

MICROSOFT LABS

ATTACHMENT MANAGEMENT USING AZURE BLOB STORAGE

OCTOBER 21, 2019

A Solution to help optimizes Dynamics 365 CRM storage by automatically saving file attachments to Azure Blob Storage

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Overview

The Attachment Management Solution is an add-on feature to Dynamics 365 CRM to manage note and email attachments using Azure Blob storage, enabling users to create and maintain files stored on Azure Blob through the D365 CRM application. This solution benefits organizations with large amounts of file attachments by storing the files in Azure Storage rather than the CRM database, reducing the cost of storage since Azure Storage is significantly less expensive than additional Dynamics 365 Storage.

Attachment Management benefits:

- Azure Blob stores all attachments
- Optimizes the use of Dynamics 365 storage

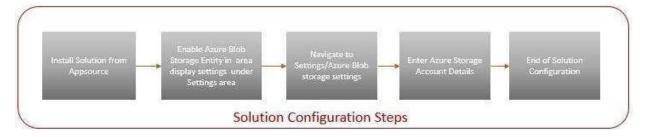
- On-Demand Attachment retrieval
- Optional upload/download control of multi-attachments
- Drag/Drop
- One-Click download of selected attachments
- Attachment Preview

This solution, built on Dynamics 365, seamlessly works with Dynamics CRM 2016 and later.

Attachment Management Configuration

The Attachment Management solution can be used for any Dynamics 365 system or custom entity that uses Notes and Attachments. This section outlines the steps to be performed by a System Administrator to make Solution available to the end users.

The below diagram summarizes the configuration and usage of Attachment Management solution, and the processes that runs in the backend.



Pre-requisites:

- 1. Valid Windows Azure Subscription and Storage Account (Blob) created
- 2. If the previous version of this solution is already installed in the CRM org, please follow the below steps to upgrade to new version. Ignore the below steps, If it is fresh installation.

Unregister the Plugin Step

i. Connect to **Plugin Registration tool**, using **Dynamics SDK 365**.

Átt	Plugin Registration Tool		-
+ CREATE NEW CONNECTION	C RELOAD ORGANIZATIONS	ସି VIEW PLUG-IN PROFILE	¢ 3
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ii. Click on "**Create New connection**" to Login the Organization.

iii. Provide the **User ID** and **Password** to Connect to CRM Org.

All	Plugin Registration Tool	
+ CREATE NEW CONNECTION	C RELOAD ORGANIZATIONS ■ REPLAY PLUG-IN EXECUTION 🛱 VIEW PLUG-IN PROFILE	*
	Login Deployment Type: On-premises Office 365 Display list of available organizations Show Advanced Advanced Online Region Don't Know User Name Password	

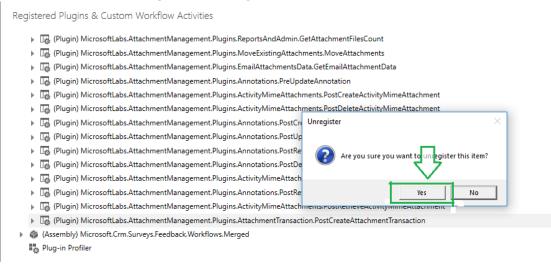
- iv. After Successfully connected to CRM Org, look for Plugin Assembly: "MicrosoftLabs.AttachmentManagement.Plugins".
- v. Expand and Look for "**PostCreateAttachmentTransaction**" Plugin Step.

