

Bulk Export/Download of SedonaDocuments

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1. *Where are our SedonaDocuments files stored?*

SedonaDocs documents are stored within the SedonaDocuments SQL database. This database resides on the Sedona SQL instance, typically separate from the SedonaOffice workstation or application terminal server.

2. *Which SedonaDocuments tables and columns connect a document to its customer, site, system or service ticket, and which hold its document type, date added and file location?*

The specific SedonaDocuments tables, columns, and relationships used to associate documents with Customers, Sites, Systems, Service Tickets, document types, and other records are part of the database schema and are not information Support can provide directly.

If database schema information is required for development or integration purposes, an NDA would need to be completed before that information could be provided.

3. *Is there an existing utility or report that bulk exports documents by document type?*

There is not currently a standard SedonaOffice or SedonaDocs utility that will bulk export documents of any kind, as they are stored within the SQL database SedonaDocuments.

An extraction would need to be scoped as a project. This would allow the appropriate resources to determine the required database relationships, selection criteria, and method for extracting and delivering the files.

Because of the potential volume of documents and storage requirements, this also cannot simply be executed and exported to SedonaOffice Workstations or a Hosted Production Application Server. The project would need to account for how the resulting files are staged, their size, secure delivery, and offloading.

Because of the potential volume of documents and storage requirements, this also cannot simply be executed and exported to the hosted production server. The project would need to account for how the resulting files are staged, their size, and securely delivered.

4. *Does Sedona-X or SedonaAPI document endpoints support downloading files in bulk?*

SedonaX does not currently provide functionality for bulk downloading SedonaDocs files.

SedonaAPI does include document endpoints that can retrieve documents by several identifiers, including Customer, Site, System, Service Ticket, and Document ID. The API document model also includes the document file data.

However, there is not a single documented bulk-download function that performs the requested extraction. Using the API for this purpose would require a custom integration or development process to identify the appropriate documents, determine the most recent qualifying document for each customer, retrieve the individual files, decode and save the document data, and account for documents associated at different levels such as Customer, Site, System, or Service Ticket.

Given the scope of the Bulk Download Requests, it is best to engage with your Account Manager so they can coordinate a scoping discussion for a project with the appropriate resources. During that process, the team can review the exact criteria, including active-customer requirements, document types, Customer versus System-level attachments, how the "most recent" document should be identified, expected document volume, and the preferred delivery method.
