or jobs for different activities/services. The connections overview displays all of the connections to STAR CLM that you have set up:

Connections to STAR CLM	File transfer progress
Stella	
STAR	

WebTransit uses icons to show the connection status and whether WebTransit has received new information for non-active connections (» [Icons in the connections overview](#), page 52).

#### Changing the active connection

In the job list and in the messages overview, WebTransit displays jobs and messages for the active connection. This makes it impossible to mix up jobs from different STAR CLM servers or for different activities/services.

You can change the active connection as follows:

- Select the required connection from the connection list:

Job	Message	Connection	View	Help
		Stella		
		Order number: Stella		

- Or double-click on the required connection in the connections overview.

WebTransit then uses the selected connection as the active connection, and displays its jobs in the job list and its messages in the messages overview.

## Manually synchronising with STAR CLM

If automatic synchronisation is switched off, you have to synchronise each connection with STAR CLM manually.

You can synchronise the active connection as follows:

- With the (**Synchronise manually**) button
- Or by selecting **Connection | Synchronise manually**.



### Recommendation: Use automatic synchronisation


We recommend to leave automatic synchronisation switched on (» [Defining intervals for synchronisation](#), page 20). This ensures that WebTransit is always up to date and that it exchanges data regularly with STAR CLM.

## Tips and tricks

**Sorting the job list** If you click on a column heading, WebTransit sorts the job list by that column. The arrow in the column heading indicates whether the column is sorted in ascending or descending order.

You can even sort the job list by the icon columns. This enables you to sort the list by the status of the jobs.

**Enlarge / reduce font size** You can enlarge or reduce the font size of the job list, messages overview and connections overview (**View | Enlarge font size** or **Reduce font size**).

**Selecting the job last opened** In the job list, WebTransit can reselect the job that you last opened in Transit. To do so, click on the  (Select last opened) button.

This can be useful if you have selected another job in the meantime and now want to reopen the original job in Transit in order to continue working on it.




**Hiding/showing jobs in the job list** You can hide jobs in the job list that are not relevant to you at present. Examples:

- Jobs that you cannot work on until a later date and therefore do not want WebTransit to display for the time being
- Jobs that you have completed but do not want to delete at this point

### How do I hide jobs in the job list?

1. Select the jobs in the job list and click on the  (**Hide on job list**) button. WebTransit will no longer display these jobs in the job list.

### How do I display hidden jobs in the job list again?

1. First, you need to display all of the jobs. To do this, click on the  (**Show hidden jobs**) button.  
WebTransit shows the hidden jobs in blue type.
2. Select the jobs that you no longer want to hide and click on the  (**Show on job list**) button.  
WebTransit displays those jobs in black type again.
3. To revert to not displaying hidden jobs, click on the  (**Show hidden jobs**) button again.

WebTransit no longer displays the hidden jobs.



### Jobs with new messages are displayed automatically again

If WebTransit receives a new message from STAR CLM for a hidden job, it automatically displays the job in the job list again.

WebTransit icon in the Windows notification area

If you have started WebTransit, the notification area of the Windows taskbar displays the WebTransit icon:







When you have minimized WebTransit, the icon flashes if WebTransit has received new jobs or messages from STAR CLM. Double-clicking on the icon maximises WebTransit so that you can check what new information has been received (» [Job list](#), page 31 and » [Messages overview](#), page 38).

“Last events” window

The **Last events** window in WebTransit keeps you informed of new jobs and messages for all connections while you are working in Transit, for example:

Time stamp	Event	Connection	Transit project
10.12.2018 12:55	Job ready for review	STAR	MINI_Nr11_int_ENG_00
02.12.2018 13:58	Rejected by quality check	STAR	MINI_Nr12_int_ENG_00
02.12.2018 13:58	New job available	STAR	MINI_Nr13_int_ENG_00

You can open the **Last events** window by clicking the  (**Display last events**) button. You have the following options:

- Update the list:  (**Update**) button
- Select the events that you want WebTransit to inform you about:  (**Select events**) button
- Ensure that WebTransit always shows the window on top:  (**Always show on top**) button

# 5 Troubleshooting

## WebTransit version checking

If a job requires a more recent version of Transit or WebTransit, the following message appears:

WebTransit cannot display a new job because the job requires a more recent version of WebTransit.

Install the latest Service Pack for Transit NXT so that you can use the most recent version of WebTransit and you can display all of the jobs.

You can close the message box by clicking on **OK** and continue working on existing jobs.



### **UPDATE IMMEDIATELY TO VIEW ALL JOBS!**

No jobs that require a more recent version are displayed in the job list: There may be other jobs ready for you that you cannot see or work on using the version of WebTransit you have installed.

**We recommend installing the latest Transit service pack straight away to enable you to work on all STAR CLM jobs.**

## Errors when establishing the connection

If WebTransit cannot connect to STAR CLM and is therefore unable to exchange data, the following message appears:

Unable to connect to STAR CLM.

WebTransit displays a warning symbol in the connections overview (» [Icons in the connections overview](#), page 52).

