



Jive Interactive Intranet

Cloud Administrator Guide

Google Drive Files and Docs

Notices

For details, see the following topics:

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

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- 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](#).

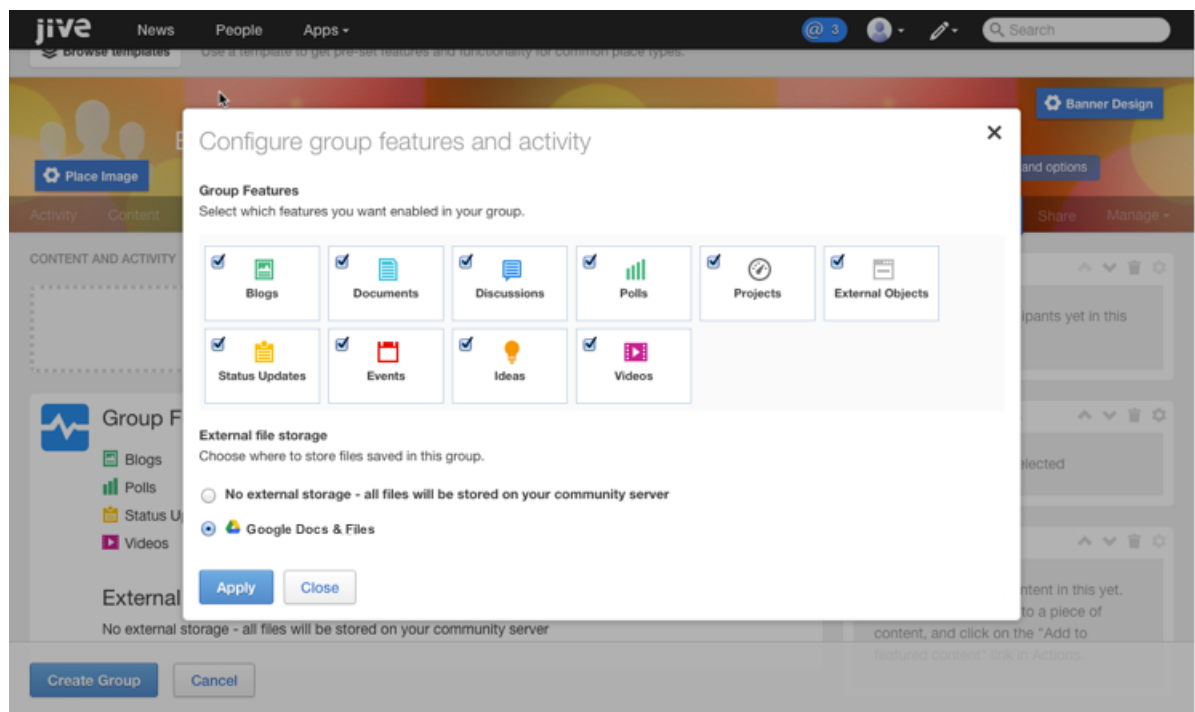
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Jive for Google Drive Files and Docs

The Google Drive Files and 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 Jive.

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



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.

As a community manager you can install the Google Drive Files and Docs add-on for your community users to let them enable creation of Google documents, spreadsheets, and presentations in places they own.

For details, see the following topics:

- [System requirements and best practices](#)
- [Supported browsers](#)

System requirements and best practices

Make sure these system requirements are met before using the add-on.

Jive-side requirements

- Current Cloud version of Jive.
- StreamOnce add-on. For more information, see the Jive StreamOnce Help.
- The Google Drive add-on. For more information about the add-on, see Google Drive Integration in the More Integrations Help.

Google best practices and prerequisites

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

Supported browsers

Jive works with most current web browsers. Note that if you need to use Content Editor features, such as cut and paste, script access to the clipboard must be enabled.

- Microsoft Edge (Chromium-based).
- Apple Safari* (on Macs only).
- Mobile Safari on iPhone and iPad for iOS 11 and later. (For a browser-independent native iOS phone app, be sure to look for the Jive Daily: Intranet on the go app, if your community uses it, in the [App Store](#).)
- Mobile Chrome on Android devices for Android 8 and later. (For a browser-independent native Android phone app, be sure to look for the Jive Daily: Intranet on the go app, if your community uses it, in [Google Play](#).)
- Mozilla Firefox*.
- Google Chrome*.

* Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge browsers are released frequently. Jive Software makes every effort to test and support the latest version.

Note: The recommended minimum screen resolution for desktop devices is 1024 x 768. Results may vary if you use zoom to adjust your view to levels other than 100%.

Important notes and restrictions:

- Chromebook is not supported.
- Beta versions of web browsers are not supported, but they are quickly added to the supported list after they're formally released.
- Apps are not supported on mobile devices. These features may not work correctly on mobile devices.

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Managing Jive for Google Drive Files and Docs

Connecting Jive to Google Drive Files and Docs requires installing and configuring the Google Drive Files and Docs, Google Drive, and StreamOnce add-ons and setting up Google Drive as an external storage provider. Refer to these topics for more information.

For details, see the following topics:

- [Quick start](#)
- [Understanding permissions](#)
- [Setting up Google side](#)
- [Setting up Jive side](#)
- [Troubleshooting Jive for Google](#)

Quick start

An overview of the steps required to integrate Jive with Google Docs.

We recommend you set up the integration in this order:

1. Create the integration user on the Google side, and give them all group permissions. For more information, see [Understanding permissions](#) on page 10
2. Verify that Third Party Apps are enabled.
3. Create an integration user in Jive with the same email as the one created in step 1.
4. Assign the integration user Manage System permission override.
5. Log into Jive as the integration user, navigate to Add-Ons, and install the Google Drive and Google Drive Files and Docs add-ons. For more information, see [Installing the Jive for Google Drive Files and Docs add-On](#) on page 17.
6. In **Storage Management** within the **Add-Ons** page, add a new storage integration with Google Drive, authenticate as the integration user, and configure the storage integration.
7. Create a space or group and select the Google Drive integration as the storage provider. For more information, see [Adding Google Drive as an external storage provider](#) on page 18.

Here's an overview of the integration accounts and Jive permissions:

Google Integration User	This user should have been set up the G Suite side. This account should not be an actual community member, and it should only be used for this integration. The Google integration user owns the Google Drive folders created from your community.
Jive Integration Account	This is a Jive user account that: <ul style="list-style-type: none">• Can access your G Suite domain.• Has access to Admin Console: Permissions > System Administration with at least the Manage System permission.
Manage System Permission	To assign the Manage System permission, create a user override for the integration user. For more on user permissions, see Managing permissions in the Cloud Community Manager Help.

Understanding permissions

Because G Suite has a different permissions model than Jive, you need to understand the permissions of Jive places to correctly set up Google permission groups.

How Jive places use permissions

In Jive there are three kinds of places: spaces, projects, and groups. Each one deals with permissions differently.

Space permissions	Space permissions are managed by assigning permissions to either user groups or individuals. A user can view and edit a space when they belong to a user group that has this permission, or they are assigned this permission through a user override.
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.
Project permissions	Projects contained by a space inherit the permissions of that space. Projects contained by a social group inherits the permissions of that social group.

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 with Google Docs integration if you want to restrict that. You can do this on the **Storage Management** tab in the Add-on Interface by adding permission group override and clearing **Enabled for Everyone** setting.

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 <code>true</code> value under the Federated column.
Custom user group configured in Jive	These groups are created in the Admin Console, and they have <code>false</code> value under Federated column. You can use these to give a group of users special permissions.

How permissions work with Google

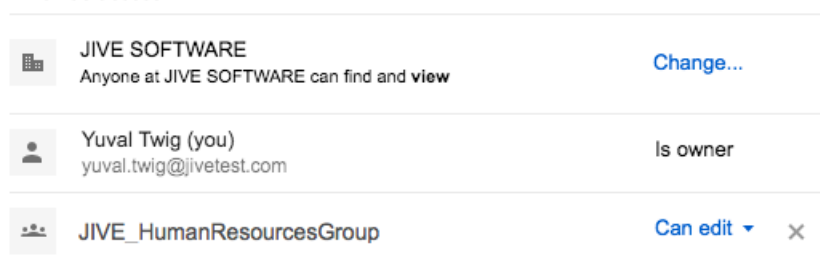
When connecting a Jive Place to G Suite, the administrator assigns permissions to individual users or creates Google user groups.

