S-Drive

Installation Guide

v2.0

Important Note

This installation guide contains basic information about S-Drive installation. Refer to the *S-Drive Advanced Configuration Guide* for advanced installation/configuration topics and *S-Drive User Guide* for more information about using S-Drive product and S-Drive API calls.

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www.cyangate.com

Contents

A. Installation

1. Go to **S-Drive Website** (sdriveapp.com). Click "**Get S-Drive**" button. **S-Drive Product Page** will be opened. And click **"Get It Now"** (Figure 2).
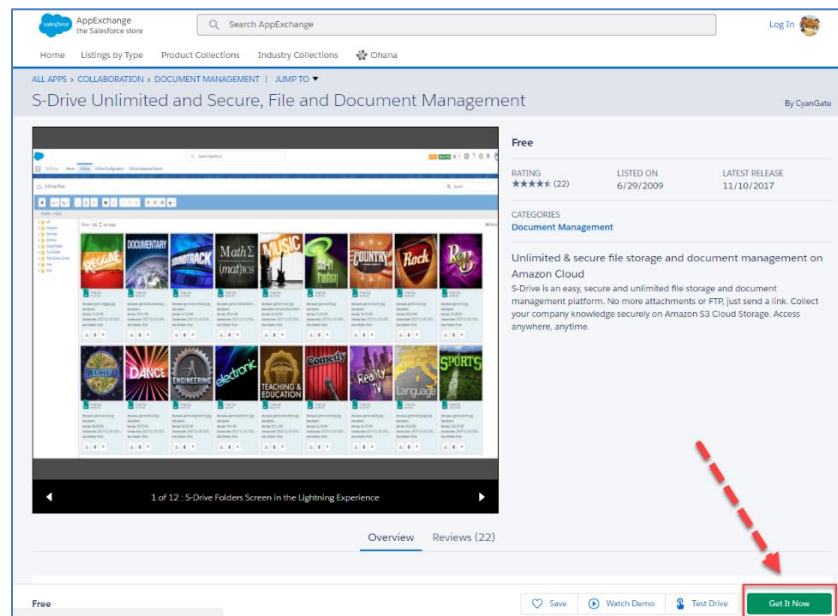

Figure 1

Figure 2

2. Click **"Log In"** to login using your Salesforce credentials. If you don't have a login, click **"Continue as Guest"** to continue as a guest and apply for a free trial Salesforce account. Note that **"even if you plan to install S-Drive into your sandbox, first you need to login to the AppExchange using your production credentials"** (Figure 3).
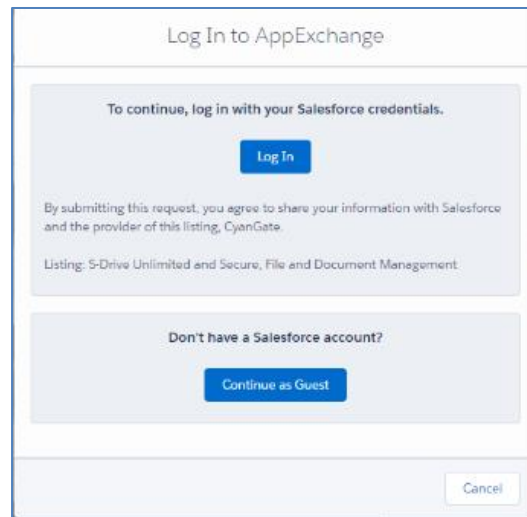
Figure 3

3. After login you'll be asked where to install: **"Install in production"** or **"Install in sandbox"**. Select the appropriate option based on your needs (Figure 4).
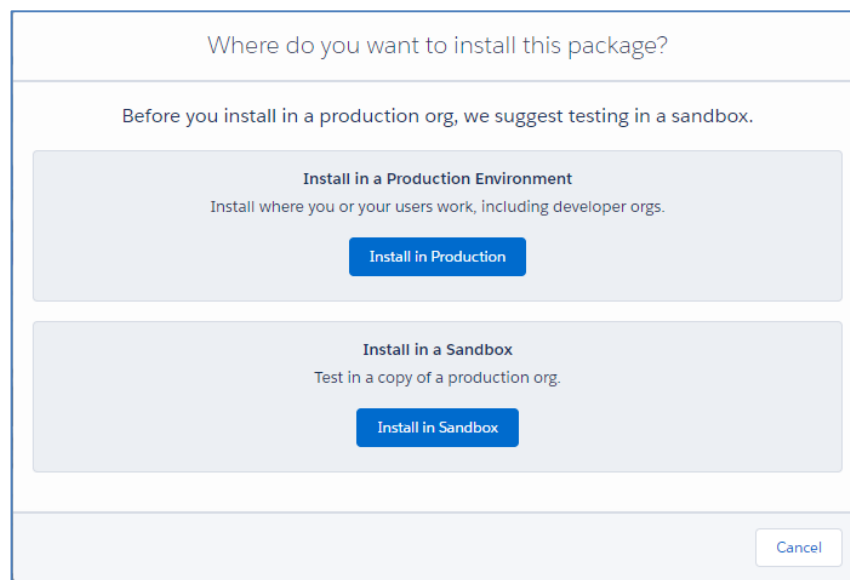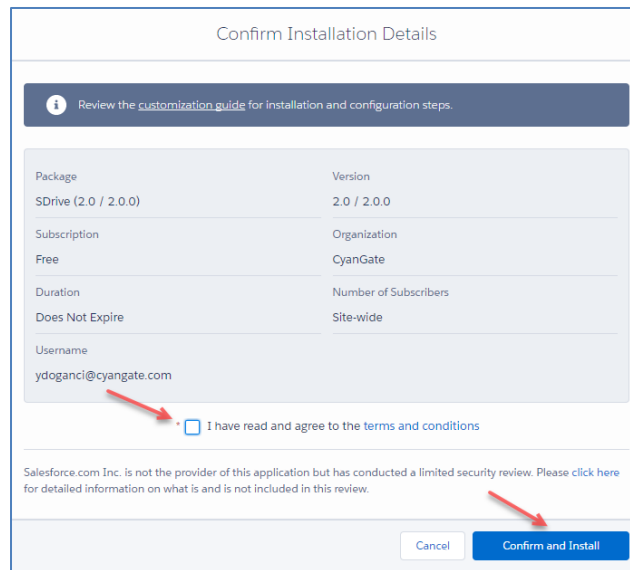

Figure 4

4. Read the **"terms and conditions"** and then check **"I have read and agree to the terms and conditions"** checkbox and click **"Confirm and Install!"** button. (Figure 5).
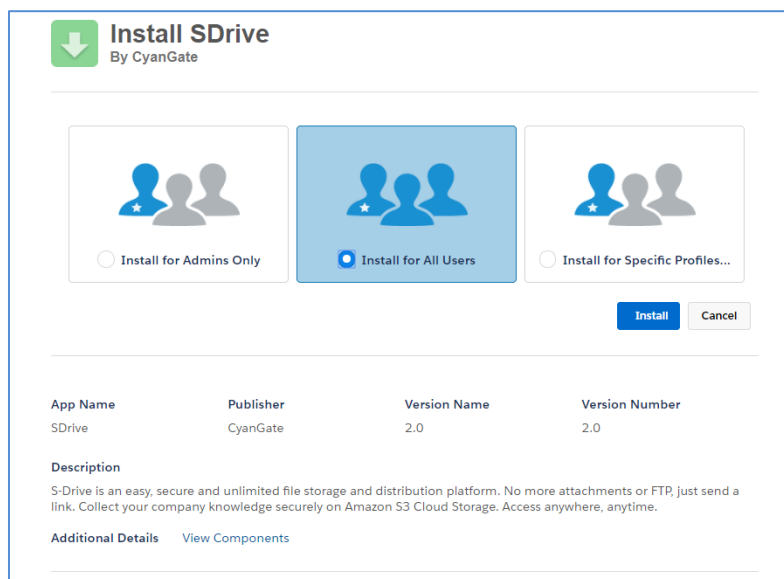
Figure 5

5. Login to your production (or sandbox organization based on your previous selections) account again in the next screen.

6. Select "**Install for All Users**" and click "**Install**" button in the next screen (Figure 6).

Figure 6

7. Approve third-party access by checking **"Yes, grant access to these third-party web sites"** option and clicking **"Continue"** button (Figure 7).

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Figure 7

8. If you see "**Install Complete**" screen, click "**Done**" button (Figure 8). You can continue with the '**Displaying "S-Drive" and "S-Drive Configuration" Tabs**' section.
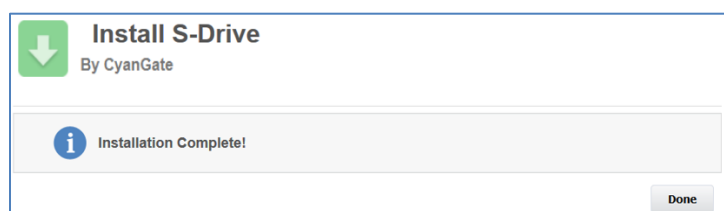
Figure 8

B. Displaying "S-Drive" and "S-Drive Configuration" Tabs

1. To display **"S-Drive"** and **"S-Drive Configuration"** tabs in your custom app (e.g. **"Sales"** app), go to User Menu on the top right corner and choose **"My Settings"** (Figure 9).
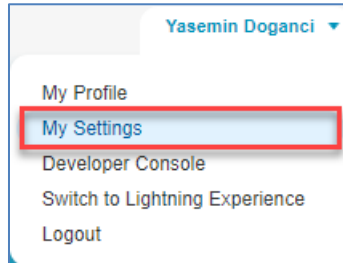
Figure 9

2. Under **"Display & Layout"** tab, click on **"Customize My Tabs"** button.
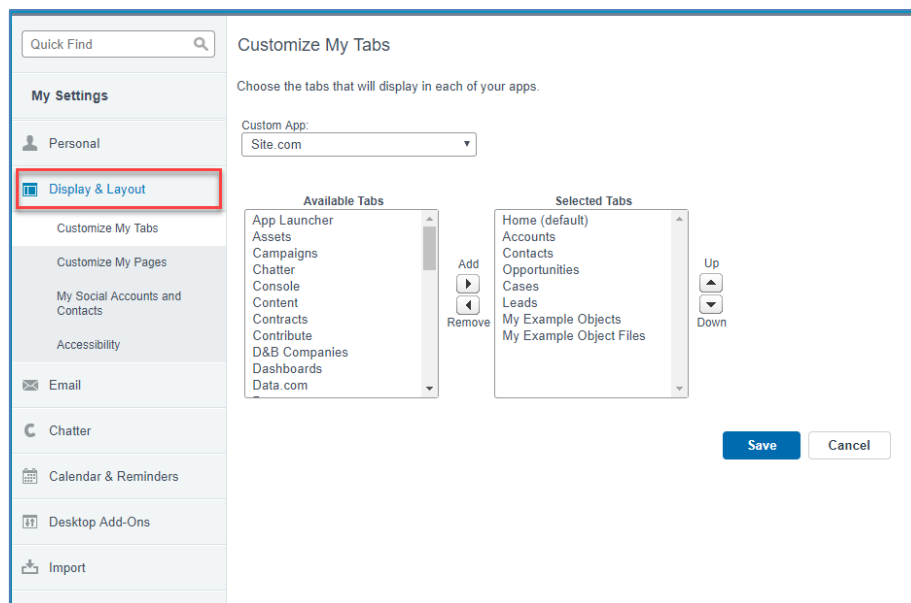
Figure 10

3. Select your custom app from the **"Custom App"** drop down menu (e.g. **"Sales"** app). Move **"S-Drive"** and **"S-Drive Configuration" tabs** from **"Available Tabs"** box to **"Selected Tabs"** box by selecting and clicking the right arrow as shown below. Click **"Save"** (Figure 11).
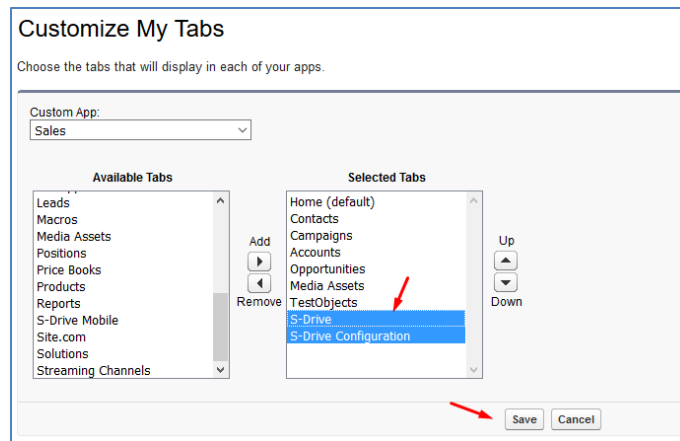
Figure 11

4. To display **"S-Drive"**, **"S-Drive Configuration"** and **"S-Drive Advanced Search"** tabs in Salesforce Lightning, you need to click on **"App Launcher"** ( ) menu which is on the left corner of the Salesforce page.

