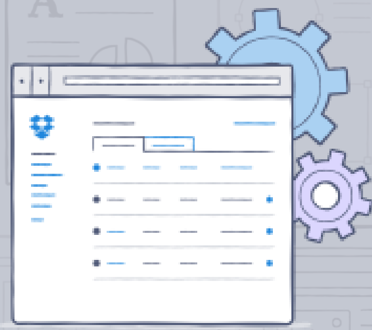


Dropbox Business Admin Toolkit Admin Guide

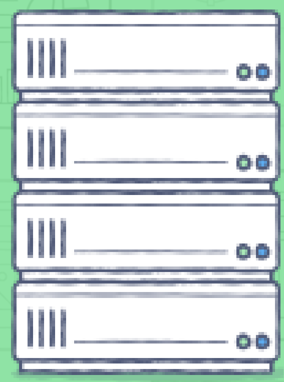
Revised February 7, 2017

The purpose of the Dropbox Business Admin Toolkit is to provide code samples which serve as a base for common Dropbox Business tasks. The Toolkit exemplifies the type of solution the Dropbox Services team can create for customers.

The Dropbox Business Admin Toolkit is provided as-is and is not supported by Dropbox or any Dropbox Support Team. Any user should have prior adequate technical knowledge.

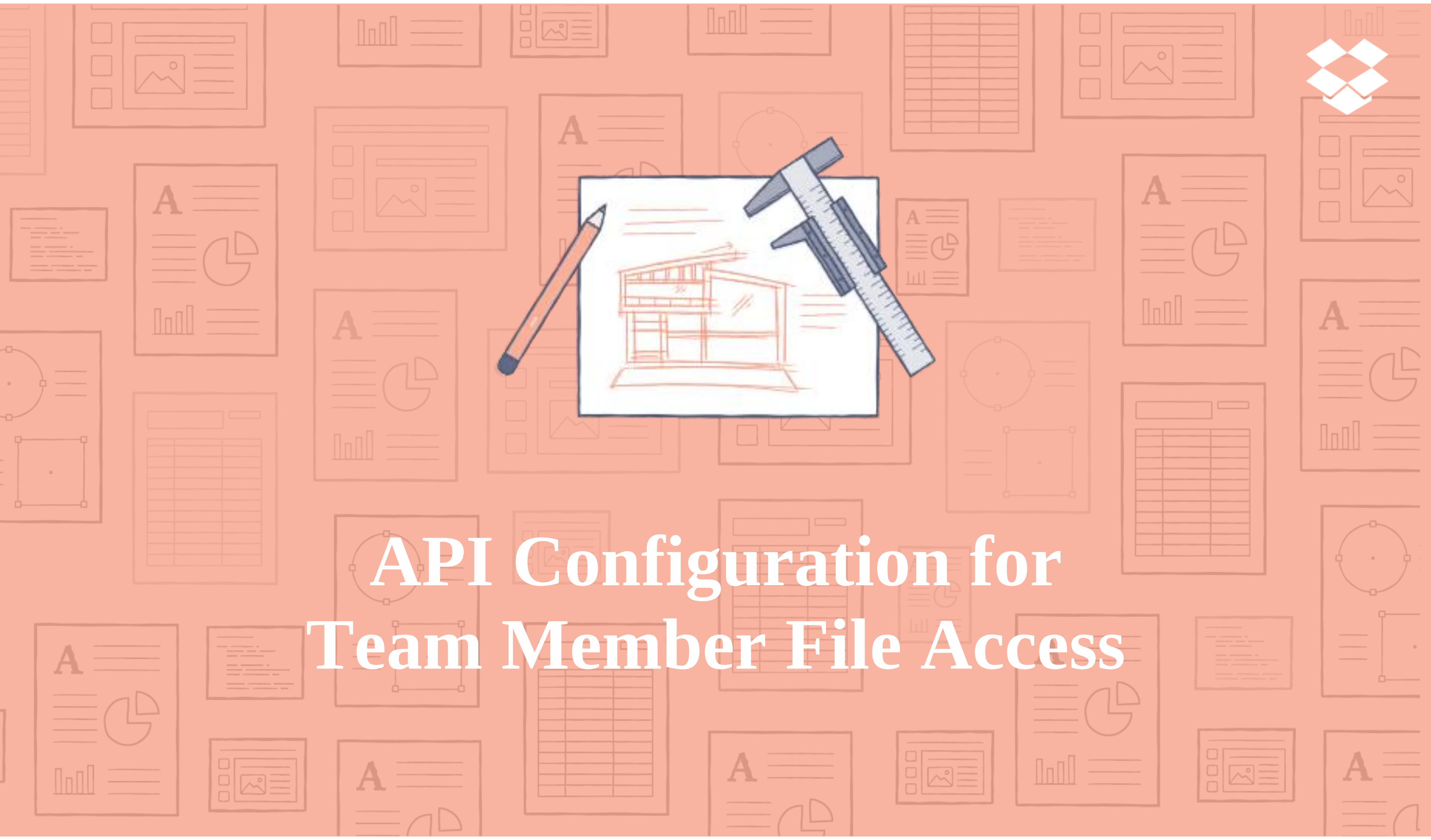
The Dropbox Business Admin Toolkit is built off the Dropbox Application Program Interface (API), thus if changes are made to the APIs, those changes may affect the Toolkit.