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

By individual	Any user who can read content in the Jive place is added to the "can view" list for the Google-connected folder, and users who can create content in the Jive place are added as "can edit."
By group	The integration creates up to two Google groups per connected Jive place, and users are 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 do not show up for users in any of the Google apps.

The following image shows how Google permissions look:



How does it work with Google Drive

When connecting a Jive place to Google Drive, the remote folder gets provisioning of the permissions differently depending on the place type. In case of a group, each member of the group is added individually as a collaborator on the remote Google Drive folder.

In case of a space, it varies among the 3 types of the permission groups:

For Everyone and All Registered Users	Either Everyone@<DOMAIN_NAME> or RegisteredUsersGroup@<DOMAIN_NAME> are added as a permitted group on the remote Google Drive folder. If this group doesn't exist on the Google Domain, the process of connecting the place is still completed successfully, no error is displayed on the UI and access is not be granted to any users.
For federated groups	Assuming the same LDAP server is configured against the Google domain, the remote folder gets provisioned with the same LDAP group as in Jive.
Manually created user groups	The users on such groups are added to the remote Google Drive folder, one by one, similarly to the way it works with a group. Note this is the only use case where you can manage space permissions on an individual user level on the Google Drive side. This approach, however, works well only if the permission groups have less than 200 users.

Important Notes

- Permissions sync from Jive to Google Drive happens automatically irrespective whether the user currently exists or is later added to a permission group.
- For a space with a custom Jive permission group, the members of that permission group are automatically added as contributors to that Google Drive folder when that Space is connected to Google Drive. Also, after establishing the connection,

any new user added to the permission group is automatically added as a contributor to the Google Drive folder.

- If the sharing in Google Drive fails, the Join Group operation fails too.

Setting up Google side

The following list includes what you need to do to set up the Google side of the Jive for Google Docs 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 the Google Cloud portal.
- 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 13.
- 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 the Google Support portal.

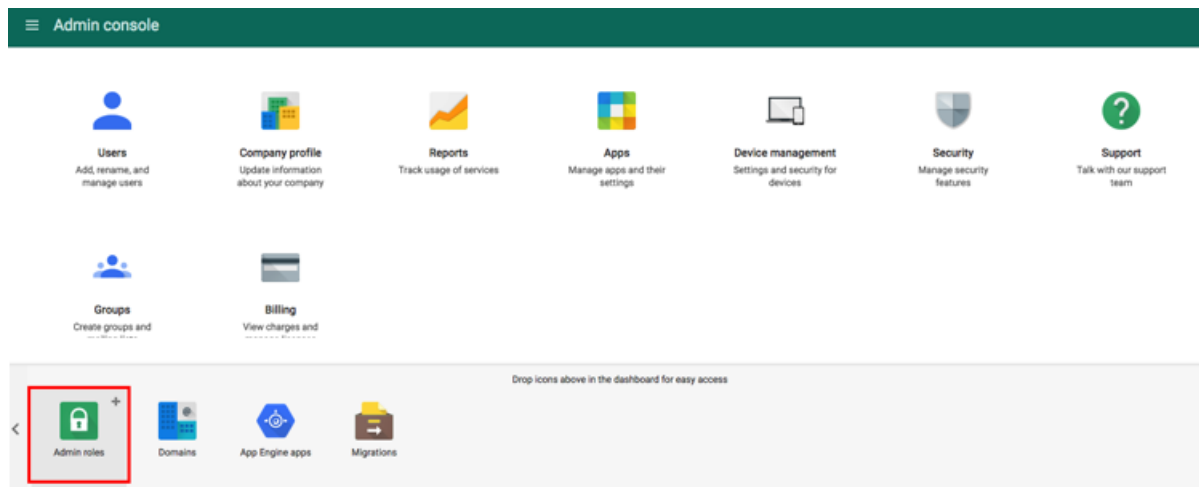
Add Permissions for Google Integration User

