S-Drive Admin Tool Guide 1.26

CyanGate

www.cyangate.com

Table of Contents

A. Installing S-Drive Admin Tool

S-Drive Admin Tool can be installed from http://sdriveapp.com/features/s-drive-admin-tool.

1. Getting Adobe AIR Installer

Before installing S-Drive Admin Tool, you need to have Adobe AIR Installer installed. You can get latest version of the Adobe AIR Installer from http://get.adobe.com/air/ address. If you already have AIR installed on your computer you can skip the following steps.

a. Go to http://get.adobe.com/air/ and click "Download now" button (Figure 1).
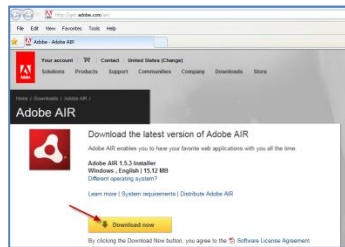

Figure 1

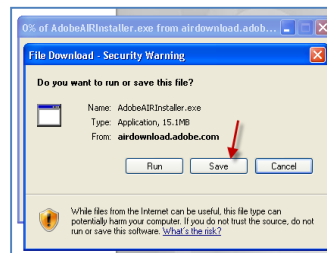b. When "File Download" dialog appears, save the executable file to your desktop (Figure 2).

Figure 2

c. Then double click the installer on the desktop the start installation. Follow on-screen messages to complete the installation successfully (Figure **3**-a, Figure **3**-b and Figure **3**-c).
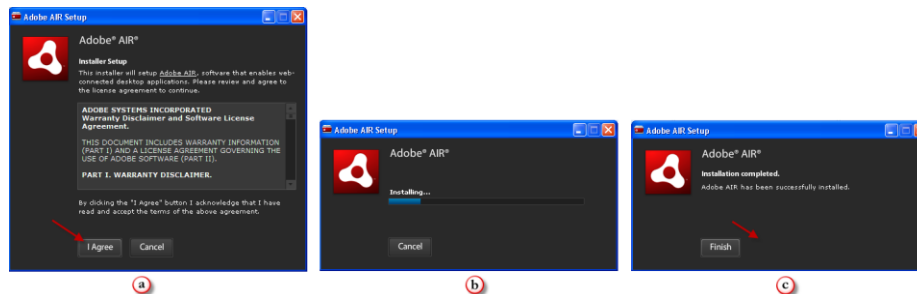

Figure 3

2. Installing S-Drive Admin Tool

After installing Adobe AIR, you can install **SDriveAdminTool.air**. Go to http://sdriveapp.com/features/s-drive-admin-tool and download installer to your desktop.

a. After downloading the air file to your desktop, you should see it with an air icon to click and start the installation (Figure 4). Double click the file to start the installation. If you didn't install the Adobe AIR installer, you won't be able to install SDriveAdminTool.air. Read *"1. Installing Adobe AIR Installer"* section for more information.
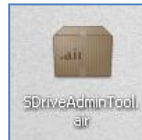

Figure 4

b. Installer will prompt *"Are you sure you want to install this application to your computer?"* on the first screen. Click *"Install"* button to continue installation (Figure 5).
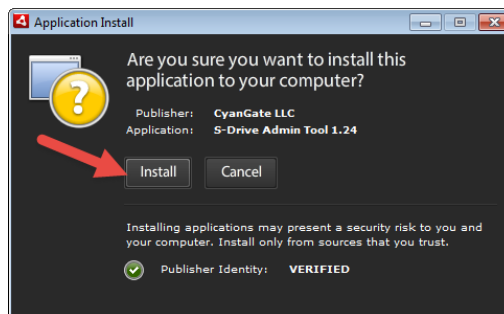

Figure 5

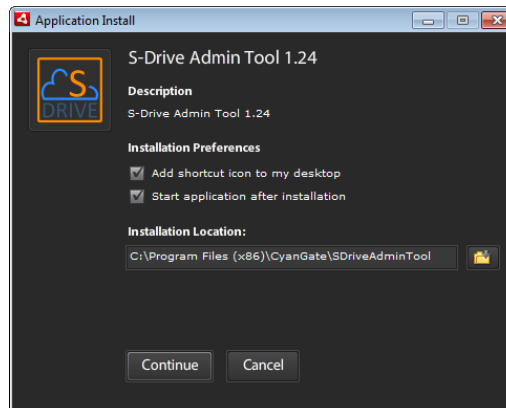c. Select installation options in the next screen and click "Continue" button (Figure 6).

Figure 6

d. Installation is completed. If you've selected *"Start application after installation"* option in the previous screen, application will be started (Figure 7). If you haven't checked this option select Start Menu -> *All Programs -> CyanGate* and click **S-Drive Admin Tool** link to start the program.
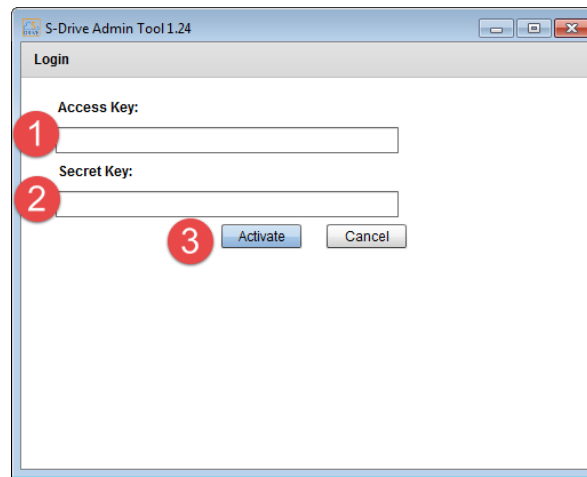
3. Activating S-Drive Admin Tool

After installing the application, you need to activate it. When you run the program for the first time, it will display activation screen. If you successfully activate the application, you will not see the activate screen again.

a. Type your Amazon S3 account's **Access Key** (Figure 7-1) and **Secret Key** (Figure 7-2). Then click "Activate" button (Figure 7-3).

