# jive

work better together™

**for Google Docs**

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# 8.0 Help for Community Managers

# About Jive for Google Docs

The Jive for Google Docs integration provides the following features:

- Upload files to Jive and store them in Google Drive.
- Upload files or add Google Docs in Google Drive and sync them back to Jive.
- Create Google Docs in Jive.
- Sync Jive comments on a Google Doc with document-level comments on the same doc in Google Drive & Docs.

Users who have permission to create documents, and also belong to a Jive place, can create Google documents, spreadsheets and presentations in that Jive place. These Google creations will be saved in Google Drive. This powerful integration enables two users to edit the same document in both Jive and Google Drive at the same time.

Once you install the Google Drive Files & Docs add-on, and set it up, users can connect places to Google Drive and use it as the external file storage as shown in the following image.

(i) **Note:** When connecting a Jive place where everyone in the domain can view content, such as open groups, the integration adds the "everyone in the domain can view" rule to the connected Google Drive folder. In Jive-x, it adds the "anyone with the link can view" rule.
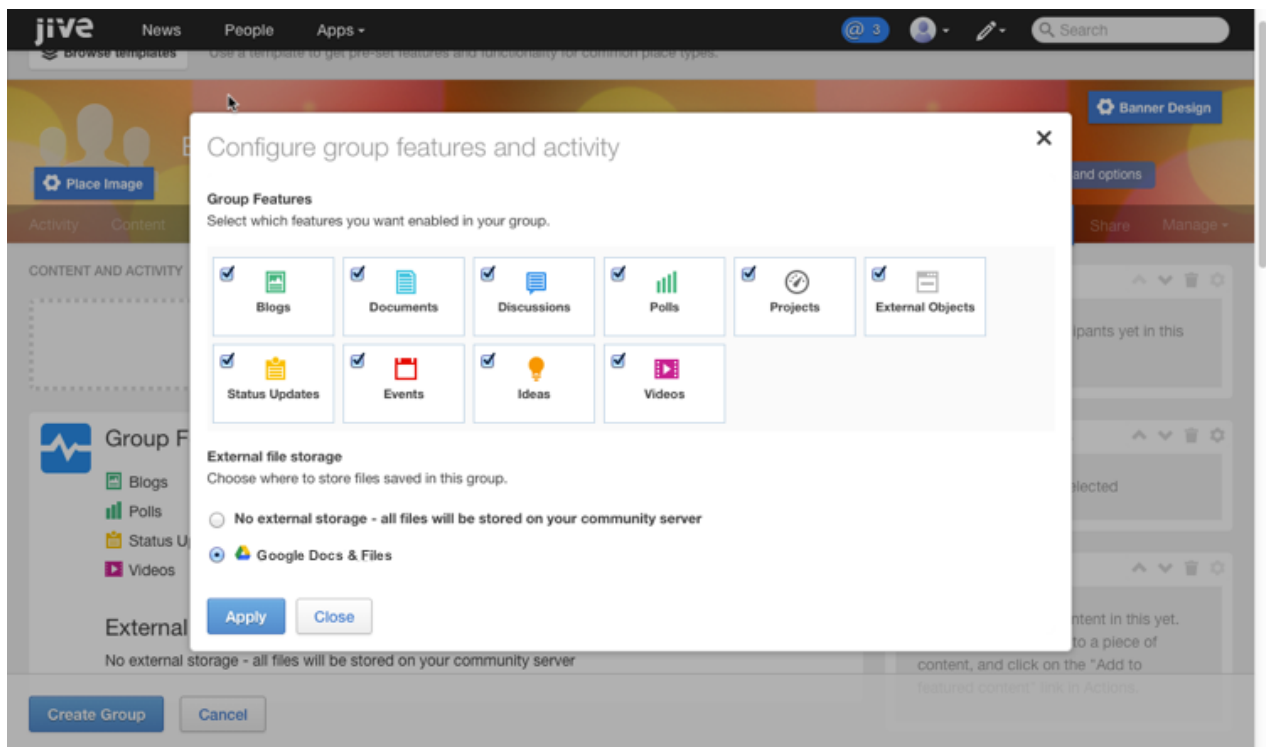
# System Requirements & Best Practices

### General Requirements

- Jive 8.0.2 or higher
- Google Docs requires the Jive Integration Platform (previously StreamOnce) add-on to be installed and enabled.
- Both the Google Drive and Google Docs & Files add-ons need to be installed and configured.

