



S-Drive Admin Tool

Guide

v1.4

Important Note

This guide contains information about Using S-Drive Admin Tool. Refer to the *S-Drive Installation Guide and S-Drive User Guide* for more information about installing/uninstalling/configuring S-Drive product.



www.cyangate.com



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A. Installing S-Drive Admin Tool

S-Drive Admin Tool can be installed from <http://www.cyangate.com/products/products/s-drive.html>.

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.

- Go to <http://get.adobe.com/air/> and click “Download now” button (Figure 1).

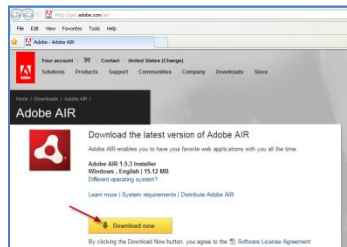


Figure 1

- When “File Download” dialog appears, save the executable file to your desktop (Figure 2).

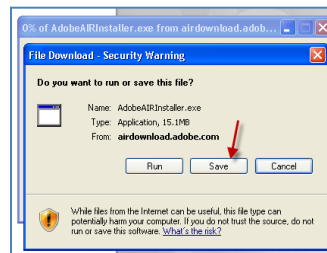


Figure 2

- 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).

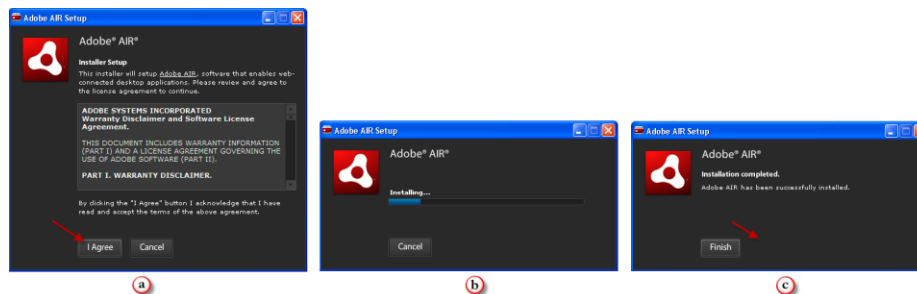


Figure 3

2. Installing S-Drive Admin Tool

After installing Adobe AIR, you can install **SDriveAdminTool.air**. Go to <http://www.cyangate.com/products/products/s-drive.html> 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.

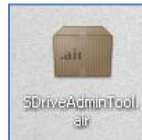


Figure 4

- 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).

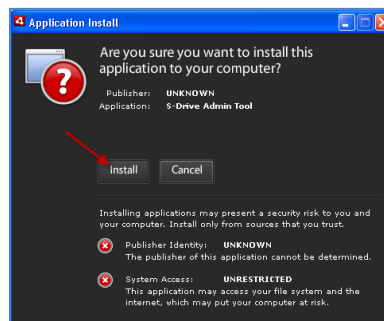


Figure 5

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

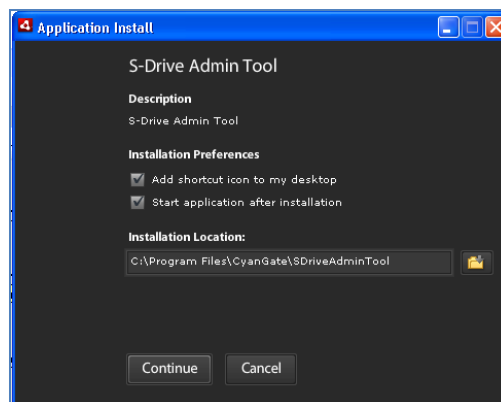


Figure 6

- 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 go to *Program Files -> CyanGate* and click **SDriveAdminTool** link to start the program.

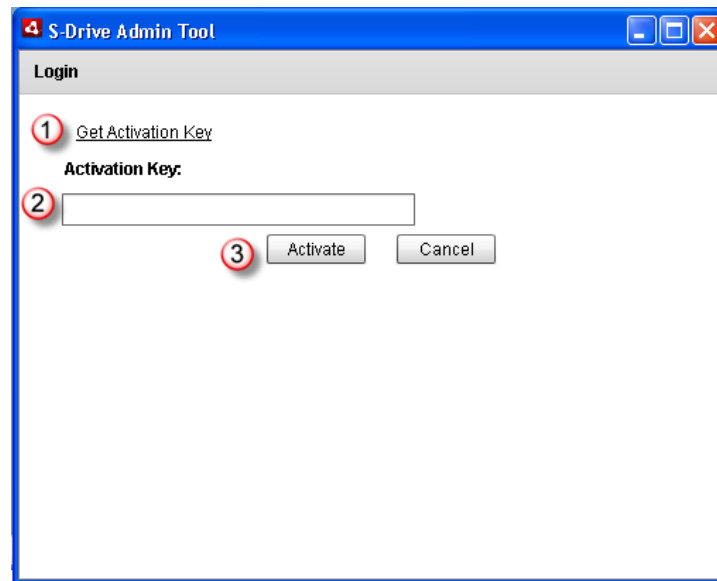


Figure 7

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. Click on "Get Activation Key" link (Figure 7-1). It will take you to <http://www.amazon.com/dp-applications/> and you'll need to enter your Amazon.com credentials that you used for your S-Drive subscription (Figure 8).