5. The App Launcher will be shown. You need to click on **"S-Drive: Simple Secure Storage for Salesforce Users"** app (Figure 12).
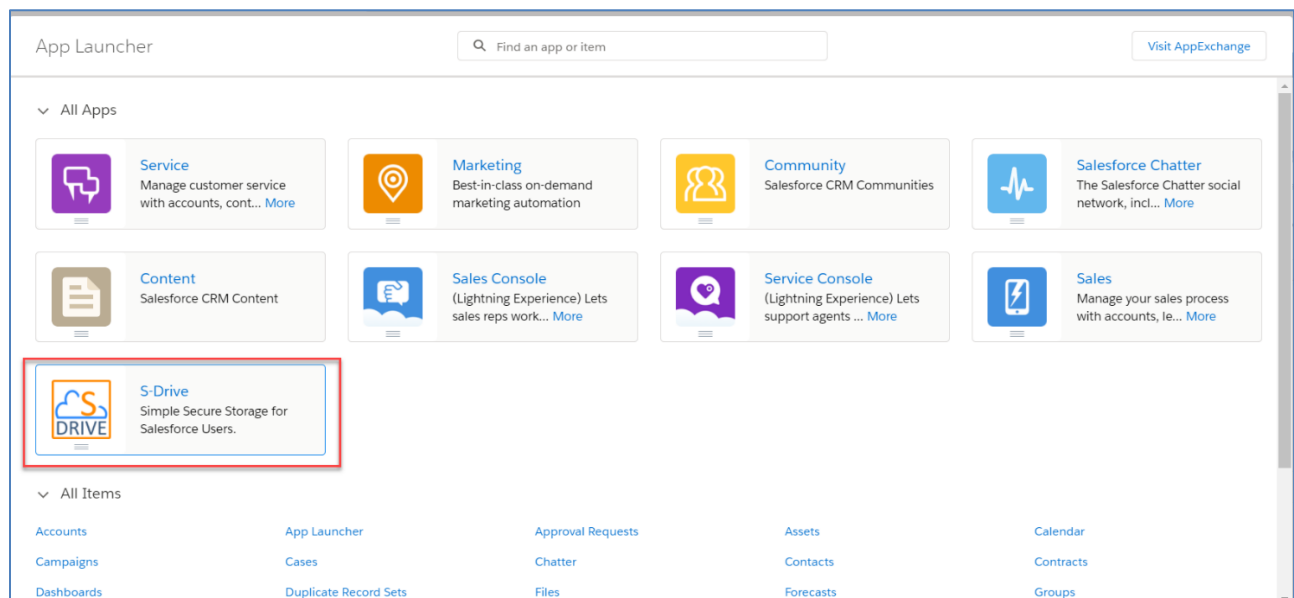
Figure 12

6. After clicking, you will return to your Home page in Salesforce, and you will be able to view the S-Drive related tabs on top of the page.
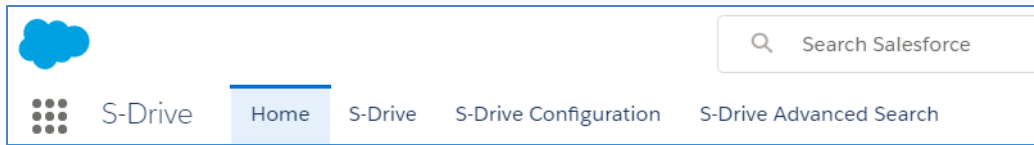
Figure 13

C. Activating S-Drive

After completing installation and S-Drive tab configuration, click on the **"S-Drive"** tab.

1. **Step 1: Configure Remote Sites:** If Remote Site Settings are configured correctly, you'll see **"Your remote site settings are configured correctly"** message under the **"Step 1: Configure Remote Sites"** section (Figure 14). If you see an error message in Step 1, resolve the issue by following the on-screen instructions (Figure 15).
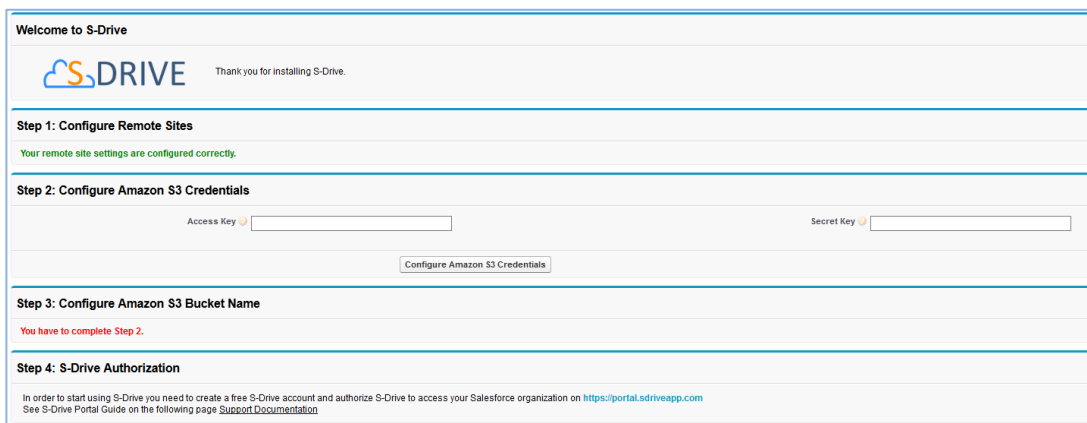
Figure 14
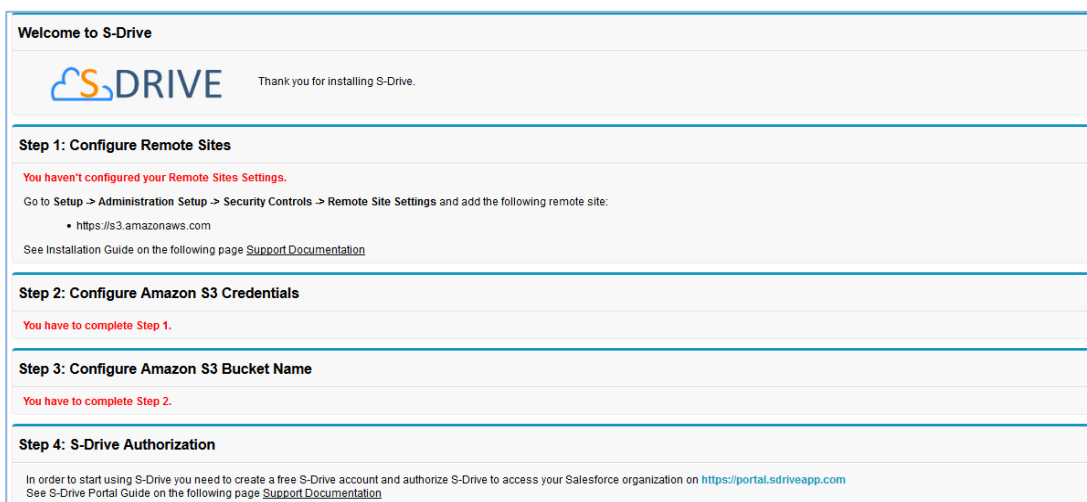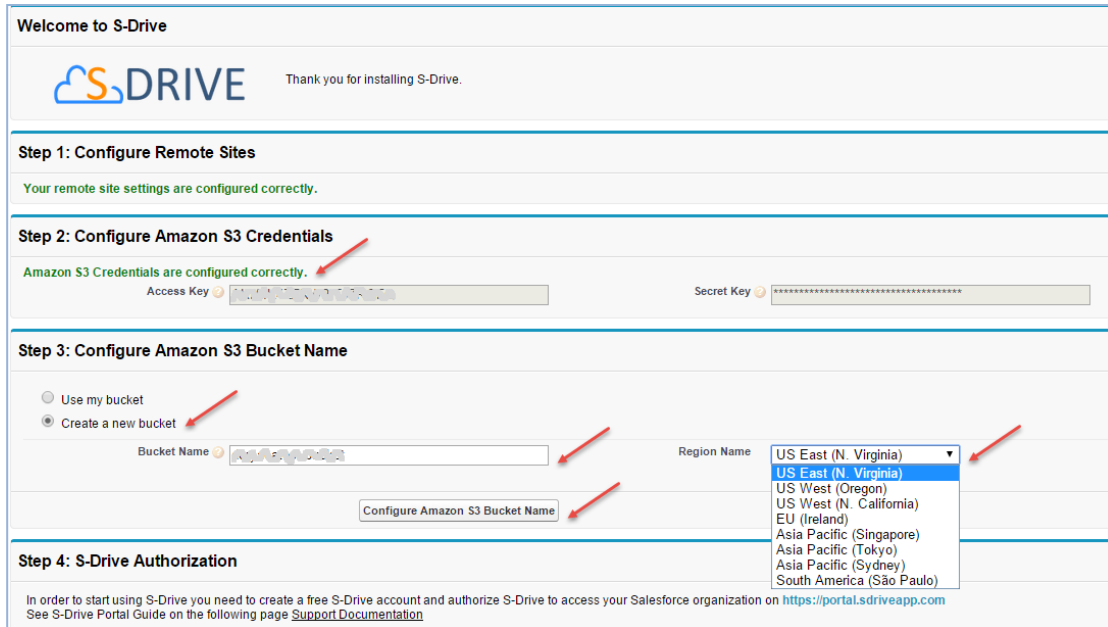
Figure 15

2. **Step 2: Configure Amazon S3 Credentials:** This step is required to connect your Amazon S3 account with S-Drive. You need to type valid **"Amazon *Secret Key*"** and **"*Access Key*"**. After

providing keys, click **"Configure Amazon S3 Credentials"** button (Figure 14). If you see **"Amazon S3 Credentials are configured correctly."** message under **"Step 2: Configure Amazon S3 Credentials"** section (Figure 16), you can continue with **"Step 3: Configure Amazon S3 Bucket Name"**.

Figure 16

Important Note: IAM users whom assigned individual security credentials, must have some permissions to activate and use S-Drive. The minimum policy example can be seen in Minimum Policy Example section. Please apply this policy if you are planning to use this kind of user for the activation.

3. **Step 3: Configure Amazon S3 Bucket Name:** This is the bucket that will be used to store your files in your Amazon S3 account. Bucket name must be unique and must comply with DNS naming conventions. *Also, do not use - (dash) character in your bucket names.*

   You can select **"*Use my bucket*"** or **"*Create a new bucket*"** option.

   If you select **"*Create a new bucket*"** option (Figure 16), you need to provide a valid bucket name and select the region name to create the bucket on this endpoint location.
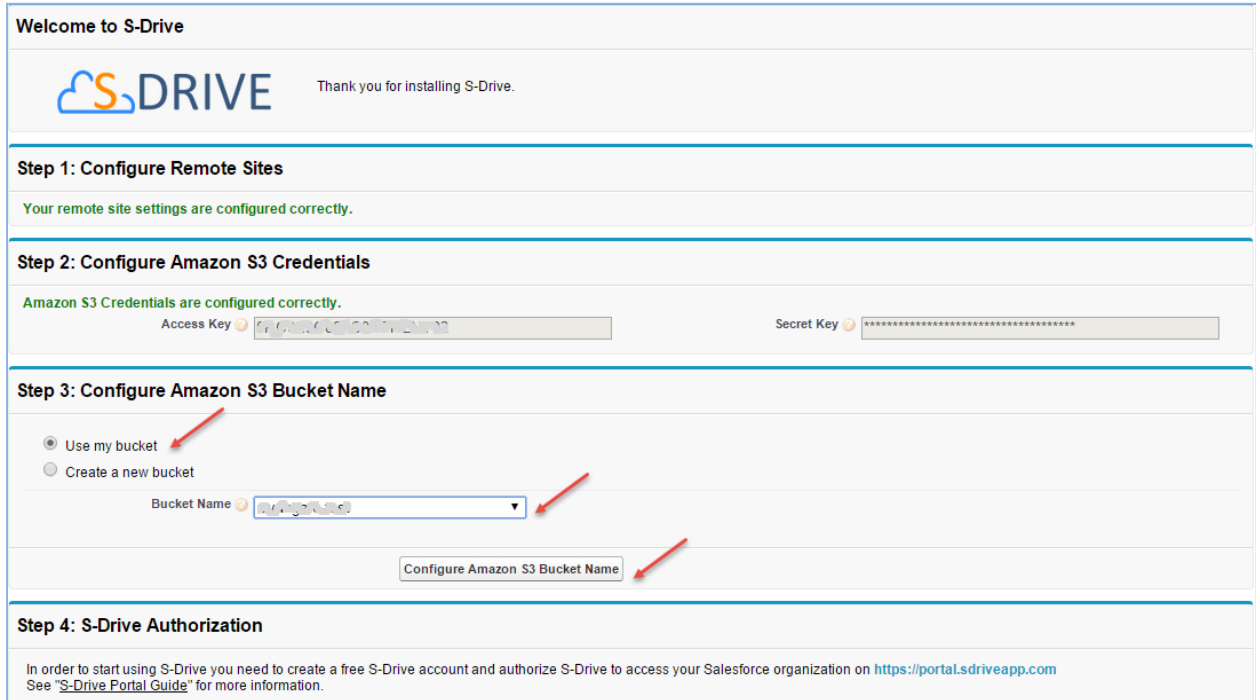
   If you select **"Use my bucket"** option (Figure 17), you must select one of the bucket names from the list (that is retrieved from your Amazon S3 account).

