



Jive Interactive Intranet

Cloud 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

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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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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:

1. 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>.

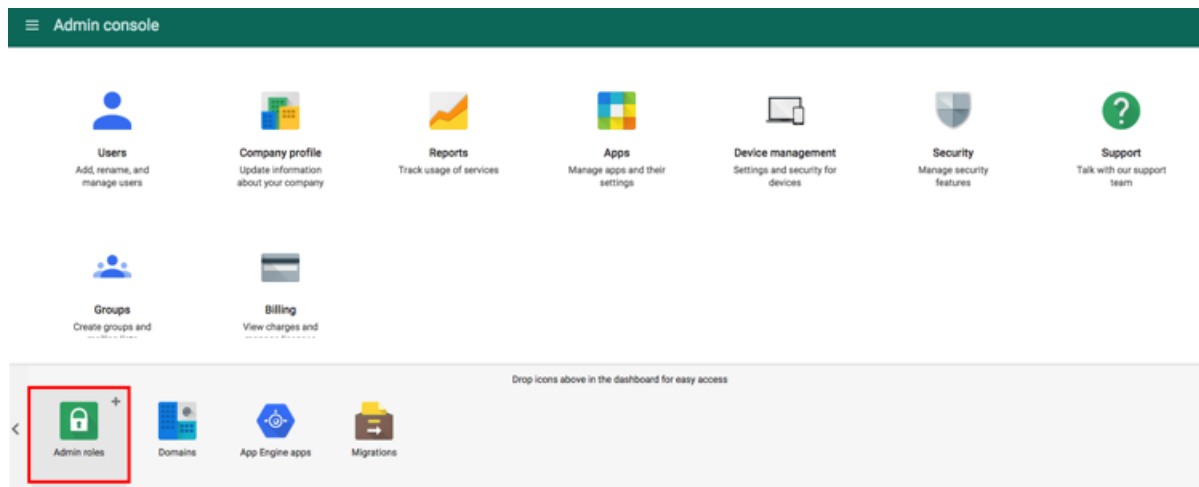
Adding permissions for Google Integration User in Google

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

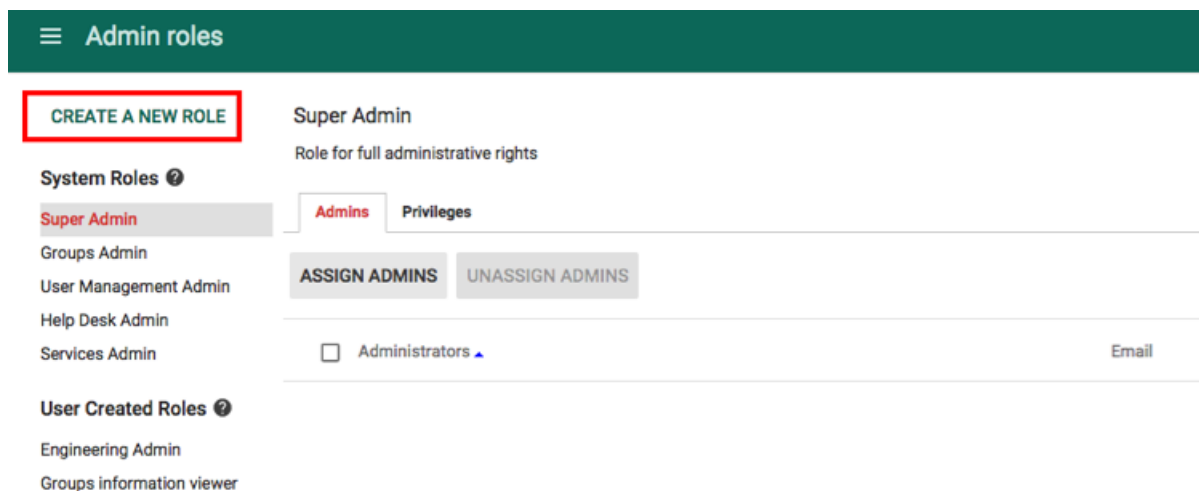
You need to assign this Google integrated user all Groups permissions in API Privileges to make this Jive for Google Docs integration work. To add permissions for your Google integrated user, you need to create a new role in the Google Docs Admin API, and add the permissions to this role. Then assign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



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.

