

RingCentral for Smarsh

Administrator Guide

For version 1.0.0 and above



Introduction

About RingCentral for Smarsh

RingCentral for Smarsh provides seamless integration between Smarsh.com and your RingCentral services to enable improved data backup service on Smarsh.

System requirements

Software

- RingCentral Archiver access: Premium and above
- Smarsh account
- You must be the RingCentral app Admin of the RingCentral account
- Browsers supported:
 - Internet Explorer® 11+ (Windows 7+)
 - Firefox® 46+ (Windows®, Mac®)
 - Google Chrome™ 50 + (Windows, Mac)
 - Safari® 9.1+ (Mac)

About this guide

This guide is designed for system Administrators of the RingCentral for Smarsh application. It is not intended for end users and does not provide information on how to use the application or related information. This administrator guide shows you how to set up connection with Smarsh for archiving and to enable your data to be discovered and backed up in Smarsh.

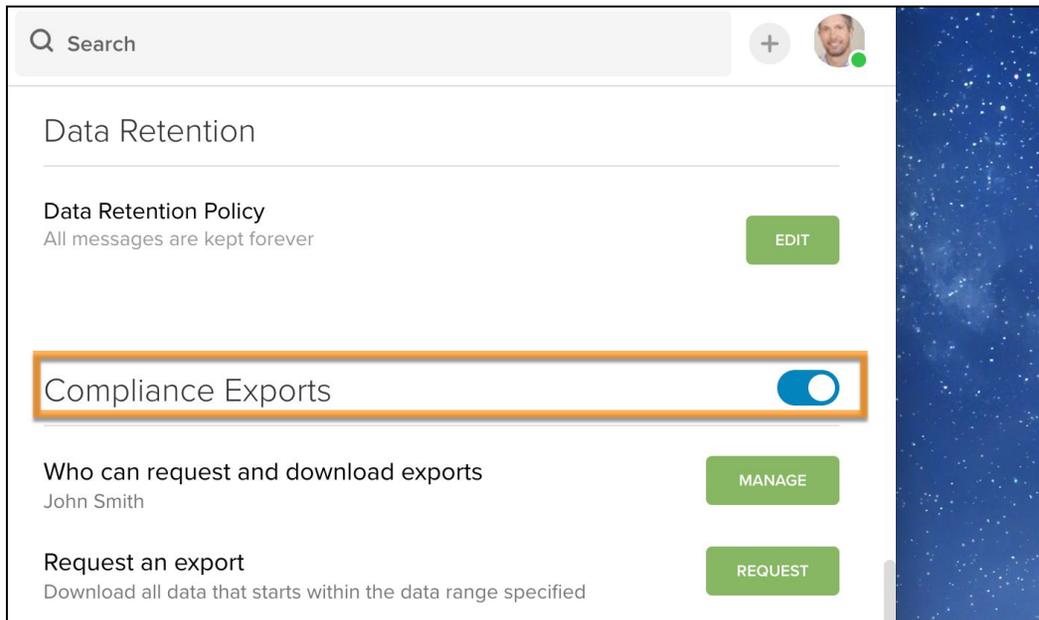
Installation and setting up the Smarsh adapter in Archiver

Prerequisite

There are four prerequisites for setting up the RingCentral for Smarsh in your environment:

1. RingCentral Archiver access: Premium or above
2. A Smarsh account (token of 32-characters long)
3. You must be granted the RingCentral app Admin privilege for your RingCentral account
4. Enabled Compliance Exports configuration in the RingCentral app

See your IT admin to ensure prerequisites 1-3 have been set up. To comply with prerequisite 4, go to the RingCentral app and click **Administration**, then toggle the button in **Compliance exports** to the **ON** position.



Configuring RingCentral Archiver to connect with Smarsh

1. Go to the [RingCentral Online account](#), and click on **Tools > Archiver Beta**
2. By default, there is no connection to a storage repository. Click **Connect** on Smarsh
3. The screen displays a pop-up window with fields to enter the **Smarsh Token** and **Description**. Click **Connect** to proceed

After providing the Smarsh Token to enable the connection to Smarsh, a pop-up window will display, allowing you to select data types.

