Online Common Functionality
Linked Documents

Linked Documents or **Linked Files** are related documents, letters, or reports etc.

A linked file, for example, could be a report attached to a **Communication Log** item.

Adding a Linked Document

Click the **New** button to display the **Linked File Details** dialog.

Click the **Delete** button to remove a linked file.

Click the **Open** button to view a linked file.

Click the **Linked Documents** button to display a list of linked files.

Hover the mouse over the **Information** button to display **Linked By**, **Updated By** and **Uploaded By** details.

1. Enter the name of your file in the **File Description** field.
2. Copy the location of your file into the **Directory Path** field.
3. Click the **Select File** button to open a browse to locate the required file.
4. Click the **Save** button; the file is now linked.
5. Click the **Yes** button on the upload confirmation pop-up, to upload the document now. A linked file does not have to be uploaded when it is saved.

Uploading a Linked File

To upload a linked file:

1. Click the **Linked Documents** button to display a list of linked files.
2. Highlight the required file, then click the **Open** button to open the **Linked File Details** dialog.
3. Click the **Upload File** button to open the browse.
4. Locate the file, then click the **Open** button to start the upload.
5. After the linked file is uploaded, click the **OK** button on the confirmation pop-up.
6. Click the **Close** button to return to the **Linked Documents** browse list.

The maximum file size for an uploaded file is 150 MB. This is set via the **CCS Enterprise Server Configuration Utility | Application Servers** tab. The default is 15 MB, if no value is supplied. If you attempt to upload an over-sized file, the following message displays:

The file *name.txt* that you are trying to upload is larger than the maximum permitted size of 150 MB.

An over-sized file can be linked, but it cannot be uploaded.

A file can only be uploaded once.

If the **File Name**, **File Description** or **Directory Path** fields are changed, you must save the file again and re-upload it.

Opening a Linked File

A linked file cannot be opened until it has been uploaded.

It is not possible to edit a document within One Online; it must be done outside One Online and re-uploaded.

To open a linked file:

1. Click the **Linked Documents** button to display a list of linked files.
2. Highlight the required file, then click the **Open** button to open the **Linked File Details** dialog.
3. Click the **Open File** button. The following message displays:

Perform a **Save As** on the file once editing has been completed, in order to identify the file location.
Use **Select File** to then re-select the edited file in order to complete the re-upload of the edited file.

When a file is opened, a copy is stored in the **Downloads** area on the client PC. These files are not automatically removed. We recommend that you regularly delete copies of files which are automatically retained on the client PC.

1. Go to **Internet Explorer | Tools | Internet Options | General** tab.
2. Click the **Delete** button on the **Browsing History** section to display the **Delete Browsing History** window.
3. Select the **Temporary Internet Files** check box.
4. Click the **Delete** button to delete the browsing history.

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