If you're interested in a custom Dropbox Business solution, please contact your Dropbox Enterprise Success Manager. The custom solution development team are able to assist with advisory or full solution work to help you leverage Dropbox as a platform in your business.



Downloading and Installing

1. Go to https://github.com/dropbox/DropboxBusinessAdminTool in your web browser.
2. Click **Download ZIP**, navigate to the download location and unzip the file.
3. Go into the Installer file and unzip the DBAdminToolkit.Setup.zip file.
4. Run DBAdminToolkit.Setup and follow the prompts to complete the installation.



API Configuration for Team Member File Access

1. Go to https://dropbox.com/developers in your web browser.
2. Click **Sign in** in the top right corner and enter your Dropbox administrator credentials.
3. Click **My apps** in the left sidebar, then click **Create app**.
4. Select **Dropbox Business API** then select **Team member file access**.
5. Create a unique name for the app (e.g. <CompanyName> File Access).
6. Choose the Dropbox account that will own your app.
7. Agree to the Dropbox API Terms and Conditions and click **Create App**.
8. Under the Settings tab, in the OAuth 2 section, generate an access token by clicking **Generate**.
9. Copy the Generated Access Token to a secure location and don't share it with anyone.

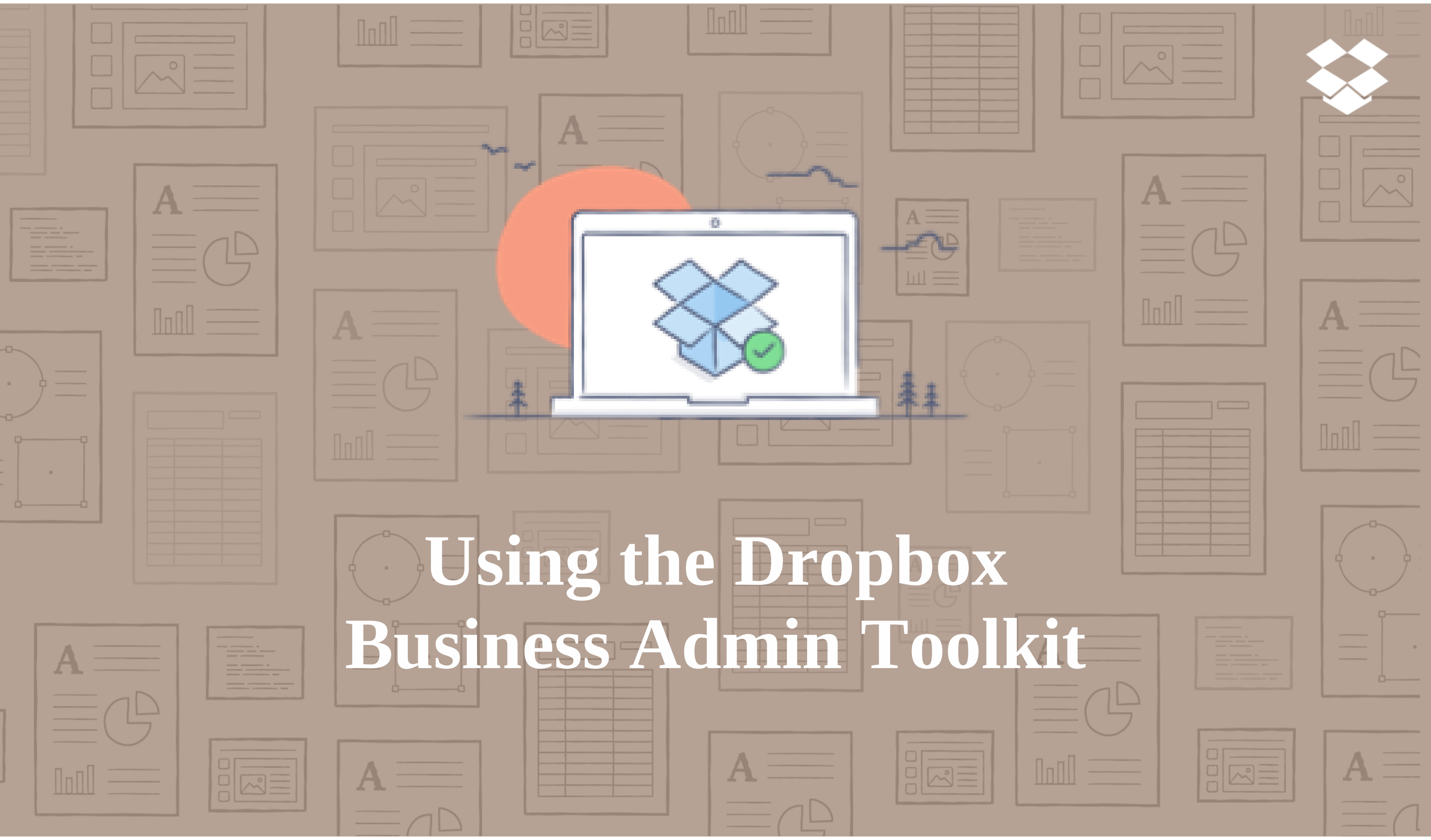
API Configuration for Team Member Management

1. Go to https://dropbox.com/developers in your web browser.
2. Click **Sign in** in the top right corner and sign in with your Dropbox administrator credentials.