4. Click **Go to Sync Options** and click **OK** in the next pop-up window to be redirected to Sync Options

Configuring RingCentral Archiver to select data types for archiving in Smarsh

1. Go to the **Sync Options** tab and select **Account Settings** from the drop down menu
2. Check the box beside RingCentral app Messages

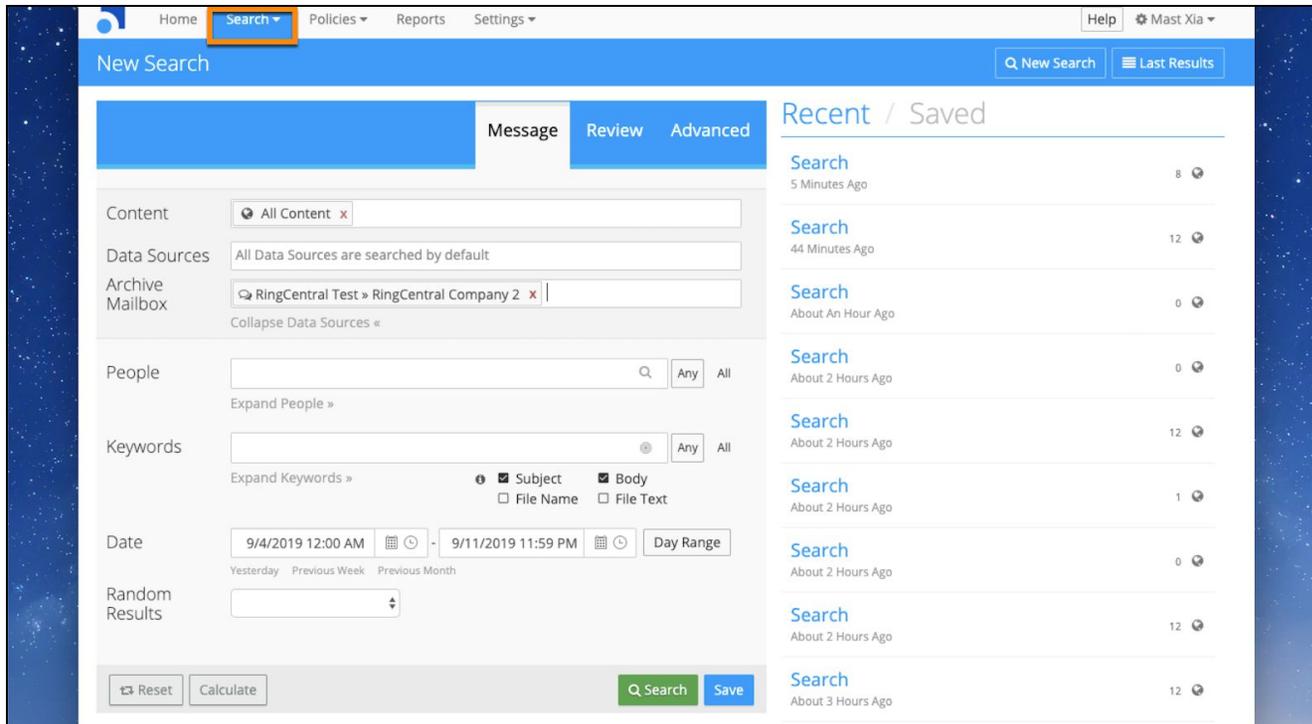
If you choose Account Settings, all the extensions managed by this admin account will be archived. Currently, only the RingCentral app is supported. Additional options will be supported in future releases.

When enabled, you will see a message confirming the connection.

