Languages Home

For detailed information on the options available to you on this page, see the subpages:

- Edit Language
- Delete Language
- Export Language
- Import Language

Frequently Asked Questions

Q: I've created a new language and translated some of the text, but I don't see my changes. How can I make my language appear on the font-side of my site?
A: Review the settings for Active/Inactive languages and the Site Default Language from the Edit Language page

Q: I've exported the text.csv file. Which fields in it do I need to translate?
A: The actual text to translate is in column 'F' (labeled **text**) of the text.csv file – columns 'D' (**name**) and 'E' (**description**) appear only in the Admin side and are used to describe the functionality of the text fields for later reference. The only columns that are used when importing, are columns 'A' (the text ID #) and column 'F' (the translated text), all other fields are ignored by the import, and are there only for your convenience. (The other fields must be *present* in the file, or the import will fail validation, but their text is not uploaded). A basic line of export should look like:\

"111","1","1","Label of text","Description of text","(here is what you translate)"

Q: How do you switch to another language?
A: See Changing Languages on the client side

Q: I've translated text in the text.csv export and uploaded that file into the system. Why did text in the html design not change?
A: The text that you translate from within the LANGUAGES admin tool and/or within the PAGES MANAGEMENT admin tool is the text included within the MAINBODY of the software. The LANGUAGES and PAGES MANAGEMENT admin tools do not manage the text within your html design that includes page templates and html modules within your system.

Q: How do I translate text within the html design that cannot be translated by the text.csv export and within the PAGES MANAGEMENT admin tool?
A: Once you create a new language in the LANGUAGES admin tool the system automatically creates page template selections for the new language within every page of the PAGE MANAGEMENT admin tool. This allows you to set language specific page templates for all "pages" within the system. Creating a new language does not create a duplicate set of page templates for you. You will either need to manage current page templates you have to create translated page templates (Basic and Premier editions of the software because you do not have the ability to add/create page templates to the system) or create new page templates specifically for this new language (Enterprise Edition). You will also need to manage html modules used within those page templates closely as there are a maximum of 20 html modules in the system that do not have language specific configurations within each. Each html module can only be used for one language. So if you have two languages within your

system you will need to be aware of your html module use so that you have enough html modules for each languages needs within the page templates you have for each language. The more languages you have in the system the fewer html modules you can use for each language.

Q: Why is my Arabic text left aligned when it should be right aligned?
A: Make sure that you have the correct meta tag within your page temlates to set the correct character set within your pages. This should correct the right to left text problem but it that doesn't help you may try changing your <html> tag to include the "rtl" attribute forcing text to go right to left like so: <HTML DIR="RTL">