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## Issue with XLIFF files

1 message

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Wed, Dec 28, 2022 at 5:58 PM

# transifex

Hello Amanda,

I appreciate your patience; I finally figured out what was happening. In this [article](#), you'll find how XLIFF files are read in the Transifex platform and how elements are handled. If you compare your file with the example provided in the above article, you'll see that the Transifex parser expects to receive only the strings content into <source> element. Still, your file has a few more elements inside <source> element.

In the image below, you'll see the expected format; please notice that the source element only contains the string "Confirm email address":

```
<trans-unit datatype="html" id="576413276e4ee299f9a138e749b71e2f5b0d3ed5">
  <source>Confirm email address</source>
  <context-group name="po-reference-2" purpose="location">
    <context context-type="sourcefile">simple.c</context>
    <context context-type="linenumber">5</context>
  </context-group>
</trans-unit>
```

In the image below, you'll see an example of the elements in your file; please notice that in the source element, there is much more information that is breaking the parser:

```
<trans-unit datatype="x-DocumentState" id="66re05Nfhp5" xml:space="preserve">
  <source>
    <bpt ctype="x-block" id="block_0"/>
    <ph id="generic_1">&lt;Style /&gt;</ph>
    <bpt ctype="x-style" id="span_2">&lt;Style FontFamily=&quot;Open Sans Extrabold&quot;
    ;lt1,00&quot; LinkColor=&quot;lt1,00&quot; /&gt;</bpt>
    <g ctype="x-text" id="text_2">Security </g>
    <ept id="span_2"/>
    <ept id="block_0"/>
    <bpt ctype="x-block" id="block_3"/>
    <ph id="generic_4">&lt;Style /&gt;</ph>
    <bpt ctype="x-style" id="span_5">&lt;Style FontFamily=&quot;Open Sans Extrabold&quot;
    ;lt1,00&quot; LinkColor=&quot;lt1,00&quot; /&gt;</bpt>
    <g ctype="x-text" id="text_5">Precautions</g>
    <ept id="span_5"/>
    <ept id="block_3"/>
    <bpt ctype="x-block" id="block_6"/>
    <ph id="generic_7">&lt;Style /&gt;</ph>
    <bpt ctype="x-style" id="span_8">&lt;Style FontFamily=&quot;Open Sans Extrabold&quot;
    ;lt1,00&quot; LinkColor=&quot;lt1,00&quot; /&gt;</bpt>
    <g ctype="x-text" id="text_8"/>
    <ept id="span_8"/>
    <ept id="block_6"/>
    <bpt ctype="x-block" id="block_9"/>
    <ph id="generic_10">&lt;Style /&gt;</ph>
    <bpt ctype="x-style" id="span_11">&lt;Style FontFamily=&quot;+major&quot; FontSize=
    LinkColor=&quot;lt1,00&quot; /&gt;</bpt>
    <g ctype="x-text" id="text_11">Click each photo to view security precautions.</g>
    <ept id="span_11"/>
    <ept id="block_9"/>
  </source>
</trans-unit>
```

You can modify the files so Transifex can read them properly or try to get the files in another format from storyline 360,

I hope this answer helps,

Let me know if you have any issues,

Best regards,

**Sandy De la Rosa** | She, Her, Hers | Customer Success Engineer  
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