

# Configure Attachments View

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## V9.5.1 and V9.6

### Overview

The Attachments View solution-level reusable component enables you to add a case attachments section to a workflow instance. This functionality allows users to attach one or more files to a case.

The Attachments View component is enabled by default in Solutions. When the Attachments View component is not part of a Solution, there is no option to add it through UI, built-in commands, and API.

You can make the case attachments as read-only. For read-only attachments, the users can only download and preview (if enabled) the existing attachments. They can't add new attachments.

Attachments View settings are deployed with the solution package so, implementors don't have to configure it at their end.

### Configure the Attachments View

To enable case attachments functionality in a workflow instance, you need to configure the Attachments View component in the Solution of which the workflow is part of.

1. In the Administration site, open the relevant Solution.
2. In the Solution Components section, click **Attachments View**.
3. In the Attachments View screen, configure the following:
  - a. Columns: Select the columns to display in the attachment section in a case. All columns except the Attachment Type are selected by default. Comment column is by default selected to be mandatory. Clear the *Is mandatory* check box to make this column optional.
  - b. Attachment Types: Types of attachment categories you want to create for a case. For example, Request Related and Complain Related can be two attachment types for a business.

#### NOTE

This is relevant only when the Attachment Type column is selected under Columns. If *Is mandatory* check box is selected, then you need to add at least one attachment type.

- c. Other Settings: Set the default column and order by which to sort the attachments.

### Add the Attachments View to a form

You can add the Attachments View to a form in two ways:

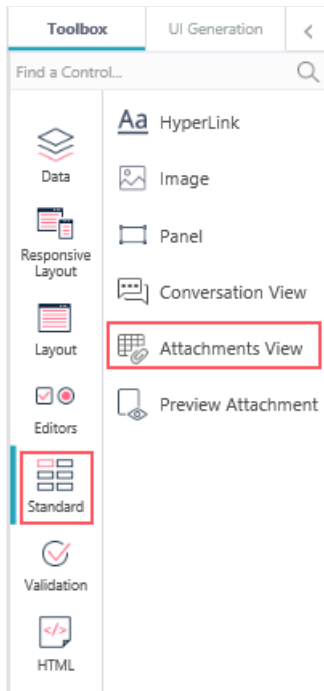
- Add a code snippet to the form source
- Add the Attachments View control from the Toolbox

#### Add snippet to the form source

1. In a workflow, add or edit a form or a task activity.
2. Add the following script to the source in the relevant location.

### Add the Attachments View control from Toolbox

1. In a workflow, edit a form or a task activity.
2. Click the location in the form where you want to add the Attachments View, and then select **Standard > Attachments View**.



In the Attachments View properties, select **Read-only** under Behavior to make the attachments read-only.

3. Save the form.

### Add Case Attachments built-in command

You need to add the Add Case Attachments built-in command activity in the workflow to create a link between the Attachments View component and the UACT. The Attachments View control in the form accesses data from the UACT and displays it.

1. Add a Built-In Command activity.
2. Select **Case Operations > Add Case Attachments**.
3. Click **Next**.
4. Add the command parameters:
  - o workflowInstanceId
  - o attachments

#### IMPORTANT

Make sure you have *Execute* permissions in the master workflow.

To use Attachments View in a sub-workflow, the `workflowInstanceId` parameter should be mapped to the master workflow instance Id.

## Example

1. Create a solution and a workflow within the solution.
2. Add an Attachments View component to the Solution.
3. In the Solution workflow, create a form with Attachments View control.
4. For the form, set the data model:

**Data Fields** ?

Name	Type
att	sys.internal:Attachment
attValue	Guid
attText	Text (String)

**Properties**

**General**

(Name) Form1

Display Name Form1

[Add New Field](#)

[Switch to Advanced Mode](#)

5. Add the **Add Case Attachments** built-in command activity to the workflow, and then map the input parameters.

**Add Case Attachments - Input Parameter Bindings**

**Request**

```
CreateWorkflowAttachment
  long workflowInstanceId = wf.MasterWorkflowInstanceId
  CreateWorkflowAttachmentArguments[] attachments
    CreateWorkflowAttachmentArguments_0
      string FileName = {Form1}.Query("Form1").Include("att").att.filename
      byte[] FileContent = {Form1}.Query("Form1").Include("att").att.content
      string ContentType = {Form1}.Query("Form1").Include("att").att.contenttype
      int? CreatedByld = wf.CreatedBy.UserId
      string Comment = "testing comment"
      string AttachmentType = "zip"
```

6. Run the workflow instance to display the attachment in the Attachments View section in the form.

## Preview attachments

The AttachmentsView control supports preview functionality in two ways. The preview is displayed either in a pop-up window or in a specific location in the same form.

Currently, preview for the following file formats is supported:

- PDF
- JPEG
- PNG
- GIF
- TXT
- CSV
- XLSX
- DOCX
- XLS
- RTF

For other file formats, the system downloads the attachment file to your computer.

#### NOTE

The preview functionality does not support Right-to-Left (RTL) languages, for example, Hebrew and Arabic.