You can reactivate S-Drive Admin Tool by clicking "**Reactivate S-Drive Admin Tool**" link in the Salesforce Login page of the application. After clicking this link, application will prompt: *"This will clear your stored activation credentials. Are you sure?"*. Select *"Yes"* if you want to reactivate the S-Drive application (Figure 8).
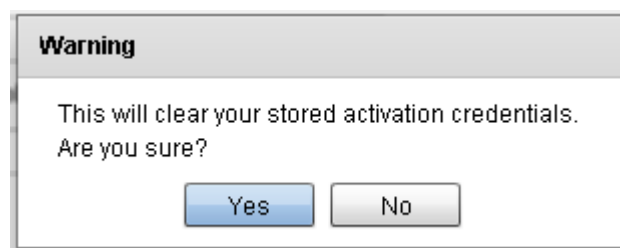
b. After successfully activating the S-Drive Admin Tool, Salesforce Login screen will be displayed. You can login to the application by typing your username, password, and security token (Figure 9).
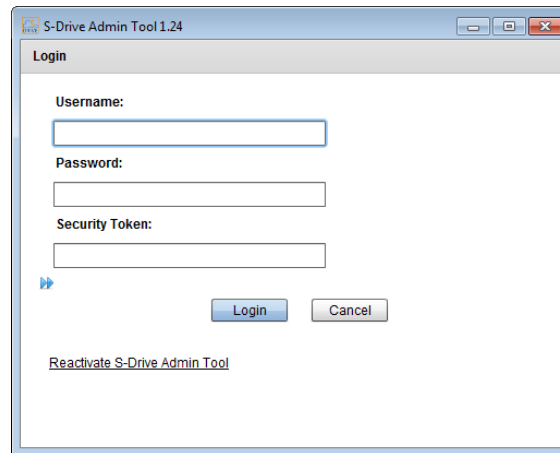
Figure 9

Important Note for Sandbox Organizations: For sandbox organizations you need to modify the "Server URL" by clicking the blue arrows icon below the Security Token setting. Server URL needs to be changed to "**test.salesforce.com**". Normal accounts use "www.salesforce.com" as server url (Figure 10).

Figure 10

c. Once you successfully login to the application you won't need to type your username and security token in your next login attempts, they'll be auto-populated by the application. You will only need to type your password and click "**Login**" button.
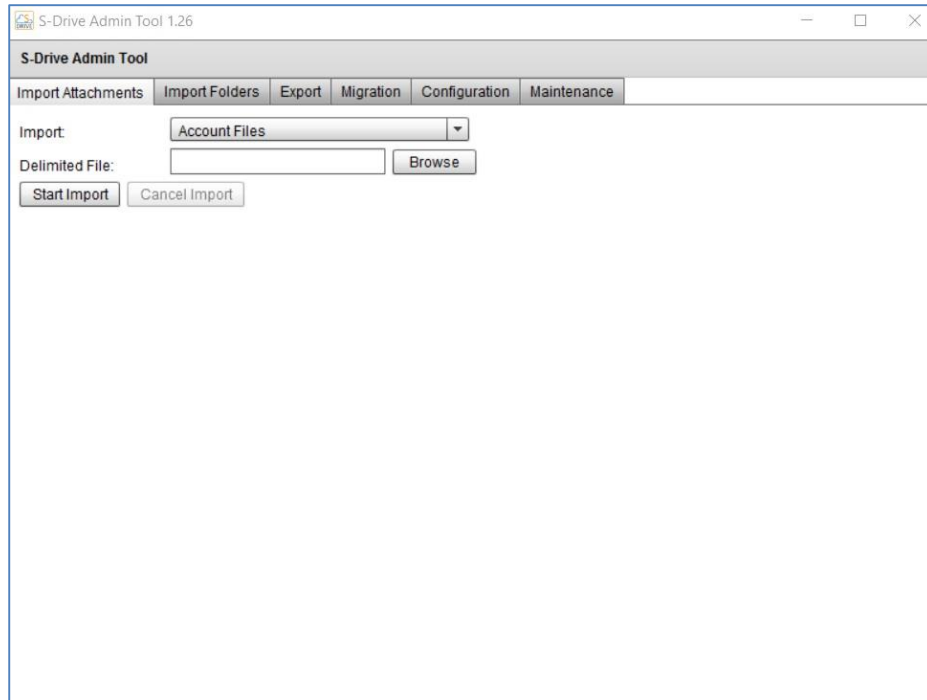
Figure 11

d. If you successfully login to the application, you'll see the screen in Figure 11.

You'll get *"empty username or password to login request"* error message if you do not type your username or password (Figure 12).
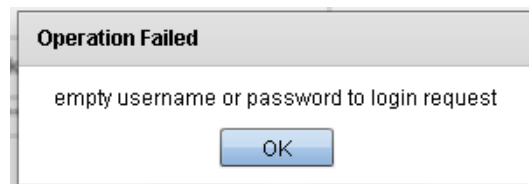
Figure 12

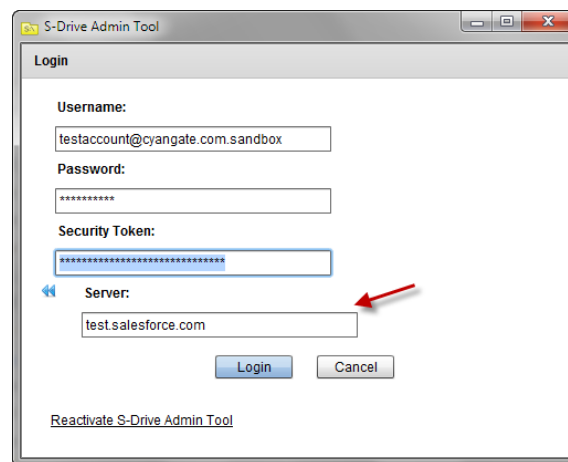If you type wrong credentials you'll get "INVALID_LOGIN: Invalid username, password, security token, or user locked out." error message (Figure 13).
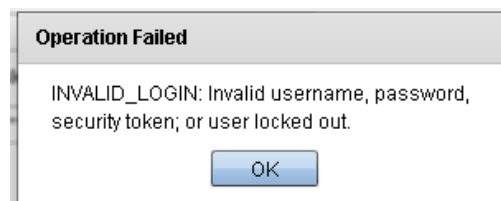
Figure 13

If you correctly type your username and password but don't type anything for your security token you'll get *"LOGIN_MUST_USE_SECURITY_TOKEN: Invalid username, password, security token; or user locked out. Are you at a new location? When accessing Salesforce--either via a*

desktop client or the API--from outside of your company's trusted networks, you must add a security token to your password to log in. To receive a new security token, log in to salesforce.com at http://www.salesforce.com and click Setup | My Personal Information | Reset Security Token." error (Figure 14).