### Google Best Practices & Prerequisites

- Use Google Permission Groups to best scale for large numbers of users.
- We recommend you use an LDAP server configured for the Google for Work domain and Jive, so the remote folder gets provisioned with the same LDAP group as in Jive.

# Administering Jive for Google Docs

To administer Jive for Google Docs, you need to set it up and install the Google Drive Files & Docs, Google Drive, and Jive Integration Platform add-ons. Then, on the storage management tab, configure Google Drive as an external storage provider.

## Understanding Permissions

Because Google for Work has a different permissions model than Jive, you need to understand the permissions of Jive places in order to correctly set up Google permission groups.

### How Jive Places Use Permissions

In Jive there are 3 kinds of Places: Spaces, Projects and Groups. Each one deals with permissions in a different way.

| | |
|---|---|
| **Space Permissions** | Space permissions are managed by assigning permissions to either user groups or individuals. A user can view/edit a space when they belong to a user group that has this permission, or they are assigned this permission through a user override. |
| **Project Permissions** | Projects contained by a space inherit the permissions of that space. When a project lives under a social group, the social group members, full access admins and system admins can edit the project. |
| **Social Group Permissions** | Group permissions are managed by user levels. When a user creates a group they become a group owner. Group owners, full access admins, and system admins can edit groups. |

### How to Manage Permissions With Jive User Groups

Jive user groups manage permissions assigned to one or more users. They determine things like whether a user can view or edit places, manage social groups, moderate content, or manage users.

You can create a Jive user group to manage who can use the Jive for Google Docs integration if you want to restrict that. You can do this in the Add-ons Storage Management tab by adding permission group override, and unselecting Enabled for Everyone.

There are 3 types of user groups in Jive:

| | |
|---|---|
| **Built-in Jive user groups (Everyone and All Registered Users)** | *Everyone* includes all users in Jive, and *All Registered Users* excludes external and |

|  | anonymous users. The default configuration provides Everyone with view (or read) access and All Registered Users with create (or write) access. A community manager can change these defaults under Permissions in the Admin Console. |
| --- | --- |
| **Custom user groups provisioned from LDAP or another directory server** | These Federated groups are synced into Jive as a result of a connection between Jive and an LDAP server. You see a "true" value under the Federated column. |
| **Custom user group configured in Jive** | Created in the Admin Console, and they have "false" value under Federated column. You can use these to give a group of users special permissions. |

## How Permissions Work With Google

When connecting a Jive Place to Google for Work, the integration either assigns permissions to individual users or creates Google user groups.

You have two ways you can set up permissions for this integration:

| **By Individual** | Any user who can read content in the Jive place will be added to the "can view" list for the Google-connected folder, and users who can create content in the Jive place will be added as "can edit." |
| --- | --- |
| **By group** | The integration creates up to two Google groups per connected Jive place, and users will be added to the appropriate group per their permission level in the Jive place. For example, in a member-only Jive group, the integration creates a Google user group and adds it to the "can edit" list for the Google-connected folder. Any member of the Jive group gets added to the Google user group. |

> (i) **Note:** The created Google groups are hidden, and will not show up for users in any of the Google apps.

The following image shows how Google permisisons look:

## Setting up Google

The following list includes what you need to do to set up the Google side of the Jive for Google Docs integration.

- You need to set up Google for Work. This associates your domain with Google Drive and other Google apps. For more on this, see  Google Apps for Work.
- To enable this integration from the Google side, you need to set up a dedicated Google integration user, and give this user all Groups permission in Google Admin API privileges. This enables the ability to select Google groups and provide them access to the place's Google Drive folder when you're setting up the External Storage for a Jive place. For more on assigning these permissions in Google, see Add Permissions for Google Integration User on page 8.
- In Google, enable third-party Google Drive apps so your Jive Integration Platform (previously StreamOnce) add-on can communicate with Google Drive. This is essential for your Jive for Google Docs integration to work. For detailed steps, see How to enable third-party Google Drive apps.