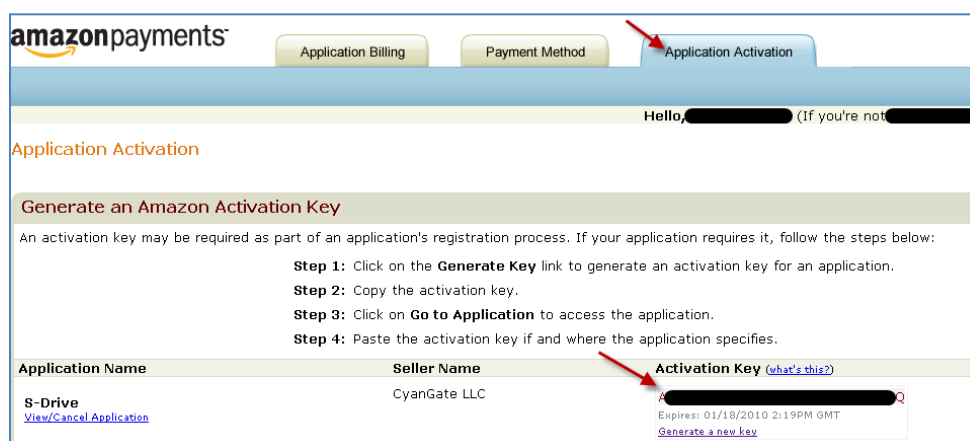


Figure 8



Once you log in, go to “Application Activation” tab, and click “Generate Key” link at the bottom of the page. Copy the generated “Activation Key” (Figure 8) and paste it into S-Drive Admin Tool’s activation section (Figure 7-2). Then click “Activate” button (Figure 7-3).

If your activation code is not correct you’ll get an error message (Figure 9).

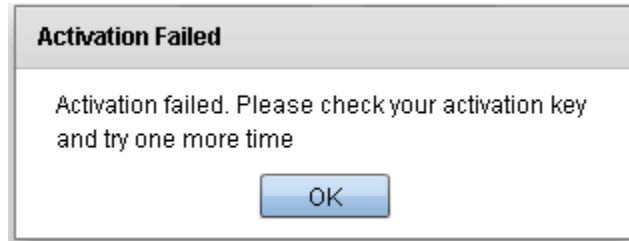


Figure 9

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 10).



Figure 10

- 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 11).

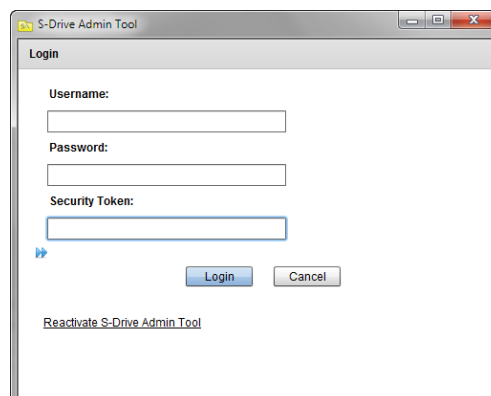


Figure 11



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 12).

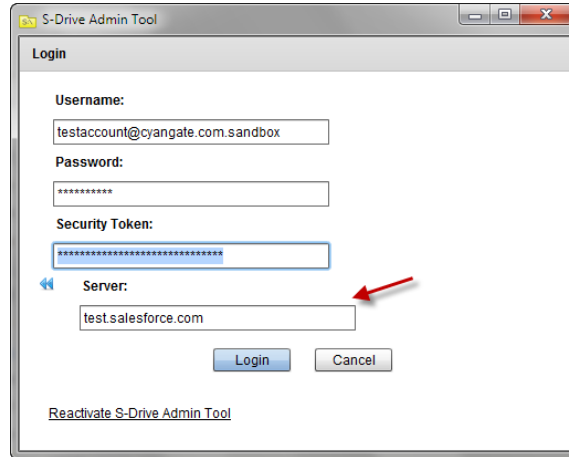


Figure 12

- 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.

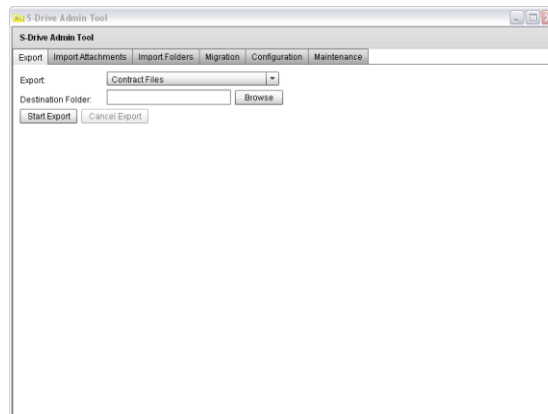


Figure 13

- d. If you successfully login to the application you'll see the screen in Figure 12.

You'll get "empty username or password to login request" error message if you do not type your username or password (Figure 14).

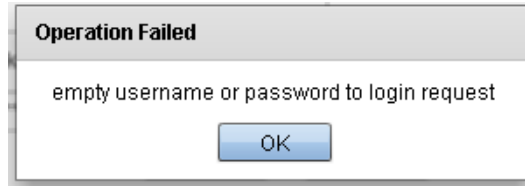


Figure 14

If you type wrong credentials you'll get "INVALID_LOGIN: Invalid username, password, security token, or user locked out." error message (Figure 15).

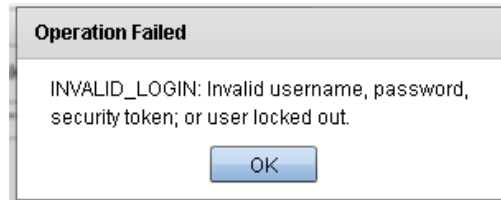


Figure 15

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 16).

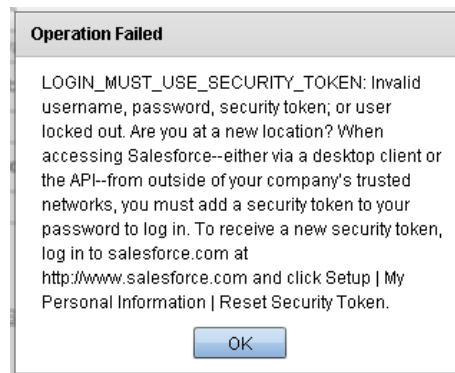


Figure 16

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

To export the files from your Salesforce.com account to your computer, you can use Export menu in S-Drive Admin Tool.