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

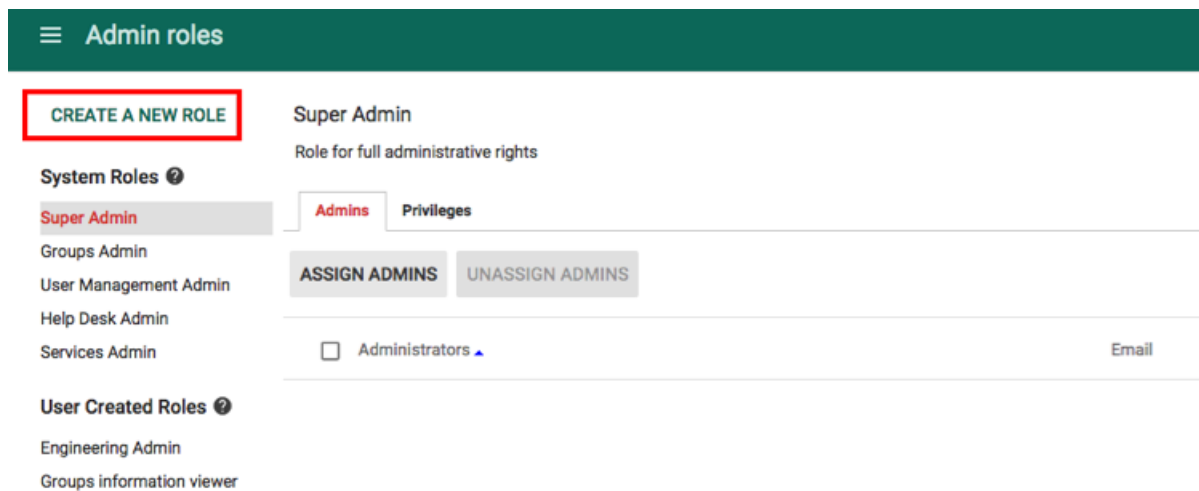
You need to assign this Google integrated user all Groups permissions in API Privileges to make this Jive for Google Docs integration work. To add permissions for your Google integrated user, you need to create a new role in the Google Docs Admin API, and add the permissions to this role. Then assign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



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



- In the Create New Role dialog, give your new role a name, for example, Jive Integration User.
- Click **Create**.
- Click **Privileges** and select **Groups** (all permissions) as shown in the following image.

Admin roles

CREATE A NEW ROLE

Jive Integration User

System Roles ?

- Super Admin
- Groups Admin
- User Management Admin
- Help Desk Admin
- Services Admin

User Created Roles ?

- Engineering Admin
- Jive Integration User
- Hopback Integration

Admins Privileges

- ☐ Support
- ☐ Services ?
- ☐ Google Chrome Management
- ☐ Shared device settings
- ☐ Google Apps Vault

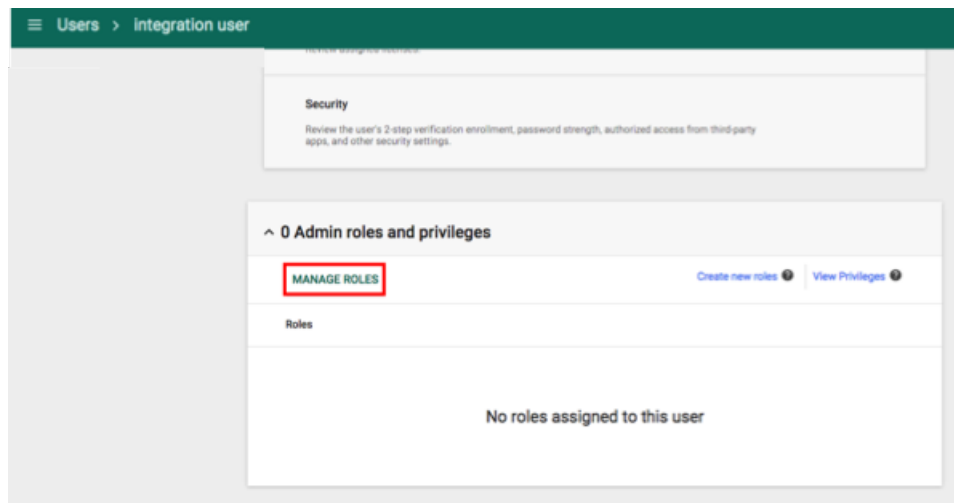
Admin API Privileges ?

