

01/27/2026 04:46 PM GMT

Automated Process

Thank you for contacting us. Please hold while we connect you with an agent.

Helpful tips

Access the menu icon at the top to perform these actions :

For a copy of your transcript, please select Request Transcript prior to closing the chat.

To end the chat, kindly select End Chat.

Automated Process

Troy G 

Automated Process

Hi,Mark, how can I help you today?

01/27/2026 04:48 PM GMT

You

Good morning, Troy. I've got 3500 objects with a single TIFF representation, and would like to retrieve those files so I can make JPG derivatives to add back into Alma. I tried to download them using AWS S3 command-line but don't have permission to access OUR content that way. What are my options?

01/27/2026 04:50 PM GMT

You

I'm comfortable using the APIs, that's how I got my list of 3500, but even there I can't seem to download/retrieve this content.

01/27/2026 04:51 PM GMT

Troy G Please allow me a moment to look into this for you

You Sure.

01/27/2026 05:00 PM GMT

Troy G I was not able to find sufficient documentation for how to get these downloaded, but it looks like you can try:

Alma "Download Files" Job

You can create a set of Digital Titles and run the "Download Files" job from Alma (Resources > Manage Collections > Digital Reserves > Edit Representation > Files List > Download). This allows bulk download of digital image representations. Note: There was previously a 15-minute timeout limit for this job, but a fix to remove this limitation was included in the February 2024 release. If your representations are very large, this job should now work for bulk downloads without the earlier restriction.

Or you can create a script to:

Loop through your 3,500 digital objects

Get the representation ID

Download the file(s) that way.

I have case 08342128 which was automatically opened with this chat. I am going to forward this to our Alma

Support team for confirmation on the best way /
alternative ways to accomplish this.

01/27/2026 05:01 PM GMT

Troy G

In the meantime, is there anything else I might be able to assist with before I send this case over to them?

If not, please feel free to disconnect and have a great rest of your day.

If so, please let me know how I can help

01/27/2026 05:03 PM GMT

You

No, I'll try the "Download Files" job. Thanks for opening a ticket... I'll try to report what I encounter there. Thanks.