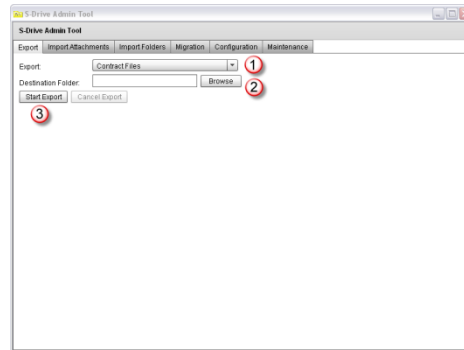


Figure 17

Once you start the S-Drive Admin Tool and click Export tab in the application, you'll see Export options (Figure 17).

First select what to export by selecting the object type from the drop-down list next to the "Export:" label (Figure 17-1).

Then select the destination folder by clicking "Browse" button next to the "Destination Folder:" label. This is the folder where your files will be exported (Figure 17-2).

Lastly click the "Start Export" button to start the export process (Figure 17-3).

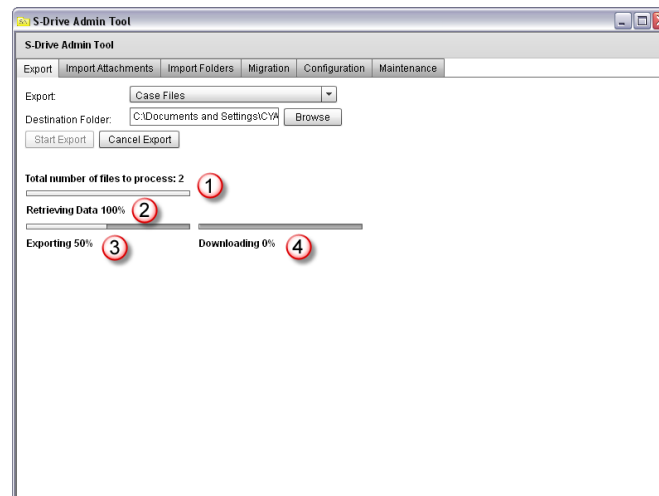


Figure 18



Once the export process started, you'll be able to see the progress (Figure 18). Figure 18-1 displays the total number of files to process. Figure 18-2 displays the progress of data retrieval from Salesforce. Figure 18-3 displays the whole progress of the export as percentage. Figure 18-4 displays the download progress percentage of the currently processed file.

When the export completes you'll see the information message in Figure 19-1

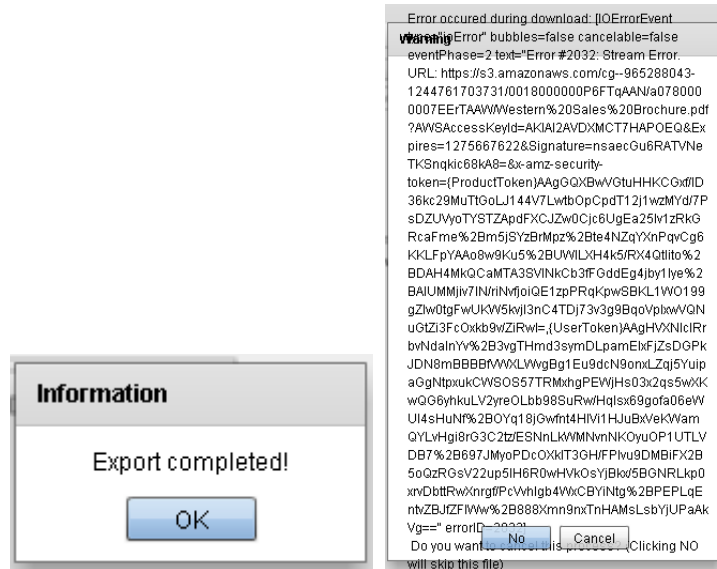


Figure 19

If an error occurs you'll see the error message in Figure 19-2.

On error, application will ask you "Do you want to cancel this process? (Clicking NO will skip this file)". If you select "Cancel", overall export process is cancelled. If you select "No", current file is skipped and export process continues with the remaining files. This export screen error prompts can be enabled/disabled from Configuration tab of the S-Drive Admin Tool.

Once the export is complete, you can go to the export destination folder and see the exported files.

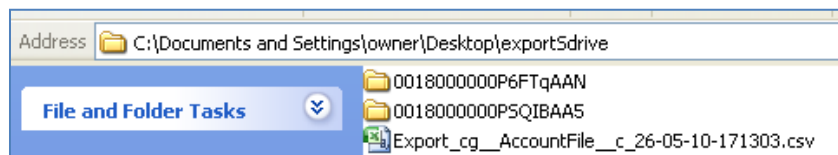


Figure 20

Inside the destination folder, a delimited data file and sub-folders are created. Delimited file is a csv file that gives you the information about the exported files. Sub-folder names are the IDs of the master Salesforce.com objects where the files have been attached (Figure 21-A). The folder names use the object IDs so that there won't be any file name conflicts. Exported files are kept inside these folders. Files are exported under folders that uses file object ids as file names with their actual file name (Figure 21-B and Figure 21-C).

