



# TRANSLATION WORKBENCH EXPORT AND IMPORT QUICK START GUIDE

## Overview

Use the export and import options in the Salesforce Translation Workbench to export, edit, and import all of your organization's translatable customization labels and efficiently translate them into supported languages.

The export and import process includes:

1. [Exporting Labels](#)
2. [Translation Files](#)
3. [Importing Translated Files](#)

For a list of supported languages, see [Supported Languages for Translatable Customizations](#) on page 5.

For a list of customizations that you can translate, see "Translatable Customizations" in the Salesforce online help.

## Exporting Labels

To export labels, follow the procedure that is appropriate to the status of your translation process.

### Exporting Labels for a First-Time Translation

1. From Setup, enter *Export* in the *Quick Find* box, then select **Export**.
2. Select **Source**.

This option creates the Source file, which contains a list of all your translatable labels. Typically, the content is in your organization's default language.


3. Click **Export**.

When the export is complete, an email is sent to the email address specified in your profile.

4. Locate the exported *.stf* or *.zip* file.

Go to **Your name** > **Documents** > **Document Folders** > **My Personal Documents** > **Go!**

An example Source filename is: `Source_en_US_2010-09-23_11:20.stf`

 **Note:** If you want to edit the Source file before sending it to translators, see [Working with the Source File](#) on page 3.

5. Save the file.

Click **View** > **Save File** > **OK**. The file is saved to the location specified by your browser. For example, `C:/Users/username/Downloads`.

6. Send the file to your translator.

Provide your translator with the instructions for editing the Source file in [Translation Files](#) on page 2.

## Exporting Labels for Subsequent Translations

1. From Setup, enter *Export* in the *Quick Find* box, then select **Export**.

2. Select **Untranslated**.

This option creates a set of Untranslated files that contain only labels that haven't been translated, including new and modified labels. Since each language might be in a different state of translation, one file is created for each language. Multiple language files are compressed into one zip file.

3. Click **Export**.

When the export is complete, an email is sent to the email address specified in your profile.

4. Locate the exported *.stf* or *.zip* file.

Go to **Your name** > **Documents** > **Document Folders** > **My Personal Documents** > **Go!**

An example Untranslated filename is: *Untranslated\_2010-09-23\_11:20.zip*

5. Unzip the *Untranslated\_date\_time.zip* file.

6. Send the files to your translators.

Provide your translators with the instructions for editing Untranslated files in [Translation Files](#) on page 2.

## Exporting Translated Labels for Review

1. From Setup, enter *Export* in the *Quick Find* box, then select **Export**.

2. Select **Bilingual**.

This option creates one or more Bilingual files, each of which contains a list of all translatable labels in their current translated or untranslated states. Since each language might be in a different state of translation, one file is created for each language. Multiple files are compressed into zip files.

3. Click **Export**.

When the export is complete, an email is sent to the email address specified in your profile.

4. Locate the exported *.stf* or *.zip* file.

Go to **Your name** > **Documents** > **Document Folders** > **My Personal Documents** > **Go!** An example Bilingual filename is: *Bilingual\_2010-09-23\_11:20.zip*.

5. Unzip the *Bilingual\_date\_time.zip* file.

6. Send the files to your reviewers.

Provide your reviewers with the instructions for editing the Bilingual file in [Translation Files](#) on page 2.

## Translation Files

Salesforce provides different files types to translate customization labels and review translations.

- Source: Use to translate labels for the first time.
- Untranslated: Use to translate labels after the first translation pass.
- Bilingual: Use to review and edit translations.

Translation files are identified by the extension `.stf`, to represent the Salesforce translation format. A translation filename includes the name of the export option used to create it, the language code for the file's content, and a date stamp.

Multiple `.stf` files created with the Untranslated and Bilingual options are compressed into zip files up to 5 MB in size. If multiple zip files are needed, the zip filenames are each date stamped and incremented. For example, `Untranslated_2010-09-20_05:1310f2.zip`


 **Warning:** Consider the following when editing your `.stf` files:

- Don't change the `.stf` file extension.
- If you use tabs, new lines, or carriage returns in your text for translation, notice that they are represented with special characters in the `.stf` file format. Tabs are `\t`, new lines are `\n` and carriage returns are `\r`. To ensure consistency between your language versions, ensure these characters are maintained in your translations.

## Working with the Source File

Use the Source file to translate an organization's labels for the first time. The Source file contains labels for all of an organization's translatable customizations in the organization's default language.


