



S-Drive Configuration for Salesforce.com Communities v1.25

Important Note

This guide contains information about Salesforce Communities for S-Drive. Refer to the *S-Drive Installation Guide*, *S-Drive Advanced Configuration Guide* and *S-Drive User Guide* for more information about installing/ configuring S-Drive product.



www.cyangate.com

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A. Enabling Communities for Your Organization

Click Setup -> App Setup -> Customize -> Communities -> Settings (Figure 1).

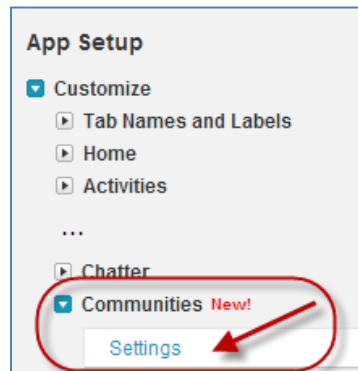


Figure 1

In the "Communities" page, first check "Enable Communities" checkbox. Then type a unique domain name that will be used in all your communities. Note that this name can't be changed after you save it. Click "Check Availability" button and if "Success" message is shown click "Save" button (Figure 2).

Communities

Communities are spaces for employees, customers and partners to collaborate on best practices and business processes. [Learn more](#)

To get started with communities, you must first enable it and select a domain.

Save

Enable communities

Important: Once you enable communities, it cannot be disabled. Enabling communities also permanently turns on the new user interface theme and the universal header. [Learn more](#)

☒ Enable communities

Select a domain name

Important: The domain name will be used in all of your communities and can't be changed after you save it

Sample Domain Name

MyCompany.force.com

Sample Community URLs

MyCompany.force.com/customers

MyCompany.force.com/developers

MyCompany.force.com/partners

Domain name -developer-edition.na7.force.com

☒ Success! Domain name available

Figure 2

B. Creating a New Community

Once you enable Communities for your organization, you can create new communities (Figure 3). You can click "New Community" button to create a new community.

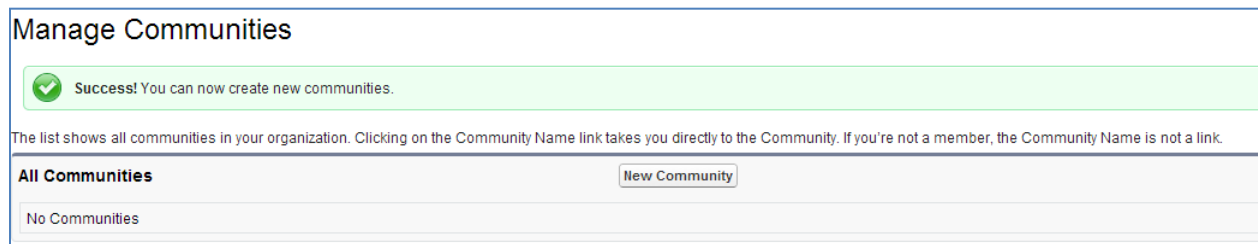


Figure 3

Type in the details of the new community and click "Create" button (Figure 4).

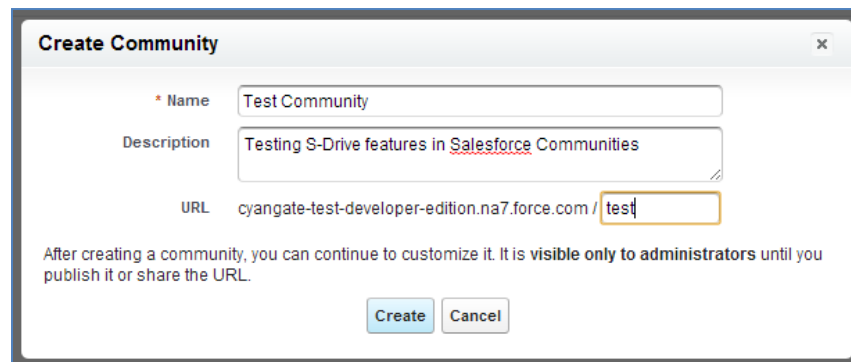
The screenshot shows the 'Create Community' dialog box. It has three input fields: 'Name' with the value 'Test Community', 'Description' with the value 'Testing S-Drive features in Salesforce Communities', and 'URL' with the value 'cyangate-test-developer-edition.na7.force.com / test'. Below the fields, there is a note: 'After creating a community, you can continue to customize it. It is visible only to administrators until you publish it or share the URL.' At the bottom, there are 'Create' and 'Cancel' buttons.

Figure 4

Once you click the "Create" button community will be created in a few seconds (Figure 5).