CREATE NEW CONNECTION 🛛 🤁 RELOAD ORGANIZATIONS 🔋 🖪 REPLAY PLUG-IN EXECUTION 🖓 VIEW PLUG-IN PROFILE	¢ 1
× .	
🛊 Register 🔻 🖻 View 👻 😨 Uninstall Profiler 🐺 Debug 🕏 Unregister 🕫 Refresh 🔎 Search	
Registered Plugins & Custom Workflow Activities	
Assembly) MicrosoftLabs.AttachmentManagement.Plugins	
Image: Participation of the second s	
Image: Plugin Plugin Plugin Plugins. Attachment Management. Plugins. MoveExisting Attachments. MoveAttachments	
🕨 🌆 (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.EmailAttachmentsData.GetEmailAttachmentData	
In the temperature of temperate	
🕨 🜆 (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.ActivityMimeAttachments.PostCreateActivityMimeAttachment	
🕨 🌆 (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.ActivityMimeAttachments.PostDeleteActivityMimeAttachment	
In (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.Annotations.PostCreateAnnotation	
🕨 🛺 (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.Annotations.PostUpdateAnnotation	
III. (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.Annotations.PostRetrieveAnnotation	
II (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.Annotations.PostDeleteAnnotation	
🕨 🌆 (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.ActivityMimeAttachments.PostRetrieveMultipleActivityMimeAttachment	
Image: Plugin) MicrosoftLabs.AttachmentManagement.Plugins.Annotations.PostRetrieveMultipleAnnotation	
🕨 🛺 (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.ActivityMimeAttachments.PostRetrieveActivityMimeAttachment	
In the provide the provided and the p	
Properties Details	

vi. Right Click on the "**PostCreateAttachmentTransaction**" Plugin Step and click on the "Unregister".

Au Plugin Registration Tool		_ ×
+ CREATE NEW CONNECTION CRELOAD ORGANIZATIONS	N PLUG-IN PROFILE	\$?
DynamicsReusableDev X		
🙀 Register 🔻 🖻 View 👻 📅 Uninstall Profiler 😓 Debug 🔓 Unregister 🖉 Refresh 🔎 Se	earch	
Registered Plugins & Custom Workflow Activities		
I (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.ReportsAndAdmin.GetAttachmentFilesCount		
II. (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.MoveExistingAttachments.MoveAttachments		
🕨 🕞 (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.EmailAttachmentsData.GetEmailAttachment	Data	
II. (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.Annotations.PreUpdateAnnotation		
II. (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.ActivityMimeAttachments.PostCreateActivity	MimeAttachment	
Ip (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.ActivityMimeAttachments.PostDeleteActivity	MimeAttachment	
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Imp (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.Annotations.PostUpdateAnnotation		
In the second		
III (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.Annotations.PostDeleteAnnotation		
🕨 🛺 (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.ActivityMimeAttachments.PostRetrieveMultip	bleActivityMimeAttachment	
III (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.Annotations.PostRetrieveMultipleAnnotation		
II. (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.ActivityMimeAttachments.PostRetrieveActivit	tyMimeAttachment	
🕨 🛺 (Plugin) MicrosoftLabs.AttachmentManagement.Plugins.AttachmentTransaction.PostCreateAttachmer		
Assembly) Microsoft.Crm.Surveys.Feedback.Workflows.Merged	🗞 Register New Assembly Ctrl+A	
Nug-in Profiler	Register New Step Ctrl+T	•
Properties Details	🙀 Register New Image Ctrl+I	
Name	Register New Service Endpoint Ctrl+E	ModifiedOn
MicrosoftLabs.AttachmentManagement.Plugins.AttachmentTransaction.PostCreateAttachmentTransaction: Create content	₿ Refresh F5	28:08 17-08-2018 10:
4	Search Ctrl+F	
Organization: DynamicsReusableDev	🔓 Unregister Del	:om) / Build: 8.2.2.2464

vii. Click on Yes to **Unregister** the Plugin step.



- viii. After Successful unregister of the Plugin, Install the Latest Solution From the AppSource.
- 3. Attachment Management solution installed in the Dynamics 365 organization

CRM Portal Solution Version:

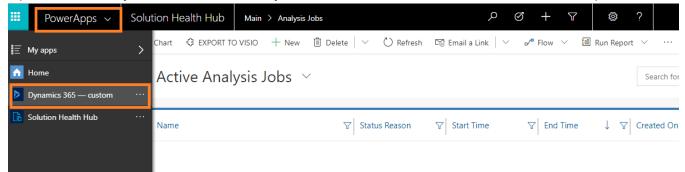
If user want to use this solution for Portals, please click <u>here</u> to download the solution and import into the CRM.

