

S-Drive Email Agent v1.7

Important Note

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





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A. S-Drive Email Agent

S-Drive Email Agent is a toolkit that pulls emails from your mail server and uses the S-Drive and the Force.com API to create new cases or append to an existing case along with the attachments. It uses Email-To-Case functionality plus the S-Drive Attachments functionality for storing case attachments. It currently supports IMAP servers.

S-Drive Email Agent differs from Email-To-Case about uploading files to S-Drive as custom object attachments. So when your customers send email to your configured support email address, related email attachments are fetched from the email, uploaded to S-Drive Attachments and attached to the custom object.

1. Installation

- a. Get the ZIP file by contacting S-Drive Support (sdrive@cyangate.com).
- b. Make sure you have JDK 1.5.0_06 or above installed. To download and install go to http://www.oracle.com/technetwork/java/javase/downloads/index.html.
- c. Make sure you have a test email account, and test Salesforce Service and Support organization to test with. Either Sandbox Orgs or Developer Edition accounts are free, and a great place to test.
- d. Enable EmailToCase in your Salesforce Service and Support account. Go to Setup → App Setup
 → Customize → Cases → Email-to-Case (Figure 1-A). Click "Edit" button. Check "Enable Email-to-Case" and other checkboxes based on your needs to enable Email-to-Case functionality (Figure 1-B).

	Email-to-Case Settings		
	Email-to-Case settings for your organization		
E Cases Fields Valdation Rules	Aler you enable Charle-Case, you cannot disable it. However, you can turn all the on-demand service at any time. Instant from all to Case: Instant from finants Zeas Outers on them finants Zeas Outers on them I III		
Contact Roles	When sending email from a case, insert Thread ID in the following sections:		
Page Layouts Search Layouts Assignment Rules	Email Subject 🕑 Email Sody 🕑		
Buttons and Links	On-Demand Service		
Support Pracesses Record Types Support Settings	On-Demand Email-to-Case enables your organization to automatically create cases from email without having you download an submission emails to the Email Services Address provided to you by salesforce.com.		
Email-to-Case	Enable On-Demand Service		
	Failure Response Settings:		
	Over Email Rate Limit Action Bounce message 😪		
	Unauthorized Sender Action Discard message 🗠		
	B Save Cancel		
Figure 1			

e. You need to create a routing address in the same page. Click "New" button inside the "Routing Addresses" section.

Routing Addresses New		
No email addresses defined		





Email-to-Case Routing I	nformation
Email Address Edit	
Routing Information	
Routing Name	support
Email Address	
Email Settings	
Save Email Headers Accept Email From	V i
Task Settings	
Create Task from Email Task Status	V i In Progress V i
Case Settings	
Case Priority Case Origin	Medium 💌 Email 💌
	Save Save & New Cancel

Figure 3

Type fields as shown in Figure 3. You need to specify your configured support email for "Email Address" section. Click "Save" button. It will require you to verify email address. Check support email address and click the link in the message to verify the address. Now you should see "Verified" for the configured email address (Figure 4). This routing address is important for replied emails. Customer replying to an email will attach email and attachments to the current case.

Routing	Addresses	New]
Action	Verification	Routing Name	
Edit De	Verified	support	
		Figure 4	

- f. Do not forget to override the case page's view (or use inline attachments for Case Page Layout) to include Case Files section for S-Drive Attachments. You can refer to the S-Drive Installation Guide → Creating Custom Object Files Page and subsections for more information.
- g. If you want to display email traffic for cases, you must add "Emails" related list to the Case Page Layout. Go to Setup \rightarrow App Setup \rightarrow Customize \rightarrow Cases \rightarrow Page Layout. Select "Related Lists" from the top menu. Drag and drop the "Emails" related list somewhere in the page layout. Click "Save" button to save the changes (Figure 5).

