Dropbox Business Admin Toolkit Admin Guide

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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.

Note: If you have a previous installation, please uninstall prior to installing newest version of the Dropbox Business Admin Toolkit.

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
9. **Generate**.
10. 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
3. credentials.
4. Click **My apps** in the left sidebar, then click **Create app**.
5. Select **Dropbox Business API** then select **Team member management**.
6. Create a unique name for the app (e.g. <CompanyName> Member Management).
7. Choose the Dropbox account that will own your app.
8. Agree to the Dropbox API Terms and Conditions and click **Create App**.
9. Under the Settings tab, in the OAuth 2 section, generate an access token by clicking
10. **Generate**.

11. 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
3. changes to your PC.
4. Click **Accept** to accept the License Agreement and click **OK** when prompted to add your
5. app tokens.
6. From the File menu, select **Settings**.
7. Copy and paste the tokens you previously generated into the appropriate fields and click
8. **Apply and Restart.**
9. 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.

Delete Users

1. Select the **Delete Users** 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.
3. Template can be found by clicking Load Template button.
4. Click **...** to select the CSV file from saved location.
5. Click **Load Input File** to populate users into toolkit. A message in the bottom status bar will indicate that the CSV has loaded properly.
6. Select **Keep Account** to downgrade selected users to Basic accounts, but retain their access to content / shared Dropbox folders (NOT Dropbox Paper folders).
7. Select **Remove Sharing** to downgrade selected users to Basic accounts, and remove content access / shared folder where user is not an owner.

Note: You cannot select Remove Sharing without selecting Keep Account. However, you can select Keep Account without selecting Remove Sharing.

Recover Users

1. Select the **Recover Users** 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.
3. Template can be found by clicking Load Template button.
4. Click **...** to select the CSV file from saved location.

5. Click **Load Input File** to populate users into toolkit. A message in the bottom status bar will indicate that the CSV has loaded properly.
6. Select **Recover** to restore users that were deleted from your Dropbox account by an admin.

Note: Cannot be used in conjunction with Delete User > Keep Account or Delete User > Keep Account + Remove Sharing. Users on a Dropbox Basic account that formerly had a Dropbox Business account cannot be recovered. For users on a Dropbox Basic account, you will need to re-invite them to your account.

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/deleting 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.
8. Click **Delete Member(s)** to bulk deprovision members from 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, display a listing of current folders, and export team folder details (folders and members).

View existing Team Folders

1. Click **Load Team Folders.**

Creating a Team Folder

1. Enter the name of the new Team Folder.
2. Click **Create Team Folder**.

Creating multiple Team Folders

1. Template can be found by clicking Load Template button.
2. Click **...** to select the CSV file from saved location.
3. Click **Create Team Folder(s)** to populate folders into toolkit. A message in the bottom status bar will indicate that the CSV has loaded properly.
4. Click **Load Team Folders** to confirm folders were created as expected.

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

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**.

Viewing Team Folder Member and Group Information

1. Click **Load Team Folders.**
2. Select the folder(s) you wish to gather information.
3. Select **Export Team Folders** to export a CSV to your Documents folder with the Team Folder information (TeamFolderName, TeamFolderId, and Status columns).
4. Select **Export Team Folder Members** to export a CSV to your Documents folder with the Team Folder membership information and access (TeamFolderName,

Path, Member, Id, Access Type, and Member Count columns).

Paper

The Paper tab provides the ability to list all paper docs on the team and download selected docs, delete and archive selected docs and export selected docs.

Listing Paper Docs

1. To display all paper docs, click **Load Paper Docs**.

Downloading Paper Docs

1. To display all paper docs, click **Load Paper Docs**.
2. Click "..." to select location where selected paper docs will be downloaded.
3. Select paper docs to download and click **Download** to download docs to specified location.

Deleting Paper Docs

1. To display all paper docs, click **Load Paper Docs**.
2. Select **Archive** radio button to delete paper docs from your team. Select **Permanent** radio button to permanently delete paper docs from your team.
3. Select paper docs to delete and click **Delete Docs** to archive / permanently delete selected paper docs from your team.

Note: Archiving paper docs will delete them from your team, but you will be able to restore them. Permanent will permanently delete paper docs from your team and they will not be restorable.

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 Auditing

The Team Auditing tab gives you the ability to view and audit activity that has taken place on your teams Dropbox account. You can reduce the display results by loading the “FilterOnMemberEventsTemplate” and listing the emails of users you’d like to investigate.

1. Click “...“ icon to load the template with emails of users you’d like to display specified activity criteria.
Note: To display activity for all users, leave this field blank
2. Select Activity from the **Category** dropdown.
3. Select **From** and **To** date range.

4. Click **Load** to display results.
5. Click **Export Selected Items TO CSV** to download CSV report of the selected activity logging items to CSV.

Note: User can select one, many or all events to export to CSV.

Team Health

The Team Health tab gives the ability to understand key metrics around the usage of your Dropbox by team members.

1. Click **Refresh.**
2. View total licenses, team connected devices, and team usage statistics.

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.**