

AVAIL™

AVAIL Stream for Egnyte

Integration Guide



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Overview

AVAIL Stream integrates with an organization's Egnyte shared file system to automatically monitor designated folder structures, ingest file changes via webhooks, and generate previews for downstream AVAIL workflows.

What does the AVAIL integration do?

- Reads files from Egnyte using a dedicated service account.
- Creates Egnyte webhooks to monitor specific folders.
- Generates temporary previews and pushes them to AVAIL's AWS S3 store.
- Supports path-scoped monitoring to limit user access within AVAIL.
- When triggered, AVAIL:
 - Fetches the updated object using the service account.
 - Reads the SHA-256 hash from Egnyte metadata.
 - Generates preview thumbnails and stores them in AVAIL's S3 bucket.
 - Discards temporary artifacts after processing.

AVAIL does not:

- Write, move, rename, or delete files or folders in Egnyte.
- Push file versions back into Egnyte.

A Basic Example

Stream could be monitoring a folder on an Egnyte drive called "Revit Content." A rule (called a *Stream Definition*) could be set to index RFAs into a designated Channel in AVAIL automatically. If an RFA and a JPG are added to this folder, Stream would add the RFA to the Channel in AVAIL, but exclude the JPG.

If the RFA is removed or changed in the file system, it will automatically be removed or updated in the AVAIL Channel.

Prerequisites

Egnyte Requirements

- An Egnyte Service Account must be used.
 - Service accounts avoid password-rotation disruptions.
 - AVAIL stores only tokens, never passwords.
- The service account must be able to read (download) files from monitored folders.
- To register webhooks, the Egnyte Service User must be an Administrator.
 - Egnyte only allows Administrators to create/delete webhooks.
 - Important note: After webhooks are created, privileges may be reduced to a Power User.
- Egnyte webhook limit: 10 webhooks per tenant.
- Additional limit increases can be requested through Egnyte.

AVAIL Requirements

- Access to **stream.getavail.com** (AVAIL Stream Portal).
 - AVAIL must first enable your account to integrate with Egnyte before you have access to log in to the Stream Portal.
 - Please contact **support@getavail.com** to submit a request to enable the integration.
- Ability to authenticate with AVAIL (i.e. login) and register the Egnyte domain.

Managing Webhooks & Folder Scope

Webhooks are the primary mechanism defining what AVAIL Publishers can see as source folders. They can be scoped narrowly (per folder) or broadly (entire Standards directory). Webhooks also allow AVAIL to limit what folders appear when users create Stream Definitions.

Because of Egnyte limitations:

- Only Admins can create or delete webhooks.
- AVAIL requires a “Service Account with Admin Privileges.”

In order to complete the initial setup of the Stream for Egnyte integration, you can temporarily elevate the service account to Administrator. Once you have authenticated the user through **stream.getavail.com**, you will be able to create the necessary webhooks.

After the webhooks are created, you have the option to reduce the Service User back to Power User after setup.

Follow these steps to ensure Stream is still functioning as expected after the Service User is downgraded to Power User:

1. Verify webhook callbacks continue.
2. Verify file downloads still work.
3. Verify the AVAIL portal still loads the webhook list.

Setup Instructions

Step 1: Create and Configure the Egnyte Service Account

1. In Egnyte Admin Console, create a Service User Account.
2. Important: Egnyte requires Administrator privileges to create webhooks.
 - a. You may temporarily elevate the account to Administrator for initial setup.
3. For ongoing access:
 - a. Ensure the Service User has *View + Download* permission for all folders AVAIL needs to monitor.
 - b. Example: Z:\Standards\Revit and Z:\Rendering Materials.

Step 2: Assign Folder Permissions

Option A – Broad Access (Simplest)

- Assign the service user *Viewer(Preview/Download)* permissions to the entire folder structure.
- Use webhooks to limit the actual monitored folders.

Option B – Narrow Access (Strict Control)

- Grant access only to specific folder paths that webhooks will monitor.