If you aren't using a standard translation tool such as Trados, work with the file using an application that supports tabs and word wrap, such as WordPad or MS Excel.

 **Note:** If you use MS Excel to enter translations in your `.stf` file, your file format may be corrupted. MS Excel automatically adds quotation marks around entries that have commas. We advise you open your files in a text editor before import and remove these quotation marks if they have been added. The import will fail if these quotation marks are not removed.

To prepare the Source file for your translators:

- Create one copy of the Source file for each language you are translating into.
- In the header of each Source file, change the language code from the organization's default language (such as `en_US`) to the translation language (such as `fr`).

Tell your translators to replace the untranslated values in the LABEL column with translated values.


 **Note:** Don't add columns to or remove columns from the translation file.

Column	Description	Edit Options
KEY	Unique identifiers for labels	Do not edit
LABEL	Labels that are visible to end users	Replace untranslated values with translated values


## Working with the Untranslated File

Use the Untranslated file to translate labels that haven't been translated. One Untranslated file is generated for each language. When multiple files are generated, they're exported to a `.zip` file containing `.stf` files for each translation language.

If you aren't using a standard translation tool such as Trados, work with the file using an application that supports tabs and word wrap, such as WordPad or MS Excel.

 **Note:** If you use MS Excel to enter translations in your `.stf` file, your file format may be corrupted. MS Excel automatically adds quotation marks around entries that have commas. We advise you open your files in a text editor before import and remove these quotation marks if they have been added. The import will fail if these quotation marks are not removed.

Tell your translators to replace the untranslated values in the LABEL column with translated values.

 **Note:** Don't add columns to or remove columns from the translation file.


Column	Description	Edit Options
KEY	Unique identifiers for labels	Do not edit
LABEL	Labels that are visible to end users	Replace untranslated values with translated values

## Working with the Bilingual File


Use the Bilingual file to review translations, edit labels that have already been translated, and add translations for labels that haven't been translated. One Bilingual file is generated for each translation language.


The TRANSLATED section of the file contains the text that has been translated and needs to be reviewed. The UNTRANSLATED section of the file contains text that hasn't been translated.

Edit the file using an editing application that supports tabs and word wrap, such as WordPad or MS Excel.

 **Note:** If you use MS Excel to enter translations in your `.stf` file, your file format may be corrupted. MS Excel automatically adds quotation marks around entries that have commas. We advise you open your files in a text editor before import and remove these quotation marks if they have been added. The import will fail if these quotation marks are not removed.

- Identify labels that are out of date by scrolling through the OUT OF DATE column to locate values that have an asterisk (\*). Update out of date labels as needed.
- Edit translated labels in the TRANSLATION column of the TRANSLATED section.
- Replace untranslated labels with translated values in the LABEL column of the UNTRANSLATED section.
- Delete a translation by replacing the desired value in the TRANSLATION column in either section with a left and right angle bracket pair (< >). When the Bilingual file is imported, the label reverts to its original value.

 **Attention:** Don't attempt to delete a translation by deleting a translated label from the file. Deleting a translation in the file doesn't remove the translation from the application after the file is imported.

 **Note:** Don't add columns to or remove columns from the translation file.

Column	Description	Edit Options
KEY	Unique identifiers for labels	Do not edit
LABEL	Labels that are visible to end users	<ul style="list-style-type: none"> <li>• Do not edit labels in the TRANSLATED section of the file</li> <li>• In the UNTRANSLATED section of the file, replace untranslated labels with translated values</li> </ul>
TRANSLATION	Current translation	<ul style="list-style-type: none"> <li>• In the TRANSLATED section of the file, edit current translations</li> <li>• In the UNTRANSLATED section of the file, add translations</li> </ul>

Column	Description	Edit Options
OUT OF DATE	<p>Indicates whether the source text has changed since the previous translation.</p> <p>The out of date indicators are:</p> <ul style="list-style-type: none"> <li>An asterisk (*): The label is out of date. A change was made to the default language label and the translation hasn't been updated.</li> <li>A dash (-): The translation is current.</li> </ul>	Do not edit

## Importing Translated Files

The Translation Workbench **Import** option imports and applies translations to your customized labels.

 **Note:** Labels that are exported and left as is are not saved as translations on import.

To import translated labels:

1. Bundle multiple files into .zip files that are no larger than 5 MB. Create multiple .zip files as needed.

The zipped files don't have to be in the same order or grouping as the exported .zip files.