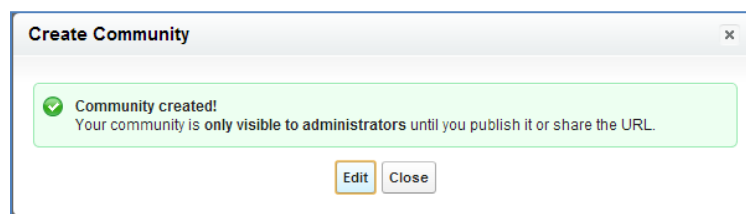
The screenshot shows the 'Create Community' dialog box after the community has been created. It displays a green success message: 'Community created! Your community is only visible to administrators until you publish it or share the URL.' Below the message, there are 'Edit' and 'Close' buttons.

Figure 5

C. Configuring S-Drive for Community

After creating the community click the "Edit" button to configure the newly created community (Figure 6).

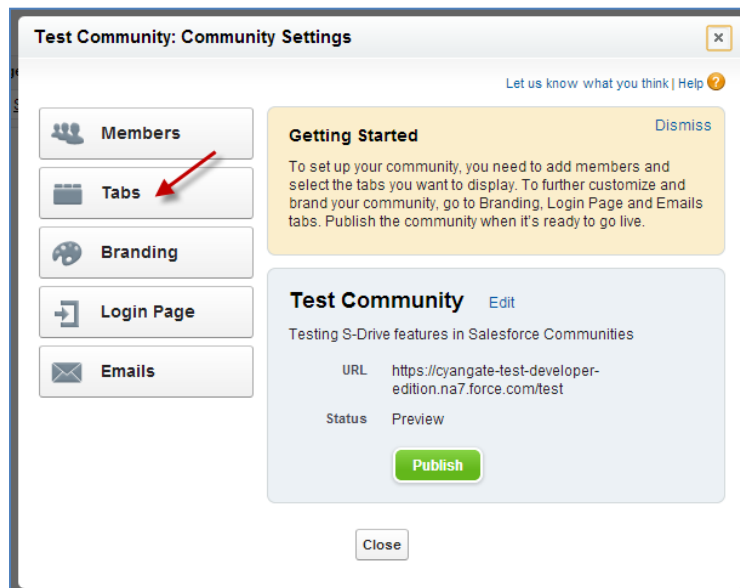


Figure 6

Click "Tabs" section and select the "S-Drive" tab to display in the Community pages. You can also select S-Drive Attachments containing standard/custom object tabs and click "Save" button (Figure 7).

