Dropbox Business Admin Toolkit Admin Guide

Revised September 1, 2016

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

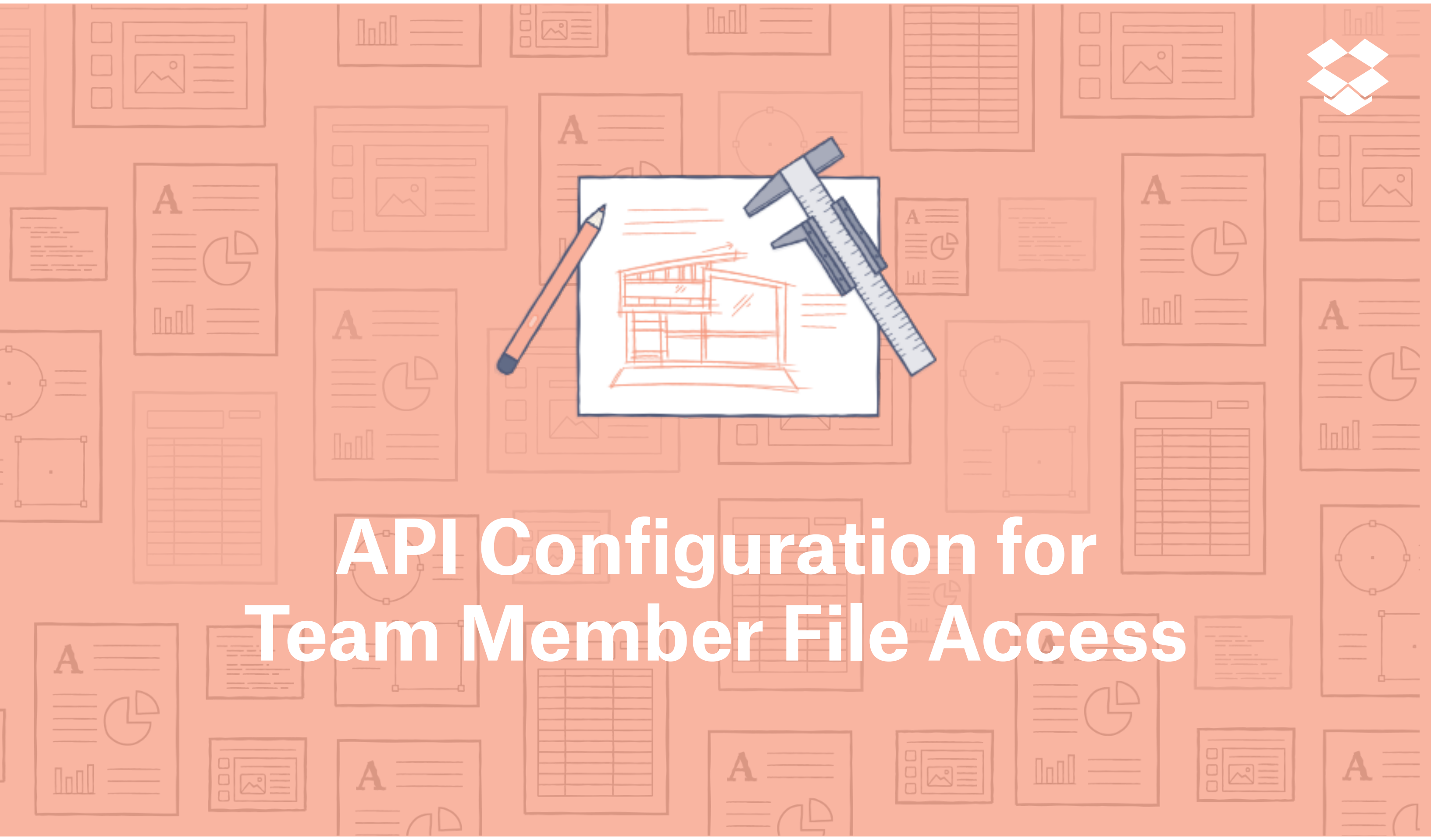
The Dropbox Business Admin Toolkit is provided as-is and is not supported by Dropbox or any Dropbox Support Team. Any user should have prior adequate technical knowledge.

