

RingCentral for Archiver

User Guide



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Introduction

About RingCentral Archiver

There are RingCentral customers who are running out of storage for call recordings and messages. This integration app (RingCentral Archiver) provides automated backup and pull for customers' call recordings and messages and stores them to desired cloud storage locations.

Currently supported cloud storage locations include Dropbox, SFTP, and Google Drive.

About this Guide

This guide is designed for users of RingCentral Archiver. It describes the setup connection between RingCentral and the cloud storage that the user selects. Covered in this guide are:

- Installation and Operation
- Connection between RingCentral and cloud storage accounts
- CONNECT and DISCONNECT buttons
- Backup RingCentral data to cloud storage accounts
- Admin View
- Extension View
- Backup job logs
- System Requirements

User Notice

By using the RingCentral for Dropbox integration app, you acknowledge that you have read and agree to our Terms of Service and Privacy Policy.

- TOS: <https://www.ringcentral.com/legal/eulatos.html>
- Privacy Policy: <https://www.ringcentral.com/legal/privacy-policy.html>

Installation and Operation

Installation and Operation

1. Setup connection between RingCentral account and cloud storage account.

To access RingCentral Archiver, log in <https://service.ringcentral.com>, find Archiver in Tools menu, or log in <https://www.ringcentralarchiver.com> directly. On the **Accounts** tab, users can select to connect their RingCentral account to their Dropbox, SFTP, or Google Drive account. Once the connection is successfully set up, a “RingCentral Application” folder will be created under the **Apps** folder in the connected cloud storage. (Figure 1)

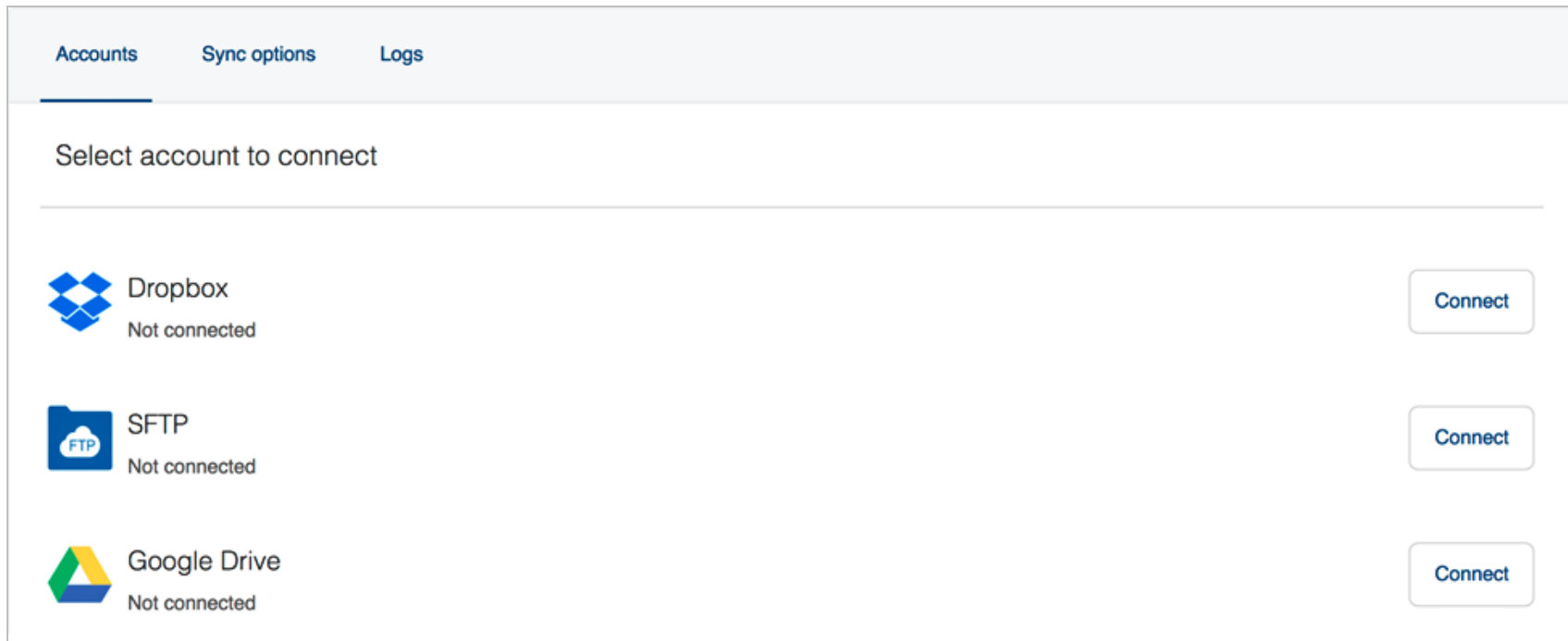


Figure 1

With the **DISCONNECT** button, users can break the current connection between their RingCentral and cloud storage accounts. Data backup will cease when disconnection is successfully completed. The RingCentral folders created in the storage accounts and the data archived there before disconnection, will not be deleted by the disconnection. (Figure 2)