   If you don't have any S3 bucket or you want to use a newly created bucket, you can create a new bucket using this screen. To do this, select **"Create a new bucket"** option and type the new bucket name.

   Important Note: If you are planning to use S-Drive Versioning feature, we strongly suggest you use a "versioning never enabled bucket". To ensure versioning status of your bucket, sign in to

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*your amazon console, find your bucket from S3 service and check bucket properties. If you selected "**Create a new bucket** " option, you can ignore this note as it will create a "versioning not enabled" bucket by default.*

Click "**Configure Amazon S3 Bucket Name**" button (Figure 16) (Figure 17). If you see **"Amazon S3 Bucket Name is configured correctly."** message under **"Step 3: Configure S3 Bucket Name"** section (Figure 18), you can continue with **"Step 4: S-Drive Authorization"**.

Welcome to S-Drive

S DRIVE   Thank you for installing S-Drive.

Step 1: Configure Remote Sites

Your remote site settings are configured correctly.

Step 2: Configure Amazon S3 Credentials

Amazon S3 Credentials are configured correctly.

Access Key ⓘ [_____]   Secret Key ⓘ [**]

Step 3: Configure Amazon S3 Bucket Name

◉ Use my bucket
○ Create a new bucket
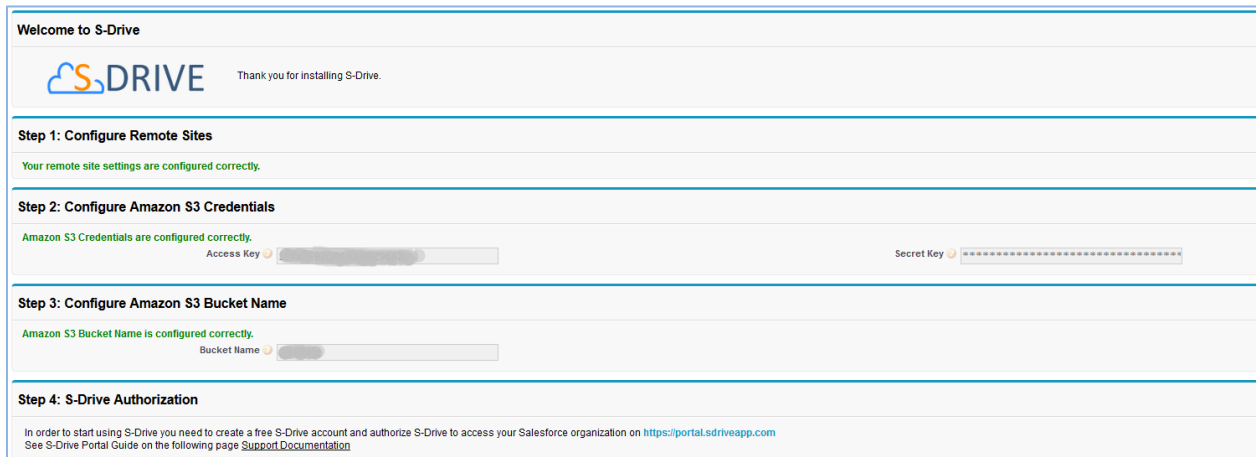
Bucket Name ⓘ [_____ ▼]

[Configure Amazon S3 Bucket Name]

Step 4: S-Drive Authorization

In order to start using S-Drive you need to create a free S-Drive account and authorize S-Drive to access your Salesforce organization on https://portal.sdriveapp.com
See "S-Drive Portal Guide" for more information.

Figure 17

Welcome to S-Drive

S DRIVE   Thank you for installing S-Drive.

Step 1: Configure Remote Sites

Your remote site settings are configured correctly.

Step 2: Configure Amazon S3 Credentials

Amazon S3 Credentials are configured correctly.

Access Key ⓘ [_____]   Secret Key ⓘ [**]

Step 3: Configure Amazon S3 Bucket Name

Amazon S3 Bucket Name is configured correctly.

Bucket Name ⓘ [_____]

Step 4: S-Drive Authorization

In order to start using S-Drive you need to create a free S-Drive account and authorize S-Drive to access your Salesforce organization on https://portal.sdriveapp.com
See S-Drive Portal Guide on the following page Support Documentation

Figure 18

4. **Step 4: S-Drive Authorization:** You need to go to *portal.sdriveapp.com* to complete this step (Figure 18). Go to *portal.sdriveapp.com* and create a free S-Drive account and authorize S-Drive

![S-DRIVE logo] ![CyanGate logo]
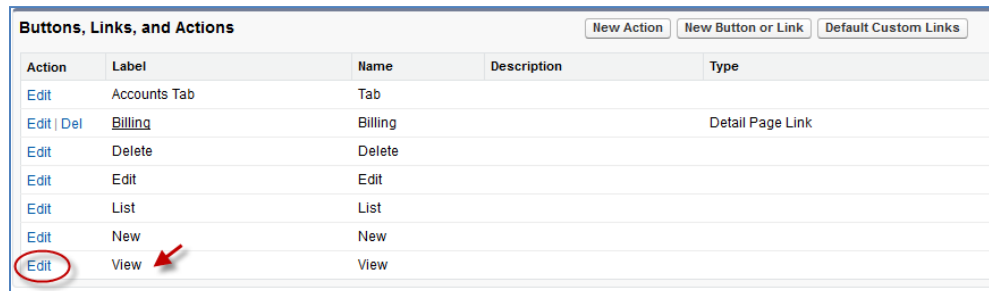
to connect to your organization. For more information about creating free S-Drive account and connecting your organization to S-Drive, please refer to "*S-Drive Portal Guide*" document.

D. S-Drive Attachments for Accounts, Cases, Contacts and Opportunities

Account, **Case**, **Contact** and **Opportunity** standard object files and override pages are bundled with the S-Drive installation. If you'll use S-Drive attachments for these standard objects as *override,* you can use bundled objects and/or pages where appropriate. If you are planning to use S-Drive Attachments for other standard/custom objects or as *override/inline,* please refer to the "*S-Drive Advanced Configuration Guide*" document.

"Overriding the view of the object" means that the page will be used as an override to the standard object page. In this case, 'S-Drive Attachments' will be a section at the end of the standard page layout.
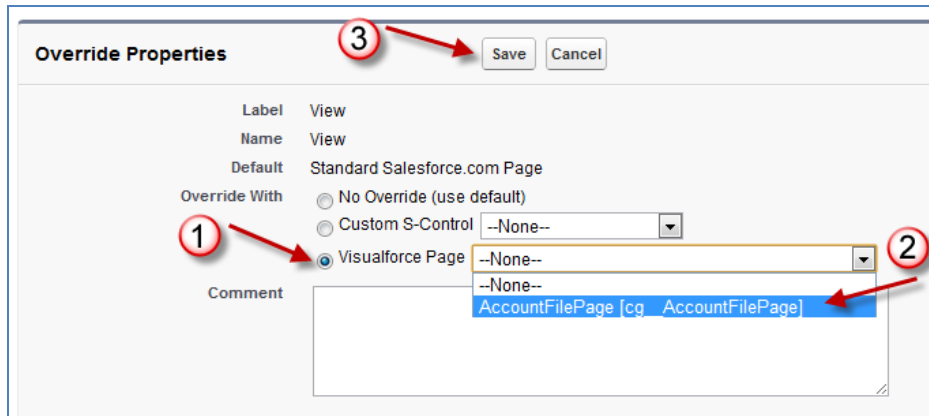
1. Go to **Setup -> App Setup -> Customize -> Accounts** (or **Cases** or **Contacts** or **Opportunities** - the label of the object that you want to enable S-Drive Attachments for) **-> Buttons, Links, and Actions**. Click the **Edit** action next to the **View** label (Figure 19).

Figure 19
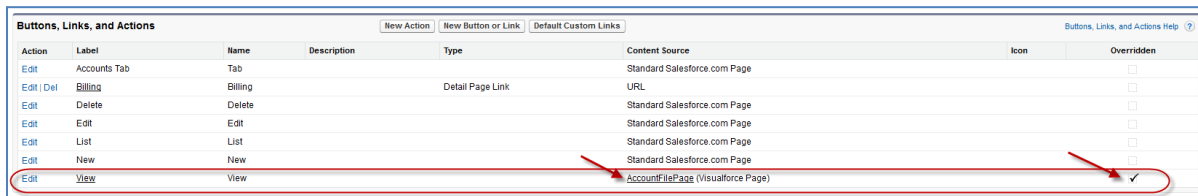
2. Then select **Visualforce Page** for *Override With* section and pick related Visualforce page (**AccountFilePage** for Accounts, **CaseFilePage** for Cases, **ContactFilePage** for Contacts, **OpportunityFilePage** for Opportunities) from the drop-down box. Click **Save** button to complete the override (Figure 20).

Figure 20

3. Now it will display **View** as **Overridden** in the *Buttons, Links, and Actions* section (Figure 21).

Figure 21

4. After creating an account object, you should see "Account Files" (similar screens for Cases, Contacts and Opportunities once you configure) page block at the end of the object detail page (Figure 22). *See "S-Drive User Guide" for more information on how to use the buttons and functions in this page block.*

Figure 22

E. S-Drive Attachments for Lightning Experience for Accounts, Cases, Contacts and Opportunities

To display the S-Drive Attachments for Account, Case, Contact and Opportunity standard objects, you need to edit each of these objects' pages.

1. Account Attachments

If you want to use the S-Drive Attachment with an Account object:

1. You need create an Account (App Launcher -> Accounts > New). If you already have an Account, you need to open that account's record page by clicking on its name.
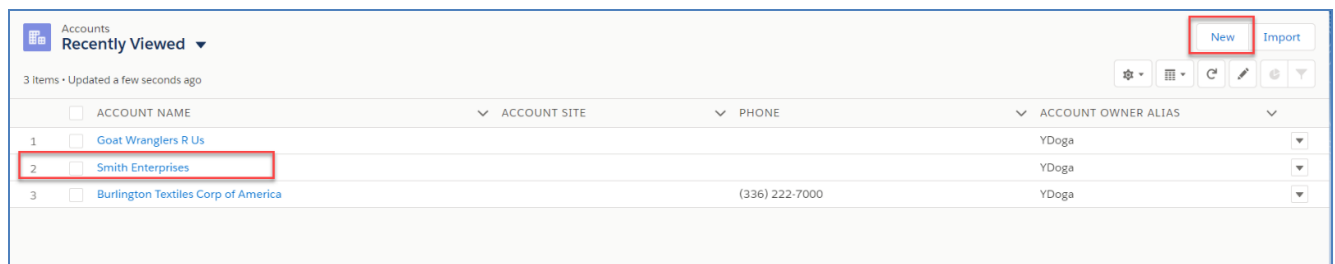
Figure 23

2. After clicking on the account in this page (Figure 23), which is "Smith Enterprises" in this example, Smith Enterprises' page will be opened. You need to click on the **"Setup"** icon (⚙) on the top right corner and choose **"Edit Page"** option.
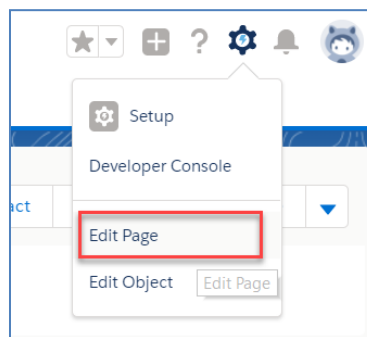
Figure 24