### Add Permissions for Google Integration User

You need to create a new role in Google Admin Console, and give it certain permissions to manage the Jive for Google Docs integration.

You need to assign this Google integrated user all Groups permissions in API Privileges to make this Jive for Google Docs integration work. To add permissions for your Google integrated user, you need to create a new role in the Google Docs Admin API, and add the permissions to this role. Then assign the role to the Jive integration user.
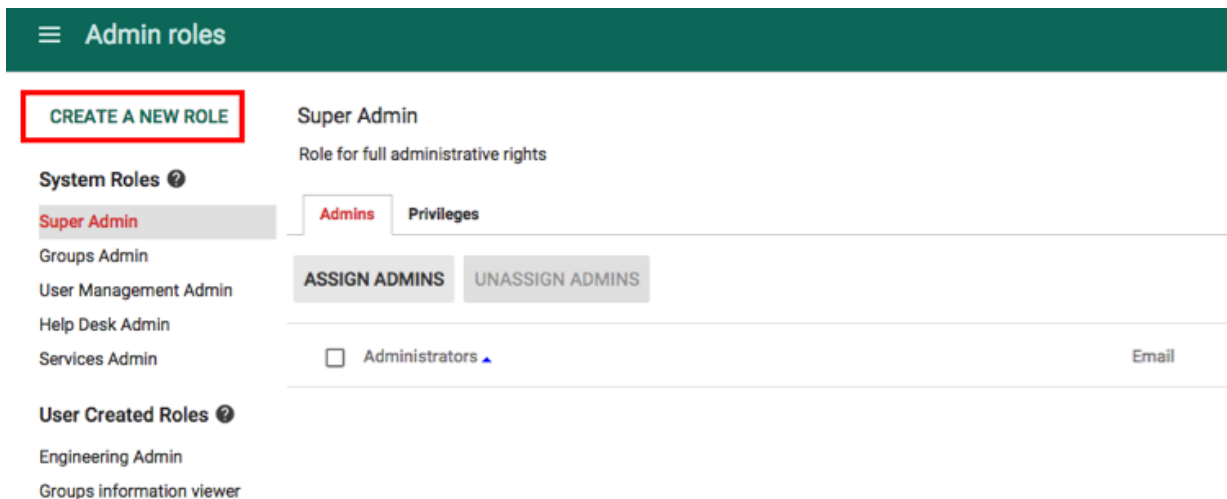
To assign the appropriate permissions:

**1.** Go to **Google Admin Console** > **Admin Roles** as shown in the following image.
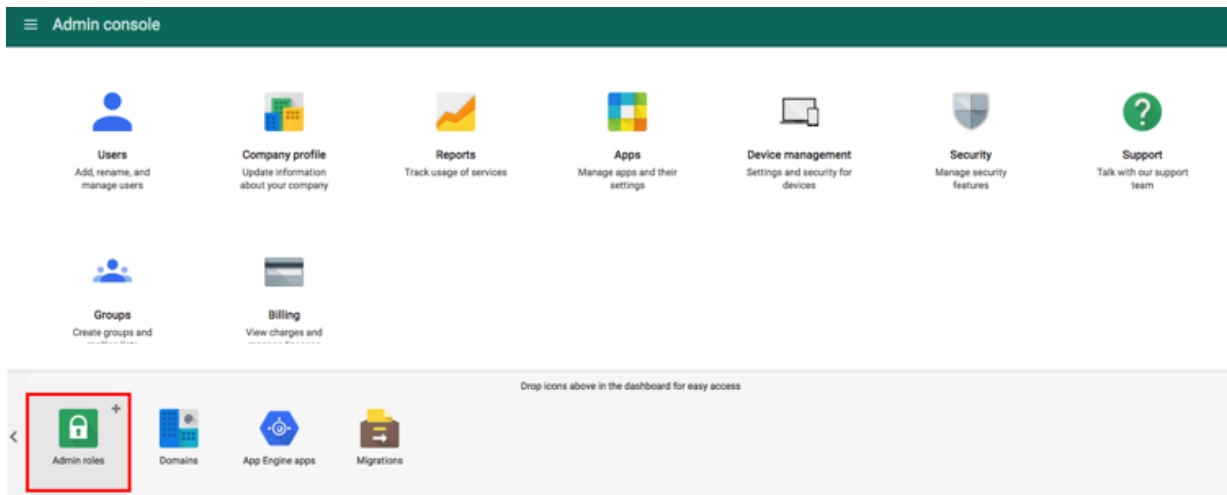
2. When the Admin Roles dialog opens, click **CREATE A NEW ROLE** as shown in the following image.