Note:

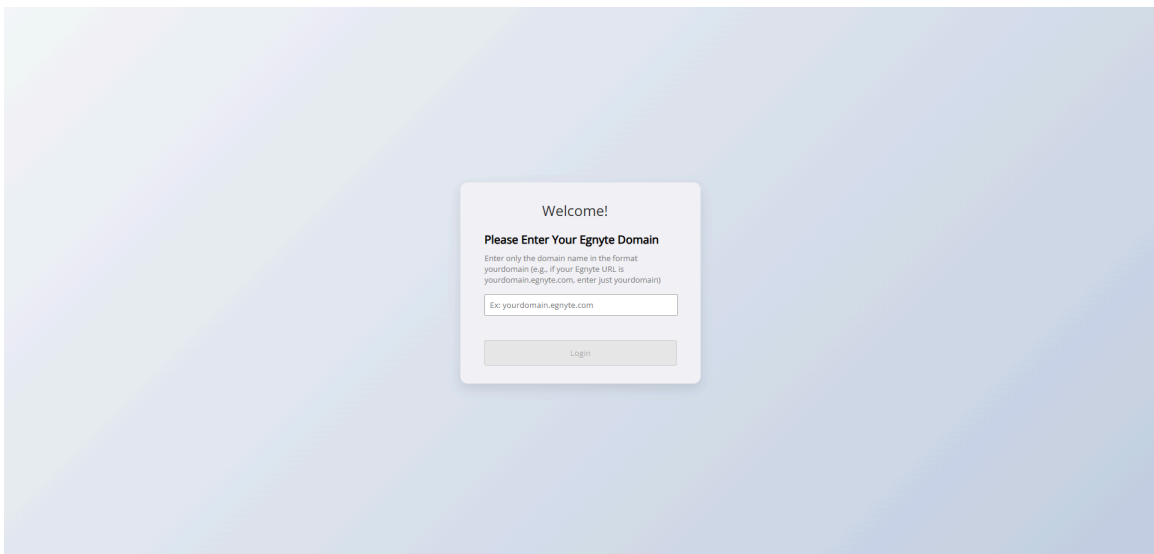
- AVAIL does not require write permissions.
- Preview generation only requires read access.

Step 3: Access the AVAIL Stream Portal

1. Visit: <https://stream.getavail.com>
2. Log in with your AVAIL user.



3. You will be prompted to enter your Egnyte domain.
 - a. The domain should **not** include .egnyte.com (auto-populates).



Step 4: Authenticate the Egnyte Domain Using the Service Account

1. When prompted for Egnyte authentication, log out if your named user auto-appears.
2. Re-authenticate using the Egnyte service account credentials.
3. Approve the requested permissions.
4. AVAIL exchanges this for an access + refresh token.
 - a. AVAIL maintains token refresh automatically.
 - b. If the Egnyte password changes, you must re-authenticate.

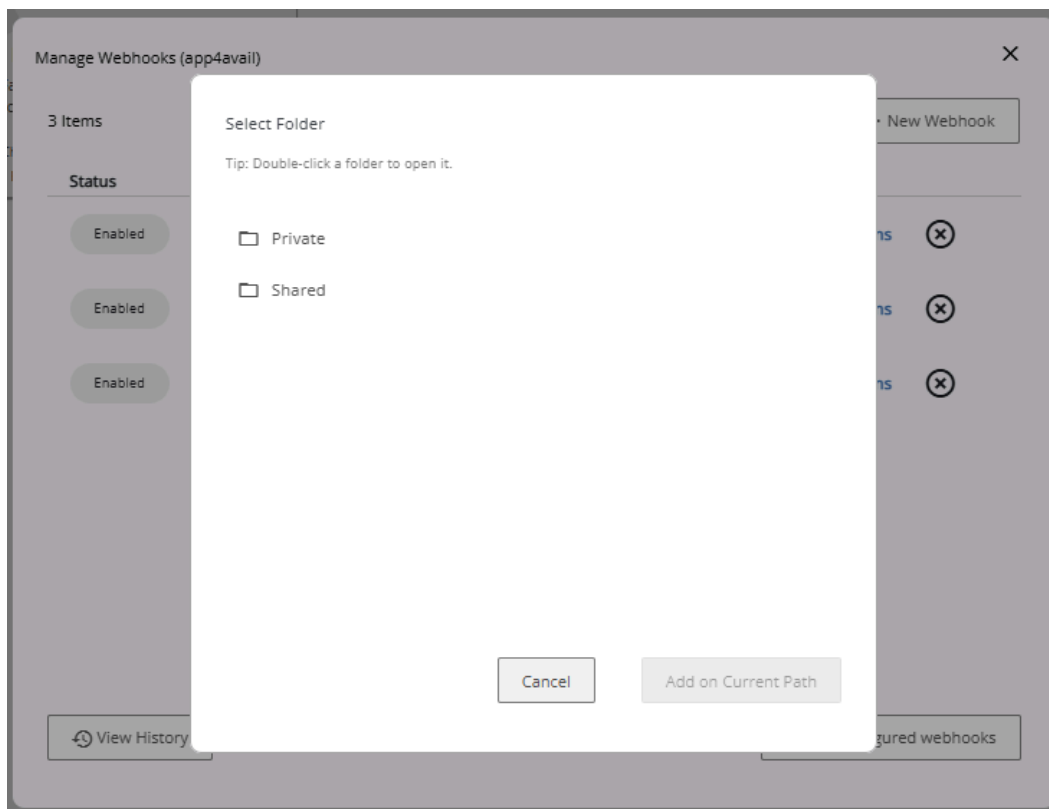
If authentication fails in a standard browser, use **Incognito** to avoid cached cookies.

