

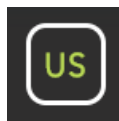


**ExporterRy**

Version 1.9

**User Guide**

**ExporterRy** is an independent exporter for Ryver.com organisation data



Produced by Utility Software Limited

<https://www.utilitysoftware.store>

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# ExporterRy User Guide

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# ExporterRy v1.9 User Guide

## About ExporterRy

**ExporterRy** is an independent exporter for Ryver.com.

With ExporterRy you can export Tasks, Topics, and Chats from your Ryver organisation Teams and Forums.

Data is exported in JSON and HTML formats, and can be kept as an archive, or used in other processes.

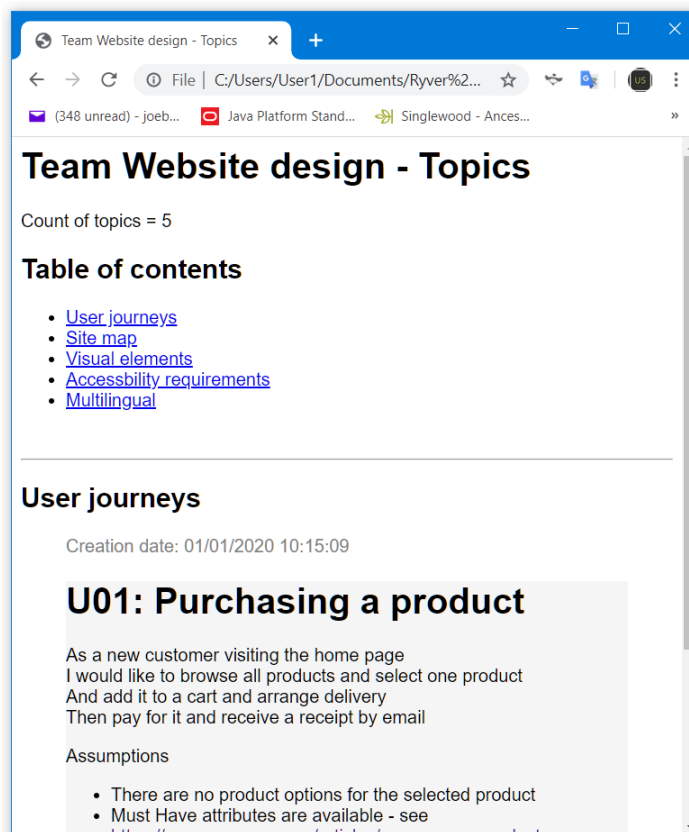
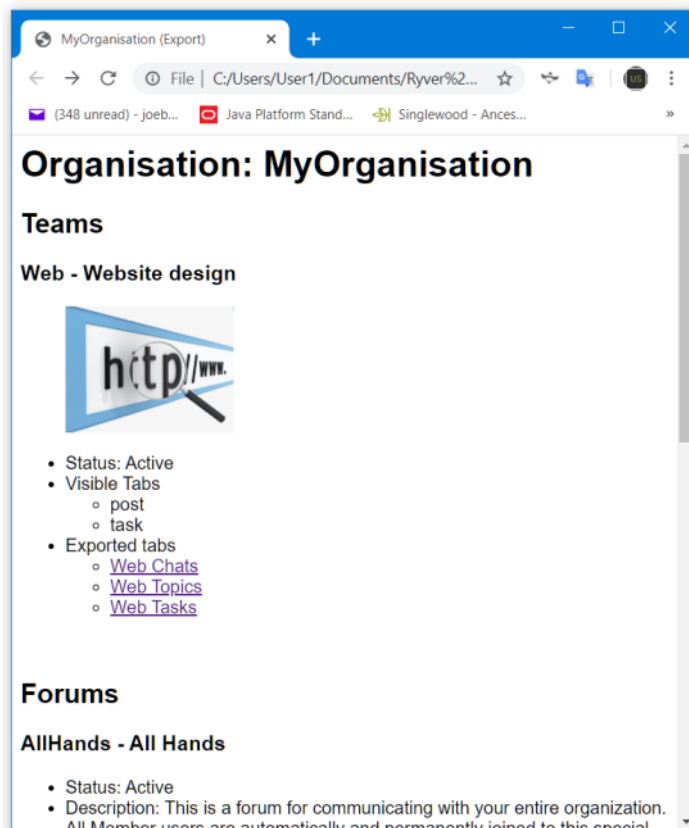
For details of what data is and is not exported, please refer to <https://utilitysoftware.store>