Figure 14

Up until now, you have completed installation, activation and login steps for the S-Drive Admin Tool. You can learn more about the usage of S-Drive Admin Tool in the next section.

B. S-Drive Admin Tool Usage

1. Export

Export has been deprecated in Admin Tool. Please refer to instructions that we can provide;

    a- Run a report in SFDC to export the Salesforce data.
    b- Use a tool such as CoreFTP to export the content.

2. Import Attachments

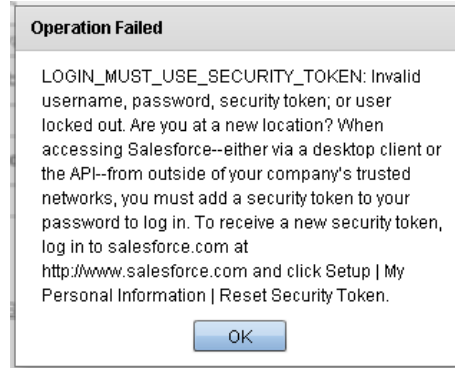In order to import files into your S-Drive Attachments from your computer, you can use Import Attachments tab in S-Drive Admin Tool.

Important Note 1: Please refer to the "Import Folders" section to import files into "S-Drive Folders".

Important Note 2: If you are in one of Salesforce.com's na0 (ssl) prefixed organization, and if you are trying to upload files with non-latin1 characters in file names, these uploads will fail.
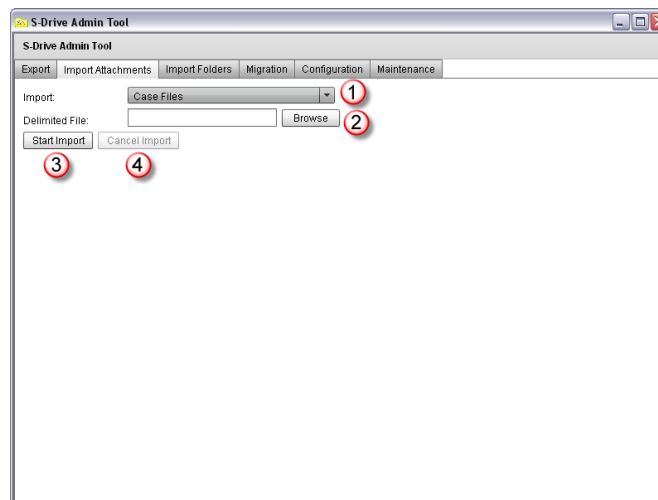
Figure 15

By clicking "Import Attachments" tab in the application, you'll see import options (Figure 15).

Before starting the import process, you need to prepare a delimited file (csv or txt) to import files into S-Drive Attachments.

a. Preparing Delimited File

You need to prepare a delimited file with several rows, each row having three comma separated values corresponding to absolute location of the file (PATH), parent object identifier of the file (PARENT),

optional description for the file (DESCRIPTION), optional subfolder for the file (SUBFOLDER), and optional private flag for the file (PRIVATE).

In the first line of the delimited file you need to have comma-separated headers: PATH, PARENT, DESCRIPTION (optional), SUBFOLDER (optional), and PRIVATE (optional). In the consequent lines you need to set the paths, parent ids and descriptions of the files to be imported (Figure 16).

```
1  PATH,PARENT,DESCRIPTION,SUBFOLDER,PRIVATE
2  C:\temp\LargeFileZZMB.zip,500A0000000sSKQIAZ,Large file,Contracts,true
3  C:\temp\setup.ini,500A0000000sSKQIAZ,Required ini file for setup,Contracts/Setup Files,true
4  C:\temp\setup.xml,500A0000000sSKQIAZ,Updated xml file,Contracts/Setup Files,false
```

<div align="center">Figure 16</div>

PATH: Absolute location of the file to be imported. For example if your 'exampleToImport.txt' file resides under temp folder of the C drive, you need to set this to *"C:\temp\exampleToImport.txt"*.

PARENT: 18-characters long parent id of the file to be imported.

Here we'll explain to convert 15-characters long parent id to 18-characters long id:

1. Log into your Salesforce.com account. Click the object's tab that you want to import files into. In our example this is "Cases" tab. Under the "Cases" tab select the case that you want to import files into. Now you'll see the id in the browser's address bar (Figure 17). Copy the 15-characters long id between "=" and "&" characters.

force.com https://cg.na6.visual.force.com/apex/CaseFilePage?id=5008000000778oP&sfdc.override=1
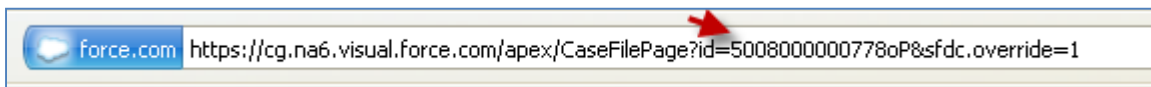
<div align="center">Figure 17</div>