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h. Extract the ZIP file to the local directory of your choice. We will refer to your local directory as **\$Local** from now on. The following directory structure will be created:

\$Local\SDriveEmailAgent\	Contains config and main jar
\$Local\SDriveEmailAgent\doc	Documentation
\$Local\SDriveEmailAgent\lib	Supporting jar files
\$Local\SDriveEmailAgent\bin	Files required for Windows Service installation

This step is required to install the SDriveEmailAgent as a Windows Service. Run
 "\$Local\SDriveEmailAgent\bin\Install-SDriveEmailAgent-Service.bat" file to install the service.
 A command prompt window will be displayed. Press ENTER to close this window (Figure 6).

C:\WINDOWS\system32\cmd.exe	
SDriveEmailAgent service installation	completed!
Press ENTER to close this window.	

Figure 6

Important Note: If you changed the default installation path (C:\SDriveEmailAgent), you need to update the batch files contents (.bat) under the *\$Local\SDriveEmailAgent\bin* folder using a text editor. Otherwise service installation will fail.

To run the "SDriveEmailAgent Service" automatically every time Windows starts open the "Services" console and find the "SDriveEmailAgent" service from the list and right click the name. Click "Properties" from the right-click menu. In the "SDriveEmailAgent Properties" window select "Automatic" as the "Startup type" and click "Apply" button. Click "Start" button to start the service (Figure 7-A and Figure 7-B).









Important Note: You can delete the "SDriveEmailAgent Service" by running "\$Local\SDriveEmailAgent\bin\Delete-SDriveEmailAgent-Service.bat" file. A command prompt window will be displayed. Press ENTER to close this window (Figure 8). Make sure that the "Services" window is closed before running the delete batch file.

C:\WINDOWS\system32\cmd.exe	
SDriveEmailAgent service deleted successfully! Press ENTER to close this window.	
Figure 8	

 j. [OPTIONAL] You can install SDriveEmailAgent Status Application by running "\$Local\SDriveEmailAgent\bin\DisplayStatus-SDriveEmailAgent-Service.bat" file. A command prompt window will be displayed. Press ENTER to close this window (Figure 9).



You can also start, stop, and configure the service using this status application (Figure 10).



k. Log files are created under the *\$Local\SDriveEmailAgent\logs* directory after the installation.
 You can inspect problems and display the progress using these log files (Figure 11).

C, ODMOEINGINGONOROG.	sdriveemailagent,2011-01-20.log
and Folder Tasks 🛛 📚	sdriveemailagent-stderr.2011-01-20.log
Make a new folder	sdriveemailagent-stdout.2011-01-20.log

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2. Upgrade

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- a. Backup your old configuration files (SDriveEmailAgent.txt and SDriveEmailAgentConfig.txt).
- b. Backup your old attachments folder (*\$Local\SDriveEmailAgent\attachments*).
- c. Delete old installation folder (*\$Local\SDriveEmailAgent*) after backing up files.
- d. Install new version of the S-Drive Email Agent using the instructions in the "1. Installation" section.
- e. Replace backed up configuration files and attachments folder in the new installation folder.



3. Configuration

In the *\$Local\SDriveEmailAgent* directory you will need to edit **SDriveEmailAgent.txt** to configure connections to your mail servers. Also in the *\$Local\SDriveEmailAgent* directory you will need to configure the **SDriveEmailAgentConfig.txt** file to connect to salesforce.com. *SDriveEmailAgent.txt* and *SDriveEmailAgentConfig.txt* are both simple XML configuration files.

You can refer to <u>http://phollaio.tumblr.com/post/22058001870/using-email2case-with-googles-gmail</u> webpage to configure SDriveEmailAgent to work with Gmail.

a. SDriveEmailAgent.txt Configuration

URL	Name of the mail server to connect with.
PORT	The port to connect to on the Mail Server - optional Default port 143 will be used if not provided.
PROTOCOL	IMAP, but if you want to connect to SSL encrypted IMAP Servers (like e.g. GMAIL) use IMAPS and the PORT 993, may support others in the future.
USERNAME	Name of the user that will login to the mail server. Typically, the name of the email account, like platinumsupport *Note: Exchange may require the following format - userid@domain (as opposed to server\name or just name.)
PASSWORD	Password to authenticate the user against the mail server
INTERVAL	How often (in minutes) should the agent poll the mail server for new messages. This must be an integer greater than or equal to 1.
INBOX	Name of the folder to look for new messages in
READBOX	Name of the folder to move messages to after they have been processed.
ERRORBOX	Name of the folder to move messages to in the event of an error. If the agent
	cannot successfully execute a transaction with the sfdc server, messages will be
	moved to this folder so that manual action can be taken if necessary
	(requeueing etc).