#### Enable preview attachments

Set the following parameter in the Administration and Flowtime *web.config* file to enable or disable the attachment preview:

Parameter	Value
<code>PNMsoft.Sequence.Components.PreviewAttachments.PreviewEnabled</code>	<ul style="list-style-type: none"> <li>• True (default)</li> <li>• False</li> </ul>

#### Set maximum preview size

Set the following parameters in the Administration and Flowtime *web.config* file to add the maximum preview size for different types of attachments.

Parameter	Supported files	Default maximum preview size
<code>PNMsoft.Sequence.Components.PreviewAttachments.AttachmentMaxSize</code>	PDF, JPEG, PNG, GIF, TXT, and CSV	4 MB
<code>PNMsoft.Sequence.Components.PreviewAttachments.PassThroughAttachmentMaxSize</code>	XLSX, DOCX, XLS, and RTF	1 MB

#### Preview attachments in a pop-up window

By enabling preview in the *web.config* file, one-click on the filename displays the preview in a pop-up window. For Attachments View control, the attachment preview is opened in a pop-up window if the `PreviewControllID` property is not set.

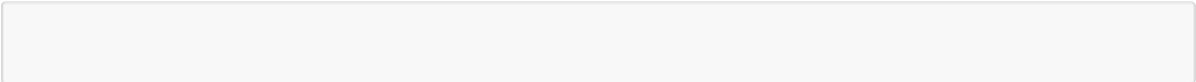
## Display the Attachments View files in the Preview Attachment control

To preview the Attachments View files in a form add the Preview Attachment control in a form in two ways:

- Add a code snippet to the form source
- Add the Preview Attachment control from Toolbox

### Add snippet to the form source

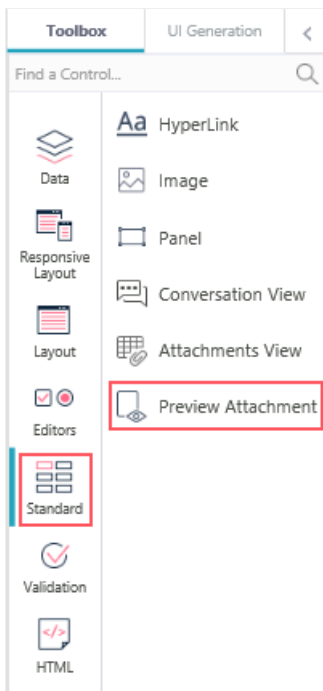
1. In a workflow, add or edit a form or a task activity.
2. Add the following script to the source in the relevant location.



By default, the Display property of the Preview Attachment control is set to Static so it preserves space for the preview according to the given width and height. You can set the Display property to change the preview size to dynamic.

### Add the Preview Attachment control from Toolbox

1. Edit the form.
2. Select from the Toolbox, **Standard** > **Preview Attachment** control.



Add the Preview Attachment control in the specific location in the form where you want to display the preview.

3. Save the form.

## V9.5

### Overview

The Attachments View solution-level reusable component enables you to add the case attachments

section to a workflow instance. This functionality allows users to attach one or more files to a case.

The Attachments View component is enabled by default in Solutions. When the Attachments View component is not part of a Solution, there is no option to add it through UI, built-in commands, and API.

Attachments View settings are deployed with the solution package.

### Configure Attachments View

To enable case attachments functionality in a workflow instance, you need to configure the Attachments View component in the Solution of which the workflow is part of.

1. In the Administration site, click and open the Solution from the list.
2. In the Solution Components section, click **Attachments View**.
3. In the Case Attachments window
  - a. Select columns to be displayed in the attachment section in a case.  
By default, all columns are selected.  
Attachment Type and Comment columns are by default selected to be mandatory. Clear the *mandatory* check box for each to make these columns optional.
  - b. Add attachment types that can be selected while adding attachments in a case.

#### NOTE

Add at least one attachment type as Attachment Type is by default a mandatory column to be displayed in the case attachments section.

- c. Make other settings like sorting order, default sorting column, and maximum size of attachment file preview.

### Add case attachments to Cora SeQuence form

You can add the case attachments section to a form in two ways:

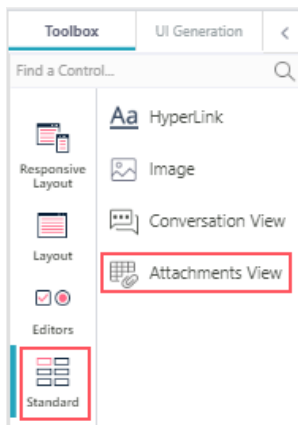
- Add a code snippet to the form source
- Add Attachments View option from Toolbox

#### Add snippet to form source

1. In a workflow, add or edit a form or task activity.
2. Add the following script to the source in the relevant location.

#### Add Attachments View from Toolbox

1. In a workflow, edit the form activity.
2. Add Attachments View from the toolbox.



## Case Attachments built-in command

You need to add the Case Attachments built-in command activity in the workflow to create a link between the form and the database. The case attachments section in the form access data from the database and displays it.

1. Add a Built-In Command activity.
2. Select **Case Operations > Add Case Attachments**.
3. Click **Next**.
4. Add the following command parameters:
  - workflowInstanceId
  - attachments

### **IMPORTANT**

Make sure you have *Execute* permissions in the master workflow.

To use Attachments View in a sub-workflow, the workflowInstanceId parameter should be mapped to the master workflow instance Id.