Example JSON output:

```
C:\Users\User1\Documents\Ryver Export\Ryver Export - Myorganisation - 2020-01-02-192655\json\RyverInfo.json -
File Edit Search View Encoding Language Settings Tools Macro Run Plugins Window 2
RyverInfo.json
485         "post",
486         "task"
487     ],
488     "boardId": null,
489     "boardType": null,
490     "boardShortPrefix": null
491 }
492 ],
493 "forums": [
494     {
495         "id": 157358,
496         "descriptor": "All Hands",
497         "nickname": "AllHands",
498         "active": true,
499         "description": "This is a forum for communicating with y",
500         "about": null,
501         "tagDefs": [],
502         "avatarUrl": null
503     },
504     {
505         "id": 745208,
506         "descriptor": "Ideas and Improvements",
507         "nickname": "Ideas",
508         "active": true,
509         "description": "To allow anyone to suggest improvements.",
510         "about": "This is a public channel for users to provide",
511         "tagDefs": [
512             {
513                 "name": "feature",
```

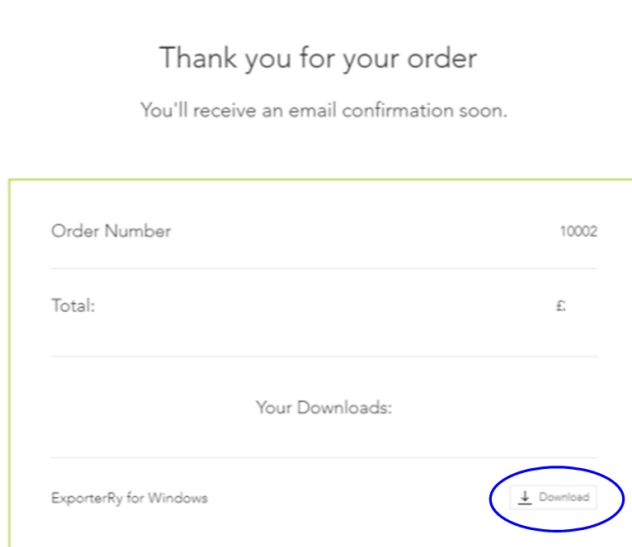
Example HTML output:



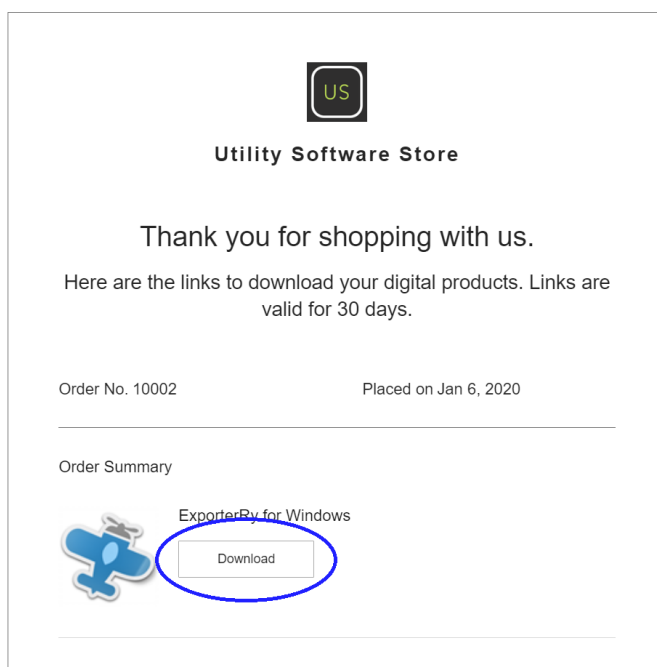
## Downloading ExporterRy

When you purchase ExporterRy for Windows, our checkout process will show you a download link. It will also automatically email you the link so you can download the software.

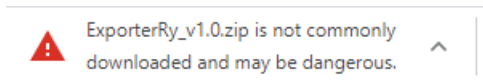
Example checkout page containing download link:



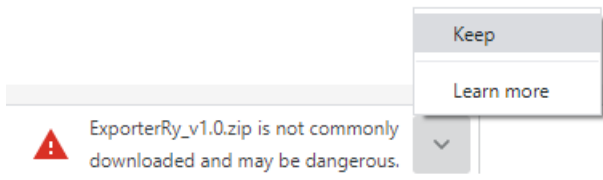
Example email containing download link:



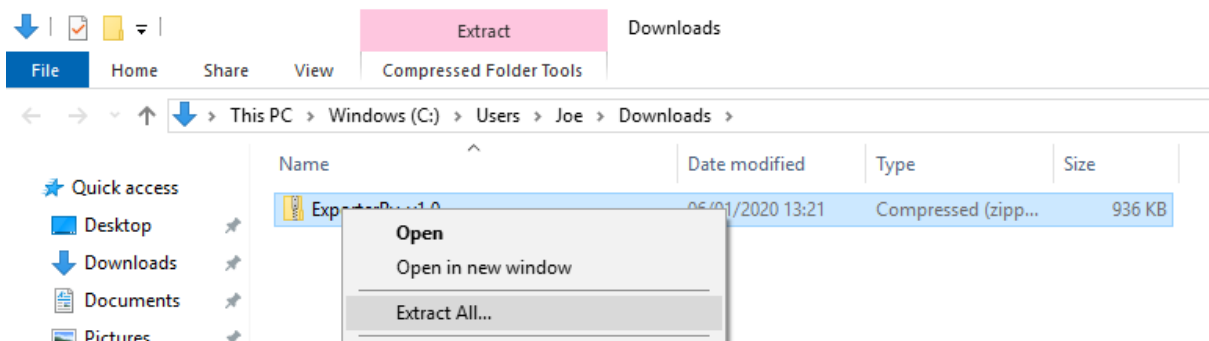
Depending on which browser you use to download the zip file, you may get a warning, like this one from Google Chrome:



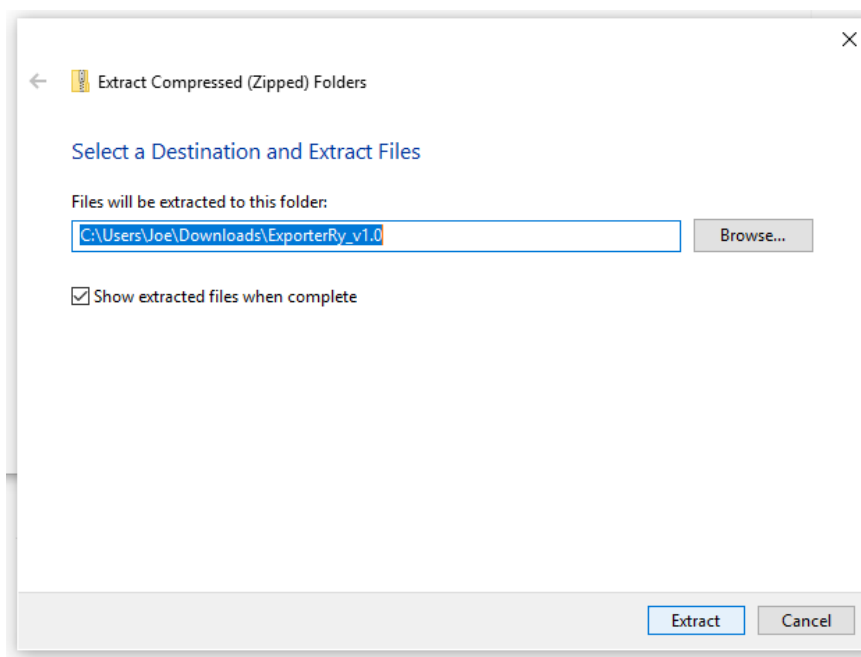
If you see this, click the arrow on the warning and pick “Keep”:



In your Downloads folder, extract the software folder from the downloaded zip:



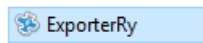
Click Extract:



Move the ExporterRy\_vX.X folder to a folder where you will keep it, like C:\Program Files.

## Starting ExporterRy

Double-click the “ExporterRy” or “ExporterRy.exe” application icon:

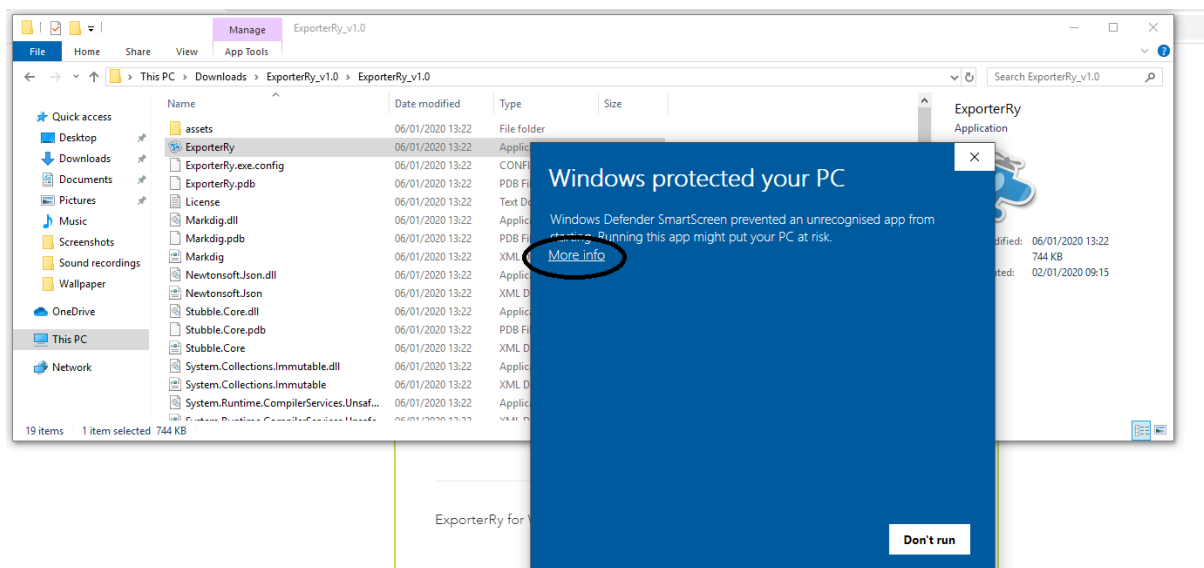


or



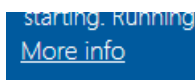
## Warnings from Windows

Windows may warn you that the application is unrecognised:



This is because there are only a few users of ExporterRy, so Microsoft has not gathered enough stats about it yet.

If this happens, press More Info



Then press "Run anyway"



## Warnings from Anti-Virus software

Some Anti-Virus systems may complain about ExporterRy, because it does not yet have many users.

For example, Symantec Norton Anti-Virus might report a "WS.Reputation.1" warning and quarantine ExporterRy.exe.

This is simply because the application has not had enough users for Symantec to analyse it yet.

The documentation from Symantec says:

*"WS.Reputation.1 is a detection for files that have a low reputation score based on analyzing data from Symantec's community of users and therefore are likely to be security risks. Detections of this type are based on Symantec's reputation-based security technology. Because this detection is based on a reputation score, it does not represent a specific class of threat like adware or spyware, but instead applies to all threat categories."*

Other Anti-Virus software may report similar messages. Unfortunately these policies create a disadvantage for small software vendors like us, especially when selling applications with a small potential customer base.

If your Anti-Virus software quarantines ExporterRy.exe you may manually retrieve the file from quarantine (depending on your company policies).

If you have any doubts about the origin of the application please contact us directly and we will send you the MD5 checksum of the exe file so you can validate the file has not been tampered with.

Please specify the version of ExporterRy when you contact us.