3. In the Create New Role dialog, give your new role a name, for example, Jive Integration User.

4. Click **Create**.

5. Click **Privileges** and select **Groups** (all permissions) as shown in the following image.

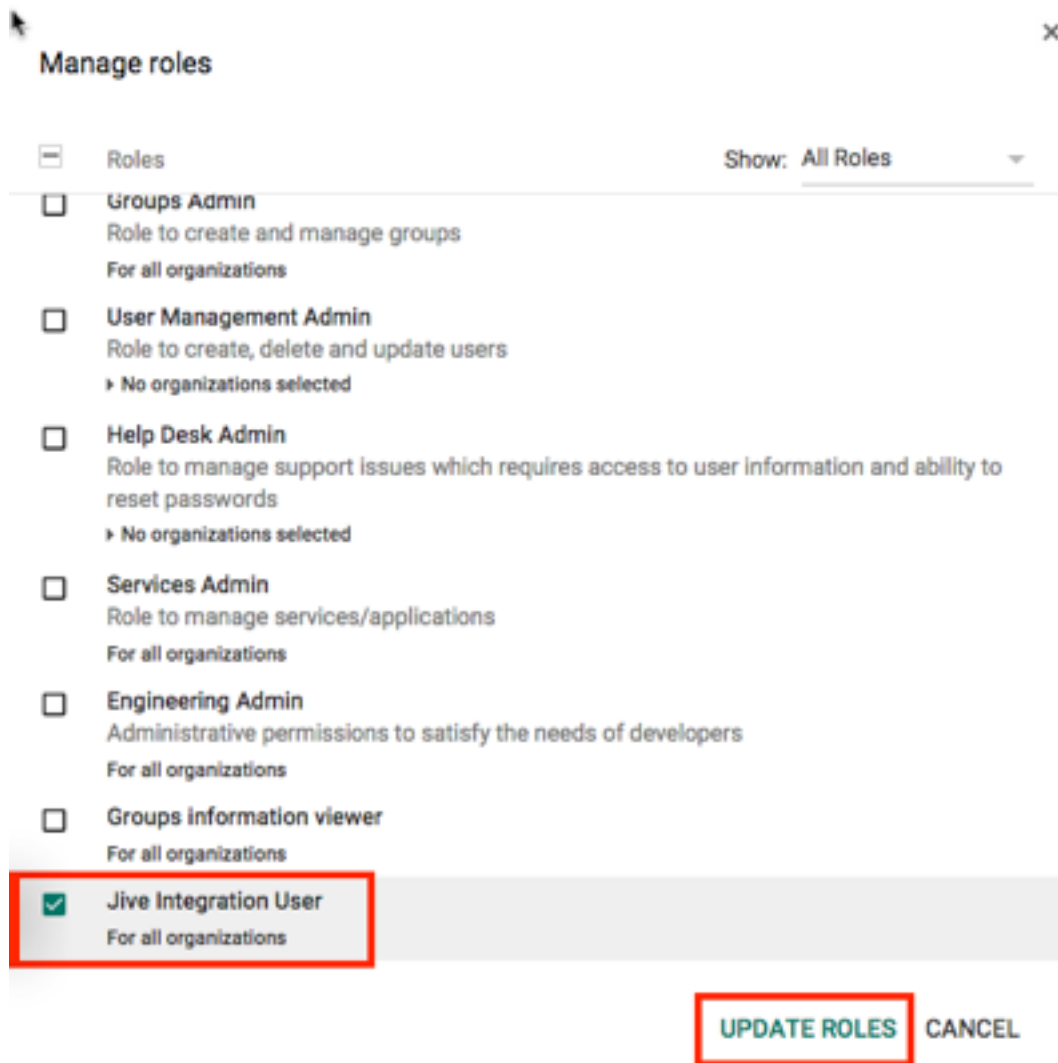6. Click **SAVE**.

