Attachment Guide for Xurrent

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This document explains how attachments work in the Exalate Xurrent connector, including size limits, allowed file types, and validation behaviour.

Overview

When syncing attachments between Xurrent and another system via Exalate, the connector respects Xurrent's attachment policies. These policies include:

- **Maximum file size** per attachment
- **Allowed file extensions** (whitelist)

Exalate validates attachments **before uploading** to Xurrent, ensuring that invalid files are rejected early with clear error messages.

Attachment Limits

Default Limits

Setting	Default Value	Description
Size Limit	~2 GB (2,147,483,647 bytes)	Maximum size per file
Allowed Extensions	Configurable per account	Whitelist of permitted file types

Per-File Limit

The size limit applies to **each individual file**, not the total of all attachments:

Scenario	Total Size	Allowed?
1 file of 2 GB	2 GB	Yes
10 files of 200 MB each	2 GB	Yes
10 files of 2 GB each	20 GB	Yes
1 file of 3 GB	3 GB	No - exceeds per-file limit

Note: There is no limit on the total storage or number of attachments - only the size of each individual file is restricted.

Example Allowed Extensions

A typical Xurrent configuration might allow:

```
bmp, csv, doc, docx, eml, gif, jpeg, jpg, log, mov, mp4, msg,
pdf, png, ppt, pptx, rar, svg, txt, webm, webp, xls, xlsb,
xlsm, xlsx, xml, zip
```

Note: The actual allowed extensions depend on your Xurrent account configuration.

Configuring Attachment Settings

API Permissions Required

No additional special permissions are required for uploading attachments. Your API token just needs standard Request permissions:

Permission	Required For
Create access to Requests	Adding attachments to new notes
Update access to Requests	Adding attachments to existing requests

The attachment upload uses temporary storage credentials returned by the Xurrent API - no separate "attachment scope" is needed.

Who Can Configure Limits?

Only the **Account Owner** can configure attachment size limits and allowed extensions in Xurrent.

Role	Can Configure?
Specialist	No
Service Desk Analyst	No
Account Administrator	No
Account Owner	Yes

Where to Configure

1. Log in to Xurrent as the **Account Owner**
2. Navigate to **Settings Console**
3. Go to **Security** section
4. Configure:
   - **Maximum file size** (in MB)
   - **Allowed file extensions** (whitelist)

Configuration Hierarchy

Settings configured at the **Directory Account** level can be inherited by Support Domain accounts.

Exalate Validation Behavior

Pre-Upload Validation

Before uploading any attachment to Xurrent, Exalate:

1. **Fetches storage settings** from Xurrent API (`GET /v1/attachments/storage`)
2. **Validates file extension** against the allowed list
3. **Validates file size** against the size limit
4. **Uploads** only if validation passes

What Happens on Validation Failure?

When an attachment fails validation: **Sync fails** with a clear error message and User must fix the issue and retry

Error Messages

File Type Not Allowed

```
File type 'exe' is not allowed. Allowed extensions: bmp, csv, doc, docx, gif, jpeg, jpg, pdf, png, txt, xlsx, zip
```

Cause: The attachment has an extension not in the Xurrent whitelist.

Solution:

- Convert the file to an allowed format, OR
- Ask the Xurrent Account Owner to add the extension to the whitelist

File Size Exceeded

> File size (50.00 MB) exceeds the maximum allowed size (20.00 MB)

Cause: The attachment exceeds Xurrent's configured size limit.

Solution:

- Compress the file to reduce size, OR
- Ask the Xurrent Account Owner to increase the size limit

Troubleshooting

How to Check Current Limits

Call the Xurrent API to see your account's current settings:

```
GET /v1/attachments/storage
```

Response:

```
{
  "size_limit": 2147483647,
  "allowed_extensions": ["bmp", "csv", "doc", "pdf", "png", "xlsx", "zip"],
  "provider": "s3",
  "upload_uri": "https://..."
}
```

Attachment Location in Xurrent

In Xurrent, attachments are associated with **Notes** (comments), not directly with Requests. When you sync an attachment:

1. Exalate uploads the file to Xurrent storage
2. The file is attached to a note on the Request
3. View attachments by opening the note/comment in Xurrent UI

Xurrent Documentation References

- Limit Maximum Attachment Size - How to configure file size limits

  Product
- Whitelist Attachment File Extensions - How to configure allowed file types

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