The screenshot shows the 'Admin roles' configuration page in the Google Admin Console. The page title is 'Admin roles' with a help icon. A 'CREATE A NEW ROLE' button is at the top left. The role being configured is 'Jive Integration User'. The left sidebar lists 'System Roles' (Super Admin, Groups Admin, User Management Admin, Help Desk Admin, Services Admin) and 'User Created Roles' (Engineering Admin, Jive Integration User, Hopback Integration). The 'Privileges' tab is selected, showing a list of permissions. A red box highlights the 'Groups' section, which is expanded to show 'Create', 'Read', 'Update', and 'Delete' permissions, all of which are checked. Other permissions like 'Support', 'Services', 'Google Chrome Management', 'Shared device settings', 'Google Apps Vault', 'Organization Units', 'Users', 'User Security Management', 'Data Transfer', 'Schema Management', and 'Domain Management' are listed but not checked. At the bottom right, there are 'DISCARD' and 'SAVE' buttons, with 'SAVE' highlighted by a red box.

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

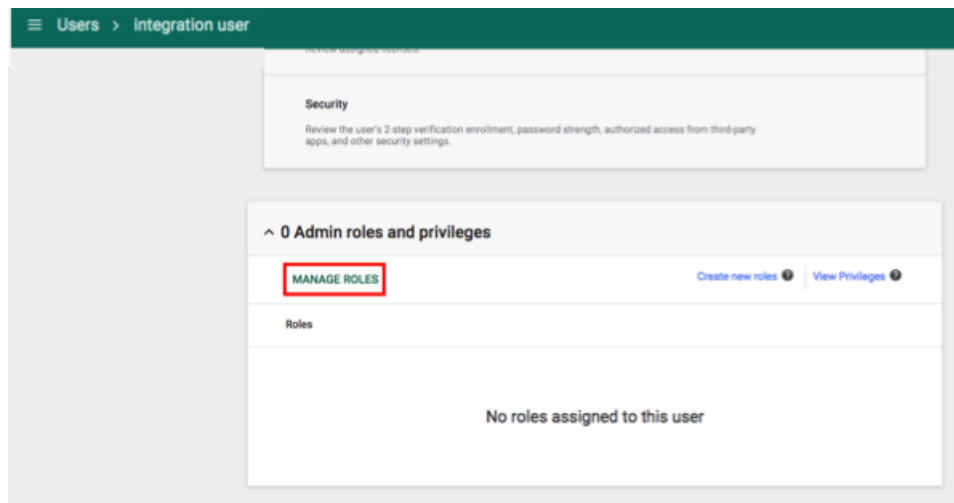
Admin API Privileges ?

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

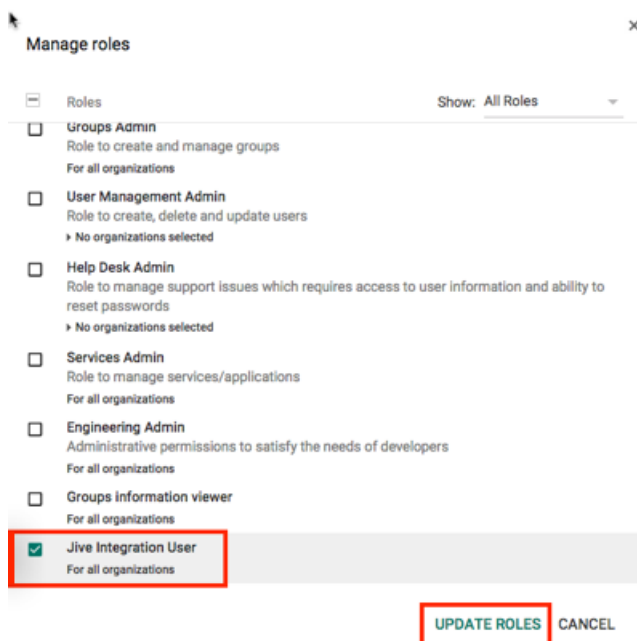
DISCARD SAVE

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.



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:
- Select the Google Integration User account in the list of Google Drive accounts already connected to your Jive community. It will authenticate 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 shown in the following image.

Edit Instance Settings (Everyone) ✕

Google Drive & Docs
Google Drive External storage provider Leona Campbell

☒ **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

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.

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 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 field, 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>

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.

- 10 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.

- 11 Under **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.