

## **9.x Administrator Guide**

Jive Google Drive External Storage Integration



## **Notices**

For details, see the following topics:

- Notices
- Third-party acknowledgments

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## Aurea global support

If you encounter a problem while using an Aurea product or require assistance with downloading the software or upgrading a product release, please, try to:

- 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.

# **1** Google Drive

To be able to manage your uploaded files via Google Drive instead of in Jive, you can set up a place-level connection to synchronize files as well as comments about the files from both sides. Note that you need a Google Apps enterprise implementation configured with specific permissions groups to use this integration.

The Google Drive 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.

#### Requirements for Google Drive add-on

StreamOnce add-on. For more information about the add-on, see the Jive StreamOnce documentation.

#### Setting up the integration

The complete setup includes these steps:

- On the Google side, create the Google Integration User. This user is the account you'll use to connect your Jive community to Google. It's also the basis for the Jive system user that will be a member of every place in Jive that will be linked to Google Drive, linking it to the associated Google Drive folder. For more information, see Setting up Google Drive on page 7.
- 2. On the Google side, create the Google Integration User. This user is the account you'll use to connect your Jive community to Google. The Jive Integration user is based on this account.
- 3. On the Jive side, create a Google Integration User with the Manage System permission override. The Jive Integration user that becomes a member of every place in Jive that will be linked to Google Drive, linking it to the associated Google Drive folder.

Then install the Google Drive add-on and create a storage integration with Google Drive. For more information, see Connecting to Google Drive on page 11.

#### Using more than one external storage provider

You can use more than one type of external storage. For example, you can have some of your groups store files in Jive for SharePoint, and some in Box.com. After you've set up the initial community connections to your storage accounts, connections are set up group by group. When you create a group, you decide whether the group will use native Jive storage or another storage. However, you can't connect the same group to more than one storage provider.

You can enable the files getting uploaded on Jive to store on Google Drive by setting up a place-level connection to synchronize files from both sides.

For details, see the following topics:

- Setting up Google Drive
- Connecting to Google Drive

## Setting up Google Drive

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

- Set up G Suite. This associates your domain with Google Drive and other Google apps. For more information, see Google Apps for Work at https://www.google.com/work/apps/business/.
- 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 Adding permissions for Google Integration User in Google on page 7.
- In Google, enable third-party Google Drive apps so that the StreamOnce add-on can communicate with Google Drive. This is essential for your Jive for Google Docs integration to work. For more information, see How to enable third-party Google Drive apps at https://support.google.com/a/answer/6105699?hl=en.

# Adding permissions for Google Integration User in Google

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.

⊟ Admin console						
-	-	-				?
Add, rename, and manage users	Update information about your company	Track usage of services	Apps Manage apps and their settings	Settings and security for devices	Manage security features	Talk with our support team
Groups Create groups and	Billing View charges and					
<	App Engine apps	Migrations	icons above in the dashboard for easy	access		

2. When the Admin Roles dialog opens, click **CREATE A NEW ROLE** as shown in the following image.

$\equiv$ Admin roles	
CREATE A NEW ROLE	Super Admin Role for full administrative rights
System Roles 🕖	
Super Admin	Admins Privileges
Groups Admin User Management Admin	ASSIGN ADMINS UNASSIGN ADMINS
Services Admin	Administrators 🔺 Email
User Created Roles @	
Engineering Admin Groups information viewer	

- 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.

■ Admin roles		0
CREATE A NEW ROLE	Jive Integration User	
System Roles 🚱 Super Admin	Admins Privileges	
Groups Admin User Management Admin	Support	
Services Admin	Services Ø	
User Created Roles @	Google Chrome Management	
Engineering Admin Jive Integration User	Shared device settings	
Hopback Integration	<ul> <li>Google Apps Vault</li> </ul>	
	Admin API Privileges 🛛	
	Organization Units	
	▶ □ Users	
	✓ Groups	
	© Read	
	🖾 Update	
	🖾 Delete	
	User Security Management	
	🗌 Data Transfer	
	Chema Management	
	Domain Management	
		DISCARD SAVE

- 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.