3. After clicking on "Edit Page" option, "Lightning App Builder – New Account Page" screen will be shown. You will see **"Lightning Components"** section on the left-hand side. You need to scroll down to see the **"SDrive"** component, under **"Custom"**.
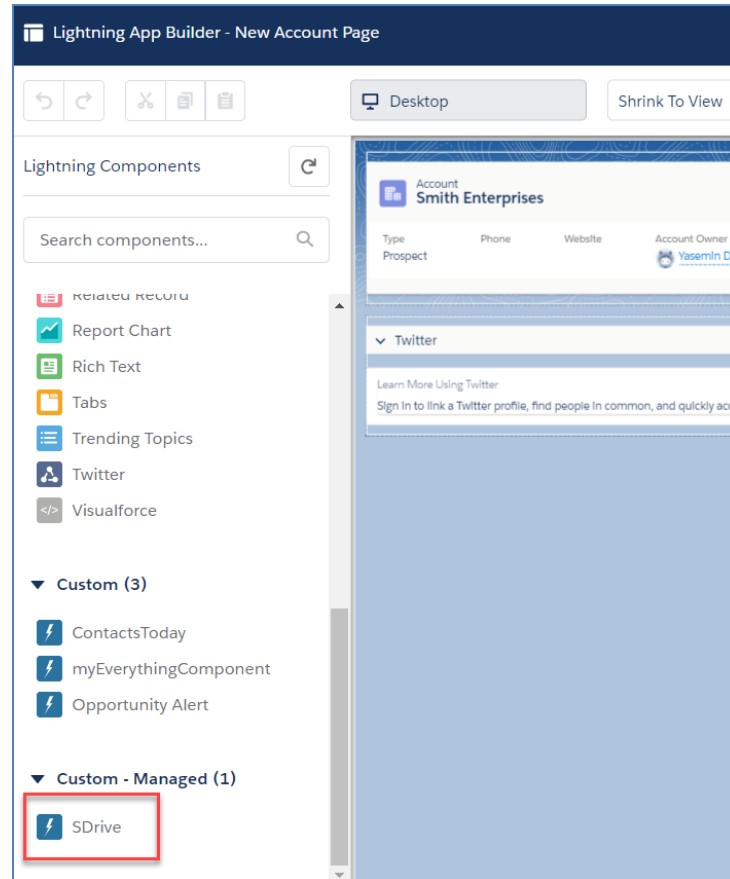
Figure 25

4. Grab the **SDrive** component and drag it to the right side where you see the components of the account page. Drop wherever you want the S-Drive component to be placed.
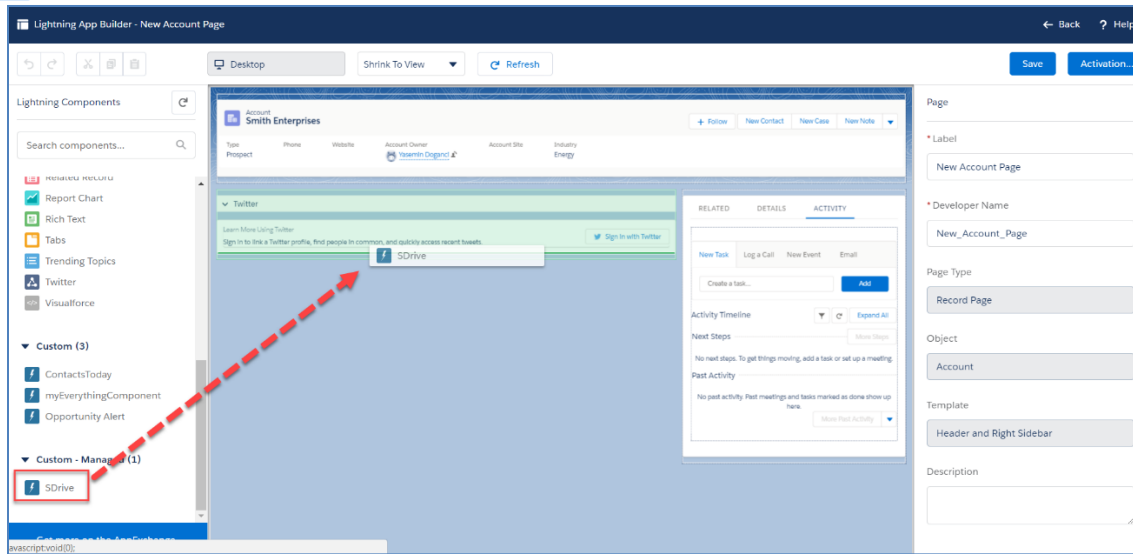
Figure 26

5. You need to edit the following required fields correctly, to create the Account Files (Figure 27). You can also change the settings from a selection of checkboxes which include: Enable copy URL, Enable delete, Enable download, Enable edit, Enable e-mail, Enable upload, Enable folders, Enable private files. You can scroll down to see more settings about the S-Drive Attachment component, such as showing folder tree component and breadcrumbs, which can be changed by using the toolbar menu afterwards.

6. After clicking on **"Save"** button, you need to activate the page in order to use the S-Drive component. You can click on **"Activation"** and choose **"Assign as Org Default"** or **"Assign as App Default"** from the pop-up screen, in order to view the attachment component. Now, you should see "Account Files" page block at the end of the account object record page. *See "Lightning User Guide" for more information on how to use the buttons and functions in this page block.*

Figure 27

The component attributes shown in Figure 27 is discussed in this section in detail:

1. **Title**

    This is the title of the page block inside the object page. You can set it to "Account Files". This field is optional and if you don't provide a value for this field, it will be set as "S-Drive Files".

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2. **Parent object name**
This is the name of the object that the files will be attached to. For Account object, it will be "Account". As this is a standard object you will not append "__c" at the end of the parent object name.

3. **Object namespace prefix**
This is the object's namespace prefix that your Salesforce.com organization uses. As Account is a standard object, you do not need to add an object namespace prefix. If your organization has a namespace prefix and you created a custom object inside your organization, your object namespace prefix is same with your organization namespace prefix. *See "S-Drive Advanced Configuration Guide" for more information about creating custom objects.*

4. **File object name**
This is the name of the custom object file that we will be attaching to the object. This file object will be holding the information regarding the attached files. As Account is a standard object, this section will be filled as "AccountFile__c".

5. **File object namespace prefix**
This is the file object's namespace prefix that your Salesforce.com organization uses. If your organization has a namespace prefix and you created this custom object file inside this organization, your file namespace prefix is same with your organization namespace prefix. If this file object belongs to a managed package, you need to use that managed package's namespace prefix. For this Account attachment, you need to set it as "cg__".

6. **Relationship field name**
Master-detail relation used for selected standard object. You need to fill it in as "Account__r".

7. **Enable copy URL**
This option is used to enable/disable "Copy URL" link in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Copy URL" link for each asset. The default value for this checkbox is checked.

8. **Enable delete**
This option is used to enable/disable "Delete" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Delete" link for each asset. The default value for this checkbox is checked.

9. **Enable download**

   This option is used to enable/disable "Download" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Download" link for each asset. The default value for this checkbox is checked.

10. **Enable edit**

    This option is used to enable/disable "Edit" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Edit" link for each asset. The default value for this checkbox is checked.

11. **Enable e-mail**

    This option is used to enable/disable "E-Mail" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "E-Mail" link for each asset. The default value for this checkbox is checked.

12. **Default email address**

    You can use this option, if you want to set a default "Additional To" email address for sending emails from your S-Drive Attachments. For example, if you select an Account S-Drive Attachment for an account and click "Email" button, "Email Files" screen will be opened and "Additional To" field will be filled with the email address you have provided here.

13. **Enable upload**

    This option is used to enable/disable "Upload" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Upload File(s)" link for each asset. The default value for this checkbox is checked.

14. **Allowed file extensions**

    You can use this option, if you want to limit the file types to be uploaded into selected object's S-Drive attachments. Semicolon separated list of file extensions that are allowed to upload can be written here. This attribute is optional and leaving this empty will allow all kind of files to be uploaded. For example, "*.jpg, *.txt" will limit the files to be uploaded to jpg and txt files.

15. **Enable folders**

    This option is used to enable/disable folder support for S-Drive attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this

means that the value is set to true, and you will be able to see the "New Folder" button. The default value for this checkbox is checked. If the box is not checked, the "New Folder" button will be removed from the toolbar section.

16. **Enable private files**

This option is used for enabling public/private file access to the S-Drive attachments and commonly used to limit the customer portal users' access to individual files. Set this attribute to true by checking the checkbox, if you want to enable private/public flag. Setting the private flag on a file hides the file from customer portal users. The default value for this checkbox is unchecked.

17. **Default sort field name**

This option is used to order/sort S-Drive attachments based on a field. You need to set the name of the field that should be used to order the list of files. For this example, it should be filled in as "cg__File_Name__c". You can change this option from the settings button located at the toolbar of S-Drive attachments anytime. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

18. **Default sort order**

This option is used to set the sort order direction of the S-Drive attachments. There are two possible values for this attribute: "asc" or "desc". The default value is "asc" which stands for ascending. You can change this option from the settings button located at the toolbar of S-Drive attachments anytime. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

19. **File number to be shown in a page**

This option is to set the number of files to be shown in an attachment page. The default value for this section is set to 100. If this value is set to '30' and object has 91 total items, the files will be displayed in 4 pages. You can change this option from the pagination setting located under the toolbar of S-Drive attachments. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

20. **Default view type of file list table**

This option is to set the default view type of the file list table. There are 3 options you can choose: List, Thumbnail and Grid. You can change this option from the toolbar of S-Drive attachments, and set it as default by using the settings button. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

21. **Show Folder Tree component**

This option sets the default behavior of the folder tree component located on the left-hand side of the S-Drive attachments page. You can choose to hide or show the Folder Tree component by

using the settings button on the toolbar of S-Drive attachments. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

22. **Show breadcrumb component**

This option sets the default behavior of the breadcrumbs located on the left-hand side of the S-Drive attachments page, above the folder tree component. You can choose to hide or show the breadcrumbs by using the settings button on the toolbar of S-Drive attachments. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

2. Case Attachments

If you want to use the S-Drive Attachment with a Case object:

1. You need create a Case (App Launcher -> Cases > New). If you already have a Case, you need to open that case's record page by clicking on its name.

Figure 28

2. After clicking on the case in this page (Figure 28), which is "00001027" in this example, record page will be opened. You need to click on the **"Setup"** icon (⚙) on the top right corner and choose **"Edit Page"** option.
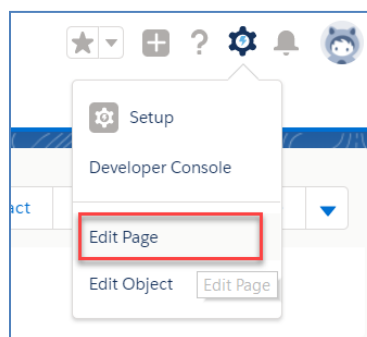
Figure 29

3. After clicking on "Edit Page" option, "Lightning App Builder – New Case Page" screen will be shown. You will see **"Lightning Components"** section on the left-hand side. You need to scroll down to see the **"SDrive"** component, under **"Custom"**.
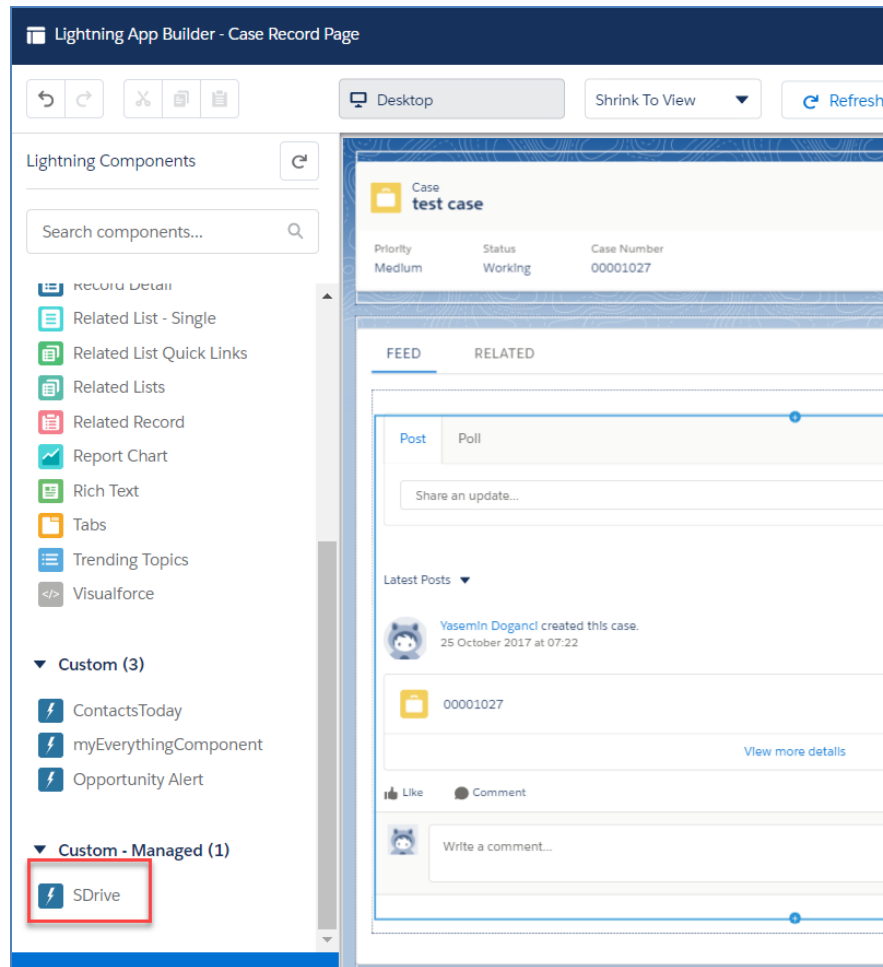
Figure 30