The Dropbox Business 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 or Dropbox Enterprise solution, please contact your Dropbox Customer Success Manager.

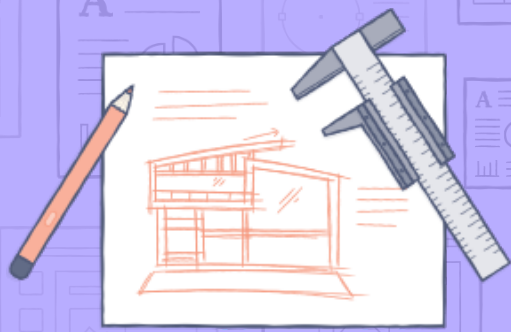
Downloading and Installing

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.



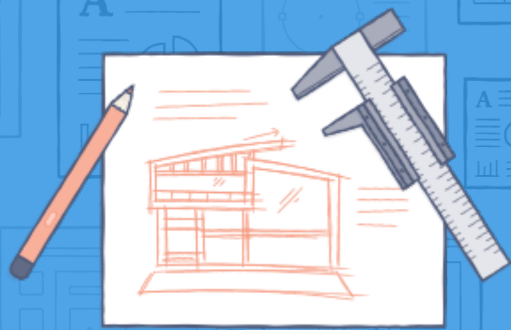
API Configuration for Team Member File Access

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

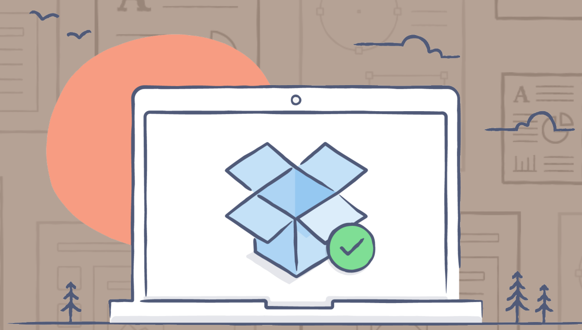
1. Go to https://dropbox.com/developers in your web browser.
2. Click **Sign in** in the top right corner and sign in with your Dropbox administrator credentials.
3. Click **My apps** in the left sidebar, then click **Create app.**
4. Select **Dropbox Business API** then select **Team member management**.
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. 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

Dump 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. To export, click **Select** to choose the Output Directory (e.g. Desktop).
4. Click **Dump File(s)**. A folder named "dropbox" will be created in the chosen 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 allows admins 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. 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. Click **Select** and select the CSV file.
3. Choose the **Role** for the users.
4. Click **Load CSV**. A message in the bottom status bar will indicate that the CSV has loaded properly.
5. Select the **Bulk Provisioning** or **Delete Users** radio button.
6. Click **Provision** or **Deprovision**.

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. Click **Select** and select the CSV file.
3. Choose the **Role** for the users.
4. Click **Load CSV**. A message in the bottom status bar will indicate that the CSV has loaded properly.
5. Select the **Suspend Accounts** radio button.
6. 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. Click **Select** and select the CSV file.
3. Choose the **Role** for the users.
4. Click **Load CSV**. A message in the bottom status bar will indicate that the CSV has loaded properly.
5. Select the **Account Updates** radio button.
6. Click **Update Members.**

View or Export User Statistics

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. Click **Select** and select the CSV file.
3. Choose the **Role** for the users.
4. Click **Load CSV**. A message in the bottom status bar will indicate that the CSV has loaded properly.
5. Select the **View or Export User Statistics** radio button.
6. Click **View Usage** or **Export Member Information**.

Groups

The Groups tab allows admins 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.

Creating a Group

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

Adding Members to a Group

1. Enter the email address associated with the user's Dropbox account.
2. Click **Add Member**.

Deleting Members from a Group

1. Enter the email address associated with the user's Dropbox account.
2. Click **Delete Member**.

Team Folders

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

Creating Team Folders

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**.

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. 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)**.

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.*

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), and specify the filename (e.g. Data Migration.csv).
3. Click **Export Report**. A CSV file will appear in the location you specified.

Managing Multiple Dropbox Business Accounts

The Dropbox 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. When finished, click **Go!** and **OK** to confirm the launching of the Toolkit for the specified Dropbox Business account.