Note: If you want to nest folder names, be sure to either use the delimiter that is supported by your mail server for separating folders(often '/' or '.' or you can always use '.' and the agent will convert to the correct delimiter supported by your mail server at runtime.

Example #1:

```
<configFile>
    <server1>
        <url>exchange.company.com</url>
        <protocol>imap</protocol>
        <userName>mailman</userName>
        <password>passwrd</password>
        <interval>10</interval>
        <inbox>testInbox</inbox>
        <readbox>testInbox.testNestedProcessing</readbox>
        </server1>
</configFile>
```





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Note that the email agent can poll multiple email inboxes. Here is an example of how to configure it to poll two email inboxes.

Example #2:

```
<configFile>
   <server1>
       <url>exchange.company.com</url>
        <protocol>imap</protocol>
        <userName>mailman 1</userName>
        <password>passwrd</password>
       <interval>10</interval>
        <inbox>testInbox 1</inbox>
        <readbox>testInbox.testNestedProcessing</readbox>
        <errorbox>testInbox.testNestedError</prorbox>
   </server1>
   <server2>
       <url>exchange.company.com</url>
        <protocol>imap</protocol>
        <userName>mailman 2</userName>
        <password>passwrd</password>
       <interval>10</interval>
       <inbox>testInbox 2</inbox>
       <readbox>testInbox.testNestedProcessing</readbox>
        <errorbox>testInbox.testNestedError</prorbox>
   </server2>
</configFile>
```

b. SDriveEmailAgentConfig.txt Configuration

Force.com Connectivity

URL	URL of the Force.com web services endpoint. Most customers do not need to change this.
USERNAME	Username of the Salesforce user who will create cases
PASSWORD	Password of the Salesforce user (may require security token appended)
LOGINREFRESH	How often should the code re-login to refresh the Salesforce session, in minutes.
TIMEOUT	The timeout to specify for the SOAP binding, in seconds. Default is 600.
com.sforce.mail.EmailService	Pointer to the SDriveEmailAgent.txt configuration file.
Notification Processina	
NOTIFYEMAIL	Email address of person to send notification to in event of a problem. To send to multiple recipients, separate addresses by commas.
NOTIFYEMAIL	Email address of person to send notification to in event of a problem. To send to multiple recipients, separate addresses by commas. Sender address of above.
NOTIFYEMAIL FROM HOST	Email address of person to send notification to in event of a problem. To send to multiple recipients, separate addresses by commas. Sender address of above. SMTP Host for Email, or is using Notification extensions this can be any other type of host you need.
NOTIFYEMAIL FROM HOST PORT	Email address of person to send notification to in event of a problem. To send to multiple recipients, separate addresses by commas. Sender address of above. SMTP Host for Email, or is using Notification extensions this can be any other type of host you need. SMTP Port for above host - optional. Default port 25 will be used if not provided.



PASSWORD SERVICE For authentication, if needed.

The class to use for invoking notifications. The provided class, com.sforce.mail.SMTPNotification, is for sending Email notifications via SMTP. Another class is also provided for use with SMTP servers that require authentication (e.g. Yahoo, Hosted Mail Providers). This Class, com.sforce.mail.SMTPNotificationAuth does require the user and password parameters to be provided. The architecture is designed such that another class could be used in its place for other protocols as desired SMNP, JMX etc... To do this, subclass com.sforce.mail.Notification.

Large Attachment Processing

S-Drive has no size limitation for the attached files. All email attachments will be uploaded to S-Drive.