4. Grab the **SDrive** component and drag it to the right side where you see the components of the case page. Drop wherever you want the S-Drive component to be placed.
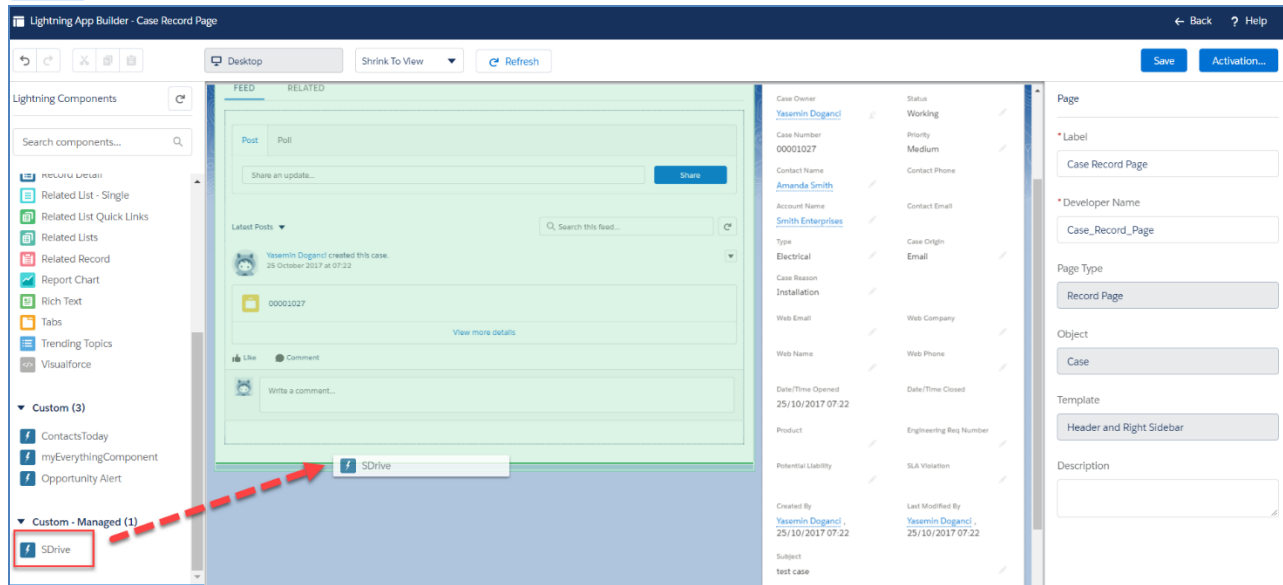
Figure 31

5. You need to edit the following required fields correctly, to create the Case Files (Figure 32). You can also change the settings from a selection of checkboxes which include: Enable copy url, Enable delete, Enable download, Enable edit, Enable e-mail, Enable upload, Enable folders, Enable private files. You can scroll down to see more settings about the S-Drive Attachment component, such as showing folder tree component and breadcrumbs, which can be changed by using the toolbar menu afterwards.

6. After clicking on **"Save"** button, you need to activate the page to use the S-Drive component. You can click on **"Activation"** and choose **"Assign as Org Default"** or **"Assign as App Default"** from the pop-up screen, in order to view the attachment component. Now, you should see "Case Files" page block at the end of the case object record page. *See "Lightning User Guide" for more information on how to use the buttons and functions in this page block.*

<div align="center">Figure 32</div>

The component attributes shown in Figure 32 is discussed in this section in detail:

1. **Title**

   This is the title of the page block inside the object page. You can set it to "Case Files". This field is optional and if you don't provide a value for this field, it will be set as "S-Drive Files".

2. **Parent object name**

This is the name of the object that the files will be attached to. For Case object, it will be "Case". As this is a standard object you will not append "__c" at the end of the parent object name.

3. **Object namespace prefix**
    This is the object's namespace prefix that your Salesforce.com organization uses. As Case is a standard object, you do not need to add an object namespace prefix. If your organization has a namespace prefix and you created a custom object inside your organization, your object namespace prefix is same with your organization namespace prefix. *See "S-Drive Advanced Configuration Guide" for more information about creating custom objects.*

4. **File object name**
    This is the name of the custom object file that we will be attaching to the object. This file object will be holding the information regarding the attached files. As Case is a standard object, this section will be filled as "CaseFile__c".

5. **File object namespace prefix**
    This is the file object's namespace prefix that your Salesforce.com organization uses. If your organization has a namespace prefix and you created this custom object file inside this organization, your file namespace prefix is same with your organization namespace prefix. If this file object belongs to a managed package, you need to use that managed package's namespace prefix. For this Case attachment, you need to set it as "cg__".

6. **Relationship field name**
    Master-detail relation used for selected standard object. You need to fill it in as "Case__r". This attribute is filled as "Parent__r" for custom objects. *See "S-Drive Advanced Configuration Guide" for more information about creating custom objects.*

7. **Enable copy url**
    This option is used to enable/disable "Copy URL" link in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Copy URL" link for each asset. The default value for this checkbox is checked.

8. **Enable delete**
    This option is used to enable/disable "Delete" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Delete" link for each asset. The default value for this checkbox is checked.

9. **Enable download**

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This option is used to enable/disable "Download" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Download" link for each asset. The default value for this checkbox is checked.

10. **Enable edit**

This option is used to enable/disable "Edit" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Edit" link for each asset. The default value for this checkbox is checked.

11. **Enable e-mail**

This option is used to enable/disable "E-Mail" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "E-Mail" link for each asset. The default value for this checkbox is checked.

12. **Default email address**

You can use this option, if you want to set a default "Additional To" email address for sending emails from your S-Drive Attachments. For example, if you select an Case S-Drive Attachment for a case and click "Email" button, "Email Files" screen will be opened and "Additional To" field will be filled with the email address you have provided here.

13. **Enable upload**

This option is used to enable/disable "Upload" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Upload File(s)" link for each asset. The default value for this checkbox is checked.

14. **Allowed file extensions**

You can use this option, if you want to limit the file types to be uploaded into selected object's S-Drive attachments. Semicolon separated list of file extensions that are allowed to be uploaded can be written here. This attribute is optional and leaving this empty will allow all kind of files to be uploaded. For example, "*.jpg, *.txt" will limit the files to be uploaded to jpg and txt files.

15. **Enable folders**

This option is used to enable/disable folder support for S-Drive attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "New Folder" button. The default value for this checkbox is checked. If the box is not checked, the "New Folder" button

will be removed from the toolbar section.

16. **Enable private files**

    This option is used for enabling public/private file access to the S-Drive attachments and commonly used to limit the customer portal users' access to individual files. Set this attribute to true by checking the checkbox, if you want to enable private/public flag. Setting the private flag on a file hides the file from customer portal users. The default value for this checkbox is unchecked.

17. **Default sort field name**

    This option is used to order/sort S-Drive attachments based on a field. You need to set the name of the field that should be used to order the list of files. For this example, it should be filled in as "cg__File_Name__c". You can change this option from the settings button located at the toolbar of S-Drive attachments anytime. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

18. **Default sort order**

    This option is used to set the sort order direction of the S-Drive attachments. There are two possible values for this attribute: "asc" or "desc". The default value is "asc" which stands for ascending. You can change this option from the settings button located at the toolbar of S-Drive attachments anytime. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

19. **File number to be shown in a page**

    This option is to set the number of files to be shown in an attachment page. The default value for this section is set to 100. If this value is set to '30' and object has 91 total items, the files will be displayed in 4 pages. You can change this option from the pagination setting located under the toolbar of S-Drive attachments. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

20. **Default view type of file list table**

    This option is to set the default view type of the file list table. There are 3 options you can choose: List, Thumbnail and Grid. You can change this option from the toolbar of S-Drive attachments, and set it as default by using the settings button. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

21. **Show Folder Tree component**

    This option sets the default behavior of the folder tree component located on the left-hand side of the S-Drive attachments page. You can choose to hide or show the Folder Tree component by using the settings button on the toolbar of S-Drive attachments. *See "S-Drive Lightning User*

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Guide" for more information about using the S-Drive attachments.

22. Show breadcrumb component

This option sets the default behavior of the breadcrumbs located on the left-hand side of the S-Drive attachments page, above the folder tree component. You can choose to hide or show the breadcrumbs by using the settings button on the toolbar of S-Drive attachments. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

3. Contact Attachments

If you want to use the S-Drive Attachment with a Contact object:

1. You need create a Contact (App Launcher -> Contacts > New). If you already have a Contact, you need to open that contact's record page by clicking on its name.
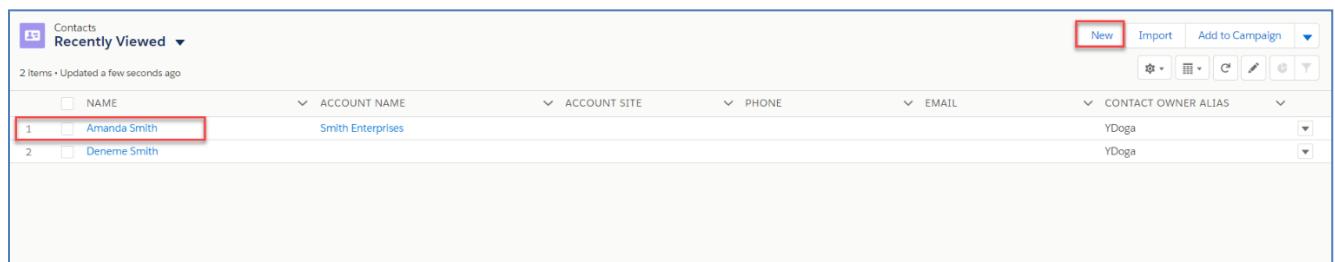
Figure 33

2. After clicking on the contact in this page (Figure 33), which is "Amanda Smith" in this example, Amanda Smith's page will be opened. You need to click on the **"Setup"** icon ( ) on the top right corner and choose **"Edit Page"** option.
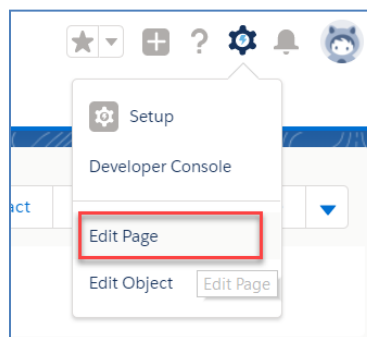
Figure 34

