RingCentral for Archiver

Admin Guide

Google Drive Dropbox SFTP box Content Management

RingCentral

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Introduction

About RingCentral Archiver

RingCentral Archiver was introduced to enable our users to archive their RingCentral Call data (Call Recording, Voicemails, Fax, SMS) to any external storage supported by Archiver product (GDrive, Box, DropBox, Smarsh and SFTP).

About this Guide

This Administrator Guide focuses on how to successfully configure Archiver access for your organization.

- Enable Archiver
- Create custom roles with Archiver Administrator permission

Please refer to User Guide on how to sync your RingCentral data to a cloud storage of your choice:
https://netstorage.ringcentral.com/guides/archiver.pdf

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/last-update-October-15-2019/eulatos.html

- Privacy Policy:

https://www.ringcentral.com/legal/last-update-March-3-2021/privacy-notice.html

- Archiver overview with data retention policy:

https://support.ringcentral.com/article/8913.html

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Configure Archiver Access

Enable Archiver

Archiver access can be enabled for administrators and/ or for all users. Log in https://service.ringcentral.com with **administrator account**, switch to Admin Portal from the dropdown on the top right corner and find Archiver Settings in More -> Account Settings -> Archiver Settings (Figure 1). On the Archiver Setting tab, administrators can turn on Admin Archiver and/ or User Archiver as needed.

- Admin Archiver: Turn on the toggle of Admin Archiver, pre-defined roles Super Admin and Manager will be able to access archiver and save data for the entire organization. Custom roles can be created with permissions to access and archive account data as well.
- User Archiver: Turn on the toggle of User Archiver, all users can access archiver at extension level and archive their own data.
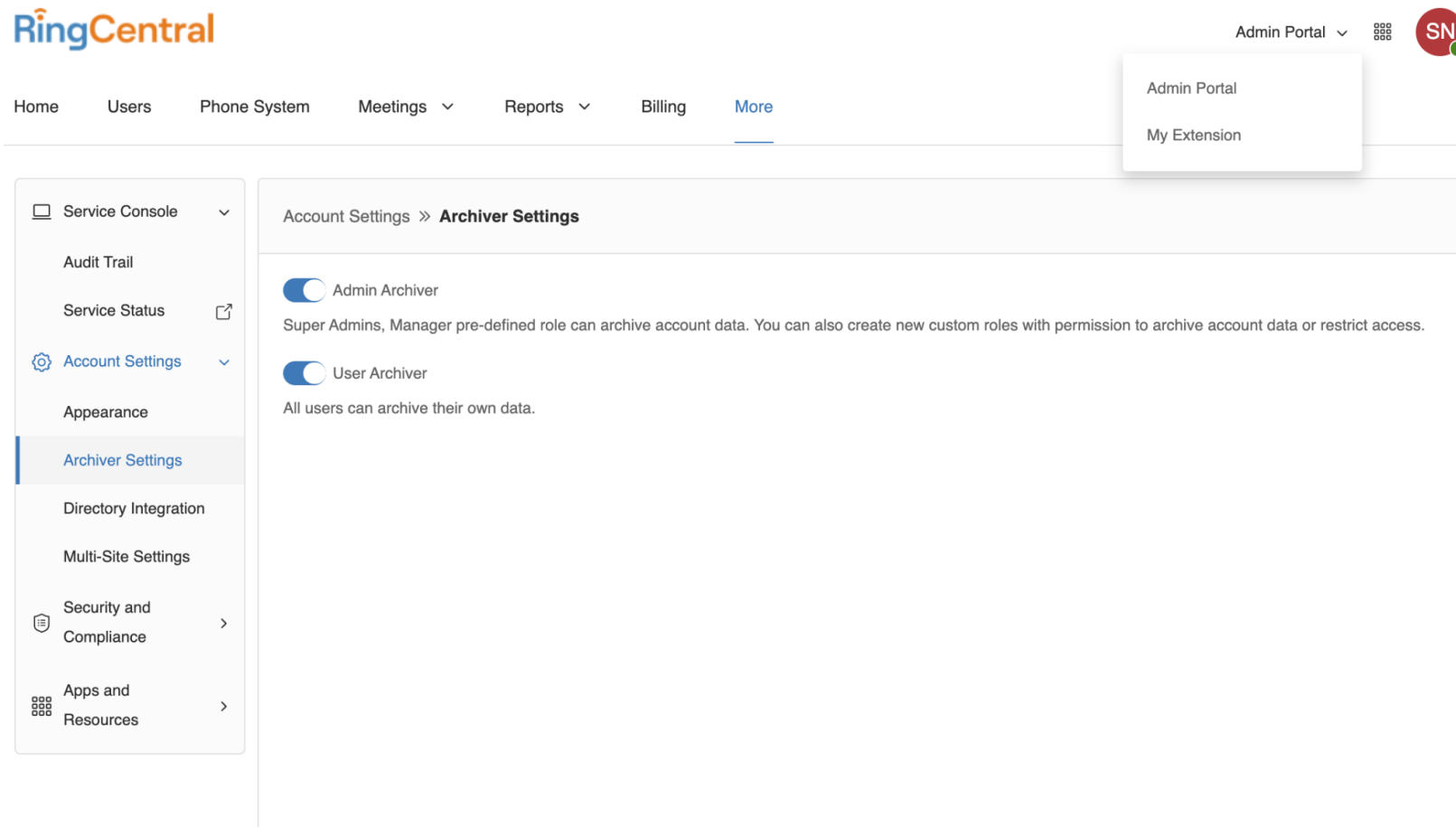