Note:

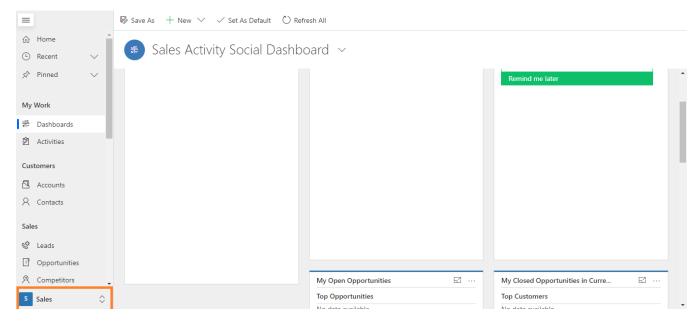
- 1. Solution web resources msdyn_filesandattachments, msdyn_multiple_uploads will not work for Portals.
- 2. Rest of the configurations are same as mentioned below

UI Configuration

1. Open Microsoft Dynamics 365 → Select Dynamics 365 – custom as mentioned in below snapshot



2. Click on Dynamics 365 – custom and Click on arrow buttons near the Sales module as highlighted



3. Click on Azure Attachment Management (This option can be visible only after installing the solution to CRM instance)

Cu	istomers Change area	
~	Sales	
	Service	
	Marketing	
_	Training	
-[Azure Attachment St	
_	Archival	
S	Sales 🗘	

4. Click on **Azure Attachment Storage Configuration** and provide azure storage configuration information.

🕒 Recent 🗸	
🖈 Pinned 🛛 🗸	Azure Attachment Storage Configuration
Set up	Connect your Microsoft Dynamics CRM application with Azure Storage service
🗟 Azure Blob Storage S	Storage Account Name
🖄 Notes Attachment E	reuseablepreprod
Usage Metrics	SAS Token
🛱 Reports and Admin	
	Notes Attachments Container
	notesattachmentcontainer
	Email Attachments Container
	emailattachmentcontainer
	Organization GUID
	Please enter Source Organizatiion GUID
AA Azure Attachmen 🗘	Note: while deleting the attachments from Azure Storage blob

Name: Azure Storage Account Name.

SAS token: SAS token available in the Storage Account. (Refer to How to Generate SAS Key.)
Note: Please ensure the Start Time and End Times are correctly chosen while generating the SAS token.
Notes attachment Container Name: Container name created for Notes.
Email Attachment Container Name: Name of the container created for the email attachment.

Essentials 🔿				
Resource group (change) reusablecomponents_preprod				
Status Primary: Available, Secondary: Available				
Location East US, West US				
Subscription (change)				
Subscription ID				
Search containers by prefix				
NAME	LAST MODIFIED	ACCESS TYPE	LEASE STATE	
emailattachmentcontainer		Blob	Available	

Organization GUID: Organization GUID value, as a reference to validate blob deletion. It's completely an optional configuration and can even leave as blank.

Purpose of Organization GUID: The Organization GUID value provided here would be taken as reference while deleting attachments from blob.

Eg: When a Production CRM instance data is copied and created a sandbox instance (along with Azure Attachment Storage Configuration) automatically the reference between attachments in sandbox CRM, which are already created in Production CRM and Azure blob would remain same. If any user deletes those attachments accidentally, we restrict the deletion of those attachments from blob with the Organization GUID value provided in Azure Attachment Storage Configuration

Notes Attachment Entity Settings

This section provides information on of Notes Attachment Settings.

Go to Azure Attachment Storage Notes Attachment Entity Setting

NOTES ATTACHMENT SETTING PAGE provides the System Admin with a list of all entities that are mapped with or without associated container names. The name values can be set here as new names, or pulled in from preconfigured Azure Blob storage settings. Selecting the entity and setting the container name effectively maps the attachments to Azure Storage Blob container.