- ☐ Organization Units
- ☐ Users
- ☒ Groups
 - ☒ Create
 - ☒ Read
 - ☒ Update
 - ☒ Delete
- ☐ User Security Management
- ☐ Data Transfer
- ☐ Schema Management
- ☐ Domain Management

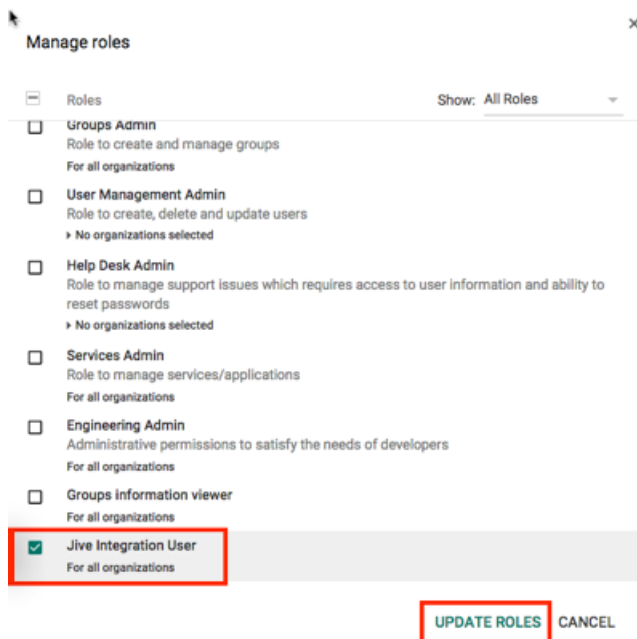
DISCARD SAVE

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.



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



Setting up Jive side

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

With the integration set up, community members who create a Jive place or join it and have the proper permissions, are able to edit the documents, spreadsheets, or presentations either from the Jive place or the Google folder.

For more information about the add-on, see [Google Drive Integration](#) in the [More Integrations Help](#).

Setting up Jive for Google Docs

Prepare Jive for integrating with Google Docs by verifying you have the StreamOnce add-on installed in your community, and setting up a Jive Integration account that uses a G Suite account.

In addition to your Google integration user, you need a Jive user whose email is in the G Suite domain. Assign this user the Manage System permission.

To prepare to connect to Google Docs:

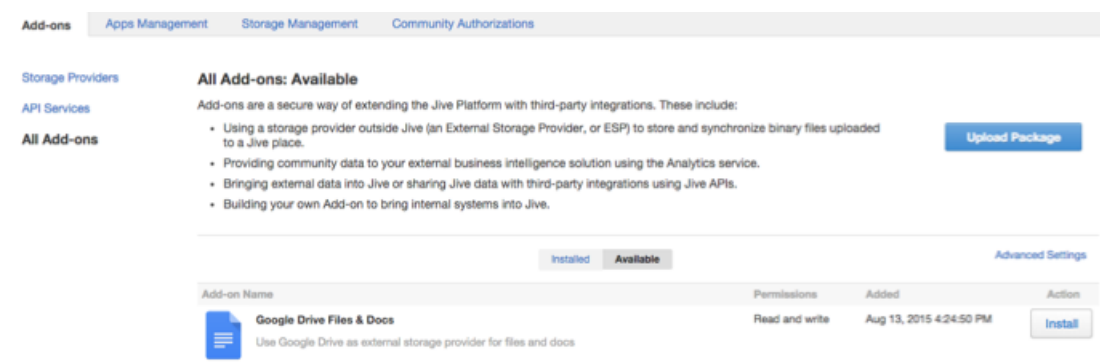
1. Sign into Jive with your Jive integration account user.
2. Select **User interface: Your avatar > Add-ons** to verify that the StreamOne and Google Drive add-ons are installed and configured.
3. Proceed to [Installing the Jive for Google Drive Files and Docs add-On](#) on page 17 and [Adding Google Drive as an external storage provider](#) on page 18.

Installing the Jive for Google Drive Files and Docs add-On

Installing the Jive for Google Drive Files and Docs add-on from the Add-Ons Registry is a necessary step in connecting Jive with Google Docs.

To install and configure the Google Docs add-on:

1. Log into Jive with a user who can access G Suite and has permission to install add-ons. This user needs the Manage System administrator permission.
2. Go to **User interface: Your avatar > Add-ons**.
3. Click **All Add-ons > Available**, and then click **Install** next to the Google Drive Files and Docs add-on.



Once installed, the configuration window opens.

4. Click the gear icon next to Google Drive Files and Docs add-on to restrict usage of the app to certain Jive user groups, and then click **Save Changes**.