Data search in Smarsh

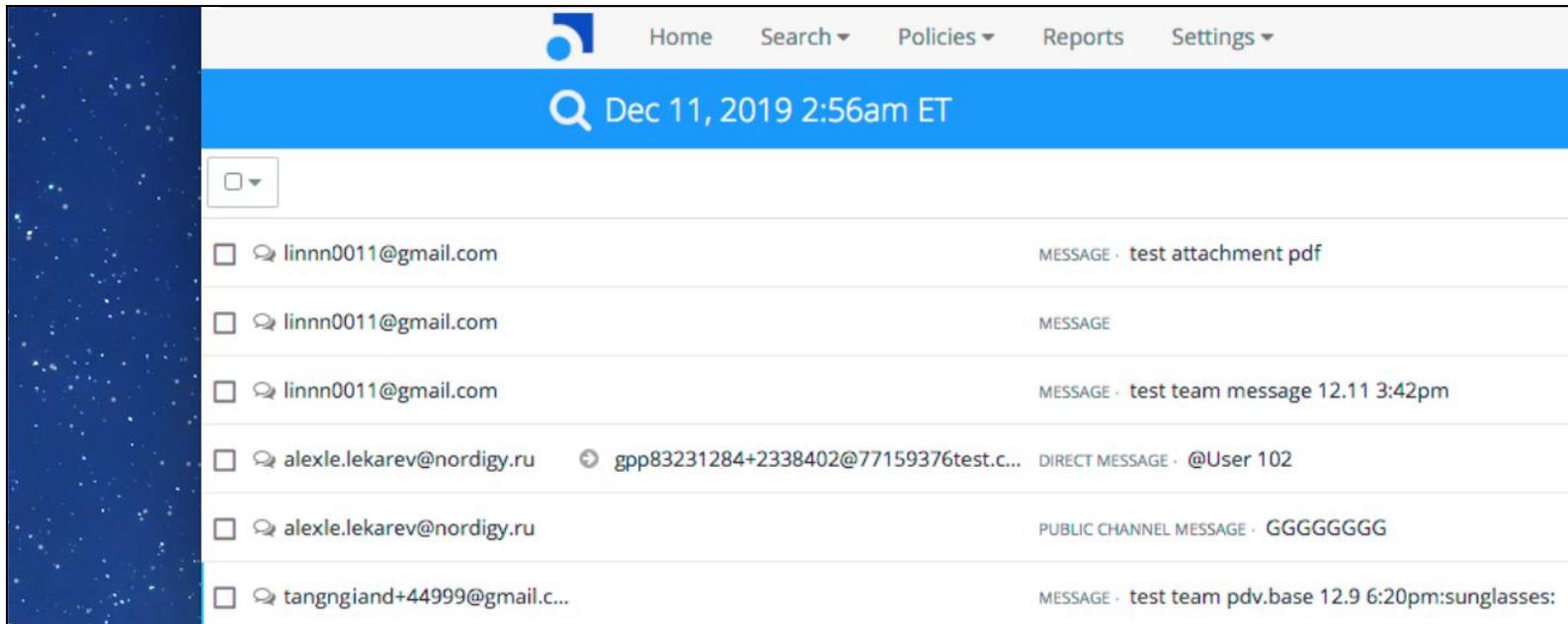
Initiating a new search

After logging in to Smarsh, go to the **Search** tab to initiate a new search.