3. After clicking on "Edit Page" option, "Lightning App Builder – New Contact Page" screen will be shown. You will see **"Lightning Components"** section on the left-hand side. You need to scroll down to see the **"SDrive"** component, under **"Custom"**.
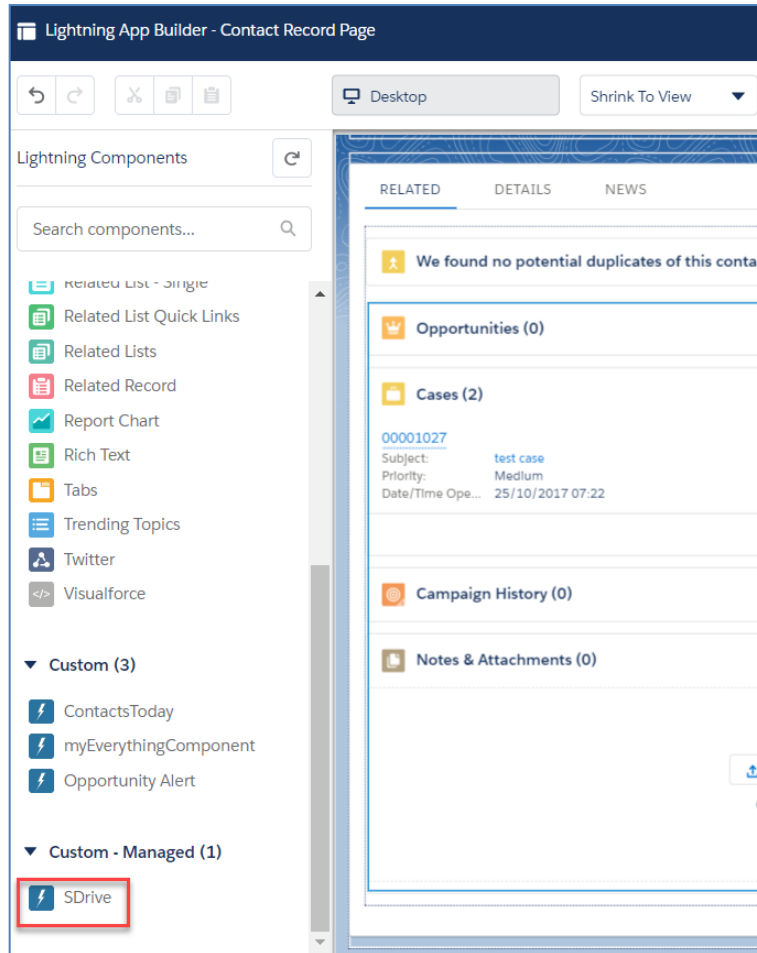
4. Grab the **SDrive** component and drag it to the right side where you see the components of the contact page. Drop wherever you want the S-Drive component to be placed.
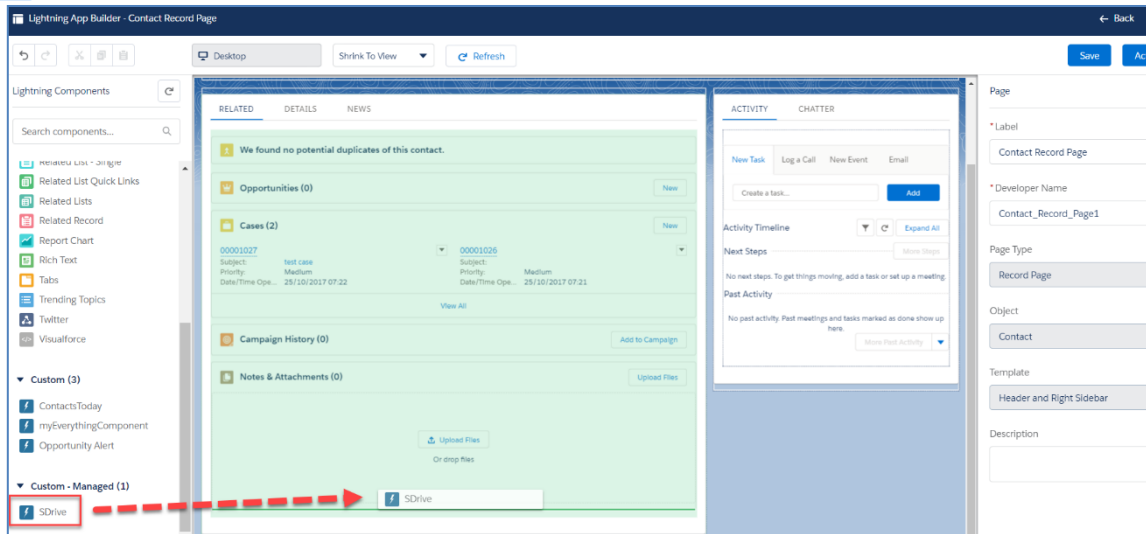
Figure 36

5. You need to edit the following required fields correctly, to create the Contact Files (Figure 37). You can also change the settings from a selection of checkboxes which include: Enable copy url, Enable delete, Enable download, Enable edit, Enable e-mail, Enable upload, Enable folders, Enable private files. You can scroll down to see more settings about the S-Drive Attachment component, such as showing folder tree component and breadcrumbs, which can be changed by using the toolbar menu afterwards.

6. After clicking on **"Save"** button, you need to activate the page in order to use the S-Drive component. You can click on **"Activation"** and choose **"Assign as Org Default"** or **"Assign as App Default"** from the pop-up screen, in order to view the attachment component. Now, you should see "Contact Files" page block at the end of the contact object record page. *See "Lightning User Guide" for more information on how to use the buttons and functions in this page block*.

Figure 37

The component attributes shown in Figure 37 is discussed in this section in detail:

1. **Title**

   This is the title of the page block inside the object page. You can set it to "Contact Files". This field is optional and if you don't provide a value for this field, it will be set as "S-Drive Files".

2. **Parent object name**

This is the name of the object that the files will be attached to. For Contact object, it will be "Contact". As this is a standard object you will not append "__c" at the end of the parent object name.

3. **Object namespace prefix**

This is the object's namespace prefix that your Salesforce.com organization uses. As Contact is a standard object, you do not need to add an object namespace prefix. If your organization has a namespace prefix and you created a custom object inside your organization, your object namespace prefix is same with your organization namespace prefix. *See "S-Drive Advanced Configuration Guide" for more information about creating custom objects.*

4. **File object name**

This is the name of the custom object file that we will be attaching to the object. This file object will be holding the information regarding the attached files. As Contact is a standard object, this section will be filled as "ContactFile__c".

5. **File object namespace prefix**

This is the file object's namespace prefix that your Salesforce.com organization uses. If your organization has a namespace prefix and you created this custom object file inside this organization, your file namespace prefix is same with your organization namespace prefix. If this file object belongs to a managed package, you need to use that managed package's namespace prefix. For this Contact attachment, you need to set it as "cg__".

6. **Relationship field name**

Master-detail relation used for selected standard object. You need to fill it in as "Contact __r". This attribute is filled as "Parent__r" for custom objects. *See "S-Drive Advanced Configuration Guide" for more information about creating custom objects.*

7. **Enable copy url**

This option is used to enable/disable "Copy URL" link in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Copy URL" link for each asset. The default value for this checkbox is checked.

8. **Enable delete**

This option is used to enable/disable "Delete" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Delete" link for each asset. The

9. **Enable download**

   This option is used to enable/disable "Download" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Download" link for each asset. The default value for this checkbox is checked.

10. **Enable edit**

    This option is used to enable/disable "Edit" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Edit" link for each asset. The default value for this checkbox is checked.

11. **Enable e-mail**

    This option is used to enable/disable "E-Mail" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "E-Mail" link for each asset. The default value for this checkbox is checked.

12. **Default email address**

    You can use this option, if you want to set a default "Additional To" email address for sending emails from your S-Drive Attachments. For example, if you select an Contact S-Drive Attachment for a contact and click "Email" button, "Email Files" screen will be opened and "Additional To" field will be filled with the email address you have provided here.

13. **Enable upload**

    This option is used to enable/disable "Upload" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Upload File(s)" link for each asset. The default value for this checkbox is checked.

14. **Allowed file extensions**

    You can use this option, if you want to limit the file types to be uploaded into selected object's S-Drive attachments. Semicolon separated list of file extensions that are allowed to be uploaded can be written here. This attribute is optional and leaving this empty will allow all kind of files to be uploaded. For example, "*.jpg, *.txt" will limit the files to be uploaded to jpg and txt files.

15. **Enable folders**

    This option is used to enable/disable folder support for S-Drive attachments in the page. There

are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "New Folder" button. The default value for this checkbox is checked. If the box is not checked, the "New Folder" button will be removed from the toolbar section.

16. **Enable private files**

    This option is used for enabling public/private file access to the S-Drive attachments and commonly used to limit the customer portal users' access to individual files. Set this attribute to true by checking the checkbox, if you want to enable private/public flag. Setting the private flag on a file hides the file from customer portal users. The default value for this checkbox is unchecked.

17. **Default sort field name**

    This option is used to order/sort S-Drive attachments based on a field. You need to set the name of the field that should be used to order the list of files. For this example, it should be filled in as "cg__File_Name__c". You can change this option from the settings button located at the toolbar of S-Drive attachments anytime. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

18. **Default sort order**

    This option is used to set the sort order direction of the S-Drive attachments. There are two possible values for this attribute: "asc" or "desc". The default value is "asc" which stands for ascending. You can change this option from the settings button located at the toolbar of S-Drive attachments anytime. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

19. **File number to be shown in a page**

    This option is to set the number of files to be shown in an attachment page. The default value for this section is set to 100. If this value is set to '30' and object has 91 total items, the files will be displayed in 4 pages. You can change this option from the pagination setting located under the toolbar of S-Drive attachments. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

20. **Default view type of file list table**

    This option is to set the default view type of the file list table. There are 3 options you can choose: List, Thumbnail and Grid. You can change this option from the toolbar of S-Drive attachments, and set it as default by using the settings button. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

21. **Show Folder Tree component**

    This option sets the default behavior of the folder tree component located on the left-hand side

of the S-Drive attachments page. You can choose to hide or show the Folder Tree component by using the settings button on the toolbar of S-Drive attachments. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

22. **Show breadcrumb component**
This option sets the default behavior of the breadcrumbs located on the left-hand side of the S-Drive attachments page, above the folder tree component. You can choose to hide or show the breadcrumbs by using the settings button on the toolbar of S-Drive attachments. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

4. Opportunity Attachments

If you want to use the S-Drive Attachment with an Opportunity object:

1. You need create an Opportunity (App Launcher -> Opportunities > New). If you already have an Opportunity, you need to open that opportunity record page by clicking on its name.
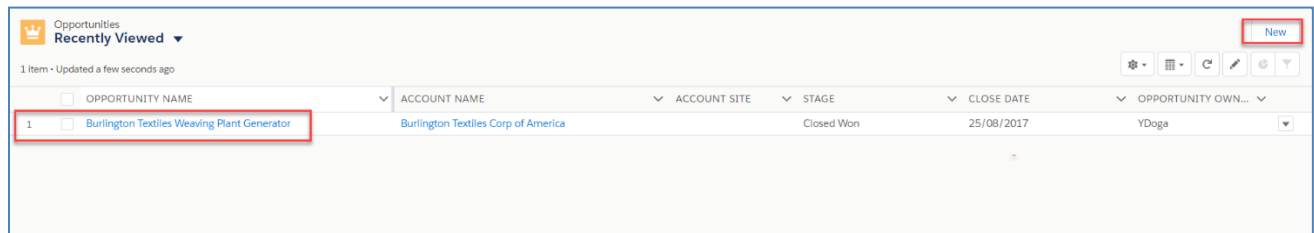
2. After clicking on the opportunity in this page (Figure 38), which is "Smith Enterprises" in this example, Smith Enterprises' page will be opened. You need to click on the **"Setup"** icon (⚙) on the top right corner and choose **"Edit Page"** option.
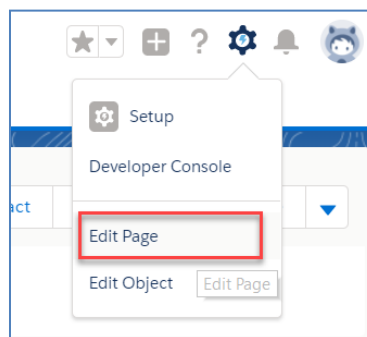
3. After clicking on "Edit Page" option, "Lightning App Builder – New Opportunity Page" screen will be shown. You will see **"Lightning Components"** section on the left-hand side. You need to scroll down to see the **"SDrive"** component, under **"Custom"**.
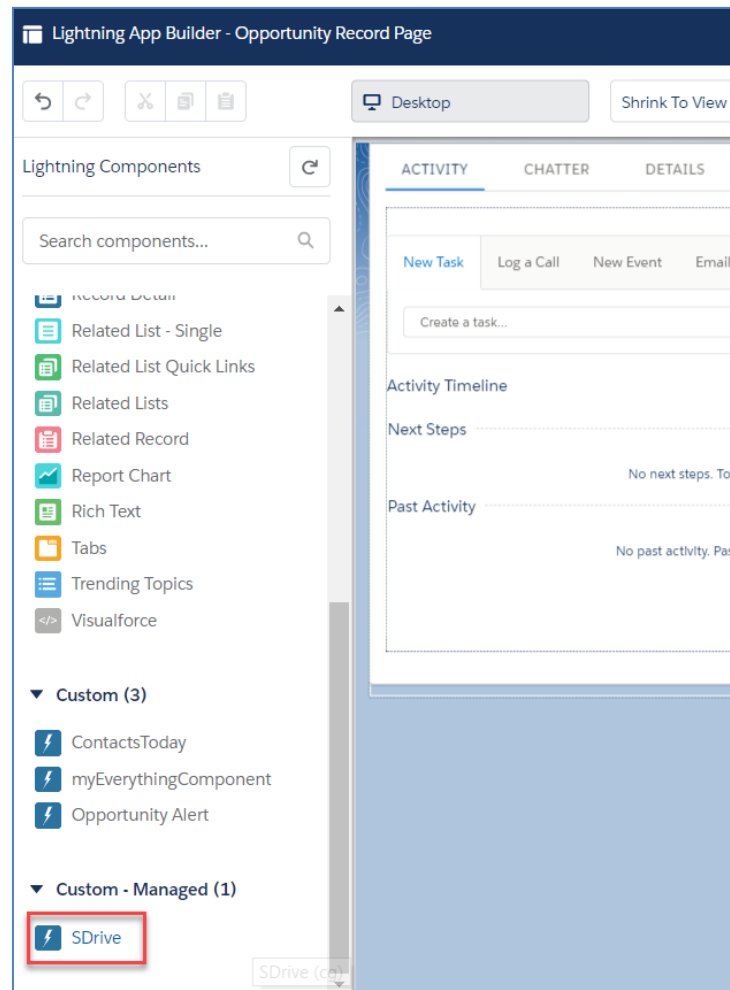
Figure 40