Security Review the user's 2-step verification enrollment, apps, and other security settings.	password strength, authorized access from third-party	
~ 0 Admin roles and privileges		
MANAGE ROLES	Create new roles	View Privileges
No r	oles assigned to this user	

8. When the Manage Roles dialog opens, select **Jive Integration User** > **UPDATE ROLES** as shown in the following image.

<b>₹</b>	nage roles	×	
=	Roles Show: All Roles -		
	Groups Admin Role to create and manage groups For all organizations		
	User Management Admin Role to create, delete and update users ▶ No organizations selected		
	Help Desk Admin Role to manage support issues which requires access to user information and ability to reset passwords > No organizations selected		
	Services Admin Role to manage services/applications For all organizations		
	Engineering Admin Administrative permissions to satisfy the needs of developers For all organizations		
	Groups information viewer For all organizations		
	Jive Integration User For all organizations		
	UPDATE ROLES CANCEL		

### Creating permission groups in Google

To ensure Jive can share permissions with Google Drive, you need to enable administrative APIs and set up specific permission groups on the Google side.

To apply space permissions correctly, you must complete the administrative setup in Google App.

**Note:** Individual Google Drive accounts are not supported.

To set up permissions:

1. In the Google Apps Control Panel, enable the Administrative APIs.

You can find instructions in the Google documentation (https://support.google.com/a/answer/60757).

2. Add two new groups in Google Apps: AllRegistered and Everyone.

These groups are mapped to user permission groups in Jive that have the same names, allowing both sides of the integration to share the same users.

3. Add the Google users who will use the integration to both groups.

If you use Active Directory to manage and permission groups on both the Jive side and the Google side, permission groups will be mapped and maintained automatically using Active Directory synchronization. If you don't use Active Directory to manage permission groups, setting up the integration in Jive will create user permission groups on the Google side to match those on the Jive side that are applied to spaces.

### **Connecting to Google Drive**

Setting up the connection from the Jive side is the last in connecting Jive to Google Drive.

To connect Jive to a Google Drive instance:

- 1. Select your avatar > Add-ons > All Add-ons .
- 2. Install the Google Drive add-on as follows:
  - a) Click Available, find the Google Drive add-on in the list and Install.
  - b) In the **Confirm Install** dialog box, click **Install Now** or **Preview** as required.

The **Preview** option is available to make this add-on visible only to you for testing purposes before you make it available to your community. For more information, see **Installing add-ons** in the Community Manager Guide.

The add-on is installed.

- 3. Click **All Add-ons** and make sure you see the StreamOnce and Google Drive add-ons in the list.
- 4. Go to the Storage Management tab and click Add Integration.
- 5. In the Add New Integration dialog box, 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.

- 6. In the Edit Instance Settings dialog box, perform the following steps:
  - a) Select the Google Integration User account in the list of Google Drive accounts already connected to your Jive community. 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 can see the fields as 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 <b>sync by individual user</b> , 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 <b>sync by creating and managing a</b> <b>Google group</b> , 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.
- 7. By choosing one of the following options, determine which users can create places that connect to G Suite.

Options	Description
All community users can create places that use this Google Drive connection for storage.	Select the <b>Enabled</b> check box.
Specific users or user groups can create places that use this Google Drive connection for storage.	<ol> <li>Clear the Enabled check box.</li> <li>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.</li> <li>These groups are granted permission to create Jive places that can be linked to this storage instance.</li> </ol>

- 8. 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 Drive integration.
- 9. Click **Save** to save the integration.

You can now see it listed in the Storage Management tab.

- 10In 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.
- 11Under **Select default storage provider**, specify a default storage provider value for new places.

This field defaults to Jive.

With Google Drive add-on installed and configured, users can set Google Drive as an external file storage for their places. For more information, see Groups with external file storage the User Guide.