In this instance, you have the following options:

- You can try to synchronise the connection manually (» [Manually synchronising with STAR CLM](#), page 41).
- You can test the connection (» [Testing a connection](#), page 28).  
In the event of an error, WebTransit displays a detailed message. The message can help you or your administrator to find the cause of a failed connection attempt and rectify the error.
- You can open the Log window (» [Log window](#), page 47).  
The Log window can help you or your administrator to find the cause of a failed synchronisation attempt and rectify the error.
- You can generate a compressed file that contains technical support information and send it to your technical support team (» [Generating a technical support file](#), page 48).

**FTP connections** If you have set up an FTP or SFTP/FTPS connection in WebTransit, WebTransit accesses an FTP server via the Internet.

If WebTransit cannot access the FTP server, this may be caused by one of the following:

- The login details for the FTP server have been entered incorrectly in WebTransit or they do not have the required access rights.
- The computer is not connected to the Internet.
- The computer's firewall is preventing WebTransit from accessing the Internet (» [Firewalls](#), page 46).
- The FTP server is not available.

To identify the cause of the error and rectify it, contact your system administrator.

The Log window in WebTransit can give you important information about this (» [Log window](#), page 47).

## Firewalls

- What you should know** Firewalls primarily control which programs are allowed to access the Internet. If you have set up an FTP or SFTP/FTPS connection in WebTransit, WebTransit must have Internet access in order to carry out synchronisation. If WebTransit is not in the firewall's whitelist, it may be prevented from accessing the Internet when installed for the first time.
- This may also happen after installing updates or a new service pack.
- Allowing WebTransit to access the Internet** If your firewall is preventing WebTransit from accessing the Internet, you usually have the following options:
- In most cases, the firewall opens a window in which you can allow WebTransit to access the Internet.
  - If your firewall does not open any such window, you may be able to add WebTransit to the whitelist manually.
  - If you do not have a local firewall installed on your computer and you work in a company network, Internet access may be monitored by a centralised firewall. If this is the case, please contact your system administrator.
- Identifying a local firewall as the cause of the problem** To identify or rule out the firewall as the cause of the problem, you can temporarily switch it off and carry out synchronisation in WebTransit manually (» [Manually synchronising with STAR CLM](#), page 41).
- If synchronisation works with the firewall switched off, configure the firewall so that WebTransit can access the Internet.
  - If synchronisation still does not work despite the firewall being switched off, check the other possible causes of the problem (» [FTP connections](#), page 45).



### **FIREWALLS ARE ESSENTIAL TO SECURITY!**

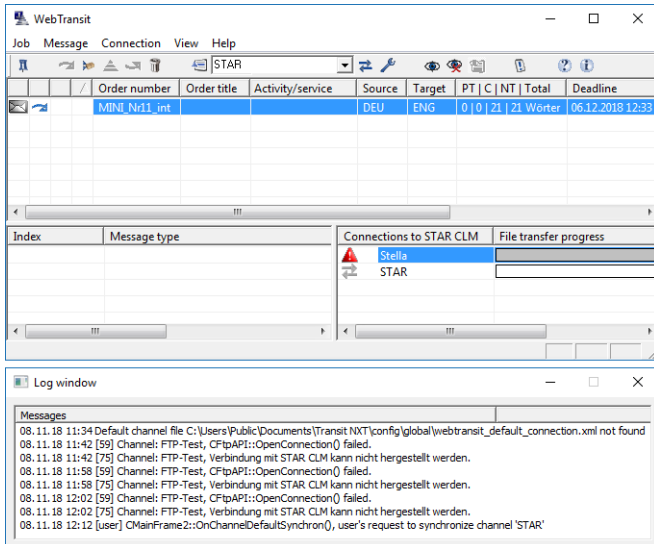
**The firewall is what keeps your system and network secure.**

**If you switch off your firewall for test purposes, always switch it back on immediately afterwards.**

**If you are unsure, contact your administrator, your firewall's support team, or call up the "Help" function in your firewall.**

## Log window

WebTransit logs failed synchronisation attempts and other errors. You or your system administrator can use the Log window to find the cause of the error in establishing the connection and rectify it.



To open the Log window, select **View | Log window**.



### Closing WebTransit clears the Log window

The Log window only contains records from the current WebTransit session. If you close WebTransit, the Log window will be empty the next time you open it again.

## Generating a technical support file

If you or your administrator cannot find and rectify the error via the Log window, you can use WebTransit to generate a compressed file that contains technical support information and send this file to your technical support team.

1. Select **Help | Save support information**.

WebTransit opens the **Save file as** window.

2. Choose the folder and enter a name for the file, then click **Save**.





WebTransit saves the technical support information in the file you have made. You can now send the file to your technical support team (e.g. by e-mail).