Important Note: In the latest version *largeAttachmentSize* configuration is removed and not supported anymore. All attachments will be uploaded to S-Drive.

largeAttachmentDirectory	This is the high level directory where you want to store the attachments. Subdirectories will be created each day an attachment is processed.
largeAttachmentURLPrefix	This is an obsolete parameter for S-Drive Email Agent. You can keep it as is in example config file.
deleteLocalFilesAfterSuccess	Set this true , if you want local files on the server to be deleted after successful upload to the S-Drive. If you set this to false , local files will be kept in their directories.

File Object Configuration

This configuration section is used to configure S-Drive Attachments' Case File objects.

fileObjectName	File object name of the attachment to be attached (default "CaseFile c ").
fileObjectNamespace	File object namespace of the attachment to be attached (default "cg").
relationshipName	Relationship name between the file object and the parent object (default "Casec").

General Config

This configuration section is used to configure some default configuration settings.

embed_links	Used to decide if S-Drive Attachment links will be embedded
	into e-mail messages or not. Default is "true".





Case Defaults

This configuration section is used to configure default case settings when an email with attachments is used to create a case. These settings do not apply to cases created by emails with no attachments.

status	Status field of the newly created field (default "Not Allocated").
origin	Origin field of the newly created field (default "Email").

Example #1 with authenticated SMTP:

```
<configFile>
    <sfdcLogin>
        <url>https://www.salesforce.com/services/Soap/u/20.0</url>
        <userName>TestUser@Company.com</userName>
        <password>MyPassword</password>
        <loginRefresh>30</loginRefresh>
        <timeout>600</timeout>
    </sfdcLogin>
    <notify>
        <notifyEmail>admin@your company.com, E2CSupport@your company.com</notifyEmail>
        <from>sample user@your company.com</from>
        <host>smtp.mail.your_company.com</host>
       <port>25</port>
        <user>sample user</user>
        <password>123456</password>
        <service>com.sforce.mail.SMTPNotificationAuth</service>
    </notify>
    <attachments>
        <largeAttachmentDirectory>\\nfs-001\west\cases\</largeAttachmentDirectory>
        <largeAttachmentURLPrefix>file:\\nfs-001\west\cases\</largeAttachmentURLPrefix>
       <deleteLocalFileAfterSuccess>true</deleteLocalFileAfterSuccess>
    </attachments>
    <objects>
       <fileObjectName>CaseFile_c</fileObjectName>
       <fileObjectNamespace>cg___</fileObjectNamespace>
       <relationshipName>Case ______c</relationshipName>
    </objects>
    <general config>
       <embed links>true</embed links>
    </general_config>
    <case defaults>
       <status>Not Allocated</status>
       <origin>Email</origin>
    </case defaults>
    <services>
       <com.sforce.mail.EmailService>C:\\SDriveEmailAgent\\SDriveEmailAgent.txt
       </com.sforce.mail.EmailService>
    </services>
</configFile>
```

Example #2 without authenticated SMTP:

```
<configFile>
<sfdcLogin>
<url>https://www.salesforce.com/services/Soap/u/20.0</url>
<userName>TestUser@Company.com</userName>
<password>MyPassword</password>
<loginRefresh>30</loginRefresh>
<timeout>600</timeout>
</sfdcLogin>
```





<notify> <notifyEmail>admin@your company.com, E2CSupport@your company.com</notifyEmail> <from>sample user@your company.com</from> <host>smtp.mail.your_company.com</host> <port>25</port> <user>sample user</user> <password>123456</password> <service>com.sforce.mail.SMTPNotification</service> </notify> <attachments> <largeAttachmentDirectory>\\nfs-001\west\cases\</largeAttachmentDirectory> <largeAttachmentURLPrefix>file:\\nfs-001\west\cases\</largeAttachmentURLPrefix> <deleteLocalFileAfterSuccess>true</deleteLocalFileAfterSuccess> </attachments> <objects> <fileObjectName>CaseFile__c</fileObjectName> <fileObjectNamespace>cg__</fileObjectNamespace><relationshipName>Case__c</relationshipName> </objects> <case defaults> <status>Not Allocated</status> <origin>Email</origin> </case_defaults> <services> <com.sforce.mail.EmailService>C:\\SDriveEmailAgent\\SDriveEmailAgent.txt

c. S-Drive Configuration

</services> </configFile>

</com.sforce.mail.EmailService>

You need to update two S-Drive Configurations to use SDriveEmailAgent: *EmbedThreadIdInCaseEmail* and *CaseEmailReplyToAddress*. In order to make the proper configurations make sure to add the S-Drive Configuration to the list of Administrator's tabs.

