Backup Freshdesk Solutions to Vaultastic Open or Deep Store

Table of Contents

Overview

Step 1: Registering the Freshdesk Access key and Access URL with LegacyFlo
Step 2: Register the S3 bucket on which Open/Deep Store is hosted with LegacyFlo
Step 3: Submitting a LegacyFlo request to backup Freshdesk Solution articles
Source Information
Other Information
Destination Information
Step 4: Submitting a LegacyFlo request to restore Freshdesk Solution articles
Source Information
Other Information
Other Information

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 Vaultastic Open or Vaultastic Deep Store
- Similarly, using the LegacyFlo request type FRESHDESK-BACKUP-RESTORE, you can restore the Freshdesk Solution Articles to your Freshdesk account.

Step 1: 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.

•	• • •			i jerome-test.freshdesk.com			
	👩 Helpdesk : Mithi			🔛 LegacyFlo			1deolive
D	[¬] _□ My Dashboard	Your trial	ends in 3 days	Recommended features	Get started	🗄 New 🖌 🗌 🔾	Search
•	All groups ~						Jerome Talluri jerometalluri+freshdesk3@g
B	Check out these re	commended features to	get the most	out of your trial.			Keyboard shortcuts press ? to view shortcuts
J						2	Profile settings
ò	Onresolved	Overdue	Due tod	ay Open		On hold	Go to customer portal
	0	0	0	0		0	Sign out
)	Today's trends as of 30th Jan 2023, 08:52 AM						
è.						Resolved	Received
						0	0
	۵ ۵۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰۰					Average 1 response	irst Average response time time
						Om	Om
						Resolutio	n within SLA

3. On the right side of the page, click on View API KEY.

	👩 Profile settings : Mithi		🔝 LegacyFlo		🛃 id	eolve
) P	Profile settings	Your trial ends in 3 days	Recommended features	Get started 🕒 New -	Q Search	Q 🖗 🖶 🕄
0	My Profile Settings					
o						
B	Profile Details Full name : Jerome Talluri				3	View API Key
ి	Email : jerometalluri+freshdesk3@gmail.com	and the local division of the				Sort conversations
m	Phone number #:					Show oldest on top \$
Ð	Job title :	Add Photo A Profile image of the person, i	t's best if the picture has the same k	ngth and height		This is the order in which messages will appear in tickets.
_	Change your profile info or password	Time zone				
	You will be redirected to your freshworks account page	(GMT+00:00) Casablanca		٥		Undo send
æ		Language				setting to take effect
		English		* ③		
						On closing a ticket, guickly
		Signature		Inse	rt Placeholder	move to the next available ticket in your queue
		B I U A E	00			
						E

- 4. The API KEY will be visible after completing the captcha.
- 5. Click on Save once the credentials are entered.

Step 2: Register the S3 bucket on which Open/Deep Store is hosted with LegacyFlo

The S3 bucket on which the Vaultastic Open/Deep Store is hosted has to be registered with LegacyFlo (this is a one time activity). For the steps on registration, refer to this article (https://docs.mithi.com/home/preparation-of-s3-bucket-for-legacyflo).

Note: For the Open/Deep Store, the first step of bucket creation, policies and permissions is to be mentioned in the article is to be skipped.

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

FIELD NAME	DESCRIPTION	SAMPLE VALUE
S3 bucket name	This is the name of the S3 bucket on which your Vaultastic Open Store is hosted.	mithi-ind1-vaultastic- legacystore
S3 folder path	This is the name of your Vaultastic domain	baya- com.vaultastic.com
File name	The destination filename for the result of the LegacyFlo request. Choose a filename that will help you identify the contents.	john-jan-2021.zip, freshdesk-backup- nov.zip

Refer to this topic (https://docs.mithi.com/home/vaultastic-open-store-s3-credentials) to get the S3 credentials for your Vaultastic Open Store.

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 be restore the backup is **FRESHDESK-BACKUP-RESTORE**.

The parameters for the request are as follows:

Source Information

FIELD NAME	DESCRIPTION	SAMPLE VALUE
S3 bucket name	This is the name of the S3 bucket on which your Vaultastic Open Store is hosted.	mithi-ind1-vaultastic- legacystore
S3 folder path	This is the name of your Vaultastic domain	baya- com.vaultastic.com
File name	The source filename	john-jan-2021.zip, freshdesk-backup- nov.zip
S3 bucket region	The region in which the bucket is hosted.	ap-southeast-1

Refer to this topic (https://docs.mithi.com/home/vaultastic-open-store-s3-credentials) to get the S3 credentials for your Vaultastic Open Store.

Other Information

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