

Import File Attachments

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Overview

The Attachment tool within Resolver's Data Import feature allows an Administrator to import additional information into an **Attachment** field using document or image files. An **Attachment** field will enable Administrators to upload document or image files (up to 100 MB in size) to an object to display the attachment on a Form.

User Account Requirements

The user account you use to log into Resolver must have Administrator permission to access the Data Imports feature.

Related Information/Setup

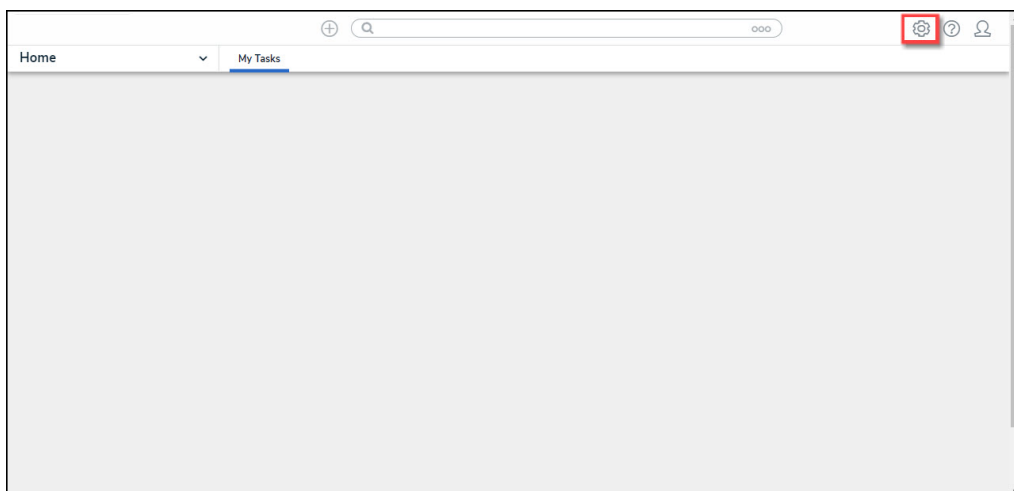
Please refer to the [Data Import](#) category for more information on the Data Import feature.

Please see the [Create an Import Template](#) article for further information on creating a Data Template Import file.

Please see the [Upload Import Template](#) article for further information on uploading a Data Import Template file.