Embed Thread Id In Case Emails

This configuration option is used to put the thread id into your email body for case emails for the emails that you send using '*Email Selected*' button in Case Files. So, if customer replies your email with some attachments these attachments will be attached to the appropriate case.

Case Email Reply-To Address

This configuration option is used to set the reply to address for case emails. You need to set this configuration same as the support email you set for Email2Case (routing address). If you do not specify this option, reply emails will be sent to the email address of the user who sent the email to the customer and SDriveEmailAgent won't be able to process the emails that are not sent to the routing address.





4. Usage

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Important Note 1: If you installed "SDriveEmailAgent" as a windows service you can skip this section. You won't be able to display progress using the command line screens shown in this section. Instead you need to inspect the log files under the *\$Local\SDriveEmailAgent\logs* directory.

Important Note 2: If you do not plan to use "SDriveEmailAgent" as a windows service, you need to delete \$Local\SDriveEmailAgent\log4j.properties and rename \$Local\SDriveEmailAgent\log4j.properties-STANDALONE file to \$Local\SDriveEmailAgent\log4j.properties to enable SalesforceAgent.log file.

Important Note 3: If you are in one of Salesforce.com's **na0 (ssl)** prefixed organization, nonlatin1 characters in your email attachment file names will be converted to underscores (_).

To run the S-Drive Email Agent, on Windows you can use the supplied bat file **SDriveEmailAgent.bat** and the agent will start polling your mail server.

While the agent is running, it will log messages to the console and to a text file in the \$Local\SDriveEmailAgent\ directory called **SalesforceAgent.log** (Figure 13). Settings for logging can be set in **log4j.properties** file in the same directory. For instance, you can turn off logging to the console entirely by commenting out the CONSOLE section in this file. It is also possible to change the file name for the log file in the LOGFILE section. For more information on how to customize logging, consult the log4j documentation at

http://logging.apache.org/log4j/docs/documentation.html

C:\WINDOWS\system32\cmd.exe	
C:\Documents and Settings\CYANGATE r SDriveEmailAgentConfig.txt log4j.	2\Desktop\SDriveEmailAgent>java -jar -Xmx256M SDriveEmailAgent.ja properties
S-Drive Email Agent v1.00	
2010-12-14 13:27:47,980 [main] INFO 2010-12-14 13:27:47,980 [main] INFO	Starting S-Drive Email Agent v1.00
2010-12-14 13:27:47,980 [main] INFO 2010-12-14 13:27:47,980 [main] INFO	JAVA SYSTEM PROPERTIES
2010-12-14 13:27:47,980 [main] INFO 2010-12-14 13:27:47,986 [main] INFO 2010-12-14 13:27:47,986 [main] INFO	java.runtime.name= Java(TM) SE Runtime Environment sun.boot.library.path= C:\Program Files/Java\jre6\bin Java.wn.vendor= Sun Microsystems Inc. Java.vendor= Un= http://java.sun.com/ path.separator= ; Java.vendome= Java HotSpot(TM) Client VM file.encoding.pkg= sun.lo sun.java.launcher= SUN_STANDARD
2010-12-14 13:27:47,996 [main] INFO 2010-12-14 13:27:47,996 [main] INFO 2010-12-14 13:27:47,996 [main] INFO	user.country=03 sun.os.patch_level= Service Pack 3 java.vm.specification.name= Java Virtual Machine Specification user.dire C:Npocuments and Settings\CYANGATE 2\Desktop\SDriveEmt

Figure 12

After displaying **"processing X messages"** message (Figure 13), your service is up and running. Leave the window open and the application running to process your messages and upload attachments to S-Drive.