You can go to **Admin Console: People > Create User Group** to create user groups and give them certain Jive permissions.

5. If required, click **Advanced Settings** and modify the timeout values for the OAuth tokens used for authentication with the Google service.

We recommend that you leave the default values.

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

7. Click **Save and Activate**.

Adding Google Drive as an external storage provider

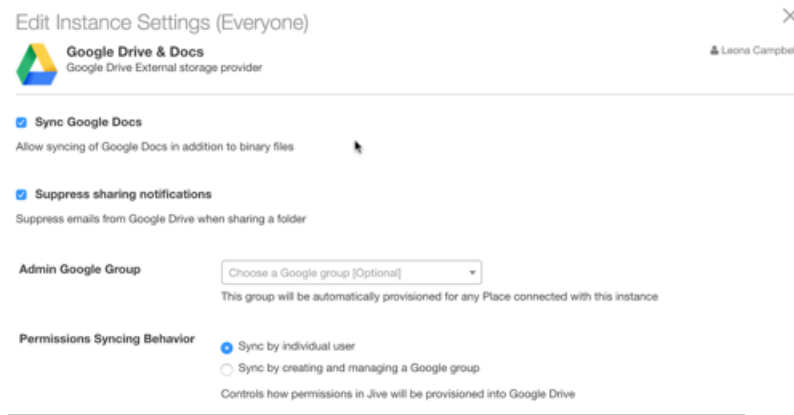
Setting up Google Drive as an external storage provider for the community allows users to select it as the external storage provider in Jive places.

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](#) on page 17 and need to install the Google Docs add-on as described in Google Drive Integration in the More Integrations Help.

To connect Jive to a G Suite instance:

1. In the user interface, go to **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. In the **Add New Integration** dialog box, perform the following steps:
 - a) Select **Google Drive** as the provider type.
 - b) In **Display Name**, type the name you want community users to see when they select a storage provider for their place.
 - c) Click **Add**.
5. In the **Edit Instance Settings** dialog box, do one of the following:
 - In the list of Google Drive accounts already connected to your Jive community, select the integration account user, and it authenticates automatically.
 - If you don't see the integration account user listed, click **Add Another Account > Authenticate**, 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.

After authenticating, you can see the fields as displayed below.



Edit Instance Settings (Everyone) ✕

Google Drive & Docs
Google Drive External storage provider

Sync Google Docs
Allow syncing of Google Docs in addition to binary files

Suppress sharing notifications
Suppress emails from Google Drive when sharing a folder

Admin Google Group
Choose a Google group [Optional]
This group will be automatically provisioned for any Place connected with this instance

Permissions Syncing Behavior

- ☒ Sync by individual user
- ☐ Sync by creating and managing a Google group

Controls how permissions in Jive will be provisioned into Google Drive

- Click **Save** to save your instance settings.
- Click **Save** to continue.
- By choosing one of the following options, determine which users can create places that connect to G Suite. For more on permissions, see [Understanding permissions](#) on page 10.

Options	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.	<ol style="list-style-type: none"> 1. Clear the Enabled check box. 2. Start typing the name of a Jive permission group in the Permissions Override box, or click Select Groups and pick the group from the list. <p>These groups are granted permission to create Jive places that can be linked to this storage instance.</p>

- Under **User Mapping Options**, select the profile field to use for mapping users between Google Drive and Jive.
We recommend that you choose the Jive profile field that contains the user email address you want to use for the Google Docs & Drive integration.
- Click **Save** to save the integration.
You can see it listed in the **Storage Management** tab.

- 11 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.
- 12 Use the **Select default storage provider** box 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

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 enabled third-party Google Drive apps so your StreamOnce add-on can communicate with Google Drive. This is essential for your Google Docs integration to work. For more information, see [Allow third-party apps for Drive files](#) on the Google Support portal.

Nesting Folders in Google Drive Do 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 information, see [Add Permissions for Google Integration User](#) on page 13.

User Is Unable to Publish Document Version to Google Drive

Google Drive cannot save more than 200 pinned revisions of a document. This limitation restricts a user to update a document after reaching 199 revisions on Jive. For more information, see [Google Drive APIs > REST > Revisions](#) on the Google Drive API portal.

To resolve the problem, you can either upload a new copy of the document or delete some of the older versions of the document.