≡	NOTES ATTACHMENT SETTING ENTITY	
命 Home		
$$ Recent \checkmark		CONTAINER NAME
🖈 Pinned 🗸 🗸	account	
Set up	appointment	
Notes Attachment E	bookableresource	
Usage Metrics	bookableresourcebooking	
🛱 Reports and Admin	bookableresourcebookingheader	
	Save	
	Note: If Container name is not provided then the storage will continue at the log	cation defined in Blob storage settings page.
AA Azure Attachmen 🗘		

Notes:

- 1. Entities must be mapped to containers for attachments to be saved in Azure Blob Storage.
- 2. If any entity is selected without a container name, the default name assigned in Azure Blob Storage Settings will be used.
- 3. Although the container name can be changed at any time, it should remain unchanged during use for consistency. If the name is changed (thus breaking the mapping), older attachments will no longer be available.
- 4. CRM Portal: All UI modifications to the Portal, such as CSS and Images, should be stored in CRM. Conversely, when selecting entities from the Notes Attachment Setting Entity list, do not select (map) the entity called adx_webfile to any container because UI changes will not be saved.
- 5. By default, attachments added to Email/Appointment records gets moved to Azure. "Email" and "Appointments" to be selected only if "Notes" section is enabled on their respective CRM forms.
- 6. Attachments greater than 30 MB will not moved by this solution. Plug in will not get triggered when the attachment size is greater than 30 MB.

This section describes how to add functionality for uploading multiple Notes and Attachments using the provided web resources listed below.

msdyn_filesandattachments.html: Management of Notes and Attachments is easy within a Grid-style format, allowing for single or multiple selection for download or delete.

msdyn_multiple_uploads.html: This page provides code to upload multiple files, as well as code for saving email attachments using the Email form.

Steps to configure web resources for **multiple file upload** functionality

1. Edit the Entity form to create a new tab, and type "**msdyn_multiple_uploads.html**" for the web resource to enable multiple upload functionality for Notes and Attachments.

? ×

General	Formatting	Dependencies	
Web re	source		
Web re	source *	msdyn_multiple_uploads	a
Name*	Web	Resource_UploadFiles	
Label *	-	ad Files	
	play label on the	e Form	

Web Resource Properties

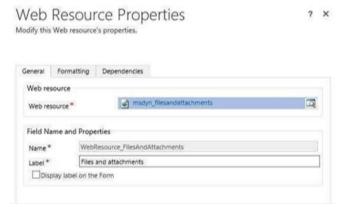
Modify this Web resource's properties.

2. Publish all changes, then go to case entity and open case form; User should be able to see the new tab created for uploading Notes and Attachments.

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TITLE	
Please enter Title for Attachment(s)	
NOTES	Drag and Drop your files
Please enter Notes for Attachment(s)	
BROWSE CANCEL SAVE	

3. Create another Tab and name it "Attachments" to enable download and delete uploaded files, and type "**msdyn_filesandattachments.html**" for the web resource.



4. Publish all changes and go to Case main form; User should then be able to see the new tab on the form.

▲ Files & Attchments

	FILE NAME	NOTES	TITLE	CREATED ON	CREATED BY
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End User Experience

Once the solution is imported and configured in the Dynamics 365 organization, a user can upload and create Notes and store the Attachments in Azure Blob Storage. The steps outlined below illustrate creating a note with attachment and verifying the attachment is stored in Bob Storage.

1. Navigate to a Business Entity (e.g. Case).



2. Open a Case record.

III Dynami	cs 365 🗸	Service	✓ Cases >	Test Case >	Р	REVIEW		م	3	+	7
Preview Program 1	his preview instance is	s subject to the pre-	release license agreem	ent View Agreeme	ent						
😫 SAVE & ROUTE	+ NEW ₹+ CREA	TE CHILD CASE	C RESOLVE CASE	🛱 CANCEL CASE	D, ADD TO QUEUE	D. QUEUE ITEM DETAILS	🚔 ASSIGN	I⊋ DO N	OT DECRE	MENT ENT	
Test Cas	Se =					Priority Normal	Created On	016 6:42 PN	Л	Statu: In Pro	
Identify (Active for	21 days, 13 hours)		۲	Research			Resolve	8			
 Find Customer * Find Contact Find Case 	Click to en	nter									
							Phone to C	ase Proce	SS (Active	for 25 days	, 16 hou