2010-12-14 13:27:48.699 [main] INFO server1:password:******** 2010-12-14 13:27:48.699 [main] INFO server1:ur1:imap.gmail.com 2010-12-14 13:27:48.699 [main] INFO ====================================
2010-12-14 13:27:48,699 [main] INFO server1:url:imap.gmail.com 2010-12-14 13:27:48,699 [main] INFO Attempting to start service com.sforce.mail.EmailService with onfiguration file c:\\JavaFojects\\SDFiveEmailAgent\\SDFiveEmailAgent.txt 2010-12-14 13:27:50,699 [main] INFO LoginURL: Intrbs://www.salesforce.com/services/Soap/u/20.0 2010-12-14 13:27:50,699 [main] INFO Agent will connect to: https://na7-api.salesforce.com/service Sap/u/20.0/0004000000000000011 INFO Scheduling poll process against imap.gmail.com 2010-12-14 13:27:53,49 [main] INFO port: 995 2010-12-14 13:27:53,49 [main] INFO port: 955 2010-12-14 13:27:53,49 [main] INFO port: 955 2010-12-14 13:27:53,53 [main] INFO port: 955 2010-12-14 13:27:53,53 [main] INFO port: 955 2010-12-14 13:27:53,53 [main] INFO port: 955 2010-12-14 15:77:53,54 [main] INFO port: 955 2010-12-14 [main] INFO po
010-12-14 13:27:48.699 [main] IMFO
010-12-14 13:27:48.699 [main] INFO Attempting to start service com.sforce.mail.EmailService with nfiguration file c:\]avaFrojects\\SDriveEmailAgent\\SDriveEmailAgent.txt 010-12-14 13:27:50.699 [main] INFO LoginURL: https://www.salesforce.com/services/Soap/u/20.0 010-12-14 13:27:50.699 [main] INFO Agent will connect to: https://na7-api.salesforce.com/service 010-12-14 13:27:53.245 [main] INFO Scheduling poll process against imap.gmail.com 010-12-14 13:27:53.245 [main] INFO Port : 999 010-12-14 13:27:53.245 [main] INFO Port : 999 010-12-14 13:27:53.245 [main] INFO Port : 999
010-12-14 13:27:48,699 [main] INFO Attempting to start service com.sforce.mail.EmailService with figuration file (:\12aHProjects\15oriveEmailAgent\15oriveEmailAgent.txt 010-12-14 13:27:50,699 [main] INFO LoginURL: https://www.salesforce.com/services/Soap/u/20.0 010-12-14 13:27:50,699 [main] INFO Agent will connect to: https://na7-api.salesforce.com/service 0ap/u/20.0/00EA0000001Buj 010-12-14 13:27:53,245 [main] INFO SchedUling poll process against imap.gmail.com 010-12-14 13:27:55,245 [main] INFO Port : 993 010-12-14 13:27:55,245 [main] INFO Port : 993
nfiguration file c:\\JavaProjects\\SpriveBmailAgent\\SpriveBmailAgent.txt Diol-12-4 13:27:50.699 [main] INFO loginURL: https://www.salesforec.com/services/Soap/u/20.00 Diol-12-4 13:27:50.699 [main] INFO Agent will connect to: https://na7-api.salesfore.com/service ag/u/20.0000a0000000000000000000000000000000
010-12-14 13:27:50,699 [main] INFO [LeginUkL: https://www.salesforce.com/services/soap/u/20.0 010-12-14 13:27:50,699 [main] INFO Agent will connect to: https://na7-api.salesforce.com/service 020-12-14 13:27:53,245 [main] INFO Scheduling poll process against imap.gmail.com 010-12-14 13:27:53,245 [main] INFO Port 9903 010-12-14 13:27:53,245 [main] INFO Port 9903
310-12-14 13:27:80.699 [main] INFO Agent will connect to: https://na7-api.salesforce.com/service ap//20.0/000A00000000000 100-12-14 13:27:83,248 [main] INFO Scheduling poll process against imap.gmail.com 100-13-14 13:27:85.448 [main] INFO Port. : 999 100-13-24 13:27:85.448 [main] INFO Note: 999
nap/J/20.0/00DAA00000000000 JOL-22-4 JS:27:SS.245 (main) INFO Scheduling poll process against imap.gmail.com JUL-22-4 JS:27:SS.245 (main) INFO Port : 993 JUL-22-4 JS:27:SS.245 (main) INFO UserIn : pess@cvannate_com
LD-12-14 13:27:53,245 [main] INFO Scheduling poll process against imap.gmail.com 10-12-14 13:27:53,245 [main] INFO Port : 993
110-12-14 13:27:53,245 [main] INFO Port : 993
10-12-14 13:27:53 245 [main] INFO USETID : Test @cvangate.com
10-12-14 13:27:53 245 [main] TNFO Password
10-12-14 13:27:53,245 [main] INFO Interval: 1 minute(s)
10-12-14 13:27:53,245 [main] THEO INERVI : testInboy
10-12-14 13:27:53 245 [main] THEO PandBox : testProcessing0
10-12-14 12:27:52 [main] INFO FERDERAL CESTFORESTING
$10-12-14$ 12:27:52 [main] INFO ENVICE important complexity for the set β
10-12-14 13.27.35,245 [mail] INFO Service map.gmail.com.555. Lestecyalgate.com.testinbox succ
unity registered
10-12-14 13:27:55,245 [main] INFO Com. Storce.main.emainservice Toaded as a timer service.
10-12-14 15:27:54,860 [Timer-0] INFO processing 0 messages
10-12-14 15:28:54,745 [Timer-0] INFO Processing 0 messages
10-12-14 13:29:54,775 [Timer-0] INFO processing 0 messages
DIO-12-14 13:30:54,740 [Timer-O] INFO processing 0 messages



