



Jive Interactive Intranet

9.x User Guide

Box.com External Storage Integration

Notices

For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)

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Aurea global support

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- Search the articles on the [Aurea Knowledge Base](#) for solutions to your issues.
- Search the product documentation and other product-related information that are also available on [Support Central](#).

If you still cannot find a solution, open a ticket on [Aurea Support Central](#). Information about the support organization is available on [Support Portal](#) as well.

You can also find the setup files on [Support Portal](#).

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, contact us through our [website](#).

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Using Box.com integration

Using Box storage in groups

When a user uploads a document, it's stored in Box instead of the regularly configured binary storage location. (Attachments are not stored in Box.) Files are automatically synchronized in both directions, and so are comments and replies, so that users can interact from either the Jive side or the Box side.

To take full advantage of the linkage, users should join the Box-linked group. This allows users to interact with Box-linked content under their own user accounts and synchronize comments correctly to the Box side. Otherwise, their interactions are posted by a system user called the Jive Integration User, and their comments are not visible on the Box side.

Note: For Box users: Although you can connect an Open group to a Box folder, only community members who have joined the group are able to see Box documents and have their comments reflected on the Box side. Because of this limitation, it's recommended to use the Box external storage only with Members Only (also known as Public: Restricted), Private, or Secret (also known as Private: Unlisted) Groups.

Modifying files in Box

Files can be modified on the Box side by any user who has a Jive account and rights to the group-linked folder in Box. In addition, file comments made in Box are be synchronized and displayed in the Jive group.

Note: There is a known limitation for files that have been deleted from Box and then restored on the Box side. Restored files are not synchronized to Jive when they're restored. However, uploading a new version of the file to the Box side re-adds the restored version and adds the new version, resulting in two added files. Re-adding the file from the Jive side initially returns a generic error, but the second upload attempt succeeds.

Take advantage of file storage and synchronization with Box for groups where this is enabled.