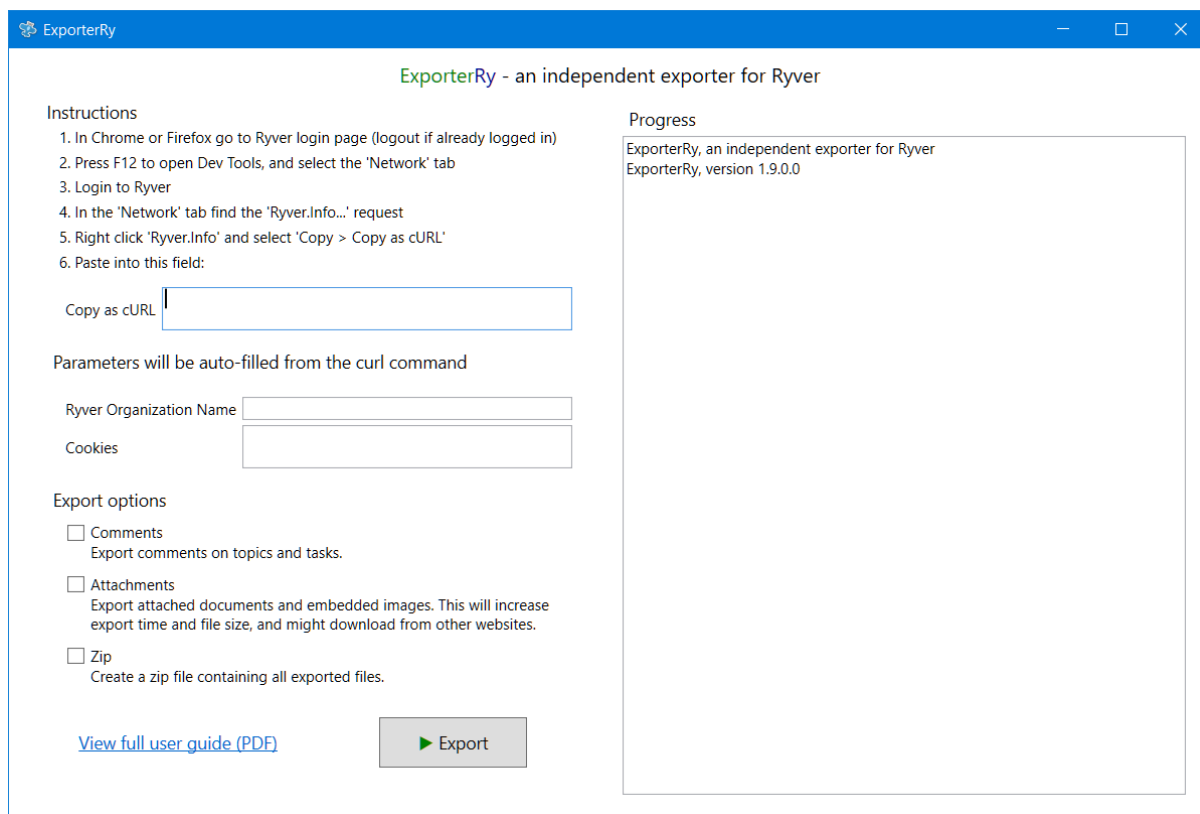


## Using ExporterRy

1. Read the Welcome page for more information about how ExporterRy works.



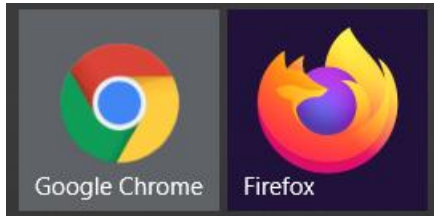
2. Press Next to get to the Parameter and progress page:



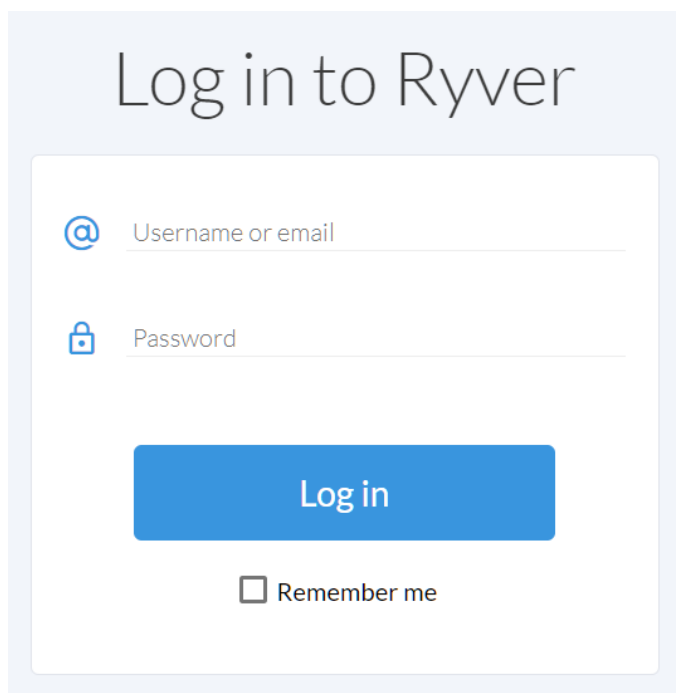
3. Provide your Ryver session details to ExporterRy (ExporterRy does not need your password!)

In this step you will provide the browser tokens from an active Ryver session. This allows ExporterRy to communicate with Ryver without having to ask you for your password.

You need to use Google Chrome or Mozilla Firefox:

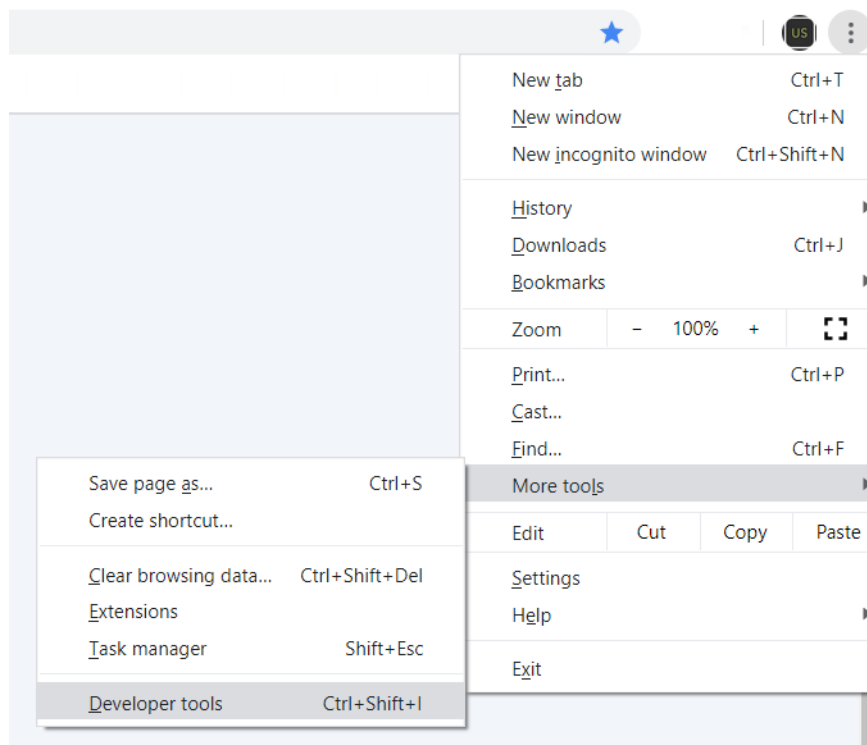


3.1 In Chrome or Firefox go to your organisation's Ryver login page (logout if already logged in)

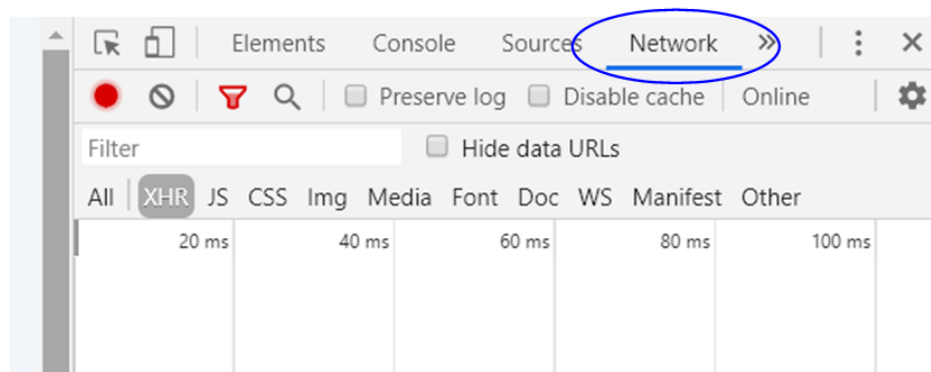
A screenshot of the Ryver login page. The page has a light blue header with the text 'Log in to Ryver'. Below the header is a white login form. The form contains two input fields: the first is labeled 'Username or email' with an '@' icon, and the second is labeled 'Password' with a lock icon. Below these fields is a blue 'Log in' button. At the bottom of the form is a checkbox labeled 'Remember me'.

Do not login yet.