7. Now you need to assign the newly created role to the integration user. To do this, go to **Google Admin Console** > **Users** > **integration user** > **show more** > **Admin roles and privileges** > **MANAGE ROLES** as shown in the following image.
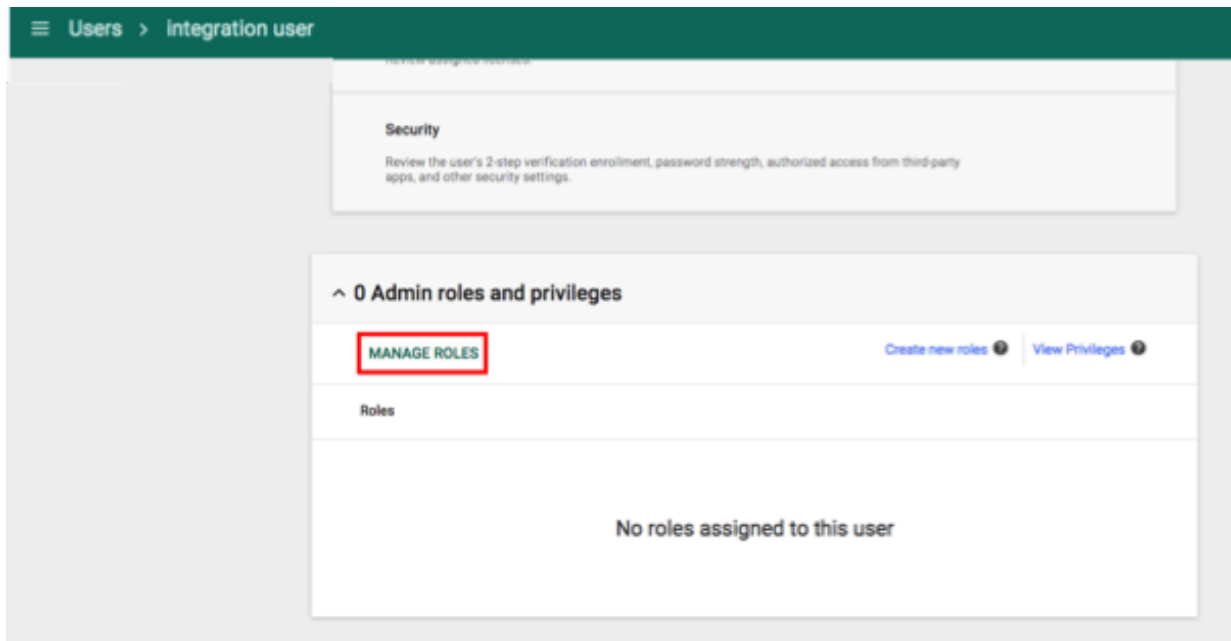
8. When the Manage Roles dialog opens, select **Jive Integration User** > **UPDATE ROLES** as shown in the following image.

## Setting Up Jive

These are the procedures you need to complete if you want to set up the Jive side of the Jive for Google Docs integration.

Once set up, Community members who create a Jive place or join it, and have the proper permissions, will be able to edit the documents, spreadsheets, or presentations either from the Jive place or the Google folder.

### Setting Up Jive for Google Docs

Prepare Jive for integrating with Google Docs by verifying you have the Jive Integration Platform (previously StreamOnce) add-on in your community, and setting up a Jive Integration account that uses a Google for Work account.

To prepare to connect to Google Docs:

1. In addition to your Google integration user, you need a Jive user whose email is in the Google for Work domain. Assign this user Manage System permissions.