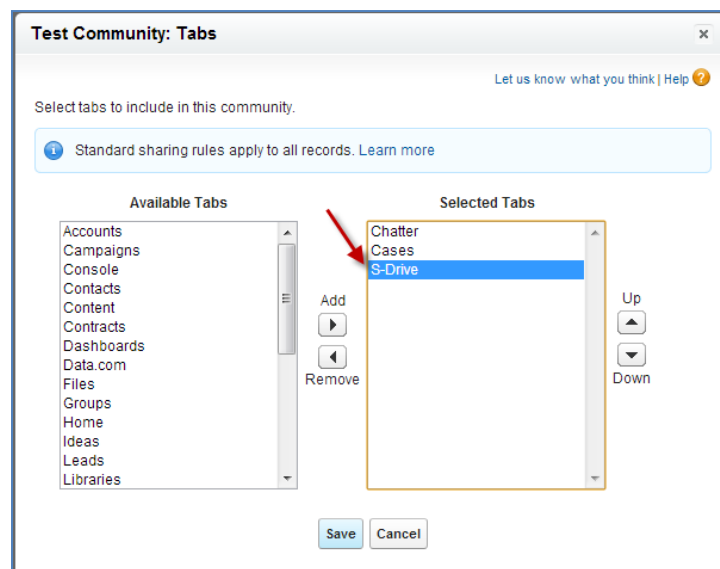
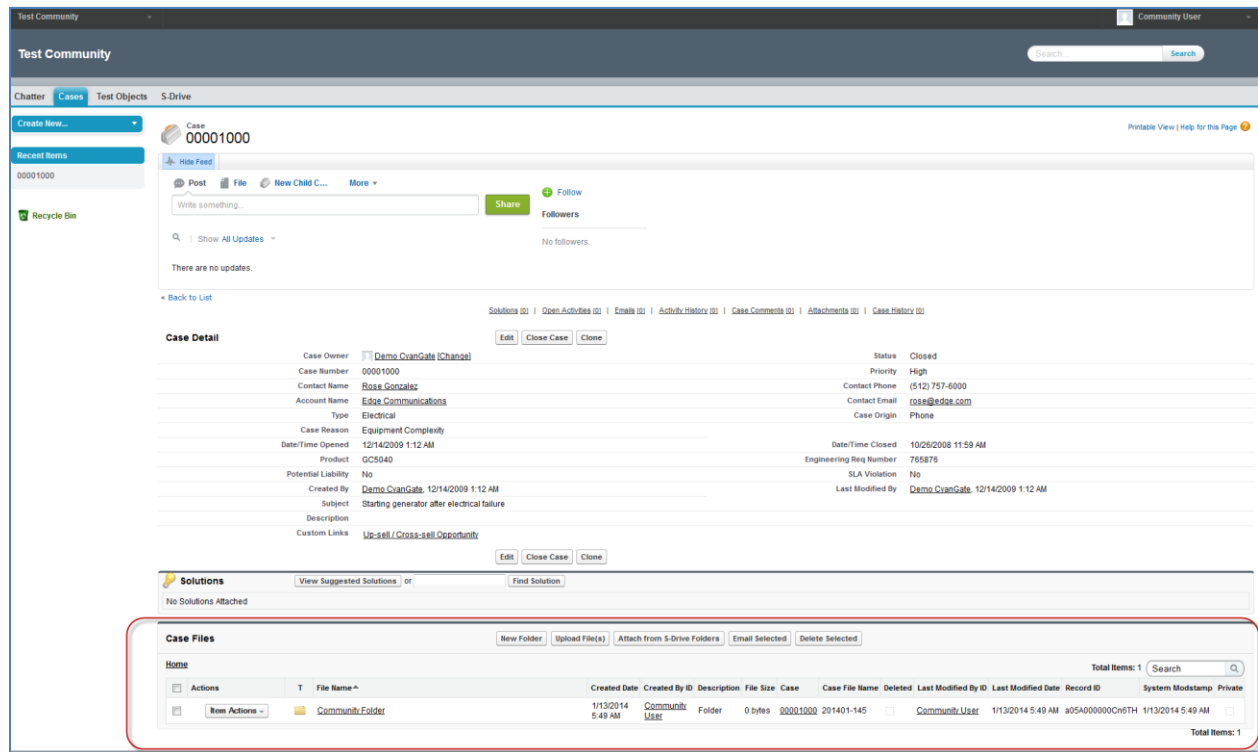


Figure 7

Below is a sample Community screen with Case Files enabled:



The screenshot displays the 'Test Community' interface. At the top, there's a navigation bar with 'Chatter', 'Cases', 'Test Objects', and 'S-Drive'. The 'Cases' tab is active. On the left, there's a sidebar with 'Create New...', 'Recent Items' (listing '00001000'), and a 'Recycle Bin' icon. The main content area shows a 'Case' titled '00001000'. Below the title, there's a 'Post' section with a text input, a 'Share' button, and a 'Follow' button. A 'Followers' section indicates 'No followers'. Below this, there's a 'Case Detail' section with a table of case information. At the bottom, there's a 'Case Files' section with a table of files. The 'Case Files' table has columns for 'Actions', 'File Name', 'Created Date', 'Created By ID', 'Description', 'File Size', 'Case', 'Case File Name', 'Deleted', 'Last Modified By ID', 'Last Modified Date', 'Record ID', 'System Modstamp', and 'Private'. A single file named 'Community Folder' is listed.

Case Owner	Case Number	Status
Demo CyanGate (Channel)	00001000	Closed

Contact Name	Contact Phone	Priority
Rosa Gonzales	(512) 757-6000	High

Account Name	Contact Email
Edge Communications	edge@edge.com

Type	Case Origin
Electrical	Phone

Case Reason	Date/Time Closed
Equipment Complexity	10/25/2008 11:59 AM

Date/Time Opened	Engineering Req Number
12/14/2009 1:12 AM	765876

Product	SLA Violation
GC5040	No

Potential Liability	Last Modified By
No	Demo CyanGate, 12/14/2009 1:12 AM

Created By	Subject
Demo CyanGate, 12/14/2009 1:12 AM	Starting generator after electrical failure

Description
Up-sell / Cross-sell Opportunity

File Name	Created Date	Created By ID	Description	File Size	Case	Case File Name	Deleted	Last Modified By ID	Last Modified Date	Record ID	System Modstamp	Private
Community Folder	1/13/2014 5:49 AM	Community User	Folder	0 bytes	00001000	201401-145		Community User	1/13/2014 5:49 AM	a05A000000Ch5TH	1/13/2014 5:49 AM	

Figure 8

D. Editing Community Profile Permissions

To enable profiles for selected community use the "Members" section in the "Community Settings" page (Figure 6).