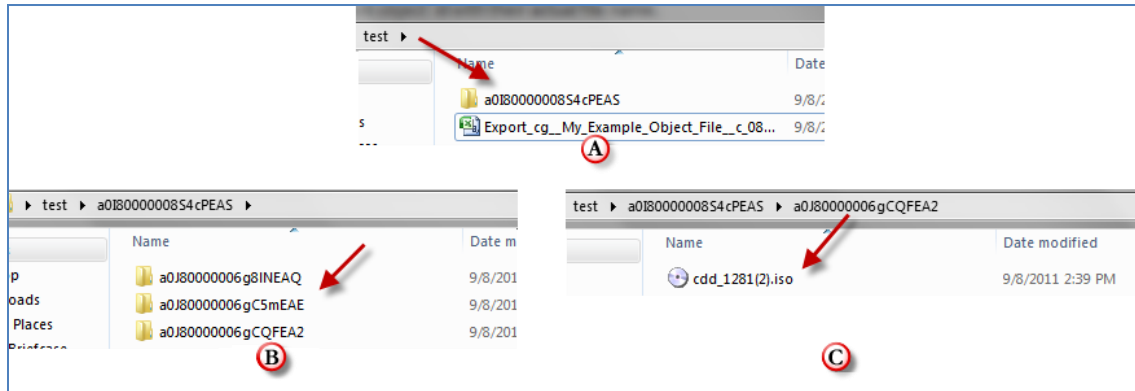


Figure 21

If there are folders for the S-Drive Attachments, they're only noted in CSV file, not created.

Export process is always handled as an incremental process, meaning that if the same folder is used for Export operations over multiple exports at different times, only files that have been updated and newly created are exported. All files that have already been exported are kept as is to prevent unnecessary download of files.

If the S-Drive folders under the S-Drive Tab are exported by selecting the S3Object as the type of Export, then the folder structure is a mirror of the S-Drive folders. All folder names and file names are kept identical to the S-Drive folders. Since S-Drive folders handle file name collusions in the system, file names and folder names will not have collusions.

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.

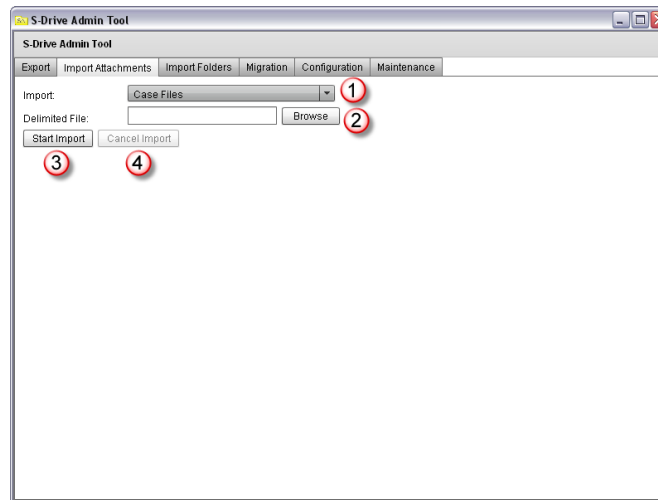


Figure 22

By clicking “Import Attachments” tab in the application, you’ll see import options (Figure 22).

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), 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), and PRIVATE (optional). In the consequent lines you need to set the paths, parent ids and descriptions of the files to be imported (Figure 23).

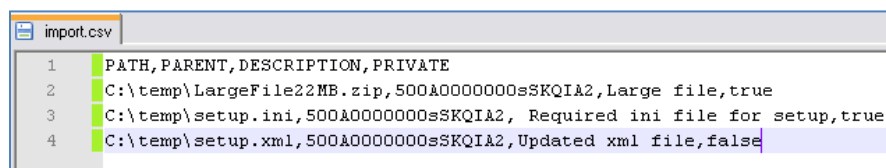


Figure 23



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 24). Copy the 15-characters long id between "=" and "&" characters.