# 6 Appendix




## Functions of WebTransit

Menu	Meaning	Description
 -	For agency mode only: WebTransit prevents the job from being processed by all other users.	» <a href="#">Agency mode: Take jobs into processing</a> , page 33
 Job   Download	WebTransit downloads the selected job from STAR CLM.	» <a href="#">Downloading and unpacking a job from STAR CLM</a> , page 33
 Job   Unpack in Transit	Transit unpacks the selected job.	» <a href="#">Downloading and unpacking a job from STAR CLM</a> , page 33
 Job   Open in Transit	Transit opens the selected job.	» <a href="#">Translating and checking a job in Transit</a> , page 33
 Job   Finish and upload	Transit prepares the translation of the selected job for delivery and then WebTransit uploads the finished job to STAR CLM.	» <a href="#">Delivering the job back to STAR CLM</a> , page 34
 Job   Delete	WebTransit deletes the selected job.	» <a href="#">Deleting individual or multiple jobs</a> , page 36
 -	WebTransit selects the job from the job list that you last opened in Transit.	» <a href="#">Selecting the job last opened</a> , page 42
 Connection   Synchronise manually	WebTransit synchronises the active connection with STAR CLM.	» <a href="#">Manually synchronising with STAR CLM</a> , page 41
 Connection   Edit...	WebTransit opens the connection settings for the active connection.	» <a href="#">Editing the connection settings</a> , page 19
 Job   Show on job list	WebTransit displays the selected hidden job in the job list again.	» <a href="#">Hiding/showing jobs in the job list</a> , page 42
 Job   Hide on job list	WebTransit hides the selected job in the job list.	» <a href="#">Hiding/showing jobs in the job list</a> , page 42







	Menu	Meaning	Description
	View   Show hidden jobs	The job list in WebTransit also displays jobs that you have hidden (only available if the job list contains hidden jobs).	» <b>Jobs may be hidden</b> , page 31
	View   Last events...	WebTransit opens the <b>Last events</b> window.	» <b>“Last events” window</b> , page 43
	Help   WebTransit Help	WebTransit opens WebTransit Help.	
	Help   About WebTransit	WebTransit displays the WebTransit version number.	

## Icons in the job list



### Icons for message status

Message status	Icon	Description
New, high priority		STAR CLM has sent high-priority messages for this job. You have <u>not</u> read one or more of these messages.
New, low priority		STAR CLM has sent low-priority messages for this job. You have <u>not</u> read one or more of these messages.
Read		You have read all of these messages.

### Icons for current job status

Job status	Icon	Description
New job		You can download a new job from STAR CLM.
Job downloaded		The job has been downloaded.
Unpack job in Transit		The job has been unpacked in Transit.
Job finished and uploaded		The job has been finished and uploaded to STAR CLM.
Job confirmed as finished		STAR CLM has confirmed the job as finished.
Job confirmed as rejected		You have rejected the job and STAR CLM has confirmed your rejection.
Job deleted		The job has been deleted. When you next open WebTransit, the job will no longer be displayed in the job list.

Additional icons




Status	Icon	Description
Job contains additional files		The job contains additional files which may provide assistance with the translation (» <a href="#">Viewing additional files from STAR CLM</a> , page 39).
Check required		The job has been finished and uploaded to STAR CLM. STAR CLM has sent a message asking you to check the job again (e.g. because the STAR CLM quality check has rejected it).

Font colours in the job list






Font colour	Description
Grey	You have rejected the job (» <a href="#">Rejecting jobs</a> , page 34).
Blue	You have defined the job as hidden (» <a href="#">Hiding/showing jobs in the job list</a> , page 42).
Red	The customer has cancelled the job.

## Icons in the messages overview








Icons for message status

Message status	Icon	Description
New, high priority		STAR CLM has sent high-priority messages for this job. You have <u>not</u> read one or more of these messages.
New, low priority		STAR CLM has sent low-priority messages for this job. You have <u>not</u> read one or more of these messages.
Read		You have read all of these messages.

Icons for message type

Message type	Icon	Description
Processing information		The STAR CLM server has requested processing information.
Rejected by quality check		The STAR CLM quality check has rejected the translation.
Job cancelled		The job has been cancelled by the customer.
Server information		The STAR CLM server has sent information.
Unknown message		The STAR CLM server has sent an unknown type of message.

## Icons in the connections overview

Connection status	Icon	Description
Active connection		Automatic synchronisation switched <u>on</u> . WebTransit automatically exchanges data with STAR CLM.
		Automatic synchronisation switched <u>off</u> . To exchange data with STAR CLM, you will have to synchronise the connection manually (» <a href="#">Manually synchronising with STAR CLM</a> , page 41).
		The connection has been deactivated for receiving new jobs.
		An error has occurred during synchronisation. WebTransit was not able to connect to STAR CLM (» <a href="#">Errors when establishing the connection</a> , page 45).
Non-active connection	If the connection is not active, the icons listed above are displayed in grey (except  ).	
		WebTransit has received new information (a job or message) from this connection. To display jobs and messages from this connection in the job list or the messages overview, you will need to select it as the active connection (» <a href="#">Changing the active connection</a> , page 41).
Defective configuration file		The configuration file for this connection is defective. WebTransit cannot display a correct job list or messages overview for this connection.





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