3.2 Press F12 to open the browser's Developer Tools, or go to More tools > Developer Tools in the browser menu:



3.3 Select the 'Network' tab



3.4 Login to Ryver

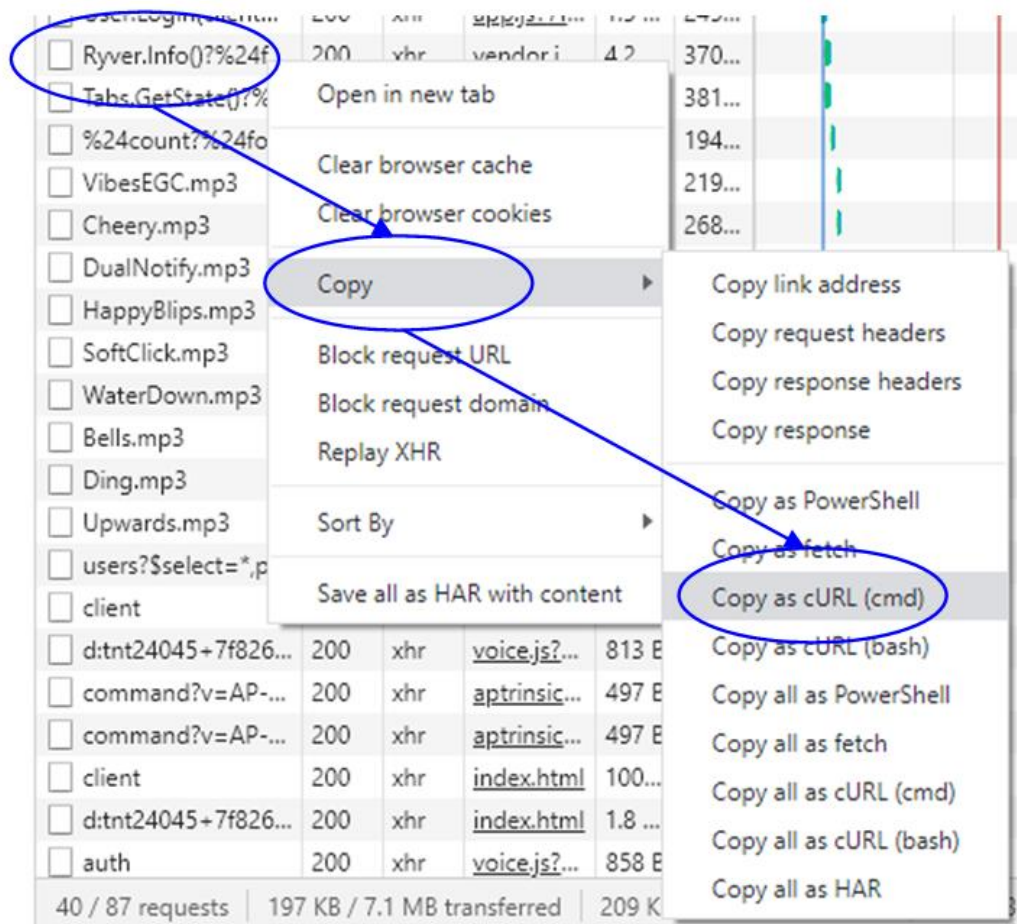
Now you can login.

Using the same browser window, login to Ryver as you normally do.

3.5 In the 'Network' tab find the 'Ryver.Info...' request (hint, pressing the XHR filter button may help reduce the number of items to look through).

<input type="checkbox"/>	User.Login(client...	200	OK	xhr	app.js?7f...	1.5 KB	2
<input type="checkbox"/>	/api/1/odata.svc				Script	1.2 KB	2
<input type="checkbox"/>	AP-SESQECHED...	200	OK	xhr	aptrinsic.j...	1.3 KB	5
<input type="checkbox"/>	esp.aptrinsic.co...				Script	851 B	5
<input type="checkbox"/>	Ryver.Info()?%24...	200	OK	xhr	vendor.js?...	4.2 KB	3
<input type="checkbox"/>	/api/1/odata.svc				Script	11.8 KB	3
<input type="checkbox"/>	Tabs.GetState()?	200	OK	xhr	vendor.js?...	1.9 KB	2
<input type="checkbox"/>	/api/1/odata.svc				Script	4.3 KB	2
<input type="checkbox"/>	command?v=AP...	200	OK	xhr	aptrinsic.j...	497 B	2
<input type="checkbox"/>	esp.aptrinsic.co...				Script	45 B	2
<input type="checkbox"/>	command?v=AP...	200	OK	xhr	aptrinsic.i...	497 B	2

3.6 Right click 'Ryver.Info' and select 'Copy > Copy as cURL'



3.7 In ExporterRy, click the 'Copy as cURL' field and right-click and Paste, or press Ctrl+V

ExporterRy will find your organisation name and session token cookies and automatically populate those.

4. Press the Export button

ExporterRy will now connect to Ryver using your active session, and export the Tasks, Topics, and Chats from the Teams and Forums in your organisation.

The progress window will show you the location of the exported data.

5. After export

When complete, it will automatically open the root HTML web page of the exported data.

To view an HTML human-readable version of the exported data, click “Exported data table of contents”