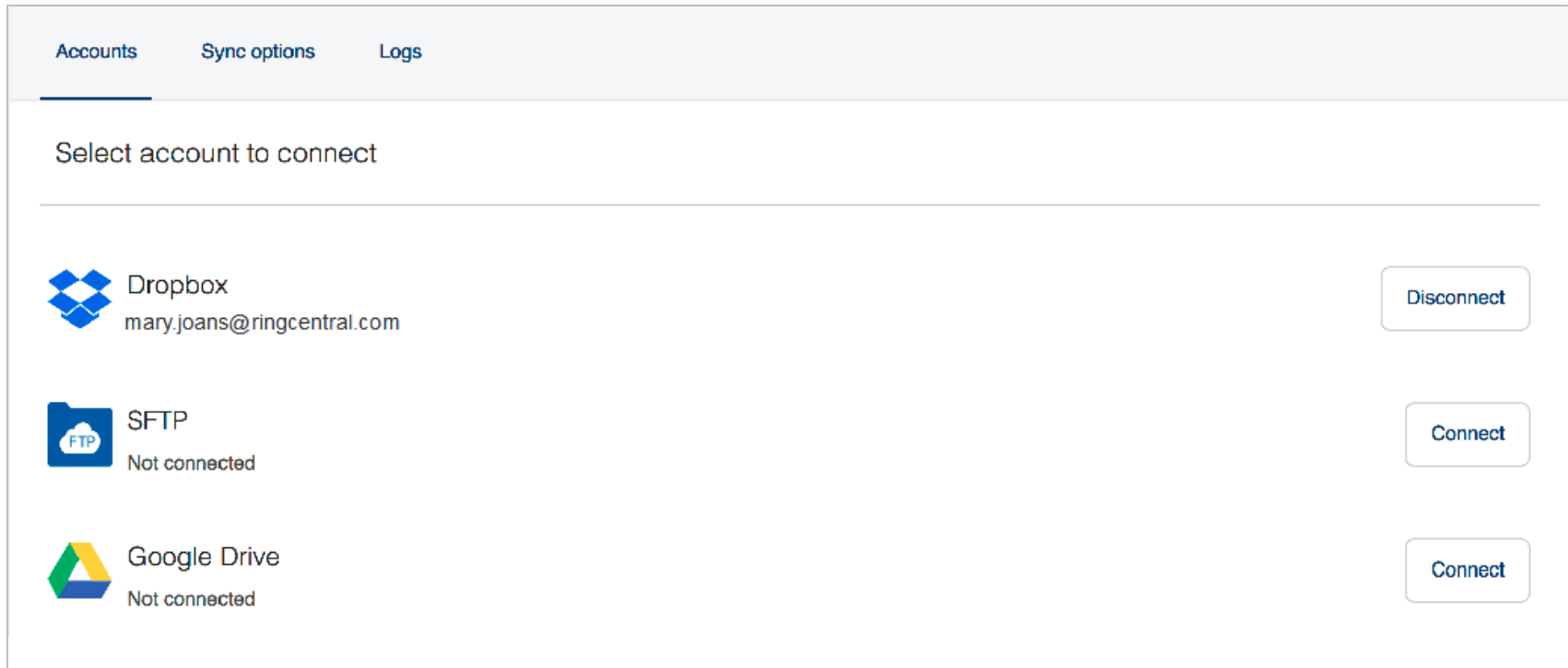


Figure 2

2. Backup RingCentral data to cloud storage.

With RingCentral account connected to the cloud storage account, users can enable or disable backup data from RingCentral to cloud storage by turning ON/OFF the **Enable backup** toggle. By default the toggle is OFF.

After the **Enable backup** toggle is turned ON, users can select the type(s) of data to backup. Depending on the roles they login with, admin users and extension users would see different page views.

- a. **Admin View.** This view is available to admin users only when they switch to **Account Settings** on the **Sync options** tab. (Figure 3)



Figure 3

Call recordings are the only data type admins can select to backup. Call recordings are selected for backup by default .

With **Enable backup** turned ON in the admin view, RingCentral Archiver will run the job every half hour, archiving the call recordings of extensions managed by this logged in administrator. Admin users can archive their own call recordings and also the call recordings of the extensions they manage.