3. Click **My apps** in the left sidebar, then click **Create app**.
4. Select **Dropbox Business API** then select **Team member management**.
5. Create a unique name for the app (e.g. <CompanyName> Member Management).
6. Choose the Dropbox account that will own your app.
7. Agree to the Dropbox API Terms and Conditions and click **Create App**.
8. Under the Settings tab, in the OAuth 2 section, generate an access token by clicking **Generate**.
9. Copy the Generated Access Token to a secure location and don't share it with anyone.

Configuring the Dropbox Business Admin Toolkit

1. Double-click the **Dropbox Business Admin Toolkit** shortcut on your Windows desktop.
2. If prompted, click **Yes** when asked to allow the app from an unknown publisher to make changes to your PC.
3. Click **Accept** to accept the License Agreement and click **OK** when prompted to add your app tokens.
4. From the File menu, select **Settings**.
5. Copy and paste the tokens you previously generated into the appropriate fields and click **Apply and Restart**.
6. Optional: to shield file names, check “Suppress Filename Activity in Status.”

If configured correctly, the team name, number of licensed users and number of provisioned will display in the Title Bar of the application. Unless directed otherwise, please leave the Base URL, Content URL and API version fields at their default values.



Using the Dropbox Business Admin Toolkit

Full Text Search

Full Text Search provides the admin with the ability to do file searches based on filename or filename and content and return file path inside the Dropbox folder structure. You can also search Deleted Filenames.