4. Grab the **SDrive** component and drag it to the right side where you see the components of the opportunity page. Drop wherever you want the S-Drive component to be placed.
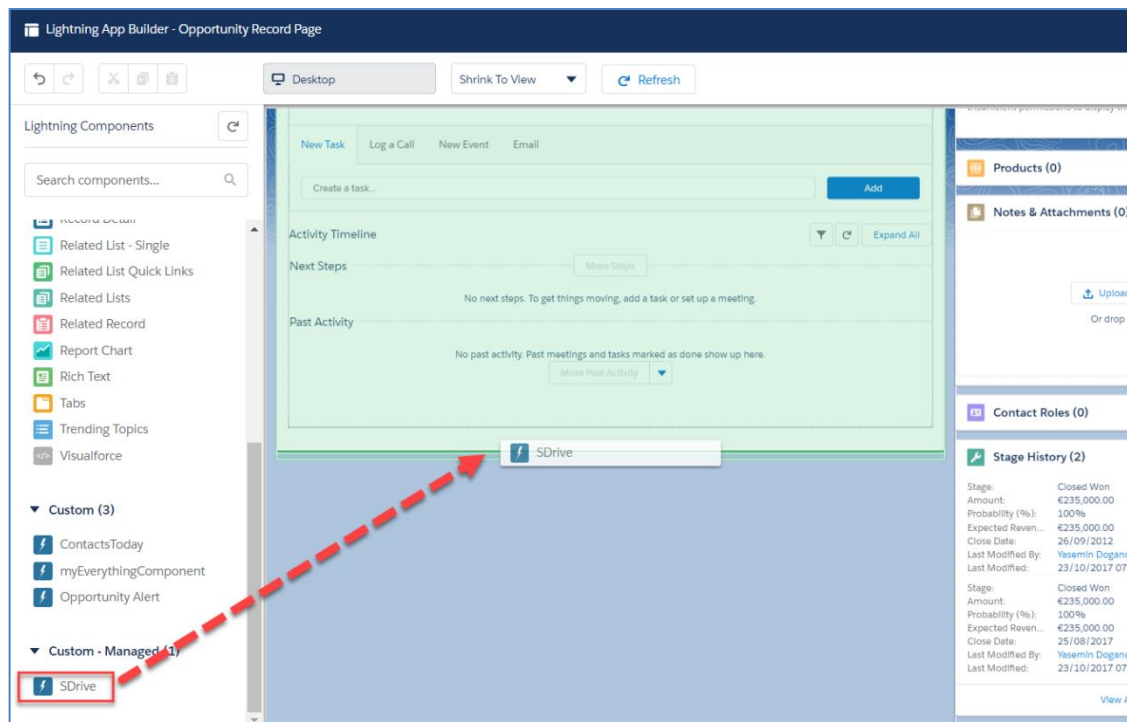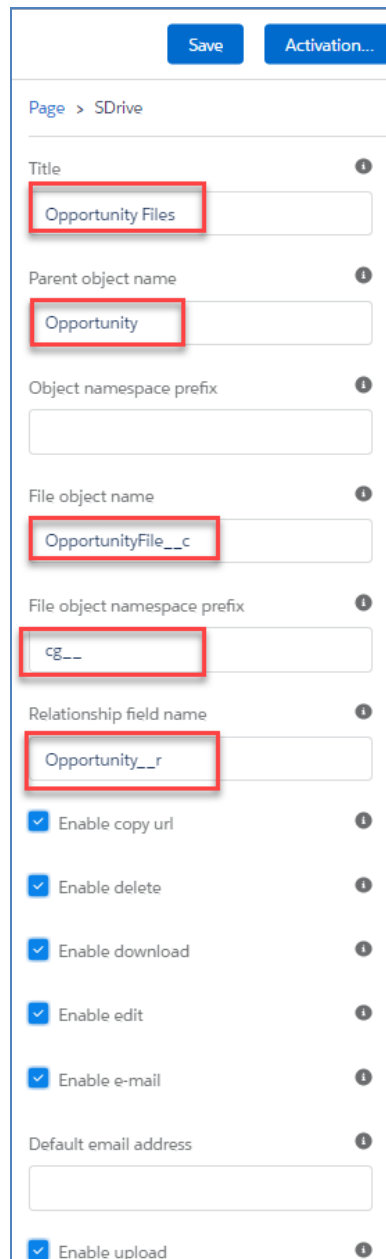
Figure 41

5. You need to edit the following required fields correctly, to create the Opportunity Files (Figure 42). You can also change the settings from a selection of checkboxes which include: Enable copy url, Enable delete, Enable download, Enable edit, Enable e-mail, Enable upload, Enable folders, Enable private files. You can scroll down to see more settings about the S-Drive Attachment component, such as showing folder tree component and breadcrumbs, which can be changed by using the toolbar menu afterwards.

6. After clicking on **"Save"** button, you need to activate the page in order to use the S-Drive component. You can click on **"Activation"** and choose **"Assign as Org Default"** or **"Assign as App Default"** from the pop-up screen, in order to view the attachment component. Now, you should see "Opportunity Files" page block at the end of the opportunity object record page. *See "Lightning User Guide" for more information on how to use the buttons and functions in this page block.*

Figure 42

The component attributes shown in Figure 42 is discussed in this section in detail:

1. **Title**

   This is the title of the page block inside the object page. You can set it to "Opportunity Files".
   This field is optional and if you don't provide a value for this field, it will be set as "S-Drive Files".

2. **Parent object name**
    This is the name of the object that the files will be attached to. For Opportunity object, it will be "Opportunity". As this is a standard object you will not append "__c" at the end of the parent object name.

3. **Object namespace prefix**
    This is the object's namespace prefix that your Salesforce.com organization uses. As Opportunity is a standard object, you do not need to add an object namespace prefix. If your organization has a namespace prefix and you created a custom object inside your organization, your object namespace prefix is same with your organization namespace prefix. *See "S-Drive Advanced Configuration Guide" for more information about creating custom objects.*

4. **File object name**
    This is the name of the custom object file that we will be attaching to the object. This file object will be holding the information regarding the attached files. As Opportunity is a standard object, this section will be filled as "OpportunityFile__c".

5. **File object namespace prefix**
    This is the file object's namespace prefix that your Salesforce.com organization uses. If your organization has a namespace prefix and you created this custom object file inside this organization, your file namespace prefix is same with your organization namespace prefix. If this file object belongs to a managed package, you need to use that managed package's namespace prefix. For this Opportunity attachment, you need to set it as "cg__".

6. **Relationship field name**
    Master-detail relation used for selected standard object. You need to fill it in as "Opportunity __r". This attribute is filled as "Parent__r" for custom objects. *See "S-Drive Advanced Configuration Guide" for more information about creating custom objects.*

7. **Enable copy url**
    This option is used to enable/disable "Copy URL" link in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Copy URL" link for each asset. The default value for this checkbox is checked.

8. **Enable delete**
    This option is used to enable/disable "Delete" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Delete" link for each asset. The default value for this checkbox is checked.

9. **Enable download**

   This option is used to enable/disable "Download" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Download" link for each asset. The default value for this checkbox is checked.

10. **Enable edit**

    This option is used to enable/disable "Edit" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Edit" link for each asset. The default value for this checkbox is checked.

11. **Enable e-mail**

    This option is used to enable/disable "E-Mail" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "E-Mail" link for each asset. The default value for this checkbox is checked.

12. **Default email address**

    You can use this option, if you want to set a default "Additional To" email address for sending emails from your S-Drive Attachments. For example, if you select an Opportunity S-Drive Attachment for an opportunity and click "Email" button, "Email Files" screen will be opened and "Additional To" field will be filled with the email address you have provided here.

13. **Enable upload**

    This option is used to enable/disable "Upload" option for all attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this means that the value is set to true, and you will be able to see the "Upload File(s)" link for each asset. The default value for this checkbox is checked.

14. **Allowed file extensions**

    You can use this option, if you want to limit the file types to be uploaded into selected object's S-Drive attachments. Semicolon separated list of file extensions that are allowed to be uploaded can be written here. This attribute is optional and leaving this empty will allow all kind of files to be uploaded. For example, "*.jpg, *.txt" will limit the files to be uploaded to jpg and txt files.

15. **Enable folders**

    This option is used to enable/disable folder support for S-Drive attachments in the page. There are two possible values for this attribute: "true" or "false". If the checkbox is checked, this

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means that the value is set to true, and you will be able to see the "New Folder" button. The default value for this checkbox is checked. If the box is not checked, the "New Folder" button will be removed from the toolbar section.

16. **Enable private files**

This option is used for enabling public/private file access to the S-Drive attachments and commonly used to limit the customer portal users' access to individual files. Set this attribute to true by checking the checkbox, if you want to enable private/public flag. Setting the private flag on a file hides the file from customer portal users. The default value for this checkbox is unchecked.

17. **Default sort field name**

This option is used to order/sort S-Drive attachments based on a field. You need to set the name of the field that should be used to order the list of files. For this example, it should be filled in as "cg__File_Name__c". You can change this option from the settings button located at the toolbar of S-Drive attachments anytime. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

18. **Default sort order**

This option is used to set the sort order direction of the S-Drive attachments. There are two possible values for this attribute: "asc" or "desc". The default value is "asc" which stands for ascending. You can change this option from the settings button located at the toolbar of S-Drive attachments anytime. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

19. **File number to be shown in a page**

This option is to set the number of files to be shown in an attachment page. The default value for this section is set to 100. If this value is set to '30' and object has 91 total items, the files will be displayed in 4 pages. You can change this option from the pagination setting located under the toolbar of S-Drive attachments. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

20. **Default view type of file list table**

This option is to set the default view type of the file list table. There are 3 options you can choose: List, Thumbnail and Grid. You can change this option from the toolbar of S-Drive attachments, and set it as default by using the settings button. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

21. **Show Folder Tree component**

This option sets the default behavior of the folder tree component located on the left-hand side of the S-Drive attachments page. You can choose to hide or show the Folder Tree component by

using the settings button on the toolbar of S-Drive attachments. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

22. **Show breadcrumb component**

This option sets the default behavior of the breadcrumbs located on the left-hand side of the S-Drive attachments page, above the folder tree component. You can choose to hide or show the breadcrumbs by using the settings button on the toolbar of S-Drive attachments. *See "S-Drive Lightning User Guide" for more information about using the S-Drive attachments.*

F. Upgrading S-Drive

1. 1.28 to 2.0

If you have S-Drive 1.28, you can upgrade to S-Drive 2.0 by following below steps.

1. Go to https://get.sdriveapp.com.
2. Click **Get It Now** button.
3. Select **Log in to the AppExchange** option.
4. Provide your login credentials and click **Log in to Salesforce** button.
5. Select **Install in production** or **Install in sandbox** based on your organization needs.
6. Read the terms and conditions and check **I have read and agree to the terms and conditions** and click **Confirm and Install!** button.
7. Login to the installation org (production or sandbox) by providing your login credentials and click **Log in to Salesforce** button.
8. Select **Install for All Users** option and click **Upgrade** button (Figure 43).

Figure 43

9. Wait while S-Drive is being upgraded and make sure you see **Upgrade Complete!** message. Click **Done** (Figure 44).

Figure 44

2. 1.26 or 1.27 to 2.0 Upgrade

You can upgrade S-Drive from get.sdriveapp.com. If you configured S-Drive for a custom object, you must create four custom fields below to this custom object. Note that S-Drive automatically creates these fields to out of the box objects (Account Files, Case Files, Opportunity Files, Contact Files). If you do not use S-Drive for a custom object, you do not need to create these fields below.

    i. **Preview Key**:
        1. Field Type: ***Text***
        2. Field Label: ***Preview Key***
        3. Length: ***255***
        4. Field Name: ***Preview_Key***

    ii. **Thumbnail Key**:
        1. Field Type: ***Text***
        2. Field Label: ***Thumbnail Key***
        3. Length: ***255***
        4. Field Name: ***Thumbnail_Key***

    iii. **Preview Version Id**:
        1. Field Type: ***Text***
        2. Field Label: ***Preview Version Id***
        3. Length: ***255***
        4. Field Name: ***Preview_Version_Id***

    iv. **Thumbnail Version Id**:
        1. Field Type: ***Text***
        2. Field Label: ***Thumbnail Version Id***
        3. Length: ***255***
        4. Field Name: ***Thumbnail_Version_Id***

3. 1.24 or 1.25 to 2.0

If you have S-Drive 1.24, 1.25 or patch releases of these versions, you can upgrade to S-Drive 2.0 by following below steps.

