



Jive Interactive Intranet

Cloud Administrator Guide

Box.com External Storage Integration

Notices

For details, see the following topics:

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

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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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Administering Box.com integration

Managing Box

To integrate selected places with Box as the external file storage provider, and to socialize the documents you store in your Box folders, you can connect a Box account to a community. The initial relationship is created when you connect a Box admin account to your community. A Box Integration user with rights to this account is created in Jive. When community users and administrators create places, a folder within the Box account is created and identified with the name of the place. Files added to or modified in that folder from either the Box side or the Jive side are then synchronized. When a community member uploads a file to the group, the file is posted to the Box group using the Box Integration user.

This means community members don't need Box accounts to access the information in places to which they have rights. They can access and modify any files posted there from the Jive side. However, they won't have access to the contents of the folder from the Box side unless they also have a Box account. Box users who have access to the folder will also need a Jive account if they want to add more documents to the Jive-linked Box folder or modify its contents. Users can comment on documents from either side, and their comments will be visible from both Box and Jive.

Note: If you connect a space to Box, be aware that spaces with the All Registered Users permission in Jive are mapped to All Enterprise Users in Box. Users who have this permission in Box will be able to see the content, even if they don't have rights to access the Jive space.

Requirements for Box add-on

- StreamOnce add-on. For more information about the add-on, see the [Jive StreamOnce](#) documentation.

Setting up Box integration

The complete setup includes these steps:

1. On the Box side, apply the correct settings to your Box enterprise account as described in [Configuring Box to Work with Jive](#).
2. On the Box side, [create the Box Integration User](#). This user is the account you'll use to connect your Jive community to Box. It's also the basis for a Jive system user that will be a member of every Box-linked place in Jive, linking it to the associated Box folder.
3. On the Jive side, make sure StreamOnce add-on is installed, and then connect Jive to Box using the Jive Integration User credentials. Then decide whether users can create new places with a Box-connected folder, as described in [Connecting to Box](#) on page 9.

Note: If you're using an SSO solution such as Okta with Box, make sure the integration user is defined as an admin. Otherwise, the identity provider could remove the integration user's administrative privileges from Box, breaking the integration.

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 Box.com by setting up a place-level connection to synchronize files and their comments from both sides.

For details, see the following topics:

- [Configuring Box to work with Jive](#)
- [Setting up Box Integration User](#)
- [Connecting to Box](#)

Configuring Box to work with Jive

Setting up your enterprise Box account with the right settings should be completed before you set up the Jive connection.

To set up the Box side for the Jive connection:

1. Log in as the Box enterprise administrator.
2. Browse to **Admin Console > Enterprise Settings**.
3. Navigate to the Security tab and select **Prevent users from changing their primary email address**.
4. Go to the **User Settings** tab.
5. Under **New User Defaults > Restrict external collaboration**, make sure the **Folders owned by managed users can only be collaborated within** check box is cleared.
6. Save your settings.

Now that you configured your Box account you need to set up a Box integration user account, as described in [Setting up Box Integration User](#) on page 8.

Setting up Box Integration User

The Box Integration User that can post information to Box on behalf of Jive is used to create a connection to Jive. It is set up on the Box side before you set up the connection on the Jive side.

The Box Integration User exists only for the integration, and should never be used for any other actions. It should never be logged in for any reason as either a Box user or a Jive user. In the Box admin console, make sure you have enabled auto-accept for the enterprise. This user needs to be provisioned to handle unlimited storage, or at the highest level possible.

Note: Box Enterprise Admins have access to this user: you should ensure that they don't change the settings.

To set up the Box Integration User on the Box side:

1. Log in as the Box enterprise administrator.
2. In Box, browse to **Admin Console > Users**.
3. Create a Box user named Box Integration User. Make sure that **Storage allocation (GB)** is set to **Unlimited**. If that isn't possible, set it to the maximum allowed storage allocation.
4. Click **Add User**.
5. Select the newly created Box Integration User.
6. Under **Edit User Access permissions > Co-Admin**, make sure the **User is granted administrative privileges** check box is selected.
7. Under **User is granted administrative privileges**, make sure you also select the following check boxes: **Manage users**, **Manage groups**, **Log in to users' accounts**, and **Run new reports and access existing reports**.
8. Save the user account.
9. Log out and log in again as Box Integration User.
10. Browse to **Account Settings**.
11. On the Account tab, make sure that **Account Information - Account type** is set to **Enterprise**.
12. Navigate to the **Content and Sharing** tab and modify your settings as follows.
 - a) Set **Enable external links** to **Nothing, restrict sharing**.
 - b) Set **Let link viewers** to **Preview and download the shared item**.
 - c) Navigate to **Collaborating on Content > Incoming Invitations** and make sure the **Automatically accept incoming collaboration invitations** check box is checked.

This ensures that as soon as a user joins the Jive group, the user is also added as a collaborator to the linked Box folder without needing to take further action.

Note: If you're using an SSO solution such as Okta with Box, make sure the integration user is defined as an admin. Otherwise, the identity provider could remove the integration user's administrative privileges from Box, breaking the integration.

Now that you've set up the Box Integration User account you can proceed to [connecting Box with Jive](#).

Connecting to Box

The last step in setting up the Jive-Box connection is connecting to Box from the Jive side.

Fastpath: User interface: Avatar > Add-ons > Storage Providers

You can use the add-ons settings to connect to Box, to set Box as the default storage provider for uploaded files, and to decide which users can set up places to be connected to a Box folder. Each place you connect to Box will store uploaded files in a separate folder inside that account. These files can be updated on either the Jive side or the Box side, and social interactions such as comments on added files will be visible on both sides.

Note: Only uploaded files are stored in the external storage provider. Images and attachments continue to use whatever binary storage location you're already using for your community.

Before you start to set up the Jive side of the connection, you should set up the Box side, as described in [Configuring Box to work with Jive](#) on page 7 and [Setting up Box Integration User](#) on page 8.

To set up the connection on the Jive side:

1. Click your avatar in the upper right corner, and select **Add-ons**.
2. On the **Available** tab, find **Box.com Integration** and click **Install** next to it.
3. Click **Configure Now**. When prompted, provide the account credentials for the Jive Integration User, and then click **Grant access to Box**.
4. Click **Save and Activate**.
5. Go to the **Storage Management** tab and click **Add Integration**.
6. Select **Jive+Box** as the **Provider Type**.
7. In **Display Name**, type the name you want community users to see displayed when you are selecting a storage provider for the group.
8. Click **Add**.
9. Authenticate with the Box Integration User account.
10. If you want all your community users to be able to create groups that use this Box connection for storage, select the **Enabled** check box.

11If you want only some of your users to be able to create places that use this storage instance, clear the **Enabled** check box and start typing the name of a Jive permission group in **Permissions Override**.

These groups are granted permission to create groups linked to this storage instance.

12Use **Mapping Options** determine how Box users connect with Jive users.

We recommend that you use the default setting, which is email address.