2. Open Microsoft Excel. Type **ALT + F11** to open VBA. When VBA screen is opened select **Insert -> Module** from the top menu. Paste the following script to this page:

```
Function FixID(InID As String) As String
If Len(InID) = 18 Then
  FixID = InID
  Exit Function
  End If
Dim InChars As String, InI As Integer, InUpper As String
Dim InCnt As Integer
InChars = "ABCDEFGHIJKLMNOPQRSTUVWXYZ012345"
InUpper = "ABCDEFGHIJKLMNOPQRSTUVWXYZ"

InCnt = 0
For InI = 15 To 1 Step -1
  InCnt = 2 * InCnt + Sgn(InStr(1, InUpper, Mid(InID, InI, 1), vbBinaryCompare))
  If InI Mod 5 = 1 Then
```

```
      FixID = Mid(InChars, InCnt + 1, 1) + FixID
      InCnt = 0
      End If
    Next InI
    FixID = InID + FixID
End Function
```
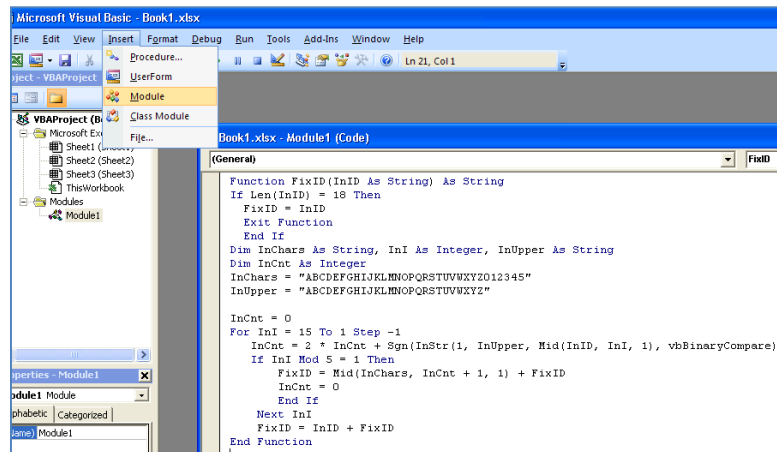

Figure 18

Save the module by clicking **Ctrl + S**. Close the VBA by clicking **Alt + Q** (Figure 18).
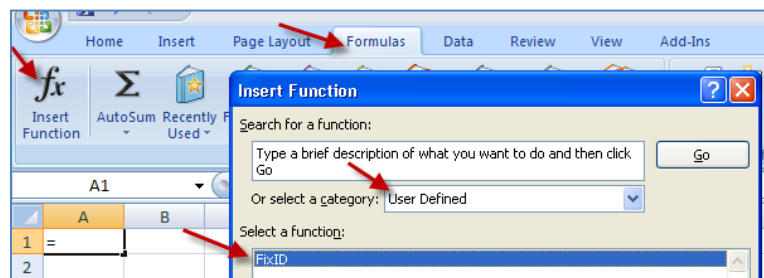

Figure 19

Now go to **"Formulas -> Insert Function"** menu. Select **"User Defined"** from "Or select a category" menu. Select **"FixId"** from the list and click "OK" button.

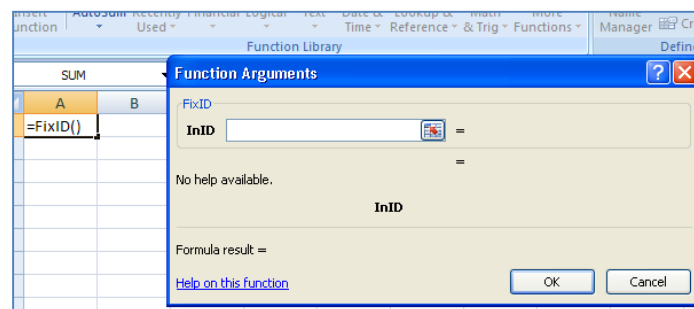

Figure 20

Now you can type in the 15-characters parent id and get the 18-characters parent id.
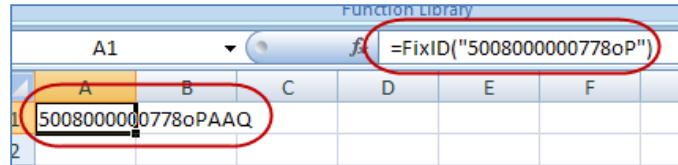
You can use **=FixID("15-characters-parent-id")** function inside parent columns to generate 18-characters parent id automatically.

DESCRIPTION: This is an optional description for the file to be imported. This description will be displayed in the Description column of the imported file in Salesforce.com. If you do not want to specify any descriptions leave it empty.

SUBFOLDER: This is an optional column should include any arbitrary subfolder name such as "Contracts" as a subfolder that will be created automatically or will be used if it already exists. If deeper hierarchy is needed, "/" delimiter can be used such as "Contracts/Signed". In this case, the file will be imported as an attachment to the parent object and will be placed under a subfolder called Signed, which is in another subfolder called Contracts.

PRIVATE: This is an optional private flag for the file to be imported. Accepted values are "**true**" and "**false**". Private flag is used to set the imported attachments' visibility for the customer portal users. If you set "true" for the private flag, your customer portal users won't be able to display these files. You need to enable "***privateEnabled***" feature in your object page to use this flag. See "*Installation Guide D-4 Creating Custom Object Files Page*" section for more information. This private flag will be displayed in the Private column of the imported file in Salesforce.com. If you do not want to specify a private flag leave it empty. Default is "*false*".

b. *Importing Files*

After preparing your delimited file, you can start importing your files. Go to *Import Attachments* tab. Select the object type that you'll attach your files to (Figure 15-1). Browse to the delimited file (Figure 15-2). Click "Start Import" button (Figure 15-3). You can cancel import process by clicking "Cancel Import" button while import is in progress (Figure 15-4).

When your import process starts, you'll see a screen like below (Figure 22):
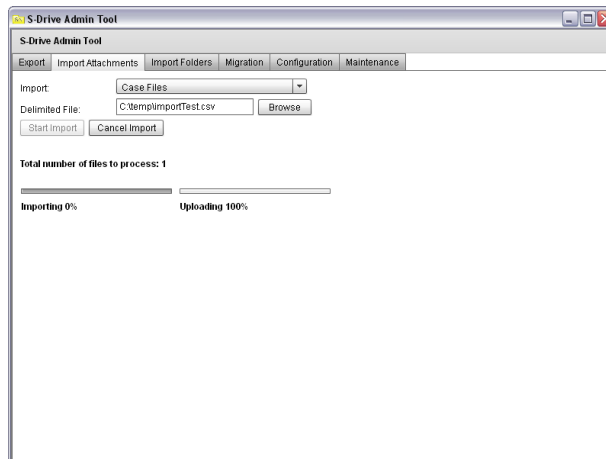
Figure 22

Once your import process successfully completes, you'll see a screen like in Figure 23 at the end of the import process.
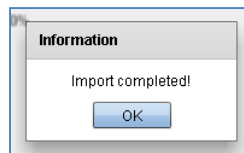