1. Enter the search term in the **Search For** field.
2. Choose the **Search** mode.
3. Change the **Max Results** number (optional).
4. Click **Search** to perform action
5. Click **Clear** to remove search criteria and results
6. The amount of files will determine how long the search will run. When completed, the results will appear in the Search Results window.

Download User Contents

Download User Contents provides the ability to display a full list of Dropbox members and to export the contents of an account to the local machine.

1. Click **Display Members**.
2. Right-click on the user's email and select **List file(s)** from the contextual menu. The contents of the user's Dropbox will be displayed.
3. Deselect files you do not wish to export.
4. Click **Select** to choose the Output Directory (e.g. Desktop).
5. Click **Dump File(s)**. A folder named [user email ID] will be created in the designated location, containing the user’s Dropbox files and folders.

Optionally, there is the ability to suspend a user, delete a user, keep a user account on the team and/or dump to a .zip file before the export.

Users

The Users tab provides the ability to upload a list of users to bulk provision/deprovision, suspend/unsuspend, update accounts, view or export user statistics, or delete users.

Optionally, there is the ability to keep an account on the team after completing one of the following actions.

Provisioning/Deprovisioning

1. Select **Bulk Provisioning** radio button
2. Create a CSV file with no header row. The first column is the User's Email address, the second column is the User's First Name, and the third column is the User's Last Name.
    - Template can be found by clicking Load Template button
3. Click **...** to select the CSV file from saved location.
4. Click **Load Input File** to populate users into toolkit. A message in the bottom status bar will indicate that the CSV has loaded properly.
5. Choose the **Role** for the users.
6. Select the **Bulk Provisioning** or **Delete Users** radio button.
7. Click **Provision** or **Deprovision**

Optionally, you can suppress the Send Team Join Emails by deselecting the box. Please consult your Dropbox Enterprise Success Manager before deselecting this option.

Suspending/Unsuspending

1. Create a CSV file with no header row. The first column is the User's Email address, the second column is the User's First Name, and the third column is the User's Last Name.
2. Template can be found by clicking Load Template button
3. Click **...** to select the CSV file from saved location.
4. Click **Load Input File** to populate users into toolkit. A message in the bottom status bar will indicate that the CSV has loaded properly.
5. Choose the **Role** for the users.
6. Select the **Suspend Accounts** radio button.
7. Click **Suspend** or **Unsuspend**.

Account Updates

1. Create a CSV file with no header row. The first column is the User's Email address, the second column is the User's First Name, and the third column is the User's Last Name.
2. Template can be found by clicking Load Template button
3. Click **...** to select the CSV file from saved location.
4. Click **Load Input File** to populate users into toolkit. A message in the bottom status bar will indicate that the CSV has loaded properly.
5. Choose the **Role** for the users.
6. Select the **Account Updates** radio button.
7. Click **Update Members**.

View or Export User Statistics

1. Select the **View or Export User Statistics** radio button.
2. Click **View Usage** or **Export Member Information**.

Exporting Member information will export a CSV to your Documents folder with the following information: User’s Email address, User’s First Name, User’s Last Name, Member Status, Member Type, Usage (MB), and JoinedOn Date.

Groups

The Groups tab provides the ability to create groups and to display information pertaining to existing groups, such as member count and group ID. There is also the ability to add or remove members from a group.

View existing Groups

1. Click **Load Groups**

Creating a Group

1. Enter the name of the new group.
2. Select group type
3. Click **Create Group**.

Adding/Deleting Member(s) to/from a Group

1. Click **Load Groups** to display groups from your team, and select the group you want to add members to.
2. Enter the email address associated with the user's Dropbox account in the Email field at the bottom of the UI. For multiple users, comma delimit user emails.
3. Click **Add Member** or **Delete Member**.