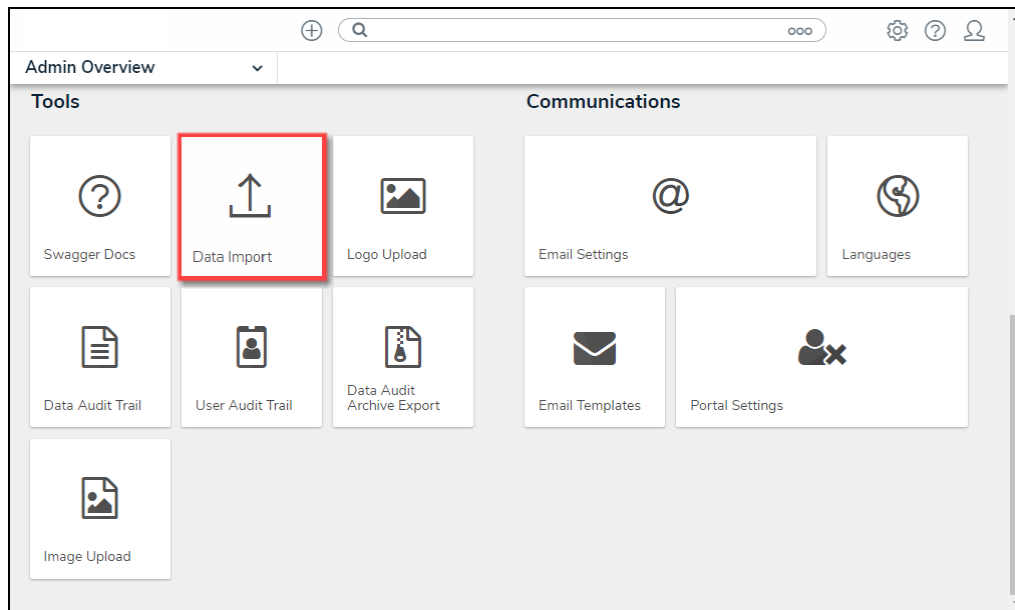
Navigation

1. From the **Home** screen, click on the **System** icon.



System Icon

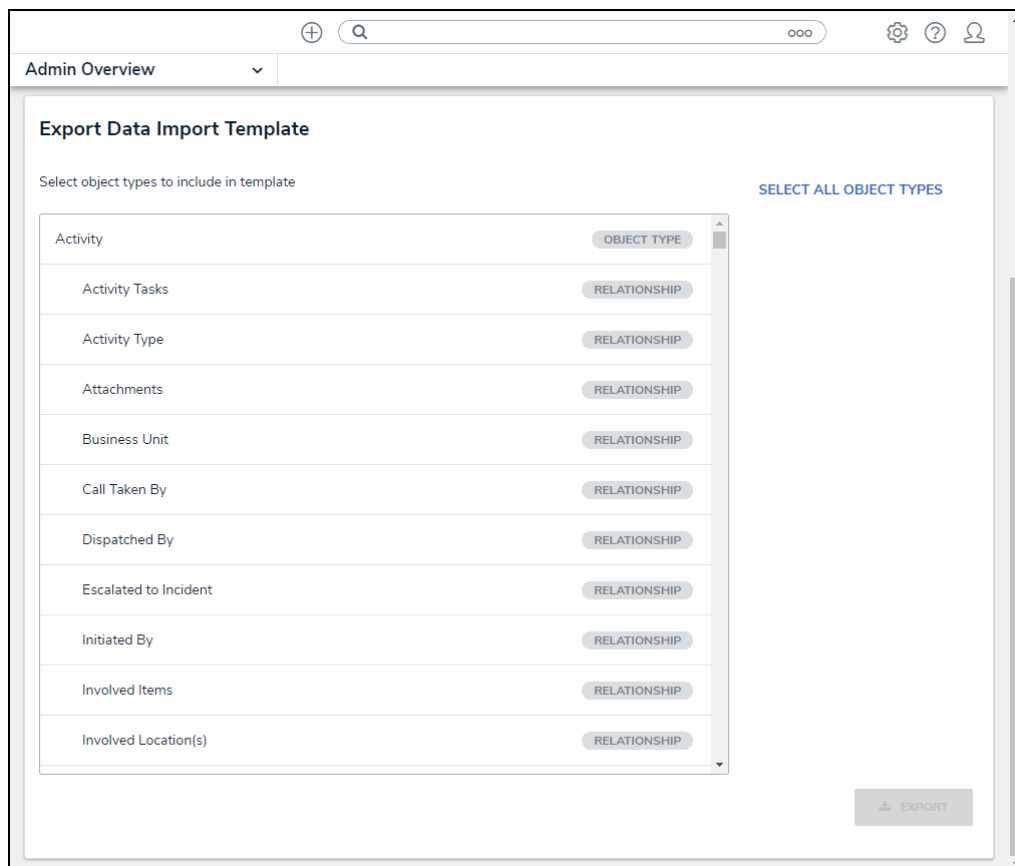
2. From the **Admin Overview** screen, click on the **Data Import** tile under the **Tools** section.



Data Import Tile

Importing an Attachment File

1. From the **Data Import** screen, scroll to the **Export Data Import Template** section.



Export Data Import Section

2. Select **Attachments** under the selected Object Type.

💡 Related Information/Setup:

Please see the [Create an Import Template](#) article for further information on creating a Data Template Import file.

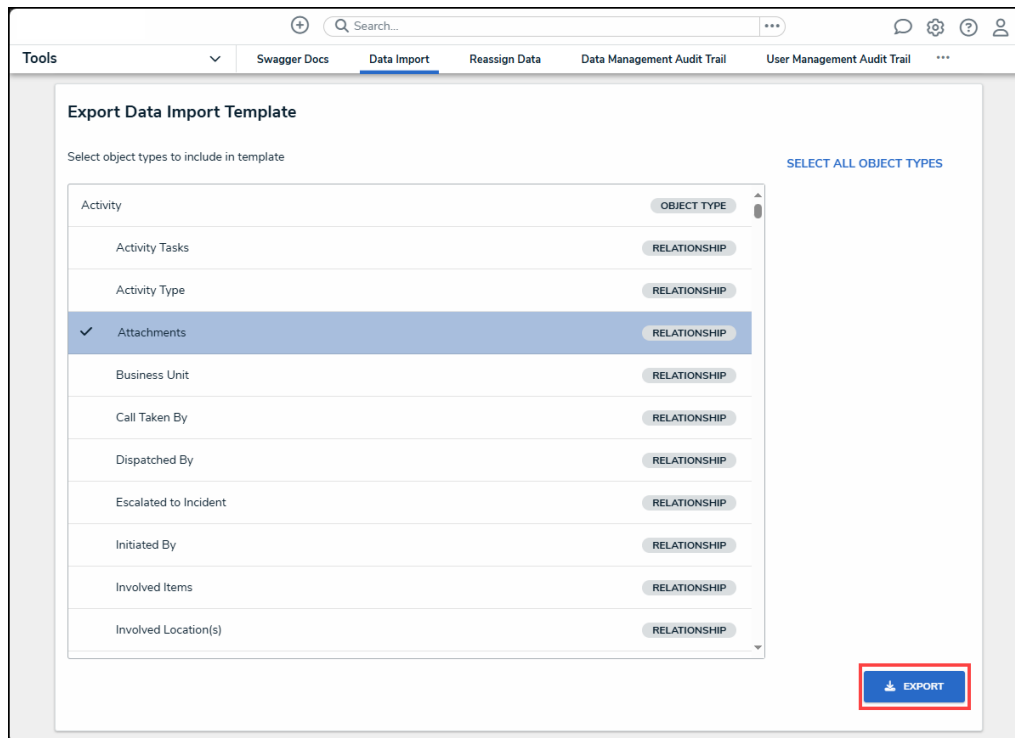
The screenshot shows the 'Export Data Import Template' page in the Resolver application. The page has a top navigation bar with 'Tools' and several tabs: 'Swagger Docs', 'Data Import' (selected), 'Reassign Data', 'Data Management Audit Trail', and 'User Management Audit Trail'. Below the navigation bar, the main content area is titled 'Export Data Import Template'. It includes a search bar and a 'SELECT ALL OBJECT TYPES' link. A table lists various object types with their corresponding relationship types. The 'Attachments' row is highlighted with a red border and a checkmark. The 'EXPORT' button is located at the bottom right of the table.