Based on the profile of the community user, users can have different permissions in S-Drive.

If you try to access the community with no permissions you'll see "You do not have permissions to access S-Drive data!" error when you click the "S-Drive" tab (Figure 9).

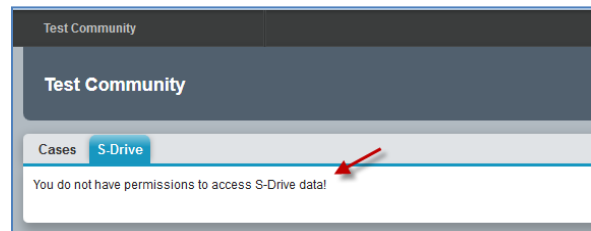


Figure 9

If you just enable "read" feature, community users will just be able to download or email uploaded files by internal users. They won't be able to upload a file, delete a file, create a folder or edit an item's description. Also note that visibility of the files list, buttons and menu items are affected via sharing and S-Drive Configuration.

To set these permissions edit the selected profile using the Administration Setup -> Manage Users -> Profiles menu. Click on the name of the profile you want to edit (Figure 10).



Figure 10

In the new window click Edit button to edit the user permissions (Figure 11).

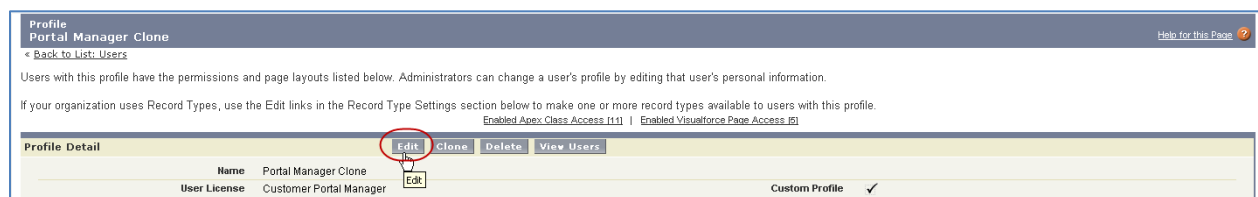


Figure 11

Scroll down to the "Custom Object Permissions" section. You'll see the "Basic Access" selections for "S3Objects" custom object (or if you're working on S-Drive Attachments like Cases, Accounts, custom objects etc. you need to edit the custom object file's permissions). You will need to check/uncheck these boxes based on your needs (Figure 12). Note that you can edit "Custom Object Permissions" for just "Custom Profiles". You may need to clone your standard profile to be able to edit a community profile. Refer to the Salesforce.com documentation for more information.

There are four access levels: **Read, Create, Edit, and Delete**. We'll see examples of these access level combinations in the subsections.



	Basic Access				Data Administration	
	Read	Create	Edit	Delete	View All 	Modify All 
S3Objects	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Files	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 12

You can set access levels for customers using communities. *We strongly suggest you to just set the "Read" access to the community users for data security.*

1. Example 1: Just Read Permission Enabled

If you just set "Read" and unset other permissions for selected custom object (here S3Object) (Figure 12), your community users won't be able to:

- upload files
- create folders
- delete files/folders
- edit descriptions of files/folders
- cut/copy files
- rename files/folders.

They will be able to:

- browse folders
- download files
- email files
- copy the URL of the file to the clipboard.

In the S-Drive screen, "Email" and "Download File(s)" buttons will be displayed (if Download Manager is enabled) for community users and for each file "Download" and "Copy URL" item menu actions will be visible. "Item Actions" menu will be hidden for folders (Figure 13).

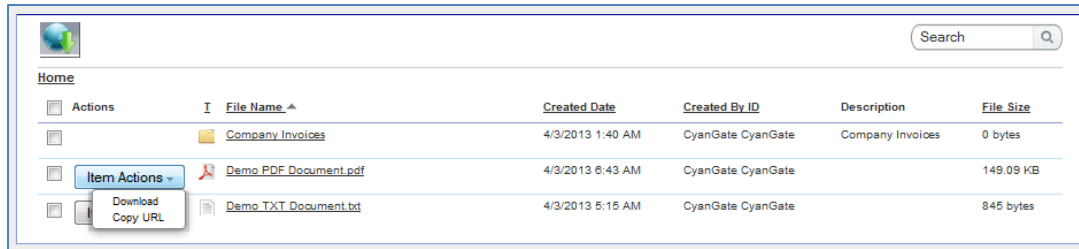


Figure 13

2. Example 2: Read, Create and Edit Permissions Enabled

If you set Read, Create, Edit permissions and unset Delete permission for selected custom object (here S3Object) (Figure 14), your community users won't be able to:

- delete files/folders
- cut/copy files.