Figure 23

If there are any failures or skipped items in your import, you'll see a screen like in Figure 24. Refer to the created log files to inspect which files are failed during the import process.
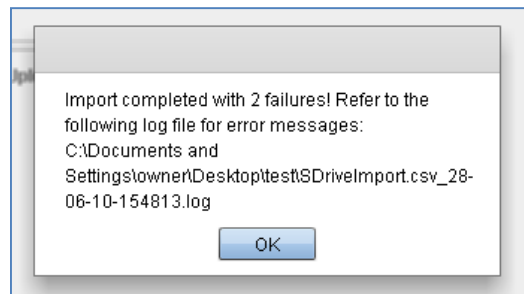

Figure 24

Success and Failure logs are stored in the same folder as the delimited file. If there are any failures you can find a file that is named as FAILURE_<delimited file name>_<time stamp>.log. This log will include failed files and the reasons for failure. If there are no failures, this file is not created. All successful files are recorded in a file named as SUCCESS_<delimited file name>_<time stamp>.log. Each row in this file will include the path to the imported file and the Salesforce ID of the corresponding imported record. There is also a general application log file in the same folder as the delimited file. This log file includes detailed information regarding the import process. See Import Log Files section for more information about the import log files.

S-Drive Admin Tool Import Error Messages:

You need to use 18-characters long parent object id while importing. If you use 15-characters long parent object id you'll get an error message (Figure 25).

Error

Parent ID should be 18 characters long:
50080000000778oP

OK
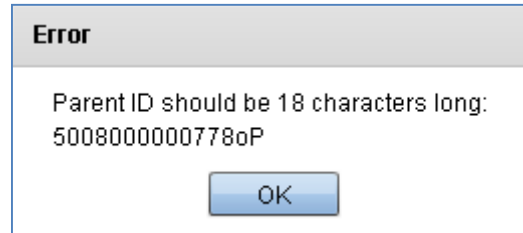
Figure 25

If you don't type (or mistype) PATH header, you'll get an error message (Figure 26).

Error

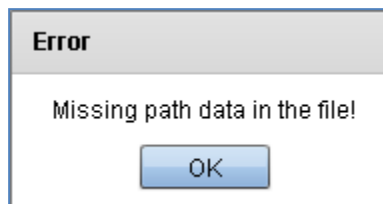Missing path data in the file!

OK

Figure 26

If you don't type (or mistype) PARENT header, you'll get an error message containing the path of the current item on the list (Figure 27).
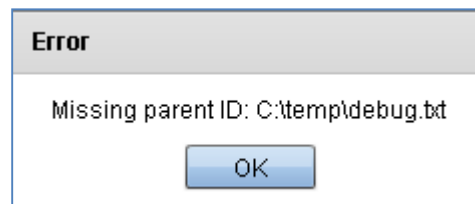

Error

Missing parent ID: C:\temp\debug.txt

OK

Figure 27

3. Import Folders

In order to import files into your S-Drive Folders from your computer, you can use Import Folders tab in S-Drive Admin Tool.

Important Note 1: Please refer to the "Import Attachments" section to import files into "S-Drive Attachments".

Important Note 2: If you are in one of Salesforce.com's na0 (ssl) prefixed organization, and if you are trying to upload files with non-latin1 characters in file names, these uploads will fail.
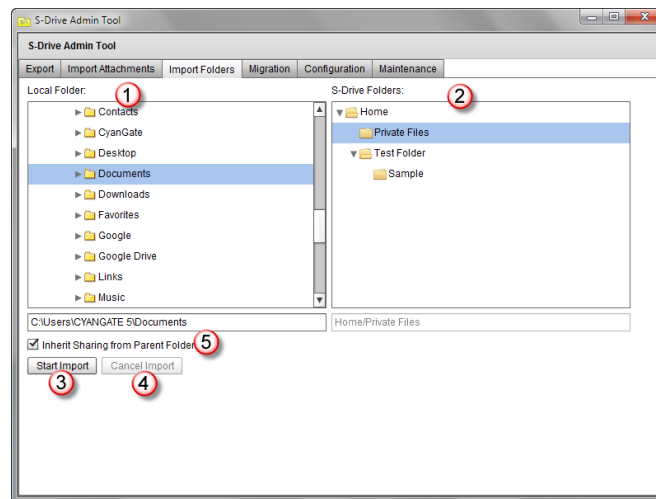

Figure 28

By clicking "Import Folders" tab in the application, you'll see import options (Figure 28).

Select the Local Folder that you'll import files from (Figure 28-1). Then, select the destination S-Drive folder from the right panel where your local files will be imported in (Figure 28-2). If "Manual Sharing" is enabled for your organization and you selected a sub folder, "Inherit Sharing from Parent Folder" checkbox (Figure 28-5) will appear. You can check this checkbox if you want to inherit sharing from selected target parent folder. Click "Start Import" button (Figure 28-3). You can cancel import process by clicking "Cancel Import" button while import is in progress (Figure 28-4).

Note that the selected folder will not be imported into S-Drive. Instead all files and subfolders inside the selected folder will be imported at the destination. If you want to import files into a single folder, you will first need to create the folder in S-Drive and then import the files by selecting the newly created S-Drive folder as the destination.

Also note that, if there are any existing files at the destination location with the same file name, these files will be skipped and noted in the log files. The import process will not overwrite any existing files.

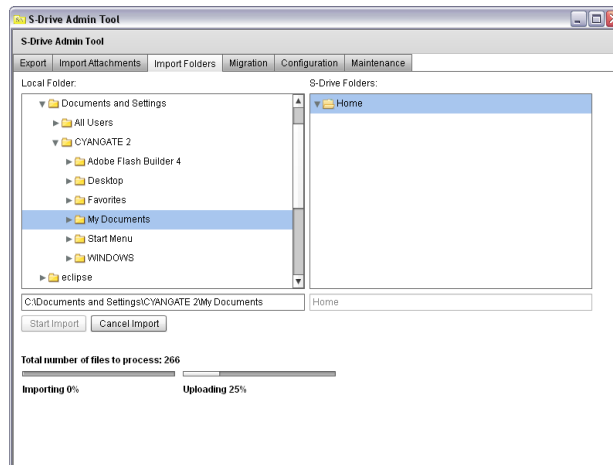When your import process starts, you'll see a screen like in Figure 29.