   Here's more on the integration accounts and assigning Jive permissions:

   | | |
   |---|---|
   | **Google Integration User** | This user should have been set up the Google for Work side. This account is not a actual community member, and is only used for this integration. The Google integration user owns the Google Drive folders created from your community. |
   | **Jive Integration Account** | This needs to be a Jive user account. This user:<br>• Can access your Google for Work domain.<br>• Has Admin Console: **Permissions** > **System Administration**. Select the Jive System Administrator permission of Manage System. |
   | **Manage System Permission** | To assign the Manage System permission, create a user override for the integration user in For more on user permissions, see the Core help. |

2. Sign into Jive with your Jive integration account user.

3. In the Admin Console, make sure you select **Enabled** for the Add-Ons Registry by going to **Add-ons** > **Cloud Settings**.

4. Select **your avatar** > **Add-ons** to verify the Jive Integration Platform add-on is installed and configured. It should be installed by default as shown in the following image:
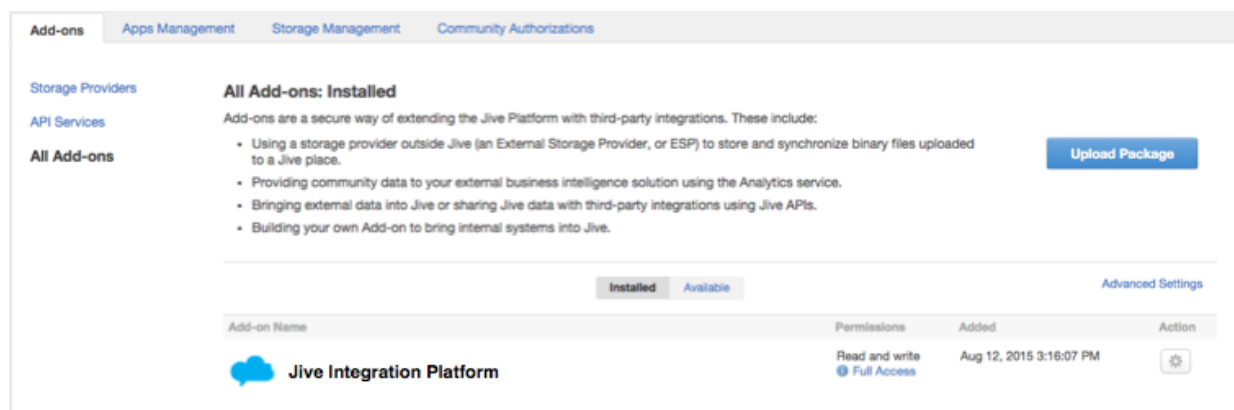


5. Proceed to Installing the Google Docs Add-on and Adding Google Drive as an External Storage Provider on page 14.

## Installing the Jive for Google Drive Files & Docs Add-On

You can get the Jive for Google Drive Files & Docs Add-on by installing the add-on from the Add-Ons Registry and then configuring it.

To install and configure the Google Docs add-on:

1. Log into Jive with a user who can access Google for Work and has permission to install add-ons. This user needs Jive's Administrator permission of *Manage System*.

2. Select **your avatar** > **Add-ons**.

3. Click **All Add-ons** > **Available**. You'll see the add-on in the list of Available add-ons as shown in the following image:
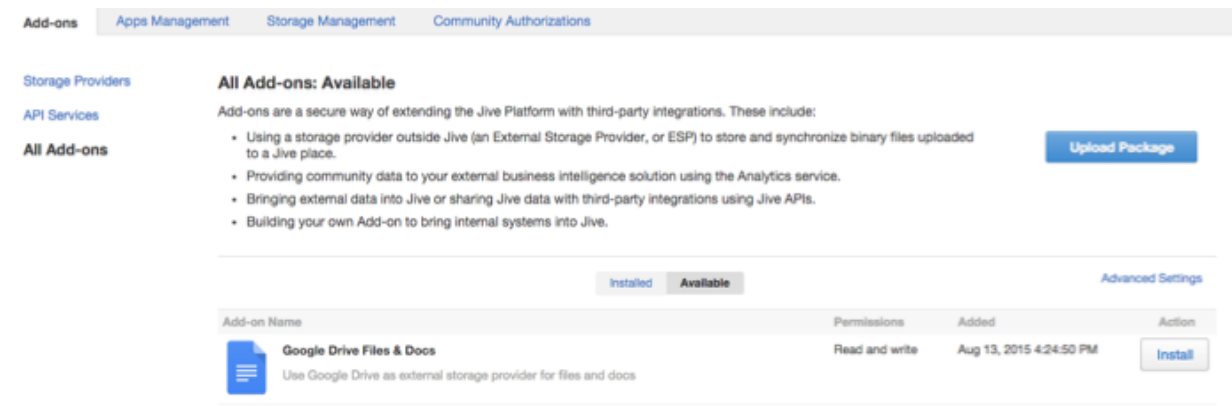


