CUSTOMER AND PROSPECT FAQ

Author-it MCP. Straight answers.

What Claude can read and change in your Author-it Cloud library, whose permissions it uses, how to connect it, what it costs, and how it differs from AION.

AION

A published output

Structured JSON for pipelines, vector stores and anything that ingests files. Only content that passes the release-state gate reaches it. Cloud and on-premises.

MCP

A live connection, as you

Claude works in the library now, with your permissions, and imports topics once you approve. It can't publish. Author-it Cloud, from 2026.R4.

THE BASICS

1 What is Author-it MCP?

The MCP server for Author-it Cloud. Model Context Protocol (MCP) is an open standard that connects AI assistants to other systems. With Author-it MCP, Claude works in your live library: it finds, reads and checks topics, drafts changes and imports them once you approve, and runs translation handoffs.

2 Is it available now?

Yes, for Author-it Cloud customers from 2026.R4, released in November 2026. There is nothing to apply for. It is not available on-premises.

3 Which AI assistants are supported?

In 2026.R4, the supported assistant is Claude. MCP is an open standard, so if your organisation uses another assistant, tell us: it shapes what we support next.

4 How is it different from AION?

AION is published JSON, so only approved content reaches it. MCP is live and runs as the signed-in user, so Claude also sees drafts, labelled as drafts. Claude can't publish, so nothing it writes reaches AION until a person publishes it.

PERMISSIONS AND DRAFTS

5 Whose permissions apply?

Yours, for every read and every write. You log in yourself, so Claude never sees your password, and it works as you in one library. There is no shared service account.

6 Can Claude see draft content?

Yes, if you can, and every topic arrives labelled with its release state. MCP labels drafts; it doesn't hide them. Tell Claude to work only from approved content if you want that, and give its own work a release state of its own.

READING AND WRITING

7 What can Claude read?

Anything in the library you can see, live. It searches by code, name, type, folder, release state, date or words, reads topics, exports any object as Author-it XML, and reads translation jobs and logs.

8 Can Claude change my content?

Yes, with your approval. It updates and creates topics and imports them itself. For other objects, such as books, variables and templates, it writes an XML file you import in Author.

9 What can't Claude do?

Publish, delete anything, create translation jobs, show where an object is used, or work across libraries. You do those in Author and Translations.

SAFEGUARDS

10 What if an import is wrong?

Author-it checks the whole file first and imports nothing if a check fails. Each replaced topic keeps its previous version, with you recorded as the editor.

11 Can I undo a change Claude made?

Yes. Ask Claude to export what it will change before it starts; if the change goes wrong, import that export and the objects go back. Without one, restore each object from its edit history in Author.

GETTING STARTED

12 How do I connect Claude?

1. In Claude, add a custom connector.
2. Name it, and enter your Author-it Cloud login address followed by `/aitapi/mcp`, for example `https://gx2.author-it.com/aitapi/mcp`. With single sign-on, start from your single sign-on address.
3. Start the connection, and log in to Author-it Cloud.
4. Check the access Claude asks for, then select Allow Access.

If your administrator has added the connector for everyone, connect it in Claude under Settings > Connectors.

13 What does it cost?

Author-it MCP is included at no extra cost until 2027.R1. Pricing will be confirmed with 2027.R1.

During this period you can:

- turn MCP on or off at any time;
- use it as much or as little as you like;
- stop using it before 2027.R1 with no charge and no commitment.

Talk to your Account Manager if you have any questions.

14 How do I remove Claude's access?

In Author-it Cloud, go to Settings > Connected apps and select Revoke. To stop Claude straight away, also remove the connector in Claude.

15 What do we need?

Author-it Cloud on 2026.R4 or later, and Claude. On-premises teams can start with AION, which runs on both.

TRANSLATION, FILES AND LIMITS

16 How does translation work?

Claude finds your translation jobs, exports a job's package for your provider and imports returned translations as a draft or final import. It reads a job's log to explain a failure. You create jobs in Translations.

17 Are the upload and download links safe?

Large files go by short-lived link, not through the chat. Anyone holding a link acts as you until it expires (15 minutes by default), so keep links out of shared channels, tickets and email.

18 Are there limits?

Up to 25 objects for each request to get topics or export objects, a limited request rate, and a check with you before any search broad enough to return the whole library.

19 How should we start?

Keep the XML exports from before a change. Create a release state for AI-edited topics and tell Claude to use it. Test on one topic first, then try it at scale in your release candidate (RC) environment.

Six questions to ask any vendor, including us

1. **Whose permissions apply?**
   The user's, a service account's, or nobody's? Ask for a demo with two users.
2. **Can the agent tell a draft?**
   If status doesn't travel with the content, it can't.
3. **Is there a stable source ID?**
   Without one, the agent cites "the documentation".
4. **Who approves a change?**
   Does a person approve every change first, under their own permissions?
5. **Can it delete or publish?**
   And is the previous version kept? Ask for the list of what it can't do.
6. **What ships today?**
   And what is roadmap? Ask for it in writing.

Where to next

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Evaluating Author-it?
See Claude work in a real library, with two users getting different answers.
Book a demo: author-it.com/contact

On Author-it Cloud?
Connect Claude in four steps. Ask your Account Manager for the AI-Assisted Authoring Guide.
author-it.com/ai/mcp#connect

Watch it working
James Chang and Jamie Simmonds run real jobs in the 2026.R4 release webinar.
Watch the R4 webinar recording