Backup Freshdesk Solutions to your own S3 bucket

Overview

- Freshdesk Solutions contain critical information about your products and services and needs to be backed up to protect from accidental or malicious delete or corruption.
- Using the LegacyFlo FRESHDESK-S3-ZIP request type, you can now backup Freshdesk Solution Articles to your own S3 bucket
- Similarly, using the LegacyFlo request type FRESHDESK-BACKUP-RESTORE, you can restore the Freshdesk Solution Articles to your Freshdesk account.

Step 1: Preparing your S3 bucket

A. Create an S3 bucket on AWS

Note: We recommend that you use a single S3 bucket in your AWS account to receive LegacyFlo request output.

Create your S3 bucket in a supported region and allow list and write access to LegacyFlo. The steps for the same are given in the links below:

1. Get an AWS account (https://docs.mithi.com/home/faqs-aws-s3#how-do-i-get-an-aws-account-).
2. Create an S3 bucket (https://docs.mithi.com/home/faqs-aws-s3#how-do-i-create-a-s3-bucket-) in a region supported by Mithi.
3. Give necessary permissions.

www.mithi.com

1. When the S3 bucket is used as a source, give list and read access to the objects on the bucket

2. When the S3 bucket is used as a destination, allow list and write access to LegacyFlo (https://docs.mithi.com/home/faqs-aws-s3#how-do-i-grant-access-to-my-s3-bucket-to-legacyflo-).

B. Register your S3 bucket as a source/destination S3 bucket on LegacyFlo

For LegacyFlo to upload data to your S3 bucket, it needs to be added to as a destination S3 bucket in LegacyFlo. The steps for doing the same are as given below:

> **Note:** This step has to be done only once for each destination bucket.

1. Login to LegacyFlo (https://docs.mithi.com/home/how-to-login-to-the-legacyflo-application)

2. Click on the Initials icon on the top of the left-most pane.

3. Select Register S3 bucket

4. Click on Add S3 bucket button. A dialog box will pop-up

5. On the **Prepare Bucket** page, you will be shown the list of steps to be completed to create and grant access to the S3 bucket. Confirm that you have done as instructed and click on **I confirm that the above configuration is complete.**

6. Click **Continue**

7. On the **Configure, Verify & Save** page, give the **Bucket Name** and select the **Bucket Region**.

8. Click **Verify**. LegacyFlo will check the access to the bucket.

9. If LegacyFlo cannot access the bucket, you will be shown an error message similar to **All access to this object has been disabled. Check S3 access rights and name and retry.**

10. If the connection is successful then click on **Save**. LegacyFlo will remember this S3 for further requests.

## Step 2: Registering the Freshdesk Access key and Access URL with LegacyFlo

To allow LegacyFlo to access and backup the Freshdesk Solution Articles, the Freshdesk URL and API key has to be registered with LegacyFlo

1. **Login to Legacyflo.**

2. **Click on the User Info icon** at the bottom of the left pane. The User Info Panel will be launched.

3. Select **Freshdesk Integration** and **click on the + sign** next to Register

4. In the pop-up dialog box, give the Freshdesk URL and API key

   - **Freshdesk URL:** The URL to be enter is the subset of the one you use to log in. For example, if the Login URL is https://mithi-test.freshdesk.com/a/profiles/id/edit, then "mithi-test.freshdesk.com/" is the URL to be registered**.**

   - **API Key**: The API Key can be generated from profile settings on Freshdesk. (Refer to this link (https://support.freshdesk.com/en/support/solutions/articles/215517-how-to-find-your-api-key) for the steps)