5. Testing the S-Drive Email Agent Service

a. After running the service, you can send a message to your configured support email to see if it is working. Create an email message in your email client, attach a file to your message and send it to your support mail that you configured in **SDriveEmailAgent.txt** file (Figure 14).



b. After sending your email, based on the interval you set, application will process the emails and upload the attachments to the related case (Figure 15).

2010-08-1/ 13:00:56,6/1 [] 2010-08-17 13:01:56 660 [T	imer-UJ INFU	processing U messages
2010-08-17 13:02:02,000 [T	imer-D] INFO	Removing Large Attachment from Email
2010-08-17 13:02:06,390 [T attachments20100817	imer-D] INFO	Directory created - C:\SDriveEmailAgent\
2010-08-17 13:02:07,437 [T	imer-D] WARN	Unable to find 'mime.types' file in clas
2010-08-17 13:02:12,734 [T	imer-0] INFO	Attempting to update the WIP file!
2010-08-17 13:02:13,968 [T TD=0258000000518tgAAC Succ	imer-0] INFO ess=true	Tue Aug 17 13:02:13 EEST 2010:Success:0
	055 01 00	•

Figure 15

c. Now, if you login to the account that you set in SDriveEmailAgentConfig.txt file's <sfdclogin> tag, you'll see a new case is created along with the attached S-Drive attachments. Note that the file name is prepended with timestamp to prevent naming collisions (Figure 16).





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- Figure 16
- d. You can also display email details by clicking "Emails" page block's related email subject (Figure 17-A). In the opening page you can see the message details and attachment URL (Note that adding attachment links to the email can be disabled using SDriveEmailAgentConfig.txt configuration). You can also click "Click here to view HTML version" text to display HTML version of the email (Figure 17-B).