3. Create a note against the case with an attachment.

_{case} Test Ca	Se ™		Priority Normal	Created On 11/23/2016 6:42 PM
Identify (Active for	21 days, 13 hours)	► Research		Resolve
- General				
CASE DETAILS		POSTS ACTIVITIES KB RECORD	DS NOTES	
Case Title *	Test Case	Title		
ID	AS-00000-X4S8J7	Agreement File		
Subject				
Customer*	ABC Test	SFC\Agreement_Details.docx	Browse	
Origin	220	SFC\Agreement_Details.docx		Done
Contact	<u>199</u> 0			

4. Verify the Notes attachment is stored in Azure Blob storage. The file name is formed by concatenating the parent entity record ID (shown here as Case GUID) and attachment file name (Agreement_Details.docx); example:

5b40dd-34c6-e611-80ee-346bac894c_Agreement_Details.docx

aw.	Microsoft Azure Storage acc	ounts 👌 cosmicdevattachment 🗦 Blob se	Report a	P Search resources	× Q 1	\$ © 0 "	ndeva@micros Micr	ioft	
	Blob service contriderationate + Container 💍 Refresh			* _ ¤ ×	notestest ^{Container} ∓ Upload & Refresh @ Delete container ⊞ Pr	operties 🏓 Access policy			- 0
)	Essentials 🔿			B	Location: notestest				
	Storage account cosmicdevattachment	Blob service endpoint https://cosmicdeva	ttachment.blob.core.windows.net/	1	Jearch blobs by prefix (case-sensitive)				
	Status Primary: Available, Secondary: Available				NAME		MODIFIED	BLOB TYPE	SIZE
3	Location Central US. East US 2				B 3bc34e94-1cc6-e611-80ee-c4346bac894c_Azureattach	mentTesting1213.txt	12/19/2016 10:55:21 AM	Block blob	158 B
3	Subscription name				3dc34e94-1cc6-e611-80ee-c4346bac894c_Copy of Dat	a Migration Run Status xlsx	12/19/2016 10:55:08 AM	Block blob	12.27 Kit
	Subscription ID	-			5a5b40dd-34c6-e611-80ee-c4346bac894c_Agreement	L Details docx	12/19/2016 1:49:04 PM	Block blob	50.04 Kje
1	Search containers by prefix				cb3422b6-f0c3-e611-80ed-c4346bac4500_Azureattach	hmentTesting1213.txt	12/16/2016 4:36:27 PM	Block blob	158 B
2	NAME	URL	LAST MODIFIED	18					
1	emailattachmenttest	https://cosmicdevattachment.blob.core.wind	12/16/2016 4:31:27 PM						
	emaildev	https://cosmicdevettachment.blob.core.wind	11/25/2016 2:42:31 AM	512					
	notesdev	https://cosmicdevattachment.blob.core.wind	11/25/2016 2:43:06 AM						
	notestest	https://cosmicdevattachment.blob.core.wind	12/16/2016 4:30:48 PM						

5. If a user deletes a Notes record, any related attachment will be deleted from the Azure Blob Storage.

Reports and Admin

<u>NOTE: Currently this page is under enhancements and not function well as expected due to</u> <u>change in the CRM platform side update. App Source solution team is working on adapt and</u> <u>change the process with respect to the platform team approach.</u>

This section provides information on Reports and Admin Dashboard, useful to Admins for exact countsand management of attachments stored within CRM and those moved to Azure Storage.

Power#	Apps 🗸				Q	Š	+	∇	\$?	Sure	sh Guduru	R
=		Enhancements for this page are in progress. Currently this page is not working as Expected.										_	
☆ Home		Repo	Reports and Admin										
Recent	\sim	Count of attachments available in the CRM and Azure Blob.											
🖈 Pinned	\sim												
		Atta	Attachments	Attachments moved from CRM									
Set up	rage S		Notes Attachments	0	Notes Attachments 1								
🕄 Notes Attachm	ient E		Email Attachments	0	Email Attac	hment	S		0				
Jsage Metrics				Move to Blob	Stop Processing								
🛱 Reports and Ad	dmin	Note:			Stop Troccssing								
		Due But	ton.	attachments will not be moved directly to . is solution will not move the file to Blo		e moved f	from Rep	orts Admin	Page by click	áng on	Move to Blob		

The buttons below have the following functionality...