1. Login into the Freshdesk account.

2. Click on the Profile icon and go to the **Profile Settings** page.
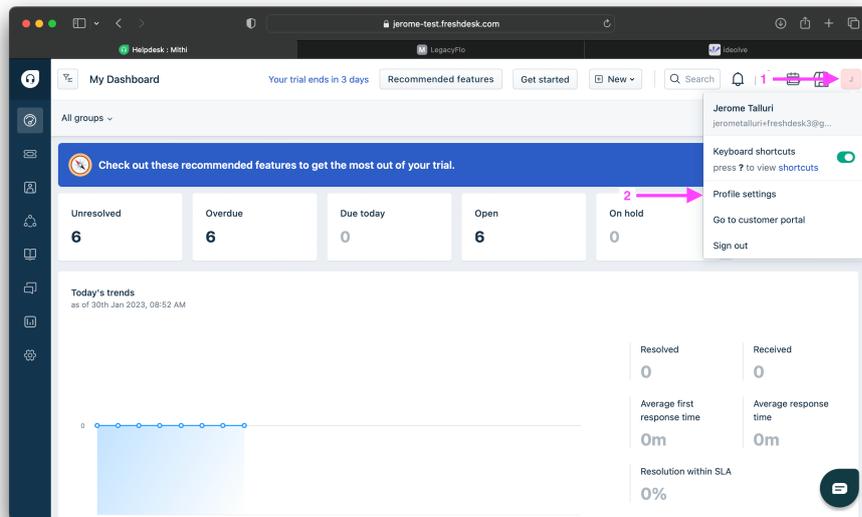
3. On the right side of the page, click on **View API KEY.**
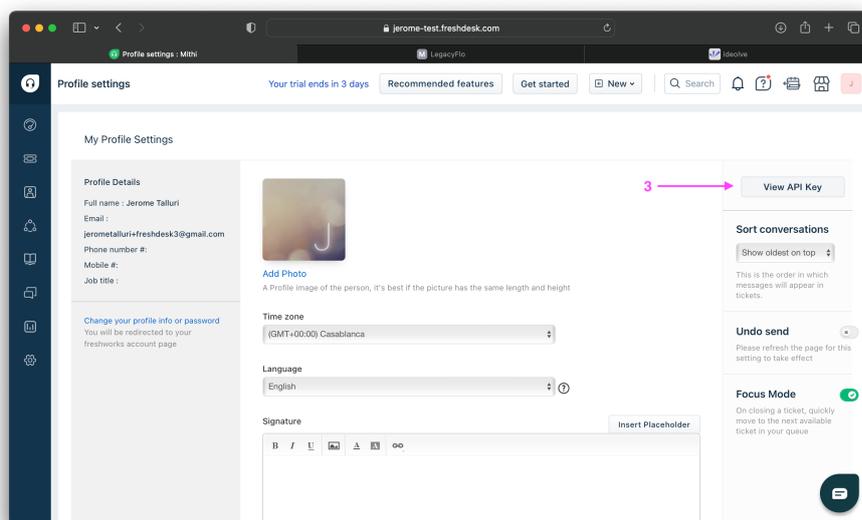
4. The **API KEY** will be visible after completing the captcha.

5. **Click on Save** once the credentials are entered.

Step 3: Submitting a LegacyFlo request to backup Freshdesk Solution articles

You can submit requests to backup Freshdesk Solution articles using the LegacyFlo interface.

The request type to be used is **FRESHDESK-S3-ZIP**.

The parameters for the request are as follows:

Source Information

- No information is required. The source details are picked up from the Client ID and API key registered with

LegacyFlo

Other Information

FIELD NAME	DESCRIPTION	SAMPLE VALUE
Send report to	A valid email id to which status reports are sent	john@baya.com

Destination Information

Step 4: Submitting a LegacyFlo request to restore Freshdesk Solution articles

You can submit requests to restore Freshdesk Solution articles using the LegacyFlo interface. All the solution articles in the backup will be restored to the Freshdesk account registered with LegacyFlo.

The request type to restore the backup is **FRESHDESK-BACKUP-RESTORE**.

The parameters for the request are as follows:

Source Information

Other Information

FIELD NAME	DESCRIPTION	SAMPLE VALUE
Send report to	A valid email id to which status reports are sent	john@baya.com