For example, you start with two exported .zip files. The first file includes French, Italian, and Japanese. The second file includes Russian, Simplified Chinese, and Greek. You can create:

- One .zip file with French, Greek, and Italian.
- One .zip file with Russian and Greek.
- One .zip file with Simplified Chinese.

2. From Setup, enter *Import* in the **Quick Find** box, then select **Import** under Translation Workbench.

3. Click **Browse** to locate and select the file you want to import.

4. Click **Import**.

After the import is complete:

- The labels are updated with the translations.
- A confirmation email is sent to the email address specified in your profile.

5. Verify the imported changes have been implemented. You can:

- Check labels in your Salesforce organization.
- Check labels through the Translation Workbench.

## Supported Languages

### Fully Supported Languages

You can change the language for all features, including Help, to one of the following fully supported languages from Setup by entering *Company Information* in the **Quick Find** box, selecting **Company Information**, then selecting **Edit**.

- Chinese (Simplified): zh\_CN

- Chinese (Traditional): zh\_TW
- Danish: da
- Dutch: nl\_NL
- English: en\_US
- Finnish: fi
- French: fr
- German: de
- Italian: it
- Japanese: ja
- Korean: ko
- Norwegian: no
- Portuguese (Brazil): pt\_BR
- Russian: ru
- Spanish: es
- Spanish (Mexico): es\_MX
- Swedish: sv
- Thai: th

## End-User Languages

End-user languages are useful if you have a multilingual organization or partners who speak languages other than your company's default language. For end-user languages, Salesforce provides translated labels for all standard objects and pages, *except* administrative pages, Setup, and Help. When you specify an end-user language, labels and Help that aren't translated appear in English. End-user languages are intended only for personal use by end users. Don't use end-user languages as corporate languages. Salesforce doesn't provide customer support in end-user languages.

- Arabic: ar
- Bulgarian: bg
- Croatian: hr
- Czech: cs
- English (UK): en\_GB
- Greek: el
- Hebrew: iw
- Hungarian: hu
- Indonesian: in
- Polish: pl
- Portuguese (Portugal): pt\_PT
- Romanian: ro
- Slovak: sk
- Slovenian: sl
- Turkish: tr
- Ukrainian: uk

- Vietnamese: `vi`

## Platform-Only Languages

In situations where Salesforce doesn't provide default translations, use platform-only languages to localize apps and custom functionality that you've built on the Salesforce App Cloud. You can translate items such as custom labels, custom objects, and field names. You can also rename most standard objects, labels, and fields. Informative text and non-field label text aren't translatable.

- Albanian: `sq`
- Arabic (Algeria): `ar_DZ`
- Arabic (Bahrain): `ar_BH`
- Arabic (Egypt): `ar_EG`
- Arabic (Iraq): `ar_IQ`
- Arabic (Jordan): `ar_JO`
- Arabic (Kuwait): `ar_KW`
- Arabic (Lebanon): `ar_LB`
- Arabic (Libya): `ar_LY`
- Arabic (Morocco): `ar_MA`
- Arabic (Oman): `ar_OM`
- Arabic (Qatar): `ar_QA`
- Arabic (Saudi Arabia): `ar_SA`
- Arabic (Sudan): `ar_SD`
- Arabic (Syria): `ar_SY`
- Arabic (Tunisia): `ar_TN`
- Arabic (United Arab Emirates): `ar_AE`
- Arabic (Yemen): `ar_YE`
- Armenian: `hy`
- Basque: `eu`
- Bosnian: `bs`
- Bengali: `bn`
- Chinese (Simplified—Singapore): `zh_SG`
- Chinese (Traditional—Hong Kong): `zh_HK`
- English (Australia): `en_AU`
- English (Canada): `en_CA`
- English (Hong Kong): `en_HK`
- English (India): `en_IN`
- English (Ireland): `en_IE`
- English (Malaysia): `en_MY`
- English (Philippines): `en_PH`
- English (Singapore): `en_SG`
- English (South Africa): `en_ZA`
- Estonian: `et`