Move to Blob: Click the button to initiate the process to move all attachments stored in CRM into-Azure Blob.

Note: By design, CRM limits this process to 140 attachments per fetch for best performance.

Stop Processing: Clicking this button will arrest the Move to Blob process immediately.

Confirmation of Blob Storage

As per the recent platform upgrade below methods will not confirm the end user on File movement to blob. As platform is maintaining File Size data even it is moved to blob. Only the Body is getting updated to NULL once the attachment moved to blob.

Only the way we need to raise a product ticket and get confirmation on the CRM DB size.

How to raise a Ticket with CRM Product team:

Please click here to find out 'how to 'steps to raise a ticket

The following methods describe how to ensure files are being stored in Azure Blob.

For Notes (Annotation)

Method 1:

POSTS	S ACTIVITI	ES KB RECO	RDS NOTES					
Enter o	a note		^					
Serv	ver Side Sy	nc						
Note	es for SSS							
Ű s	SS.pdf							
Sai K	rishna Gudlu	uru - Today 11	:13:48 AM					
Chec FILE	ADVANCE	LIS	the help) of Adva	nced Fin	d query: V		Size = 0.
Query		esults New	Save	t Columns	(문 Gro Clear (문 Gro 문 Detr	up OR Downle	Dad Fetch	
	Show		View		Query	De	ebug	
Look 1	for: Notes					T	Use Saved Vi	ew: To Check file Size
¥	Created On		Today					
					0			
Ť	File Size (Byte	<u>E5/</u>	Equals		0			
	Select							
FILE	ADVANCED FINE	D						
			Edit Columns		or 😫			
	Saved Results Views	New Save	Edit Properties	Clear 🔂 Details	Download Fe XML	ten		
Query				Query	Debug			
Query	Show	Vie	SW .	Query	- and g			
				Vore Actions +				

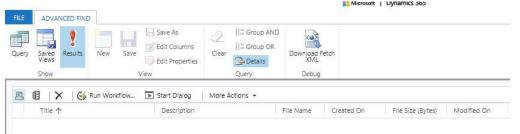
c. The result confirms the file size is ZERO in CRM DB.

Method 2:

a. Check the file size with the help of Advanced Find query: Where File Size > 0.

New Save Rs	∠ [ﷺ Group AND Clear [ﷺ Group OR ➡ Details	Download Fetch	
View	Query	Debug	
		▼ Use Sa	aved View: To Check file Size
Today			
Is Greater Than	Q		
	New Save Edit Columns View View	New Save Edit Columns Edit Columns Edit Properties View Query Today	New Save Edit Columns View Clear Group OR View Query Debug Today

b. The result returns "No Note records are available in this view".



c. Conclusion: The second query (method) also confirms the file is not stored in CRM.

Email Attachments

Method 1:

b.

Attach a file to an email record.

a. Check the file size with the help of Advanced Find query: Where File Size = 0

File Name	Followed	File Size (Bytes)		
rtal Authentication.docx	No	602,785		
		۶.		
he result confirr		e is ZERO in (CRM-DB.	soft Dynamics 365
second 20 second second	ST TOOLS VED VIEWS			soit [bynamics 505
Saved Results New	Save As Save Edit Columns	Clear [E Group AND Clear [E Group OR Clear] Details	Download Fetch XML	
Show	View	Query	Debug	
ook for: Email Messages			▼ Use Saved View	v: [new]
✓ Created On	Today			
Select				
 Attachments (Item) 				
· Accountence Incom				

Method 2:

- a. Check the file size with the help of Advanced Find query: Where File Size > 0.
- b. The result returns "No Note records are available in this view ".
- c. Conclusion: The second query (method) also confirms the file is not stored in CRM.

Note: The File Size field value in the Advanced Find query is populated dynamically from the related Blobinformation of that attachment through a plugin on the backend.

Note: The "Email Attachments" count may include the emails created from Email Templates with attachments. Please use "Move to Blob" button to move those email attachments to blob. Due to OOB limitations, Emails created from Email Template attachments will not be moved to Azure Blob.