Figure 1

Create custom roles with Archiver Admin permission

After turning on the toggle of Admin Archiver in the Archiver Settings tab, administrators can create custom roles and grant Archiver Admin permission. Log in https://service.ringcentral.com with **administrator account**, switch to Admin Portal from the dropdown on the top right corner and find Users -> Roles and click on + New Role to create custom roles (Figure 2).

Figure 2

Please tick and save the permissions below to ensure custom roles have sufficient privileges for admin archiving (Figure 3). Otherwise, users cannot see the Admin Archiver UI or cannot choose corresponding data type at company level archiving.

- Features - Archiver for Admins
- Company Call Log - Access Recordings
- Company Call Log - Delete Records
- Company Call Log - Download & Delivery
- Company Call Log - View Only
- User Management - Users

Figure 3

Go to the Assigned Users tab and click on + Assign User to assign the custom role to user(s) as needed (Figure 4).

Figure 4

System Requirements

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System Requirements

The following browsers are supported by RingCentral for Archiver:

- Microsoft Edge 38+ (Windows 10)

- Firefox46®+(Windows®,Mac®)

- Chrome™ 50 + (Windows,Mac)

- Safari® 9.1+(Mac)

General Questions

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1. Why can't I find Archiver Settings in the Admin Portal?

 If the Archiver Setting tab cannot be found in More   -> Account Settings -> Archiver Settings, please ensure that

- The plan you purchased includes Archiver feature
- You log in Admin Portal as an administrator
- You are in the Admin Portal but not in My Extension. You can simply switch it by clicking the dropdown on the top right corner

If the Archiver Setting tab is still not available after verification, please contact RingCentral Support for help.

2. Why cannot users see Archiver after I turned on User Archiver in Archiver Settings?

Please suggest users to go to My Extension (not Admin Portal) to find More -> Apps and Resources -> Archiver. More details please refer to the User Guide.

3. Why cannot archiver administradors see Archiver after I turned on Admin Archiver in Archiver Settings?

Please verify if the user's assigned role includes these permissions blow:

- Features - Archiver for Admins
- Company Call Log - Access Recordings
- Company Call Log - Delete Records
- Company Call Log - Download & Delivery
- Company Call Log - View Only
- User Management - Users

If roles are properly configured, please suggest the archiver admins to go to Admin Portal (not My Extension) to find More -> Apps and Resources -> Archiver. For more details, please refer to the User Guide.

4. Why are the data types for All Extensions in the Sync Options tab disabled for Archiver administrators?

Please ensure all permissions listed in question 3 are selected and saved in the assigned roles. Otherwise, archiver admin may not be able to see Archiver UI or access data at corporation level.