4. Next to the Google Drive Files & Docs add-on, click **Install**.

5. Once installed, the configuration window opens.

6. Click the gear icon next to Google Drive Files & Docs add-on to restrict usage of the app to certain Jive user groups and then click **Save Changes**. Remember, you can go to Admin Console:**People** > **Create User Group** to create user groups and give them certain Jive permissions.

7. Click **Advanced Settings**. The Advanced Settings allow you to modify the timeout values for the OAuth tokens used for authentication with the Google service. Normally, you should not need to modify the default values.

8. Click **Save Settings** if you made any changes.

9. Click **Save and Activate**.

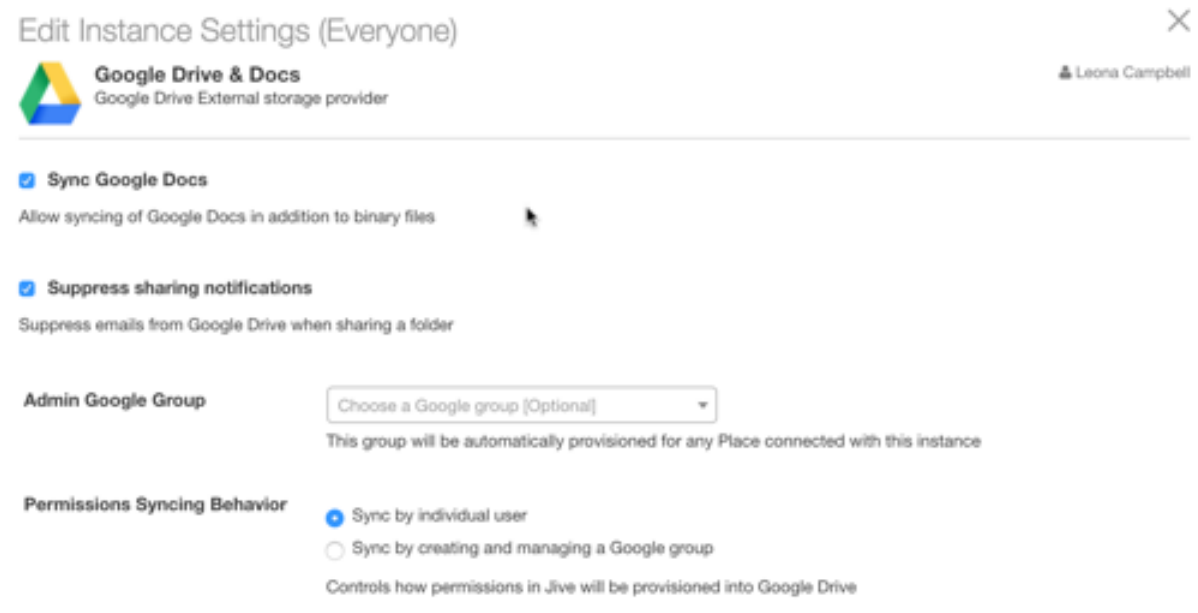## Adding Google Drive as an External Storage Provider

You can enable the ability to store Google docs and uploaded files in Google Drive through the Jive Add-Ons interface.

Before you can complete this step, you need to set up a Google Integration user account in Jive as mentioned in Setting Up Jive for Google Docs and you'll need to install the Google Docs add-on as mentioned in Installing the Jive for Google Drive Files & Docs Add-On on page 13.