Figure 29

Once your import process successfully completes, you'll see a screen like in Figure 30 at the end of the import process.
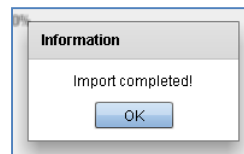

Figure 30

If there are any failures or skipped items in your import, you'll see a screen like in Figure 31. Refer to the created log files to inspect which files are failed during the import process.
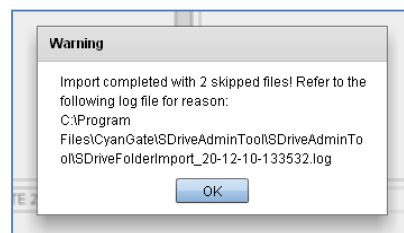

Figure 31

Success and Failure logs are stored in the application folder. If there are any failures you can find a file that is named as FAILURE_SDriveFolderImport_<time stamp>.log. This log will include failed files and the reasons for failure. If there are no failures, this file is not created. All successful files are recorded in a file named as SUCCESS_ SDriveFolderImport _<time stamp>.log. Each row in this file will include the path to the imported file and the Salesforce ID of the corresponding imported record. There is also a general application log file in the same application folder. This log file includes detailed information regarding the import process. See *Import Log Files* section for more information about the import log files.

4. Migration

Migration has been deprecated in Admin Tool. Please contact S-Drive support at https://support.sdriveapp.com/ to use an alternate method for migration.

5. Configuration

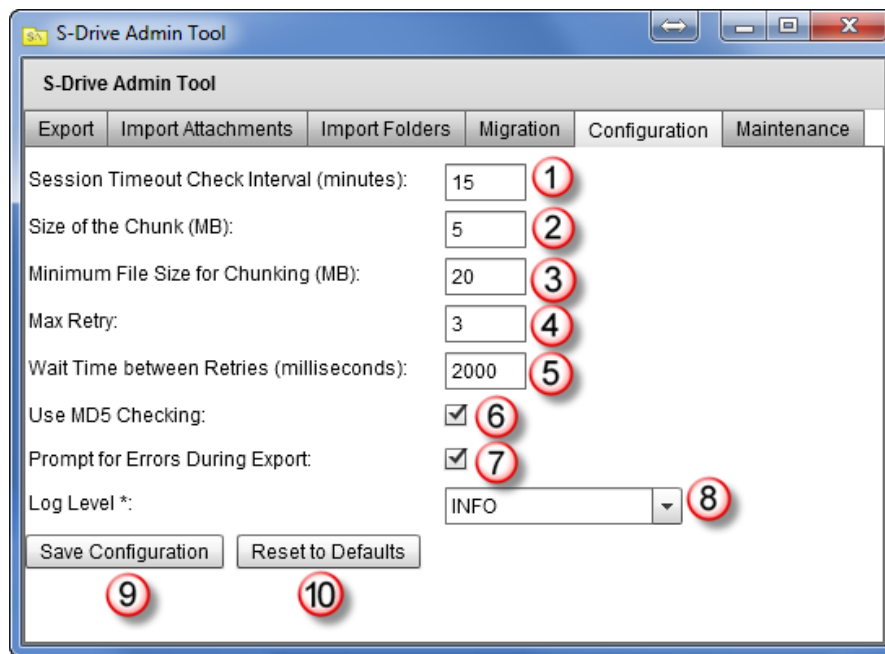You can configure S-Drive Admin Tool options using Configuration tab (Figure 32).

Figure 32

- **Session Timeout Check Interval (minutes):** This option is used to set the time interval to check if the user session is expired or not for the import attachments/folders operations (Figure 32-1). If user session is expired, application logs in the user and creates a new user session. You need to set this value as minutes. Default value is 15 minutes. We strongly recommend you to set the value same with the value set in your Salesforce account's *Setup → Administration Setup → Security Controls → Session Settings → Session Timeout* value (e.g. if it is 2 hours set it to 120).

- **Size of the Chunk (MB):** This option is used to set the chunk size for the multipart uploads used in the import folders/attachments operations (Figure 32-2). If the file to be imported is greater than the "minimum file size for chunking", multipart upload is used to upload file to S-Drive. "Chunk size" is the size of each part in a multi-part upload. You need to set this value as megabytes. Default value is set to 5 MB. Only the last chunk size may be different from the other chunks. Chunk size must be greater than 5 MB and less than 5 GB. There is a tradeoff between large and small chunk sizes: *Larger chunk sizes, longer retry times when importing. Smaller chunk sizes, longer complete times for the whole import.*

- **Minimum File Size for Chunking (MB):** This option is used to set the minimum file size to use the multipart upload (Figure 32-3). Files with a size under this value will be imported using single upload (without chunking) for the import folders/attachments operations. If the file to be imported is greater than this value file will be imported using multipart upload. Minimum File Size for Chunking must be less than 5 GB. You need to set this value as megabytes. Default value is set to 20 MB.

- **Max Retry:** This option is used to set the number of retries if an error occurs while importing the attachments/folders (Figure 32-4). You need to set this value as times. Default value is set to 3 times.

- **Wait Time between Retries (milliseconds):** This option is used to set the wait time between retries if an error occurs while importing the attachments/folders (Figure 32-5). You need to set this value as milliseconds. Default value is set to 2000 milliseconds (2 seconds).

- **Use MD5 Checking:** This option is used to decide to use MD5 checking or not while importing the attachments/folders (Figure 32-6). MD5 checking is an integrity check to see if the all bits of uploaded file successfully uploaded. Using this option keeps your data integrated and makes sure that you uploaded uncorrupted data, but it slows down the import process. If you do not check this option, imports will be faster but uploaded data might be corrupted because of network issues. So, uncheck this option if you are not using data-critical files. You can enable/disable MD5 using the related checkbox. Default is checked.