- French (Belgium): `fr_BE`
- French (Canada): `fr_CA`
- French (Luxembourg): `fr_LU`
- French (Switzerland): `fr_CH`
- Georgian: `ka`
- German (Austria): `de_AT`
- German (Luxembourg): `de_LU`
- German (Switzerland): `de_CH`
- Hindi: `hi`
- Icelandic: `is`
- Irish: `ga`
- Italian (Switzerland): `it_CH`
- Latvian: `lv`
- Lithuanian: `lt`
- Luxembourgish: `lb`
- Macedonian: `mk`
- Malay: `ms`
- Maltese: `mt`
- Romanian (Moldova): `ro_MD`
- Montenegrin: `sh_ME`
- Romansh: `rm`
- Serbian (Cyrillic): `sr`
- Serbian (Latin): `sh`
- Spanish (Argentina): `es_AR`
- Spanish (Bolivia): `es_BO`
- Spanish (Chile): `es_CL`
- Spanish (Colombia): `es_CO`
- Spanish (Costa Rica): `es_CR`
- Spanish (Dominican Republic): `es_DO`
- Spanish (Ecuador): `es_EC`
- Spanish (El Salvador): `es_SV`
- Spanish (Guatemala): `es_GT`
- Spanish (Honduras): `es_HN`
- Spanish (Nicaragua): `es_NI`
- Spanish (Panama): `es_PA`
- Spanish (Paraguay): `es_PY`
- Spanish (Peru): `es_PE`
- Spanish (Puerto Rico): `es_PR`
- Spanish (United States): `es_US`
- Spanish (Uruguay): `es_UY`



- Spanish (Venezuela): es\_VE
- Tagalog: tl
- Tamil: ta
- Urdu: ur
- Welsh: cy

## Common Errors with Exporting and Importing Translation Files

Troubleshoot issues you might encounter while exporting and importing files in the Translation Workbench.

Error Message	What It Means	Troubleshooting Steps
Bilingual File starts with non-section header row: {0}	The header rows of the file you're trying to import are missing, or there is extraneous text (such as notes that aren't commented out) in those rows.	Export your file again and make sure there are header rows for all sections, and that all extraneous text has been commented out or removed from the header rows.
Duplicate key: {0} exists in import file, please re-export.	The specified key appears in your imported file more than once. Each translated item needs to have its own unique key, and each key can only appear in the file one time.	Export your file again and make sure that each key in it is unique, and then re-import the file.
Invalid Key	During translation, Salesforce generates unique keys, or identifiers, for each object, picklist value, or page element you're translating. If these names or keys are changed after you export your file, Salesforce can't match the correct key with the correct name.	Export your file again and make sure the keys in it match those in the file you're trying to import.
Key: {0} could not be uniquely resolved. This is caused by a change to our Custom Report Type Column key format. Please re-export and use the new key format for those keys.	One of the keys in your Custom Report Type (CRT) column is in the wrong format.	Export your file again and make sure you're using the correct CRT key format.
Maximum character limit {x} for {field type} translation exceeded in line:	Each type of field, such as a picklist value, can only have a certain number of characters. Your translated labels for the type of field at the line specified in the error message are too long.	Edit your translated labels so they're within the character limit listed for the field type and import your file again.
No data to import	The file you're trying to import is empty or does not contain any translation changes.	Make sure you're importing the correct file, and that it contains translated data.
No language code specified in file header	The file you're trying to import doesn't have a valid language code, or the language code is in the wrong place.	Make sure your language code is valid and isn't missing or commented out.
No translated or untranslated section header found in the bilingual file	The file you're trying to import is missing section headers.	Make sure your file has section headers and import it again.

Error Message	What It Means	Troubleshooting Steps
No valid file type specified in file header	The file you're trying to import doesn't have a valid import/export type (Source, Untranslated, or Bilingual) specified in the file header. The file type should be in the default language for your organization.	Make sure your file has a valid import/export type in the file header, and that the header did not get translated.
Not a valid file to import. Please select a .stf or a .zip file for import.	You can only import files in .stf format or .zip files that contain .stf files.	Make sure your file is a .stf or a .zip file and try importing it again.
Some keys are appended with their sort order for uniqueness. Re-export your file and ensure that the keys in both files match.	The order of the picklist values in your source file don't match your setup.	Export your source file and match the order of the picklist values to your import file, then import again.
Wrong number of columns in line: {x}. Check that you have escaped tabs (\t), new lines (\n), and carriage returns (\r) in your files.	The file you're importing has extra tabs, new lines, or carriage returns in the line specified in the error message.	Edit your data to remove or escape any extra tabs, newlines, or carriage returns, and make sure the file you're importing has the same number of columns as the file you exported.
Your export request failed. Please retry or contact support.	Salesforce had an unexpected problem while exporting your file.	Contact Salesforce Customer Support.
Your import request failed. Please retry or contact support.	Salesforce had an unexpected problem while importing your file.	Contact Salesforce Customer Support.
Your organization does not have language permissions for {language}.	The file you're trying to import is in a language you haven't yet added to the Translation Workbench.	Add the language you want to use to the Translation Workbench and import your file again.