Troubleshooting: Translation and Publication

This guide offers potential solutions for common issues that arise during and after translation and publication.

While translating…

I can't find a Review in Phrase

Please check:

- Was the Review published more than 12 months ago? If yes, it will not be in Phrase, but you can send it to Phrase manually via Translate.
- Have you run the search correctly? You need to search for the CD number in the Search box or filter the List of projects for the CD number. Is the CD number correct?
- Have you applied any filters? Remove them all.
- Has the Review been withdrawn? Withdrawn Reviews cannot be translated in Phrase.
- Is the Review in Protocol or Title stage? Those cannot be translated in Phrase.
- Has the Review been updated since you were working on the translation or published it? Then the new, untranslated version will appear in Phrase. Any translations you already saved for the previous version will be available to you via the translation memory.

I think there is a mistake in the English Review

You and your translators may sometimes have questions about or identify errors in Reviews that you translate. We would like to encourage you to clarify doubts and raise issues before completing a translation, so that potential errors in the Review can be corrected and other translation teams can be alerted, too.

In such cases, please email support@cochrane.org with the following information:

- Review title
- CD number or DOI
- Short description of your question or the possible error, and in which section of the Review it appears
- Indicate if your request is a high priority, for example, because the translation needs to be published urgently

The Cochrane support team will then email the Managing Editor of the concerned Review Group to resolve the query. In case a mistake was corrected and the Review was re-published, we will update other translation teams who have translated the Review, so they can correct their translation.

I have a question about the English Review

As above, please email support@cochrane.org.

After publication…

When you publish translations they are sent to Archie automatically. From there, we publish them within 2-3 hours on the Cochrane Library, and after they have been successfully published on the Cochrane Library, they will be available on cochrane.org within 1 additional hour.

My translation is not on cochrane.org or the Cochrane Library

If the translation is not online after the time indicated above, first, make sure your translation was properly published and check whether it is in Archie.

If your translation is not in Archie, it means it has not come through from Phrase. Check that all segments of the file have actually been translated in Phrase and that there are no partial translations. Remember, the following sections of the Review must be fully translated for successful publication:

- Review title
- Abstract OR Plain language summary (including its plain language title)
- Translation notes

Next, check if any tags might be misplaced or missing by running the QA check. Please find more detailed instructions here on how to **fix misplaced tags**.

If all segments have been translated in Phrase, try changing the status of the Final Review step to New, and then to Completed again. Run another search on Archie to check whether your translation is now there.

If your translation is in Archie, open its Properties, and check the History tab of the translation to see whether your latest version has actually been published. **If it has been published**, remember that Reviews can take up to 3 hours to appear on the Cochrane Library, and another hour to appear on cochrane.org.

If you are not able to solve the problem, please contact support@cochrane.org.

How do I edit a published translation?

If you need to make a small change to a published translation, you can do that directly in the 'Completed' section of your workflow. Once you made the change and confirmed the segment, change the status of the Final Review step to New and then to Completed again.

I need to withdraw a published translation

If you have published a translation and then need to withdraw it, because of an error that can't be fixed quickly, please contact support@cochrane.org. We can do that exceptionally, but if possible, please try to amend mistakes and re-publish in Phrase, instead of withdrawing translations.