- **Prompt for Errors During Export:** This option is used to decide to prompt for error messages or not while exporting the attachments/folders (Figure 32-7). By default export process is an interactive process and prompts the user when an error occurs during the process. Depending on the error, user may choose to continue by skipping the error or can choose to cancel the export process. However, for large and long running exports, these prompts may require the application to be attended by an Admin all the time and this may not be feasible. For these situations, the application can be configured to skip the error messages by logging them into the log file and continuing with the rest of the process. Default is checked.
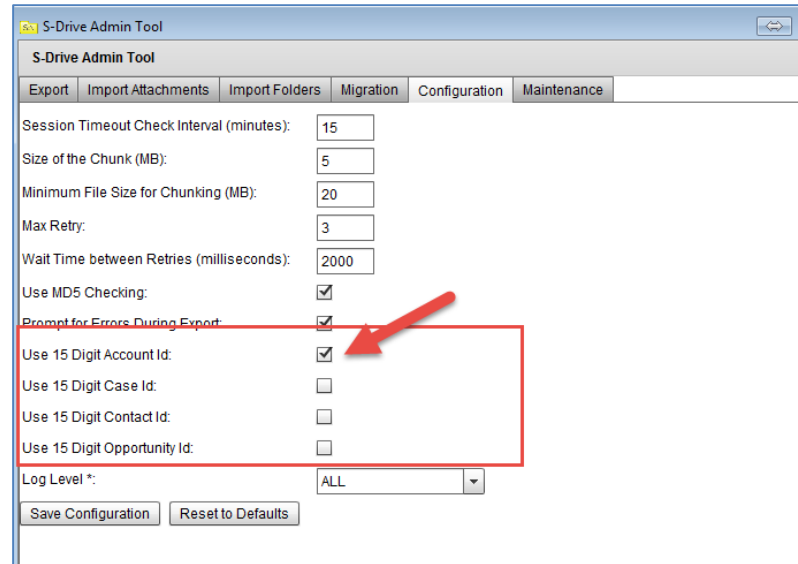
Figure 33

- **Use 15 Digit Account/Case/Contact/Opportunity Id:** Account Files, Contact Files, Case Files, and Opportunity Files uses 18 character id by default. If you've created your custom Visualforce page to be used with these objects, normally you should provide **legacyIdSupport="true"** property for the **AttachmentComponent** component. If you did not provide this setting, your exports from Admin Tool will fail as it will try to download the files using 18-digit id. To overcome this issue, you can check the "**Use 15 Digit Id**" option for your configured object and export your files (Figure 33).

- **Log Level:** This option is used to set the log level for importing the attachments/folders (Figure 32-8). These log files keep log messages specific to s3lib calls and stored under application storage directory with *s3lib_{CURRENT_DATE}.log* name. Log level can be one of these values: **ALL, DEBUG, ERROR, FATAL, INFO, WARN.** Default value is **INFO**. You need to restart the S-Drive Admin Tool after changing the log level.

You can save the configuration by clicking "**Save Configuration**" button (Figure 32-9), and you can reset to default settings by clicking "**Reset to Defaults**" button (Figure 32-10).

6. Maintenance

Maintenance tab is used to clean incomplete uploads. Incomplete uploads may occur if errors occurs and retries don't work while importing folders/attachments in multipart upload mode. This incomplete upload files needed to be deleted time to time.

Open the Maintenance tab and click "**Check for Incomplete Uploads**" button to see if there are incomplete uploads (Figure 34).
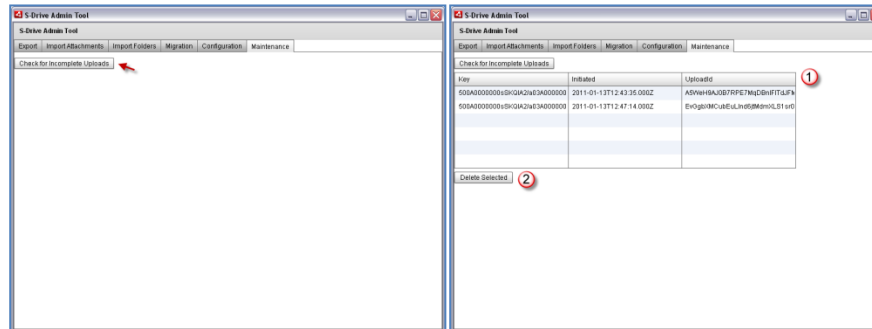

Figure 34

If there are incomplete uploads they will be listed with their "Key", "Initiated Date", "Upload Id" information (Figure 34-1). Select the ones that you want to delete and click "Delete Selected" button (Figure 34-2).

C. Log Files

System and user log files are kept under application storage directory. This directory is under **"C:\Documents and Settings\<WIN_USER_NAME>\Application Data\SDriveAdminTool\Local Store"** for Windows (Figure 35). Files with timestamp are user log files and files without timestamp are system log files.
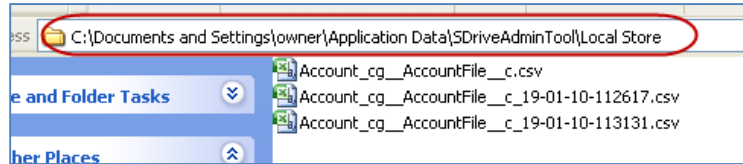

Figure 35

1. Migration User Log File

Migration user log files are created to inform the user about the states of migrated/failed attachments.

Migration user log file names are in **<MIGRATION_SOURCE>_<MIGRATION_TARGET>_ TIMESTAMP.csv** format. User log files can be interpreted using the following template:

> **<MIGRATION_SOURCE> >> <MIGRATION_TARGET>**
> **{ATTC_ID}, {ATTC_NAME}, {ATTC_SIZE}, {ATTC_PARENT_ID}, {ATTC_CONTENT_TYPE}, {DEST_ID}**
>
> **MIGRATION_SOURCE:** Migration Source Object
> **MIGRATION_TARGET:** Migration Target Object
> **ATTC_ID:** Migrated/failed attachment's id
> **ATTC_NAME:** Migrated/failed attachment's name
> **ATTC_SIZE:** Migrated/failed attachment's file size
> **ATTC_PARENT_ID:** Migrated/failed attachment's parent id
> **ATTC_CONTENT_TYPE:** Migrated/failed attachment's content type
> **DEST_ID:** Migrated attachment's destination id or it is set to FAILED for failed attachments.
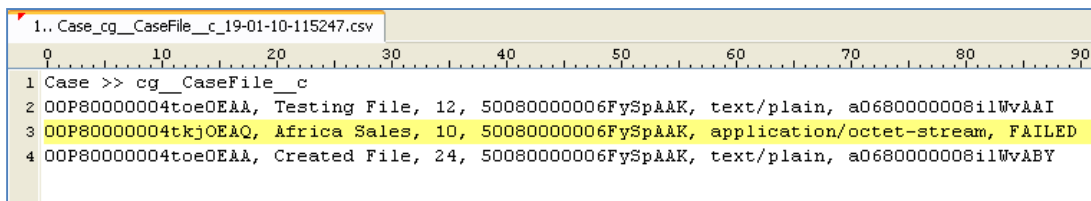
You can see example user log file content in Figure 36.