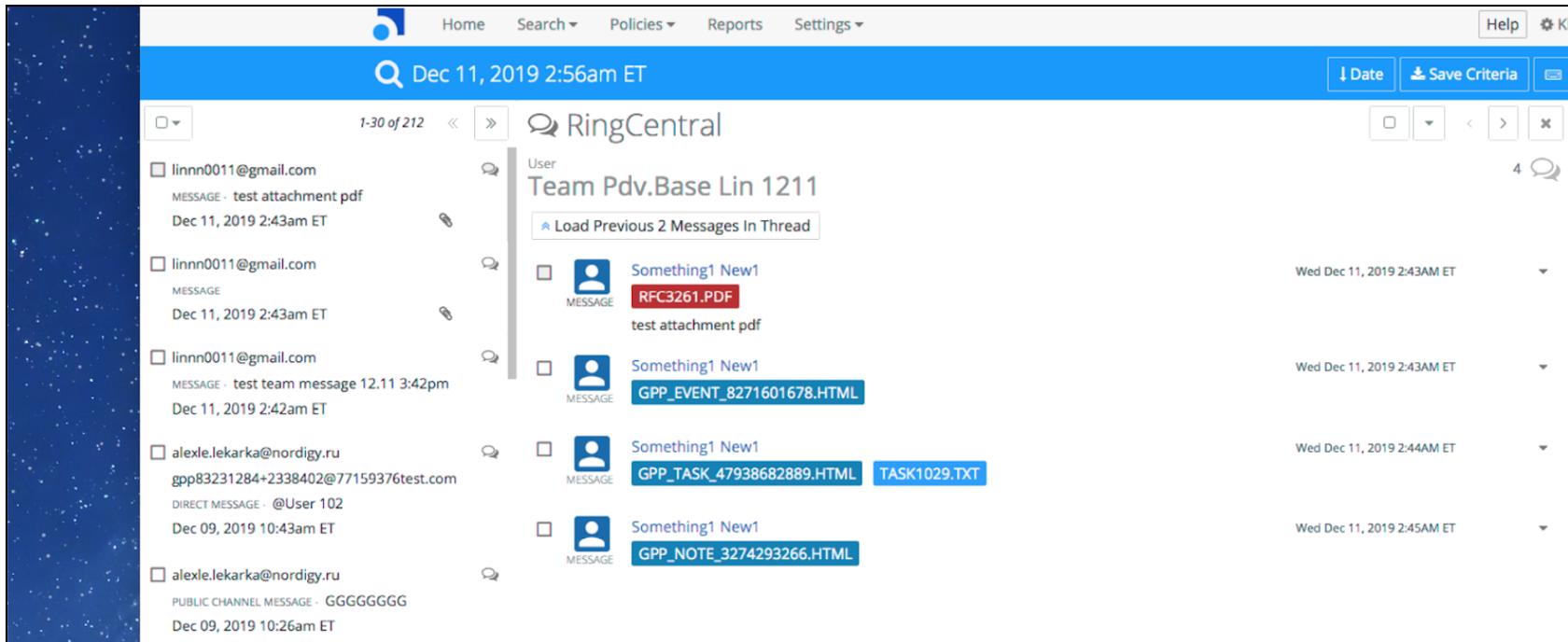
Search result list

Your search results display will be shown as below: you can click any one thread to see the break down info inside. Different prefix headers are shown for different message types, such as **MESSAGE** and **DIRECT MESSAGE**.



Search result preview or download

Some subtypes from the RingCentral app are shown as attached files within the thread, including Event, Task, Note, and Attached file. The attached file within Task attached directly to the message rather than the event itself. Click an attachment to either download it or preview it online.



Frequently Asked Questions

Q: Who can use RingCentral for Smarsh?

A: Admins who are able to login to RingCentral Archiver can configure the connection to Smarsh.

Q: What data sources are supported in RingCentral for Smarsh?

A: Currently, only the RingCentral app is supported. Support for additional data sources is planned for future releases.

Q: Can I use my RingCentral app sandbox for testing? If so, how can I configure it?

A: We suggest using your RingCentral app production environment to test. As long as you set up different Smarsh tokens or feeds, your production environment will not be affected.

Q: Can I assign any time period of data to upload to Smarsh?

A: Currently, it takes 24 hours for data upload in Smarsh.

Q: If I edit or delete the message in the RingCentral app, how will it be handled in Smarsh?

A: In this release, updated and deleted messages aren't handled, but enhancements are planned for future releases.

Q: Can I upload data to the Smarsh testing environment or sandbox rather than the production environment I have now?

A: The Smarsh environment or sandbox is determined by your Smarsh token. Contact Smarsh for more details.

Q: If I already use Archiver for Google Drive, Dropbox, Box, or SFTP, and I want to use RingCentral for Smarsh as well, what should I do?

A: We suggest creating an additional admin account for Smarsh.

Although Smarsh configuration is embedded in Archiver, its current functionality interferes with connections to other cloud storage sites, which may already be set up to process daily archiving tasks.

Q: How to purge the testing data in Smarsh after Beta testing?

A: The Smarsh environment or sandbox is determined by your Smarsh token. Contact Smarsh for more details.