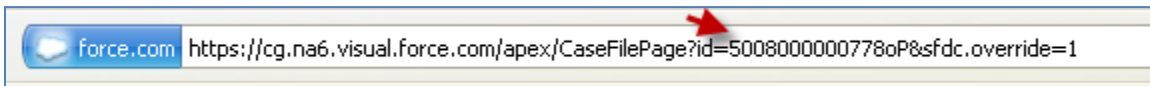


Figure 24

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
```

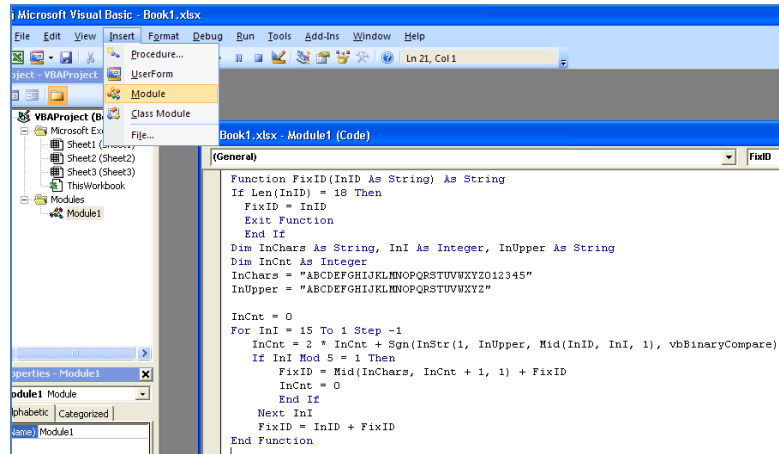


Figure 25

Save the module by clicking **Ctrl + S**. Close the VBA by clicking **Alt + Q** (Figure 25).

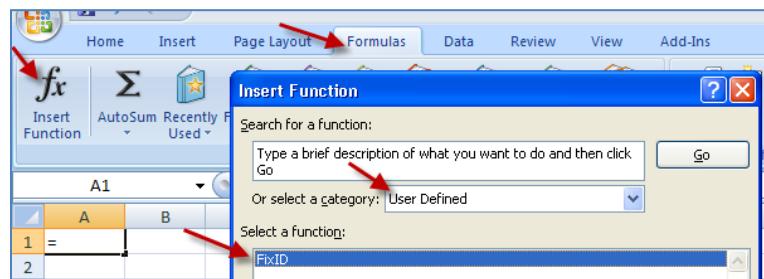


Figure 26

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.

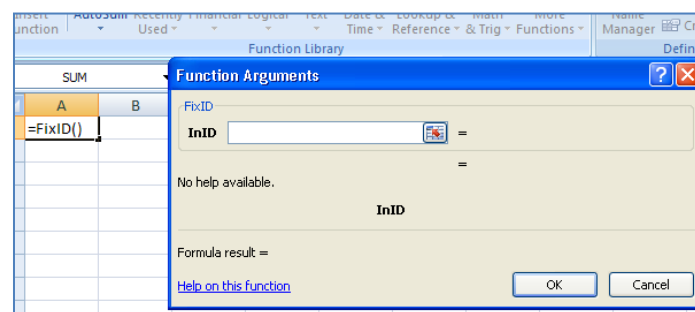


Figure 27

Now you can type in the 15-characters parent id and get the 18-characters parent id.

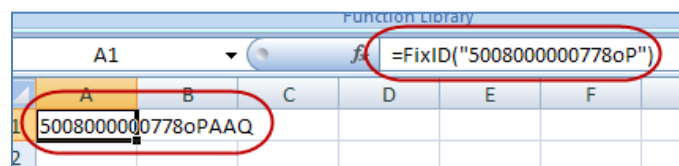


Figure 28



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.

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. If you refer back to Figure 22, you'll see Import tab. Select the object type that you'll attach your files to (Figure 22-1). Browse to the delimited file (Figure 22-2). Click **"Start Import"** button (Figure 22-3). You can cancel import process by clicking **"Cancel Import"** button while import is in progress (Figure 22-4).

When your import process starts, you'll see a screen like below:

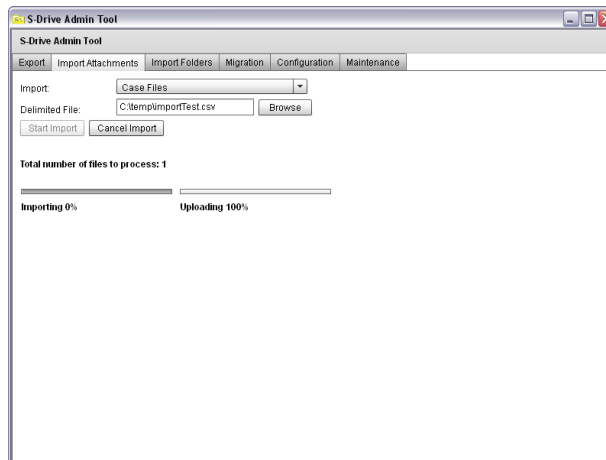


Figure 29

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

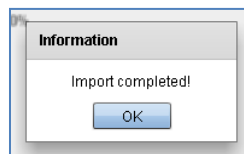


Figure 30

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.

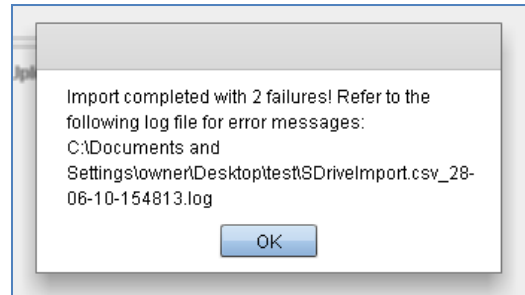


Figure 31

Success and Failure logs are stored in the 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 32).

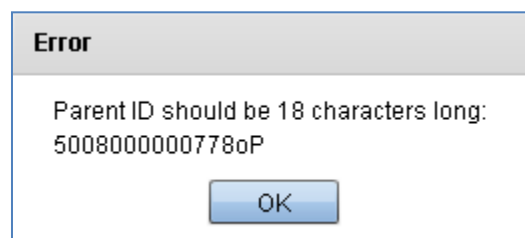


Figure 32

If you don't type (or mistype) PATH header you'll get an error message (Figure 33).

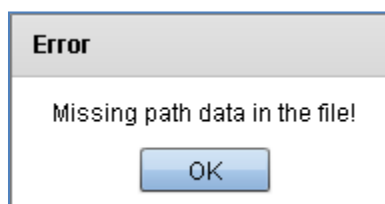


Figure 33



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 34).

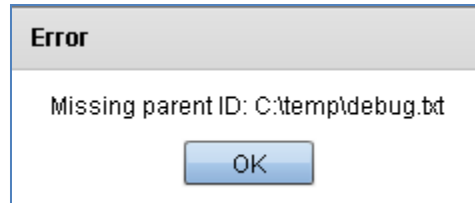


Figure 34



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.

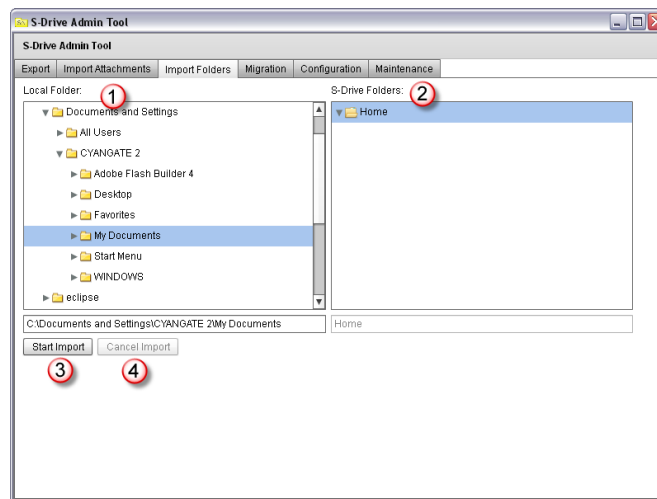


Figure 35

By clicking “Import Folders” tab in the application, you’ll see import options (Figure 35).

Select the Local Folder that you’ll import files from (Figure 35-1). Then, select the destination S-Drive folder from the right panel where your local files will be imported in (Figure 35-2). Click “Start Import” button (Figure 35-3). You can cancel import process by clicking “Cancel Import” button while import is in progress (Figure 35-4).

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 36.

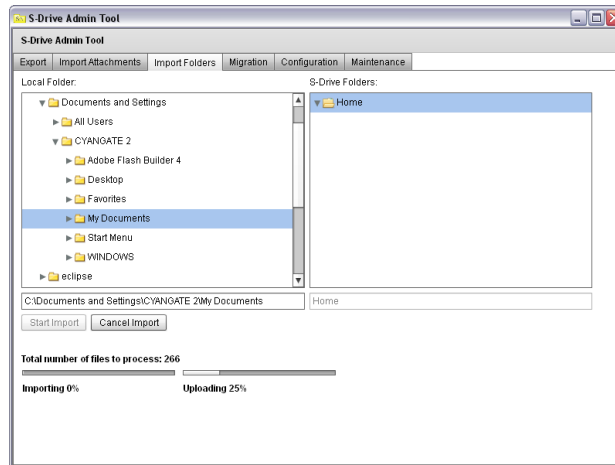


Figure 36

Once your import process successfully completes, you'll see a screen like in Figure 37 at the end of the import process.

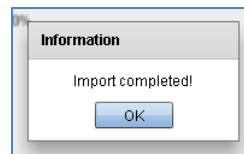


Figure 37

If there are any failures or skipped items in your import, you'll see a screen like in Figure 38. Refer to the created log files to inspect which files are failed during the import process.

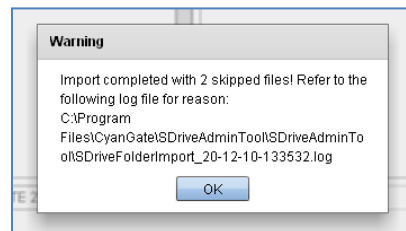


Figure 38

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

In order to easily migrate your object attachments into S-Drive Attachments you need to use S-Drive Admin Tool. Before using migration tool, you need to create migration target object. You can refer to the S-Drive Installation Guide and S-Drive User Guide for more information about setting attachment objects. These are the steps to migrate your objects:

- a. Click the drop-down list next to the “Select objects to migrate from:” label to select the source object. Source object is the object that your Salesforce attachments reside. For example you have Account attachments and you decided to migrate these attachments to S-Drive Attachments you need to select “Account” for the first drop-down.
- b. After selecting source object, it will retrieve related target objects. This is the custom object file that you created for your object’s attachments. Select the target object for your source object. For our Account example this might be Account_File__c object.

If your target object is not displayed in the drop-down list, you might not have created the master-detail relationship between the source and target object and you’ll get an error message (Figure 39).

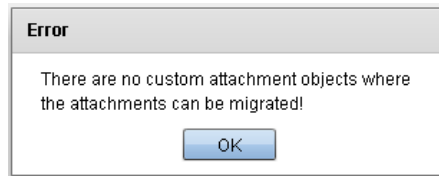


Figure 39

- c. Click “Start Migration” button to start the migration process. If you setup the parameters correctly migration will start in a few seconds (Figure 40).

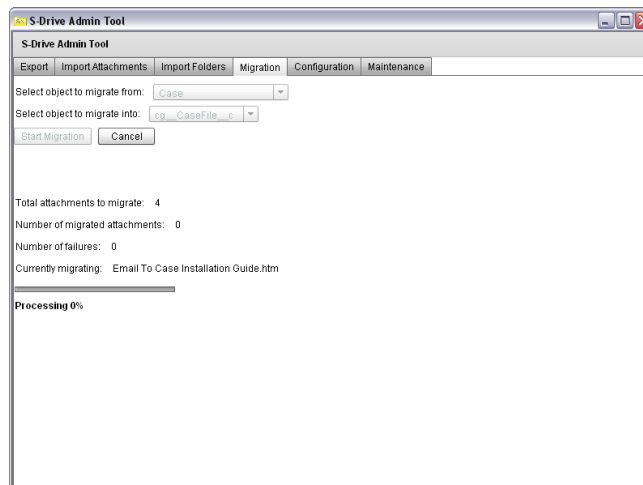


Figure 40

If you didn't select "object to migrate from" and "object to migrate into" fields, you'll get an error message (Figure 41).

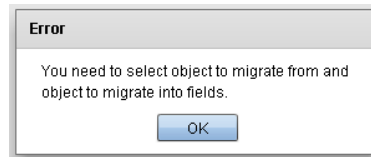


Figure 41

If your target object does not have necessary field definitions for migration, you'll get an error message when you click "Start Migration" button (Figure 42).

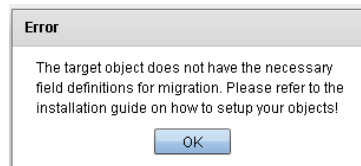


Figure 42

- d. Migration process retrieves all attachments from selected source object and migrates them as S-Drive attachments. Some information is displayed while migration continues (Figure 40):
- **Total attachments to migrate:** Number of attachments that selected source object has.
 - **Number of migrated attachments:** Number of successful migrations. This is increased every time an attachments migration is completed.
 - **Number of failures:** Number of failed migrations. This is increased every time an attachments migration fails.
 - **Currently migrating:** Name of the file currently being migrated.
 - **Progress Bar:** It is displaying the overall process of the migration as percentages.

You can cancel migration process at anytime. To cancel the migration process click "Cancel" button (Figure 40).

Once migration is completed an information popup saying "Migration completed!" will be displayed (Figure 43).

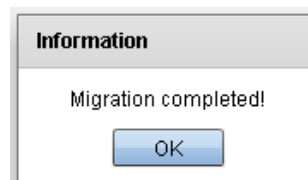


Figure 43

- e. After clicking OK, you can create a log file on the desktop by clicking "Create a Log File on Desktop" button (Figure 44). This log file is a csv file that contains information about the

completed or failed migration task. See “C. Log Files” section for more information about these log files.

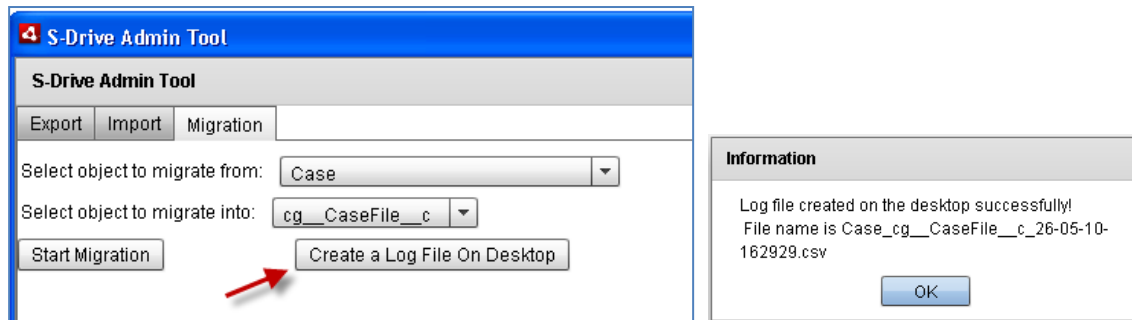


Figure 44

- f. If above steps are completed successfully migration is completed. Migration process time can increase based on the number of files to be migrated.

If you want to cancel the migration process, you can click Cancel button while migration is in progress. Migration will be canceled after currently migration file’s migration completes. You’ll get an information message saying “Migration canceled by the user!” (Figure 45). And the user log will not contain canceled attachment’s information. It will have completed and failed attachments’ information.