Step 5: Create Webhooks (Folder Monitoring)

Webhooks determine which folders AVAIL monitors. They require Egnyte Admin privileges on the service account.

Steps:

1. In the AVAIL Stream portal, click on the User icon and navigate to Manage webhooks
2. Choose + New Webhook.
3. Select a **Shared** Egnyte folder path to monitor (e.g., Standards/Revit or Standards/Rendering Materials).
 - a. Private folders should *not* be used when creating webhooks.

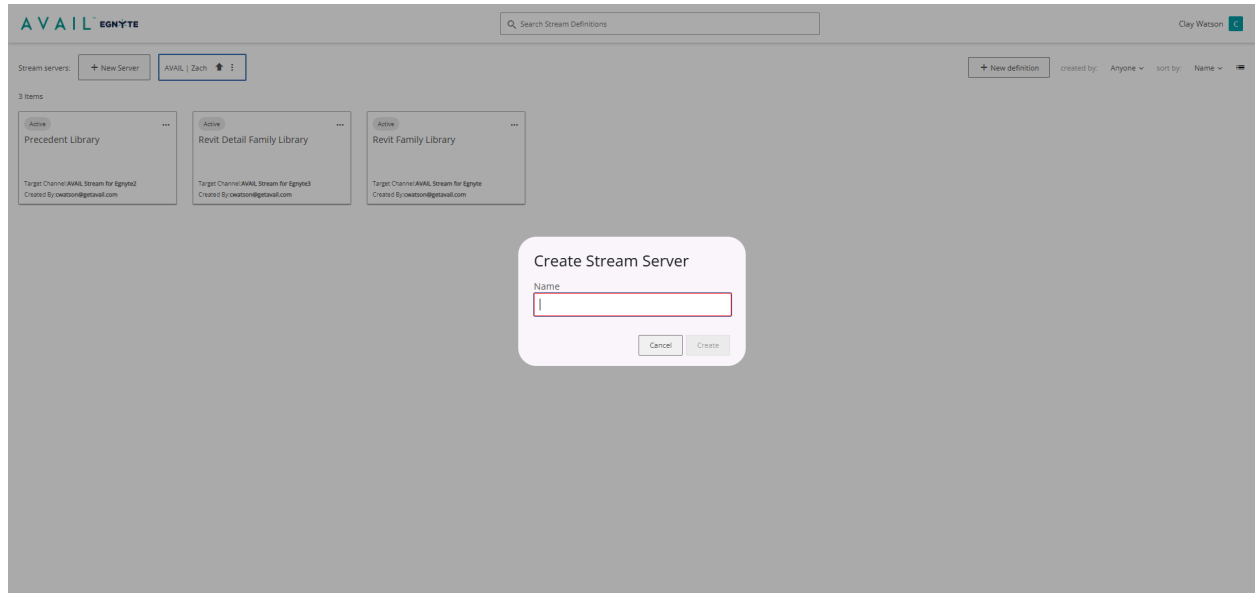


4. AVAIL will:
 - a. Register a secure webhook in your Egnyte environment.
5. Repeat, if needed, for additional monitored folders (up to 10 webhooks per Egnyte plan).

After webhook creation, the service account can be downgraded from **Admin** → **Power User**.

Step 6: Create a Stream Server

To complete the Stream for Egnyte setup, click **+ New Server** from the Stream portal homepage to create a Stream Server. Once the server has been created, Publishers in AVAIL will be able to log into the AVAIL Stream Portal and begin creating Stream Definitions.



Contact Support

Have a question?

Email us at support@getavail.com

AVAIL, LLC
163 East Main Street
3rd Floor
Lexington, KY 40507
USA

Website: www.getavail.com