Note:

- 1. To move existing attachments (which are stored in CRM) to Azure Storage Blob in bulk, use LogicApp.
- 2. Plugin can move attachments with file size ~ 10 MB 12 MB within 2 mins and it is dependent on Internetspeed as well (By default, in MS CRM custom plugin's execution time limit is 2 mins).

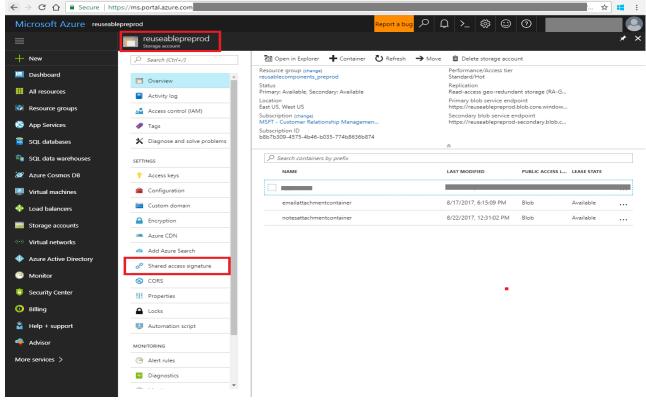
Access to the Custom Entities for other Roles

As per design change in new solution version 1.8.0.1 onwards, We do not require any permissions for the custom entities.

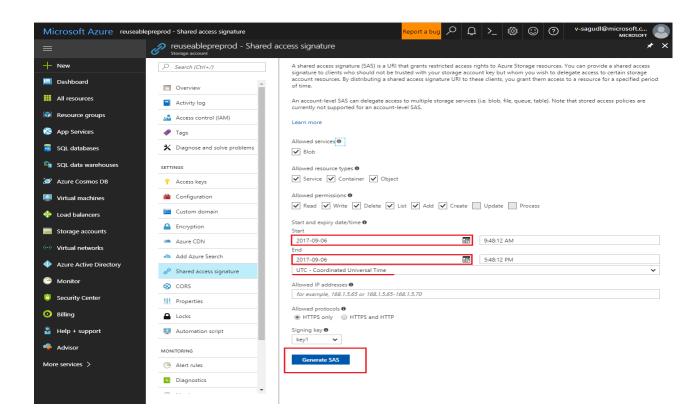
How to Generate SAS Key

This section describes how to generate the SAS Key.

- 1. Go to https://ms.portal.azure.com
- 2. Click on the Storage Account that was created for Emails and Notes Attachment Containers.
- 3. Go to Shared Access Signature to add an Azure Search.



The SAS key generating page will appear as shown below.



Before, clicking on **Generate SAS**, ensure the Current Time zone is properly set relative to Local Time. Then set the Start and End times for the SAS key.

Troubleshooting Steps

System Administrators can use the quick tips below for troubleshooting possible issues:

- 1. Ensure Azure Storage account details have been entered correctly.
- 2. Ensure the plugin steps have been registered for the event, for example "Post Create of Entity".
- 3. Go to "Customize the System" and click "Publish all Customizations".
- 4. Ensure the **Azure Blob Settings** configuration information is correct, for example the "Name" in the Container properties pane matches the name of the Container.

🗃 Open in Explorer 🛛 🕂 Container	🛪 Upload 🐧 Refresh 🗴 Delete container 🔚 Properties 🔎 Access policy	💼 Delete container
Essentials 💙	Location: emailattachmentcontainer	NAME
	Search blobs by prefix (case-sensitive)	emailattachmentcontainer
NAME	NAME MODIFI	URL
emailattachmentcontainer ,		la l
notesattachmentcontainer		LAST MODIFIED

Ensure the **Start Time** and **End Times** are chosen correctly while generating the SAS token.

- 5. Check the custom entity (Azure Blob Storage Settings) settings using the follow below steps.
 - a. Go to Settings/Customizations/Customize the System.
 - b. Under **Components** on the left side, expand **Entities** and select **Azure Blob Storage Settings** entity.

6. Preview functionality **will work** only for containers with public access level as "**Blob**" and **will not** work with public access level as "**Private**".

End of Document