1. Go to https://get.sdriveapp.com.
2. Click **Get It Now** button.

3. Select **Log in to the AppExchange** option.

4. Provide your login credentials and click **Log in to Salesforce** button.

5. Select **Install in production** or **Install in sandbox** based on your organization needs.

6. Review **What You Are Installing** and **Where You Are Installing** sections, check **I have read and agree to the terms and conditions** and click **Confirm and Install!** button.

7. Login to the installation org (production or sandbox) by providing your login credentials and click **Log in to Salesforce** button.

8. Select **Install for All Users** option and click **Upgrade** button (Figure 45).
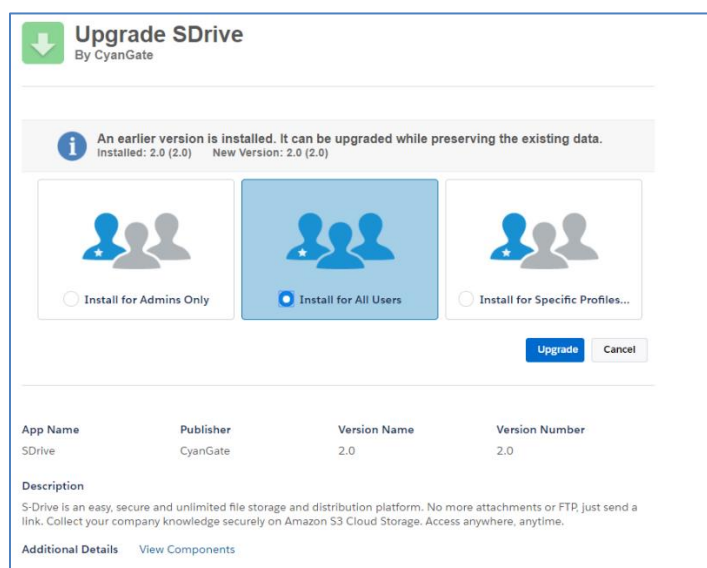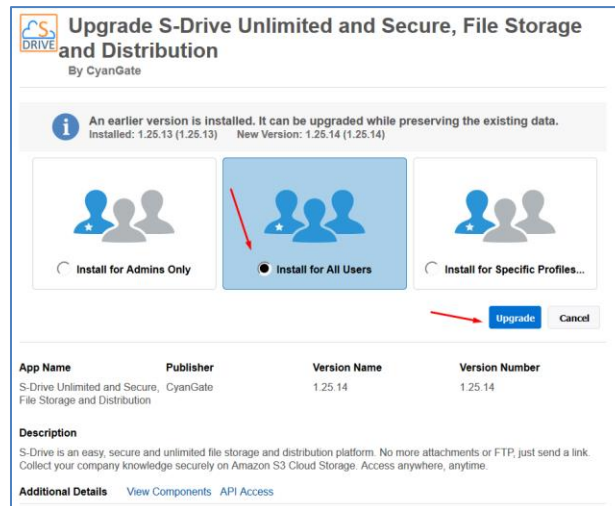
Figure 45

9. Wait while S-Drive is being upgraded and make sure you see **Upgrade Complete!** message. Click **Done** (Figure 46).
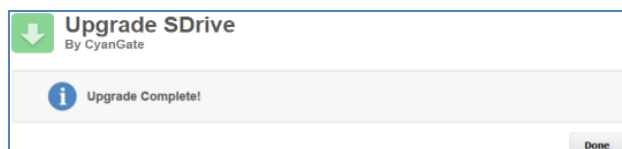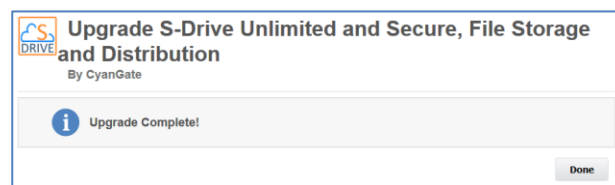
Figure 46

10. If you already have custom objects from previous S-Drive version, you should add fields as described in following steps:

    a. Login to your Salesforce account.

    b. Go to **Setup -> Create -> Objects -> <Your Custom Object File>**.

    c. Go to **Custom Fields & Relationships** section.

    d. Create following fields one by one by clicking **New** button and following on-screen instructions.

       Note: In each step you should check **Visible** checkbox for all **Field-Level Security for Profile** fields.

       i. **Is Latest Version**:

        1.   Field Type: ***Checkbox***
        2.   Field Label: ***Is Latest Version***
        3.   Default Value: ***Checked***
        4.   Field Name: ***Is_Latest_Version***

ii. **Key**:
        1.   Field Type: ***Text***
        2.   Field Label: ***Key***
        3.   Length: ***255***
        4.   Field Name: ***Key***

iii. **Version Description**:
        1.   Field Type: ***Text***
        2.   Field Label: ***Version Description***
        3.   Length: ***255***
        4.   Field Name: ***Version_Description***

iv. **Version Id**:
        1.   Field Type: ***Text***
        2.   Field Label: ***Version Id***
        3.   Length: ***255***
        4.   Field Name: ***Version_Id***

v. **Preview Key**:
        1.   Field Type: ***Text***
        2.   Field Label: ***Preview Key***
        3.   Length: ***255***
        4.   Field Name: ***Preview_Key***

vi. **Thumbnail Key**:
        1.   Field Type: ***Text***
        2.   Field Label: ***Thumbnail Key***
        3.   Length: ***255***
        4.   Field Name: ***Thumbnail_Key***

vii. **Preview Version Id**:
        1.   Field Type: ***Text***
        2.   Field Label: ***Preview Version Id***
        3.   Length: ***255***
        4.   Field Name: ***Preview_Version_Id***

viii. **Thumbnail Version Id**:
        1.   Field Type: ***Text***
        2.   Field Label: ***Thumbnail Version Id***
        3.   Length: ***255***
        4.   Field Name: ***Thumbnail_Version_Id***

11. Open **S-Drive Configuration** tab, **UpdateSDriveObjectsPage** will be opened automatically. You can also open this page from **S-Drive Configuration** Tab **> General Settings** Section **> Click Here to Update S-Drive Objects** Link.

12. Check all **Set Fields** check boxes and click **Update** button (Figure 47).

    Important Note: UpdateSDriveObjectsPage is used to populate Key value into Key fields of your old S-Drive records. This page lists all S-Drive related objects which you uploaded files before upgrading to version 2.0. Then the page populates Key values when you check "Set Fields" and click "Update" button. Key is a new property comes with version 1.26 and all file records must have a Key value.
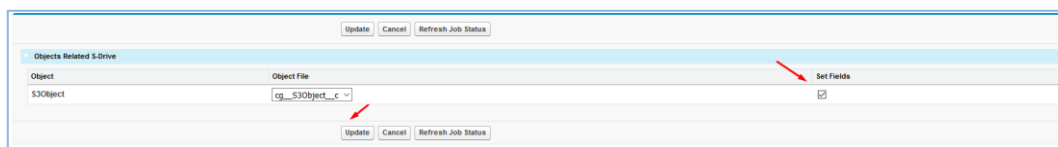
Figure 47

13. If you would like to use **S-Drive Versioning** feature, open **S-Drive Configuration** tab and click **Enable Versioning** button to activate version upload feature.

    Important Note: If you enable versioning you can't disable it later.

14. Now you can create folders, upload files and also use versioning feature with your custom objects using S-Drive 2.0.

4. 1.23.11 or Older Versions to 2.0

Important Note: Upgrading *1.23.11 or older versions* to S-Drive 2.0 requires manual migration steps. You need to contact S-Drive support (sdrive@sdriveapp.com) to migrate your data to the latest version.

If you try to upgrade 1.23.11 or older versions to 2.0, you'll get "The post install script failed" error message (Figure 48).

Figure 48

G. Minimum Policy Example

To apply policy to your restricted user:

1. Sign in to [AWS Management Console](#) and click **"IAM"** from Services menu.
2. Click **"Policies"** on the dashboard and then click **"Create Policy"** button.
3. Select **"Create Your Own Policy"** on the screen.
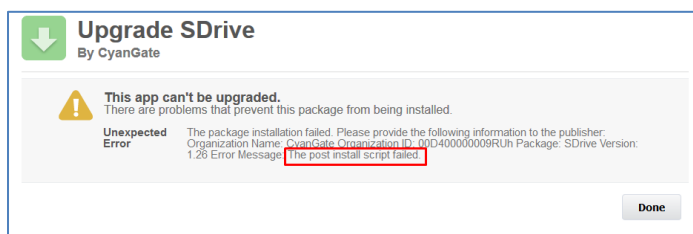4. Type name into **"Policy Name"** area. Copy contents of the below example and paste into **"Policy Document"** area on AWS Console. Update *sdrivebucket* bucket name references in policy document and click **"Create Policy"**.

```
{
    "Version": "2012-10-17",
    "Statement": [
        {
            "Effect": "Allow",
            "Action": [
                "s3:*"
            ],
            "Resource": [
                "arn:aws:s3:::sdrivebucket/*"
            ]
        },
        {
            "Effect": "Allow",
            "Action": [
                "s3:ListAllMyBuckets"
            ],
            "Resource": [
                "arn:aws:s3:::*"
            ]
        },
        {
            "Effect": "Allow",
            "Action": [
                "s3:PutBucketCORS"
            ],
            "Resource": [
                "arn:aws:s3:::sdrivebucket"
            ]
        },
        {
            "Effect": "Allow",
            "Action": [
                "s3:GetBucketLocation"
            ],
            "Resource": [
                "arn:aws:s3:::sdrivebucket"
            ]
        }
    ]
}
```

5. Click **"Users"** on the dashboard and click on your user name. Then Click **"Attach Policy"** button on the screen for the user that you use in S-Drive.
6. Find the policy which you created in #4 and click **"Attach Policy"** button.

H. S-Drive Advanced Configuration

Everything you need to start using S-Drive is in "**S-Drive Installation Guide**" and advanced topics for installation/configuration are in "**S-Drive Advanced Configuration Guide**".

Here is the list of topics that you can find in S-Drive Advanced Configuration Guide:

- Activating S-Drive
- Configuring S-Drive Attachments for All Standard/Custom Objects
- Allowing Customer Portal Users to Upload Case Files from Customer Portal
- S-Drive Configuration
- Attachment Sync
- S-Drive Reports
- Applying Sharing Rules to S-Drive Files/Folders
- Applying Permissions to S-Drive Files/Folders through Profiles

I. Troubleshooting Tips

1. **[Problem]** I'm getting ***"Failed: Unauthorized endpoint, please check Setup->Security->Remote site settings. endpoint = https://s3.amazonaws.com/?......."*** error.
   [Solution] You forgot to set or deleted Remote Site Settings. Go to Setup -> Security -> Remote Site Settings and add this site: ***https://s3.amazonaws.com***

2. **[Problem]** My mail message contains **"????"** for some language-specific characters in email clients (Outlook, Thunderbird etc.).
   [Solution] Go to **Setup -> Personal Setup -> My Personal Information -> Personal Information**. Edit **User Detail** and set **Email Encoding** to **Unicode (UTF-8)**.

3. **[Problem]** Salesforce sharing is not working.
   [Solution] Sharing is **only** supported for **S-Drive Folders**. Both, S-Drive Folders and S-Drive Attachments are sharing-aware that means they will respect the sharing rules applied on S-Drive objects.

4. **[Problem]** Percent character (%) is replaced with an underscore character (_) while downloading.
   [Solution] This is a technical limitation.

5. **[Problem]** Some special characters (e.g. ğ, ş, ı) can't be typed into text fields on Apple Macintosh.
   [Solution] This is a limitation related to Flash Player's Macintosh version. This issue will be addressed in later releases.

6. **[Problem]** Special characters in file names are URL encoded for Firefox browser.
   [Solution] This is a limitation of Firefox.

7. **[Problem]** If a sub folder is deleted parent folder's (+) sign stays there until clicked Home and refreshed.
   [Solution] You need to refresh the S-Drive tab.

8. **[Problem]** If folder has no sub folders, tree's folder icon is closed whether we click on it or not.
   [Solution] This is only a visual problem and it will not affect the operation of the application.

9. **[Problem]** S-Drive tab for Lightning Experience is not visible after installation.
   [Solution] Go to Setup->Profiles->Edit Your Profile->Tab Settings and then set S-Drive Tab to "Default On". This issue occurs if you install S-Drive 2.0 before deploying my domain. This is a known issue of Salesforce. You can visit this link for further information.

J. 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