	Basic Access				Data Administration	
	Read	Create	Edit	Delete	View All 	Modify All 
S3Objects	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Files	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 14

They will be able to:

- upload files
- create folders
- browse folders
- download files
- rename files/folders
- edit descriptions of files/folders
- email files
- copy the URL of the file to the clipboard.

In the S-Drive screen, "New Folder", "Upload File(s)", "Email" and "Download File(s)" (if Download Manager is enabled) buttons will be displayed for community users and for each file "Download", "Edit", "Rename" and "Copy URL" action menu items will be visible. "Edit" and "Rename" action menu items will be visible for folders (Figure 15). Also note that visibility of the buttons and menu items are affected via sharing and S-Drive Configuration.

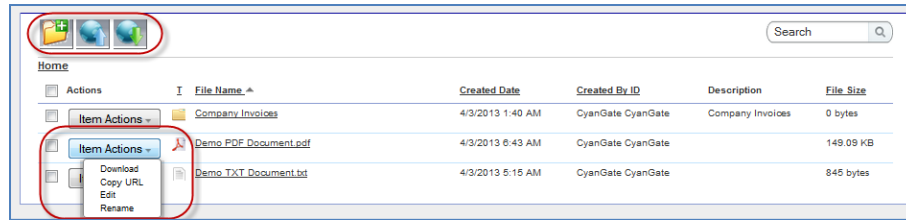


Figure 15

3. Example 3: Read, Create, Edit and Delete Permissions Enabled

If you set Read, Create, Edit, Delete permissions for selected custom object (here S3Object) (Figure 16), your community users will be able to:

	Basic Access				Data Administration	
	Read	Create	Edit	Delete	View All	Modify All
S3Objects	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Case Files	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Figure 16

- upload files
- create folders
- browse folders
- download files
- delete files/folders
- edit descriptions of files/folders
- cut/copy files
- rename files/folders
- email files
- copy the URL of the file to the clipboard.

In the S-Drive screen, "New Folder", "Upload File(s)", "Email", "Download File(s)" (if Download Manager is enabled), "Cut", "Copy", "Paste" and "Delete File(s)" buttons will be displayed for community users and for each file "Download", "Edit", "Copy URL", "Rename" and "Delete" item menu actions will be visible. "Edit", "Rename" and "Delete" action menu items will be visible for folders (Figure 17). Also note that visibility of the buttons and menu items are affected via sharing and S-Drive Configuration.

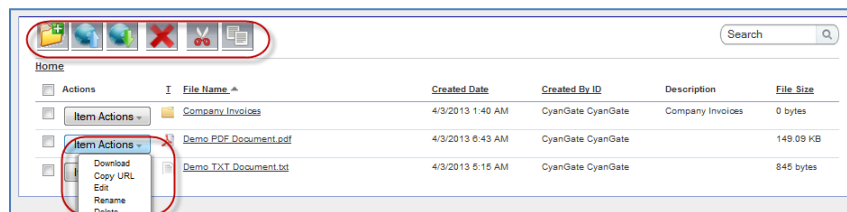


Figure 17

4. Permission Combinations That Are Not Supported

Permission combinations other than above examples are not supported by S-Drive and we strongly recommend you not to use unsupported permission combinations.

5. Other Issues

If you get an "INVALID FIELD" error message like below while uploading a file after giving required permissions you may need to check the "Field Accessibility" settings for the selected profile under Administration Setup -> Security Controls -> Field Accessibility menu:

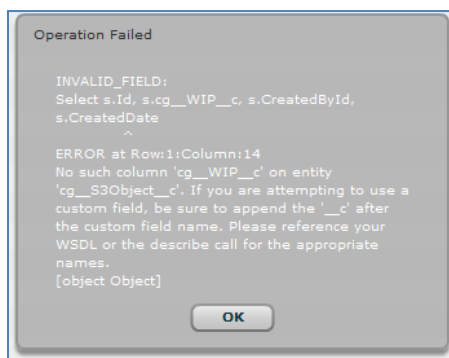


Figure 18

"Hidden" fields for the selected custom object (here S3Object) needs to be set as "Visible" from this menu.

E. S-Drive Support

You can contact S-Drive Support team for any questions or problems that you couldn't solve using S-Drive documents:

1. Open a Ticket at Support Site: sdriveapp.com/support
2. Email: sdrive@sdriveapp.com

You can find up-to-date product information, documents, tutorial videos, tools in our web page: www.sdriveapp.com