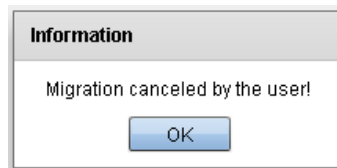


Figure 45

If you close the S-Drive Admin Tool, while migration is in progress, you’ll be prompted “Do you really want to cancel and exit?” and if you select “Yes” program will prevent you from closing the window until current file’s migration is completed. Then window will be closed (Figure 46).

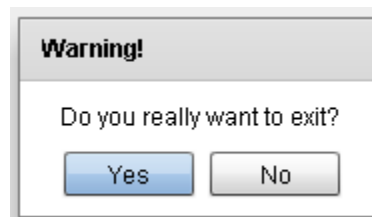


Figure 46

5. Configuration

You can configure S-Drive Admin Tool options using Configuration tab (Figure 47).

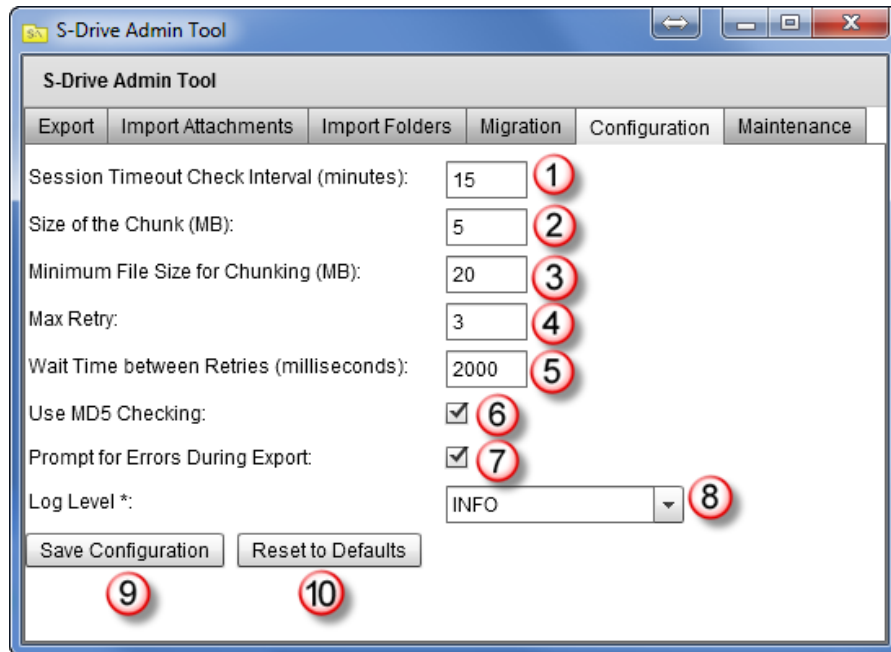


Figure 47

- **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 47-1). 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 47-2). 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 47-3). 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 47-4). 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 47-5). 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 47-6). 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 47-7). 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.
- **Log Level:** This option is used to set the log level for importing the attachments/folders (Figure 47-8). 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 47-9), and you can reset to default settings by clicking “**Reset to Defaults**” button (Figure 47-10).

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 48).

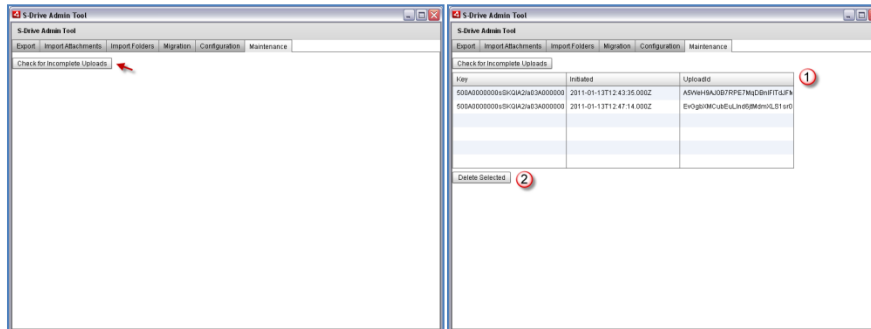


Figure 48

If there are incomplete uploads they will be listed with their “Key”, “Initiated Date”, “Upload Id” information (Figure 48-1). Select the ones that you want to delete and click “Delete Selected” button (Figure 48-2).

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 49). Files with timestamp are user log files and files without timestamp are system log files.

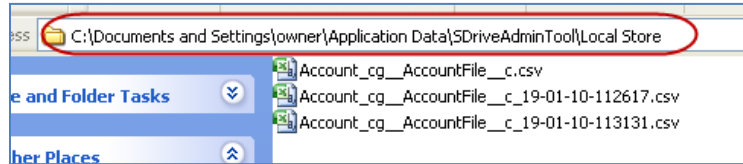


Figure 49

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 50.

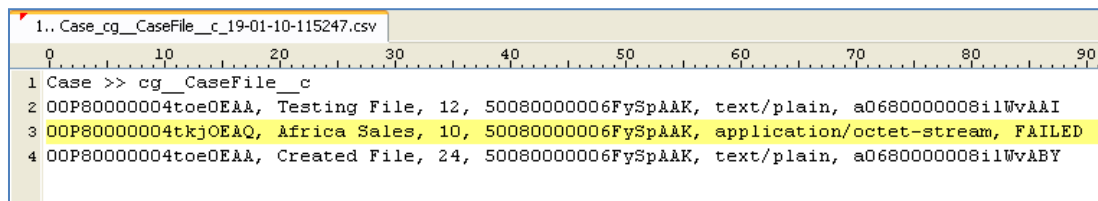


Figure 50

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}

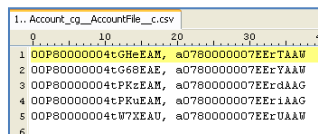
MIGRATION_SOURCE: Migration Source Object

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 51.



	0	10	20	30	40
1	00P80000004tGHeEAM,	a0780000007EErTAAM			
2	00P80000004tG68EAE,	a0780000007EErYAAW			
3	00P80000004tPKzEAM,	a0780000007EErdAAG			
4	00P80000004tPKuEAM,	a0780000007EEriAAG			
5	00P80000004tW7XEAU,	a0780000007EErUAAW			

Figure 51

3. Export User Log File

Export user log files are created to inform the user about the states of exported/failed attachments.

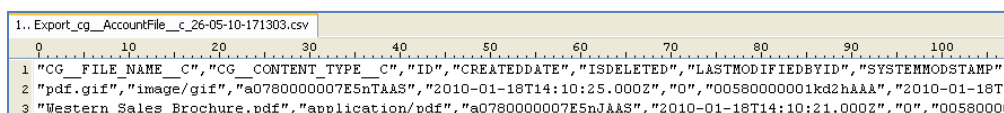
Export user log file names are in **Export_<EXPORT_SOURCE>_TIMESTAMP.csv** format. Export user log files can be interpreted using the following template:

{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 52.



	0	10	20	30	40	50	60	70	80	90	100
1	"CG_FILE_NAME_C",	"CG_CONTENT_TYPE_C",	"ID",	"CREATEDDATE",	"ISDELETED",	"LASTMODIFIEDBYID",	"SYSTEMMODSTAMP",				
2	"pdf.gif",	"image/gif",	"a0780000007E5nTAAAS",	"2010-01-18T14:10:25.000Z",	"0",	"00580000001kd2hAAA",	"2010-01-18T14:10:25.000Z",				
3	"Western Sales Brochure.pdf",	"application/pdf",	"a0780000007E5nJAAAS",	"2010-01-18T14:10:21.000Z",	"0",	"00580000001kd2hAAA",	"2010-01-18T14:10:21.000Z",				

Figure 52



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 53.