Object Type	Relationship
Activity	OBJECT TYPE
Activity Tasks	RELATIONSHIP
Activity Type	RELATIONSHIP
✓ Attachments	RELATIONSHIP
Business Unit	RELATIONSHIP
Call Taken By	RELATIONSHIP
Dispatched By	RELATIONSHIP
Escalated to Incident	RELATIONSHIP
Initiated By	RELATIONSHIP
Involved Items	RELATIONSHIP
Involved Location(s)	RELATIONSHIP

EXPORT

Attachments

- Click the **Export** button to download the Data Import Template.



Export Button

- When you have created the Data Import Template, navigate to the Download folder on the connected PC and look for a filename with the version number, organization's name, and the date the Data Import Template was generated (e.g., 22.2 - org name - 20230609 - Data Template).

	A	B	C	D
1	Relationship ID	Object Type ID	Object Type ID	
2	Activity-Attachment	Activity	Attachment	
3	Activity	(optional)	Attachment	(optional)
4	OB1 Ext Ref ID	Object Name	OB2 Ext Ref ID	Object Name
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				

Data Import Template

- Enter the folder name and file name for the document or image file in the **Attachment** column on the Data Import Template, using forward slashes to separate the folder name and file name (e.g., Attachments/samplephoto.jpg). If you do not use forward slashes (/) to separate elements of the file path your Data Import will fail without this proper formatting.



Note:

Folder and file names must contain no commas, or the Data Import will not function

	A	B	C	D
1	Relationship ID	Object Type ID	Object Type ID	
2	Activity-Attachment	Activity	Attachment	
3	Activity	(optional)	Attachment	(optional)
4	OB1 Ext Ref ID	Object Name	OB2 Ext Ref ID	Object Name
5	LE01		Attachments/samplephoto.jpg	
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				

Diagram illustrating the structure of an attachment entry in the spreadsheet. The entry "Attachments/samplephoto.jpg" is highlighted in red. Arrows point from the text "Attachments/samplephoto.jpg" to "Folder Name" (Attachments) and "File Name" (samplephoto.jpg).

Image File

- Enter a web link in the **Attachments** column, using square brackets to contain the Display Text and parenthesis to contain the URL, e.g., [Resolver](www.resolver.com).
- The following additional elements can be used with a web link:
 - **Nested Parenthesis:** Can be used within the web link, e.g., [Resolver](www.resolver.com(signin)).
 - **Commas:** Commas can be used within the display text to separate text, e.g., [display, text].
 - **Special Characters:** Special Characters can be used when they are separated by a backslash (\).

	A	B	C	D
1	Relationship ID	Object Type ID	Object Type ID	
2	Activity-Attachment	Activity	Attachment	
3	Activity	(optional)	Attachment	(optional)
4	OB1 Ext Ref ID	Object Name	OB2 Ext Ref ID	Object Name
5	LE01		Attachments/samplephoto.jpg	
6	LE02		[Resolver](www.resolver.com)	
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				

Diagram illustrating the structure of a web link entry in the spreadsheet. The entry "[Resolver](www.resolver.com)" is highlighted in red. Arrows point from the text "[Resolver](www.resolver.com)" to "Display Name" ([Resolver]) and "URL" (www.resolver.com).

Web Link

- Continue adding files and web links on the spreadsheet (as required), using commas to separate multiple files or web links in the same attachment field (e.g., **August Reports/August23.jpg, Documents 2021/May 24 PA.jpg**).
- Save the changes to the Data Import Template.
- Make sure that the folder with the attachments is in a separate folder than the Data Import Template file before creating the zip file.
- Create a zip file containing the Data Import Template and the attachment files to be

imported. The file structure must match the file paths entered in the Attachment column on the Data Import Template. The Data Import Template must be the only .xls file in the zip file's Archive Root Directory (top-level). If there are other .xls files in that same folder, the import into Core will fail.

- The Data Import Template supports the following file size limits for attachments and image files combined:
 - Up to 500 MB for a single image zip file.
 - Up to 200 MB for multiple image zip files as long as the average file size is less than 1 MB.



Related Information/Setup:

Please see Microsoft Support's [zip and unzip files](#) article for how to create a .zip file.

12. Navigate back to Resolver and upload the Data Import Template file.



Related Information/Setup:

Please see the [Upload Import Template](#) article for further information on uploading a Data Import Template file.

13. Any existing files in the attachment fields are appended and not overwritten by imported files.