mail Message Detail	Reply Rep	ly To All Forward Delete
Parent Case	00001195	Status Read
Message Date	12/14/2010 4:18 AM	
Headers	Click here to view original email headers	
Created By	John Cusack, 12/14/2010 4:19 AM	Modified By John Cu
Address Information		https://na7.salesforce.com/_ui/core/email/message/ViewHt
From Address	einen jannen in einen ein	P shorthing
From Name		E) MORENTE
To Address		
CC Address		
		Attachments:
Entall Information	Installation Broblem	20101214 141856477 help client 32 png
NTMI Body	Flick have to view UTM userial	
Taxt Body		В
	I have a problem installing your product.	
	Attached the problem screen-shot.	
	Thanks.	
	John Terry	
	[ref.00DAIBUJMAO.500A5PSYk:ref]	
	Attachments:	
	https://cg-1099764027-1283308597024	3.amazonaws.com/500A0000005PSYklAO/a03A0000003GpyOlAS/20101214_141856477_hel
	7DAAQHVXNicRrbi0XZjSNTkysDk/Z%2F 2BI/(TOEB2C h/deB2mElox/2HE)//Like/2eb	XcwX6VI0JAE0kip%2Bxjp4dibsyY3JU0So2TTBWtk%2FyxFh8BbFS1NNi1cQry8wrRgDS%2Bbc Oat bits up average 2009 2009 2014 2014 2014 2014 2014 2014 2014 2014
	2FFf1rotpwbtzT%2Bxpm6uShnKaufPqdm	3M%2BAATiO%2BWhifOxyCmmk7CKT5FbnYgFPbwysOLNuZtyuZX32ziLRCKMmW5DIW9GeSF
	2FAToOLwCXHTGXBnllXMTOWo800Y7w	nlatWRUoDcEloxQOjwMaHdJp%2C%7BProductToken%7DAAgGQXBwVGtuHHKCGxf%2FID36I
	2F7PsDZUVyoTYSTZApdFXCJZw0Cjc6Ug 2BDAH4MkQCaMTA3SVINkCb3/FGddEg4 2D&AWSAccestKodd=0PC0E3C98AS0V	Ea25H13RKGRcaFme%28m5]SY38HXp23Bte4NZqY3APqxCg8KKLFpTAAo8w9Ku5%28UVHLj jby1lye%28AUMMjiy7IN%2FiNVljoiQE1zpPRqKpwS8KL1VX0199g2W0tgFwUKW5Kuj3nC4TVL JVZVV/242Fmirae=1927481435Sinphtra=119Pr3YKVII by814Hb/85UPa8PU 11%2D
	Renk Ren	In the All Departed Delete
	Back of H Back	Chester Protected Interest

Figure 17

e. You can reply or forward the email along with the attachments (Figure 18).



f. Also if the user attaches other attachments and replies back to you, these new attachments and email messages are attached to the old case (Figure 19-A and Figure 19-B). Auto generated thread id ([ref: XYZ.XYZ:ref]) inside email subject/body is important to track emails, so do not delete thread id for the forwarded/replied mails.



	×	Attagments:			
doject: Re: Installation Problem [ref:01DABU,500ASPSnkure]] ody Text 💌 Vanisble Width 💌 🗭 🛱 🛤 A 🛕 🚍 🕼	 • • • •				
2k, but i saw another problem in the logs. Also consider this attached screen-shot.	🐑 tmails	Sand An Email			
Thanks, John Terry	Bepty I To All I Del New	He: Installation Problem [ref.800A888,500A5P 5Yk ref.]		udogan@cjangate.com	12/14/2010 4:49 44
	Rests I To.All I Del Sent.	RE: Installation Problem Let 000ABL1 500ASP Stylest]		utogan@cyangale.com	12/14/2010 4 44 AM
On 12/14/2010 2:44 PM, support wrote:	Reply I To All I Del Replied	Installation Problem Hi, I have a problem installing your product. Attached the problem screen-ah		udogan@cyangate.com	12/14/2010 4 18 AM
Thank you. We'll contact with you.	Case: Comments No records to deplay				
Original Message	Case History				
Sent: 12/14/2010 4:19 AM	Date 12/14/2010 4:19 AM		User John Cusada	Action Created	
Subject: Installation Problem	Case Files	Upined Pde(c) Level Schernet Outers	felected		
	Actions	File Name	File Size Created By	Created Date	Description
	Download Copy URL Edit D	g 20101214_141856477_help_client_32.png	1.81 KB John Cusack	Tue Dec 14 12 19:01 GMT 2010	Email attachment
Attachments: 20101214 141856477 help client 32 png	Usernoed Cook,URL Edit D	8 20101214_144055234_SilesSockAgentiog	B 20.1 Hel John Cusack	108 URC 14 12:49 59 GMT 2010	Email attachment



B. 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 (<u>http://sdrive.cyangate.com</u>).

You can send your questions using these ways:

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