Figure 36

2. Migration System Log File

Migration system log files are used to determine which files are migrated before. Based on system log files, migrated attachments are skipped and only the new attachments are migrated into S-Drive Attachments.

Migration system log file names are in **<MIGRATION_SOURCE>_<MIGRATION_TARGET>.csv** format. System log files can be interpreted using the following template:
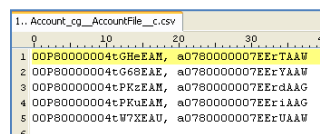
{ATTC_ID}, {DEST_ID}

MIGRATION_SOURCE: Migration Source Object
MIGRATION_TARGET: Migration Target Object
ATTC_ID: Migrated attachment's id
DEST_ID: Migrated attachment's destination id

You can see example system log file content in Figure 37.

Figure 37

3. Export User Log File

Export user log files are created to inform the user about the states of exported/failed attachments.
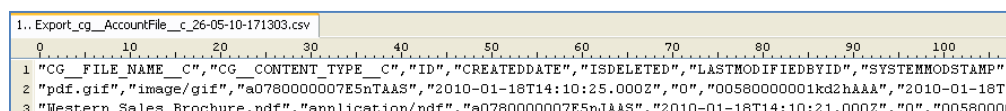
Export user log file names are in **Export_<EXPORT_SOURCE>_TIMESTAMP.csv** format. Export user log files can be interpreted using the following template:

{CG__FILE_NAME__C},{CG__CONTENT_TYPE__C},{ID},{CREATEDDATE},{ISDELETED},{LASTMODIFIEDBYID},{SYSTEMMODSTAMP},{NAME},{CG__FILE_SIZE_IN_BYTES__C},{CREATEDBYID},{CG__DESCRIPTION__C},{LASTMODIFIEDDATE},{CG__FILE_SIZE__C},{CG__ACCOUNT__C},{PATH}

CG__FILE_NAME__C ~ CG__ACCOUNT__C: Fields related to the exported assets. These can vary based on the exported item's type.
PATH: Exported file's destination path. If an error occurs during the download of a file, the path column will be the exported file's destination path prefixed by "EXPORT-".

You can see example user log file content in Figure 38.

Figure 38

An additional log file is also created under the application folder that includes the debugging information for the export process. This file also includes error messages for failed files. The name of these logs files are in the form of SDriveExport_<time stamp>.log.
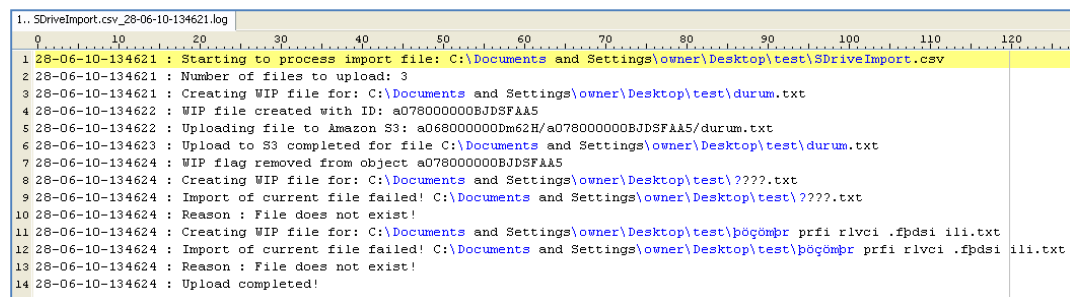
4. Import Log Files

Import log files are created to inform the user about the states of imported attachments/folders.

Success and failure logs for the attachment import are stored in the same folder as the delimited file. Success and failure logs for the folder import are stored in the application folder. If there are any failures you can find a file that is named as FAILURE_<delimited file name>_<time stamp>.log. This log will include failed files and the reasons for failure. If there are no failures, this file is not created. All successful files are recorded in a file named as SUCCESS_<delimited file name>_<time stamp>.log.

a. *General Application Log File*

A general application log file in the same folder as the delimited file is created to give detailed information regarding the import process for the attachment import. Similar log file is created inside the application folder for the folder import.

An example general application log file can be seen in Figure 39.

Figure 39

b. *Success Log File*

All successful files are recorded in a file named as **SUCCESS_ <DELIMITED_FILE_NAME>_ TIMESTAMP.log** format. Each row in this file will include the path to the imported file and the Salesforce ID of the corresponding imported record. Import success log files can be interpreted using the following template:

{PARENT}, {PATH}

PARENT: Salesforce ID of the corresponding imported record.
PATH: Path to the imported file.

You can see example import success log file content in Figure 40.

```
1.. SUCCESS_SDriveImport.csv_28-06-10-134621.log
   0         10        20        30        40        50        60        70
   |....|....|....|....|....|....|....|....|....|....|....|....|....|....|....|
 1 a078000000BJDSFAA5,C:\Documents and Settings\owner\Desktop\test\durum.txt
 2
```

Figure 40

c. *Failure Log File*

If there are any failures, you can find a file that is named as **FAILURE_ <DELIMITED_FILE_NAME> _TIMESTAMP.log**. This log will include failed files and the reasons for failure. If there are no failures, this file is not created.

You can see example import failure log file content in Figure 41.

```
1.. FAILURE_SDriveImport.csv_28-06-10-134621.log
   0         10        20        30        40        50        60        70        80        90        100
   |....|....|....|....|....|....|....|....|....|....|....|....|....|....|....|....|....|....|....|....|....|
 1 C:\Documents and Settings\owner\Desktop\test\????.txt : File does not exist!
 2 C:\Documents and Settings\owner\Desktop\test\böçömbr prfi rlvci .fbdsi ili.txt : File does not exist!
```

Figure 41

D. 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