To connect Jive to a Google for Work instance:

1. Select **your avatar** > **Add-ons**.

2. Click **Installed** and make sure you see the StreamOnce and Google Drive add-ons in the list.

3. Click **Storage Management** > **Add Integration**.

**4.** When the Add New Integration dialog opens, perform the following steps:

a) Select **Google Drive** as the Provider Type.

b) In the Display Name field, type the name you want community users to see when they select a storage provider for their Jive Place.

c) Click **Add**.

**5.** When the Edit Instance Settings dialog opens, follow these steps:

a) You'll see a list of Google Drive accounts already connected to your Jive community. Select the integration account user, and it will authenticate automatically.

b) If you don't see the integration account user listed, click **Add Another Account > Authenticate**.

c) Enter the integration user account credentials, or select the integration user account from the list. Note that you can't use an account that is already connected to a different Jive community.

d) After authenticating, you'll see the fields shown in the following image.



Here's more information on them:

| | |
|---|---|
| **Sync Google Docs** | Check this if you want to sync Google Docs, Spreadsheets, and Presentations along with binary files, such as attachments. |
| **Suppress sharing notification** | Check this box if you don't want an email from Google to be sent each time a user creates or joins a Jive Place. |
| **Admin Google Group** | If you want one or more groups of users in Google to have access to all Jive-created places in Google Drive, then select them here. |

| | |
|---|---|
| **Permission Syncing Behavior** | If you select **sync by individual user**, then any user who can read content in the Jive place will be added to the "can view" list for the Google-connected folder, and users who can create content in the Jive place will be added as "can edit." If you select **sync by creating and managing a Google group**, the integration will create up to two Google groups per connected Jive place, and users will be added to the appropriate group per their permission level in the Jive place. For example, in a member-only Jive group, the integration creates a Google user group and adds it to the "can edit" list for the Google-connected folder. Any member of the Jive group gets added to the Google user group. |

> **Note:** The created Google groups are hidden, and will not show up for users in any of the Google apps.

e) Click **Save** to save your instance settings.

f) Click **Save** to continue.

6. By choosing one of the following options, determine which users can create places that connect to Google for Work. For more on permissions, see

| Option | Description |
|---|---|
| **All community users can create places that use this Google Drive connection for storage.** | Select the **Enabled** check box. |
| **Specific users or user groups can create places that use this Google Drive connection for storage.** | 1. Clear the **Enabled** check box.<br>2. Start typing the name of a Jive permission group in the Permissions Override field, or click **Select Groups** and pick the group from the list.<br><br>These groups will be granted permission to create Jive places that can be linked to this storage instance. |

7. Under User Mapping Options, select the profile field to use for mapping users between Google Drive and Jive. Choose the Jive profile field that contains the user email address you want to use for the Google Docs & Drive integration.

8. Click **Save** to save the integration. You'll now see it listed in the Storage Management tab.

9.  Still in the Storage Management tab, clear the **Allow users to choose Jive as internal storage** check box if you want to remove the option to store uploaded documents in Jive for all newly created places.

10. Use the **Select default storage provider** field to specify a default storage provider value for new places. This field defaults to Jive.

# Troubleshooting Jive for Google

If your Jive for Google Docs integration isn't working, check the issues below for common problems and their resolutions.

**Google Drive Error in the Integration for External Storage Provider**

Make sure you enable third-party Google Drive apps if you see the following error message:

"This storage instance has not been configured properly. Click Edit Instance to correct the settings. Unexpected error during health check"

Make sure you enable third-party Google Drive apps so your Jive Integration Platform add-on can communicate with Google Drive. This is essential for your Google Docs integration to work. For detailed steps, see How to enable third-party Google Drive apps.

**Nesting Folders in Google Drive Does Not Nest Them in Jive**

Moving a Jive-connected Google folder into another Jive-connected Google folder does not make them nested in Jive and does not move the content into the parent Jive place. If you want to nest folders in Jive, you can only do that in spaces, and you need to do it manually at this time.

**The Integration Account Doesn't Have Permissions for Edit Groups Information**

When you see this error message, you need to provide all Groups permissions to the integration user from the Admin API Privileges. For more on this, see Add Permissions for Google Integration User on page 8.