## Exported Data

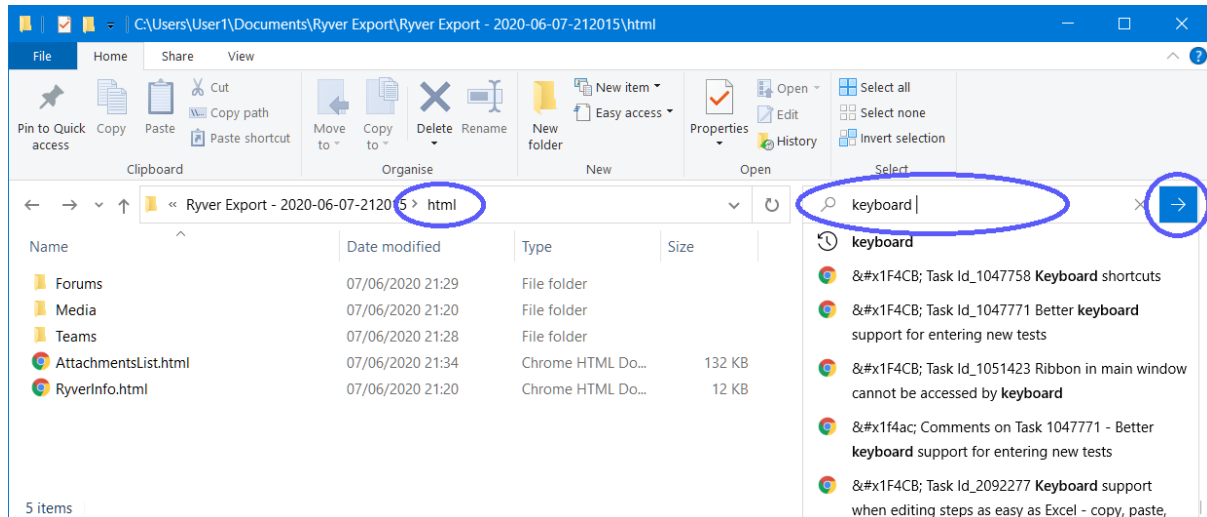
- [Exported data table of contents](#)
- [Export log](#)
- [View json folder](#)
- [View html folder](#)

You will find the exported data in Documents\Ryver Export.

## Searching within exported data

After you have exported your teams and forums, it is easy to search for chats, topics, and tasks using File Explorer in Windows.

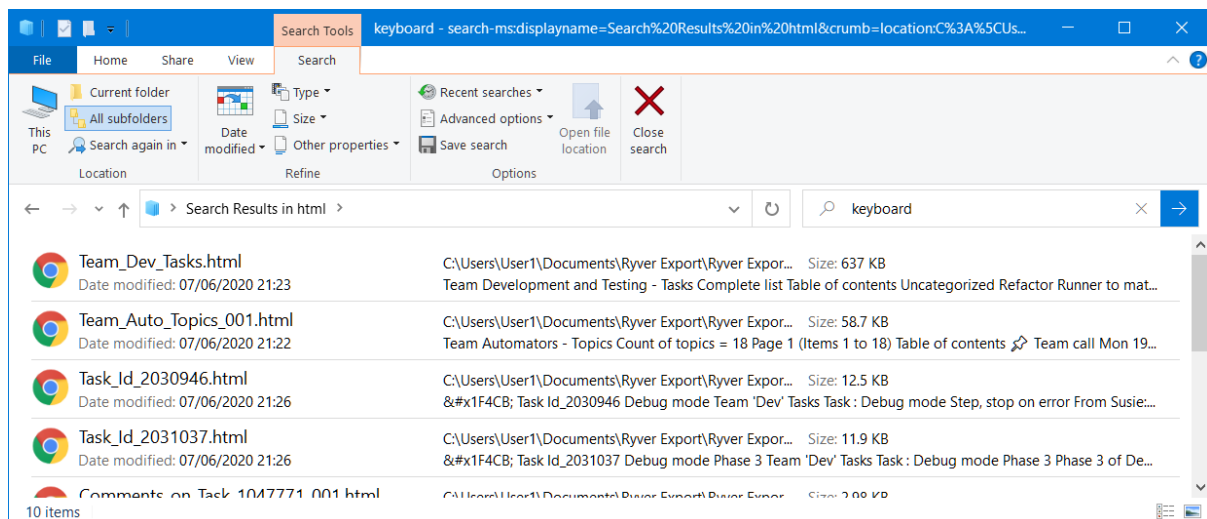
First, navigate to the 'html' folder:



Then in the search field enter the keywords you would like to search for, and click the arrow button.

In this example I have searched for “keyboard”.

Windows File Explorer will search for files containing that keyword, and shows the results:



You can open each file directly from the list of results.

By navigating to the folder for a particular forum or team you can restrict the search to just that area.

## New versions

We add new features in response to customer requests.

We will occasionally inform you by email when significant new features are available, if we think this will be of direct interest to you, as per our [Privacy Policy](#).

You may want to add [help@utilitysoftware.store](mailto:help@utilitysoftware.store) to your email contacts to reduce the chance of our emails being moved to your Junk folder.

We also announce new versions on our twitter account [@SoftwareUtility](#).

All versions are available for download here: <https://www.utilitysoftware.store/existinguser>

Existing customers can request a password for this page at any time by emailing [help@utilitysoftware.store](mailto:help@utilitysoftware.store).

## Contacting us

If you have any questions please email [help@utilitysoftware.store](mailto:help@utilitysoftware.store).

We are always keen to hear requests and suggestions.