```

1. SDriveImport.csv_28-06-10-134621.log
0          10          20          30          40          50          60          70          80          90          100         110         120
1 28-06-10-134621 : Starting to process import file: C:\Documents and Settings\owner\Desktop\test\SDriveImport.csv
2 28-06-10-134621 : Number of files to upload: 3
3 28-06-10-134621 : Creating WIP file for: C:\Documents and Settings\owner\Desktop\test\durum.txt
4 28-06-10-134622 : WIP file created with ID: a078000000BJDSFAA5
5 28-06-10-134622 : Uploading file to Amazon S3: a068000000Dm62H/a078000000BJDSFAA5/durum.txt
6 28-06-10-134623 : Upload to S3 completed for file C:\Documents and Settings\owner\Desktop\test\durum.txt
7 28-06-10-134624 : WIP flag removed from object a078000000BJDSFAA5
8 28-06-10-134624 : Creating WIP file for: C:\Documents and Settings\owner\Desktop\test\????.txt
9 28-06-10-134624 : Import of current file failed! C:\Documents and Settings\owner\Desktop\test\????.txt
10 28-06-10-134624 : Reason : File does not exist!
11 28-06-10-134624 : Creating WIP file for: C:\Documents and Settings\owner\Desktop\test\bôçômpr prfi rlvcî .fþdsî ili.txt
12 28-06-10-134624 : Import of current file failed! C:\Documents and Settings\owner\Desktop\test\bôçômpr prfi rlvcî .fþdsî ili.txt
13 28-06-10-134624 : Reason : File does not exist!
14 28-06-10-134624 : Upload completed!

```

Figure 53

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 54.

```
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 54

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 55.

```
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\pöçömör prfi rlvci .fpdsi ili.txt : File does not exist!
```

Figure 55



D. S-Drive Support

You can contact with S-Drive Support Team for any issues and questions regarding the use and administration of S-Drive that you cannot solve using "S-Drive Installation Guide", "S-Drive User Guide" and "S-Drive Customer Portal Guide". These guides can be downloaded from the AppExchange listing page for S-Drive (<http://sdrive.cyangate.com>).

You can send your questions using the following methods:

1. Open a Ticket at Support Site: <http://sdrive.cyangate.com/support/>
2. Email: sdrive@cyangate.com