Bulk Creation of Groups

1. Click **File** > **Templates** from file menu
2. Select **GroupsBulkAddTemplate** and save to preferred location
3. The first column is the Group Name, the second column is the Group Type (i.e. user_managed, company_managed)
4. Click **…** to locate and upload GroupsBulkAddTemplate into UI. Verify groups you want to add and click **Create Group(s)**

Bulk adding Members to Groups

1. Click **File** > **Templates** from file menu
2. Select **GroupsBulkAddMembersTemplate** and save to preferred location
3. Click **Load Groups** and select the group(s) that you want to bulk add users into, then click **Export Group Info** button to obtain the Group Name and Group ID
4. Open **Group Info Export** file from saved location, copy the Group Name(s) and Group ID(s) for those you want to bulk provision users into, and save in Column 1 (Group Name) and Column 2 (Group ID) without headers in **BulkAddMembersTemplate** file.
5. Add user email address into Column 3. Remember, if you want bulk provision users into groups, you will need to add a unique row with Group Name and Group ID for each user
6. Click on the **…** icon next to the Email field in the bottom of the UI to locate and upload template into the UI, then verify users
7. Click **Add Member(s)** to bulk provision members to groups

Note: See above for adding multiple members to a single group. Can be done from the UI or in bulk using the CSV template.

Viewing Group Information and Permissions

1. Select the group(s) you wish to gather information.
2. Select **Export Group Info** to export a CSV to your Documents folder with the Group Member information and access.
3. Select **Export Group Perms** to export a CSV to your Documents folder with the Group Folder membership information and access.

Team Folders

The Team Folders tab allows the ability to quickly create Team Folders and display a listing of current folders, including status and default sync setting.

View existing Team Folders

1. Click **Load Team Folders**

Creating a Team Folder

1. Enter the name of the new Team Folder
2. Choose the default sync status.
3. Click **Create Team Folder**.

Changing the status of Team Folders

1. Click **Load Team Folders**.
2. Select the folder from the list of results.
3. Choose the Active or Archived radio button.
4. Click **Change Status**.

Changing the default sync settings of Team Folder(s)

1. Click **Load Team Folders.**
2. Select the folder from the list of results.
3. Choose the Sync or No Sync radio button.
4. Click **Change Sync Setting.**

Devices

The Devices tab provides the ability to list all devices in the team or filter the result list by using conditional searches on IP address or device name. Admins can then also remove selected devices if desired.

Searching for Devices

1. To search for all devices, click **Search Device(s)**.
2. Select a conditional search criteria from list of values.
3. To search for a specific device, enter part or all of the Device Name or the IP Address, select either the **IP Address** or **Device Name** radio button, and click **Search Device(s)**. *Note: If search dialog box is null, will search across all devices. If search dialog box is populated, select radio button to specify search filter.*

Removing Devices

1. Follow the steps above to find the device(s) you wish to remove.
2. Click the check box next to the device(s) you wish to remove.
3. Click **Remove Device(s)**. *Note: the search results are not automatically updated after removing a device. Conduct a search for the removed device to confirm that it was removed from your environment.*

Exporting Devices

1. Select file location and file name to save exported contents by clicking **Select** at the bottom of the UI
2. Click **Export** to export all device information to specified file and location

Team Content

The Team Content tab gives the ability to build a full data list of all files in the Dropbox team and then export the list to a CSV file for verification and a data migration is complete.

1. Click **Display Content**.
2. To export a report, click **Select**, choose your Output Location (e.g. Desktop), specify the filename (e.g. Data Migration.xxx) and select file extension type (XLS, CSV).
3. To export Excel, click **Export to Excel.** To export CSV, click **Export to CSV.** File will appear in the location you specified.

Managing Multiple Dropbox Business Accounts

The Dropbox Business Admin Toolkit provides the ability for service professionals to manage multiple Dropbox Business accounts.

1. Double-click the **Dropbox Partner LaunchPad for Admin Toolkit** shortcut on your Windows Desktop.
2. If prompted, click **Yes** when asked to allow the app from an unknown publisher to make changes to your PC.
3. If this is the initial launch, enter in the Dropbox Business Customer Name, Team File Access Token and Team Management Token.
4. To add or remove additional customer accounts, click **+** and repeat Step 3 or click **-** to remove an account from the listing.
5. To launch the Dropbox Business Admin Toolkit for a specified team:
    a) Double-click the team from the UI and click **OK** to confirm
    b) Single-click the team from the UI and click **Go!** and **OK**