To secure archiving coverage, each job archives the call recordings generated two hours before it runs. For example, if a call recording is generated at 11:30AM, it'll be archived by the job that will run at 13:30PM. In this same example the job that runs at 13:30 PM archives the call recordings generated between 11:30AM-12: 00PM.

b. Extension View. Extension users can select for their own extensions whether to backup Call Recordings, Voice Mails, SMS and/or Fax. The settings an extension user makes affects only his or her own extension. (Figure 4)

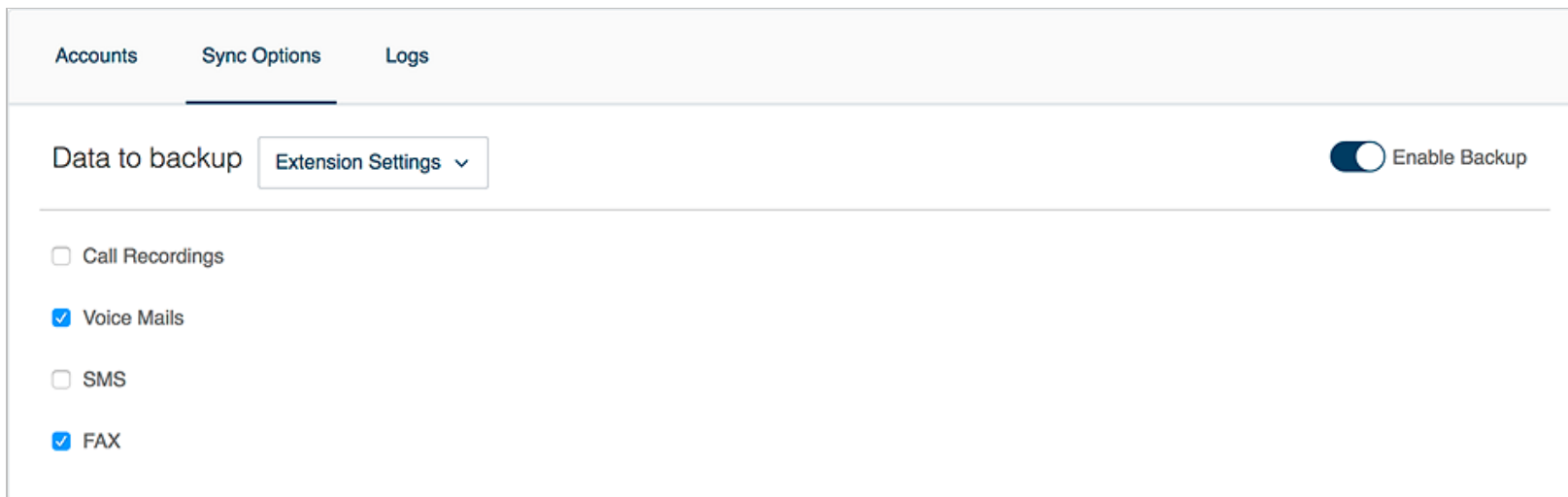


Figure 4

3. Backup job logs.

With the **Enable backup** toggle turned **ON**, archive jobs run every half hour. Each task is logged at the backend, and users can check this log on the **Logs** tab. By default, logs of the past 7 days are displayed.

By specifying a time period as the search criterion, users can narrow the results and find logs they are looking for.

The **SHOW LESS** option allows users to view only the job logs with data archived. Users can switch back to default view by clicking **SHOW MORE**. (Figure 5)

Accounts Sync Options Logs									
Logs SHOW MORE ⓘ									
Show Log for		<input type="radio"/>	Last 7 days ▾	<input checked="" type="radio"/>	From	05/31/2017	To	05/31/2017	<input type="button" value="Go"/>
From	To	Status	Job Start	Job End	Storage	Call Recording	Voice Mail	SMS	FAX
06/01/2017 07:30:00	06/01/2017 08:00:02	Complete	06/01/2017 08:00:02	06/01/2017 08:01:22	Google Drive	0	0	0	0
06/01/2017 07:00:00	06/01/2017 07:30:03	Complete	06/01/2017 07:30:03	06/01/2017 07:31:04	Google Drive	0	0	0	0
06/01/2017 06:30:00	06/01/2017 07:00:01	Complete	06/01/2017 07:00:01	06/01/2017 07:01:21	Google Drive	0	0	0	0
06/01/2017 06:00:00	06/01/2017 06:30:03	Complete	06/01/2017 06:30:03	06/01/2017 06:31:07	Google Drive	0	0	0	0

Figure 5

System Requirements

The following browsers are supported by RingCentral for Archiver:

- Internet Explorer 11[®]+ (Windows 7+)
- Microsoft Edge 38+ (Windows 10)
- Firefox 46[®]+ (Windows[®], Mac[®])
- Chrome[™] 50 + (Windows, Mac)
- Safari[®] 9.1+ (Mac)