

Dropbox 102

Deploying and Administering Dropbox Business

January 2020

Dropbox 102

**Deploying and Administrating
Dropbox Business**

© 2020 Dropbox, Inc.

All rights reserved. Without limiting the rights under the copyright reserved above, no part of this publication may be reproduced, stored in, or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise) without prior written permission.

Printed in the United States of America.

This guide was compiled with the assistance of subject matter experts both inside and outside of Dropbox. My thanks to all the engineers, solutions architects, technical architects, customer experience professionals, marketers, and everyone else for your invaluable help.

—Brandon Edling, Editor

Contents

Understanding the Dropbox admin role	9
Managing Dropbox through the Admin console	15
Partner support	30
The Reseller Support feature	32
Dropbox security and infrastructure	38
The Dropbox API	46
The new Dropbox Business	50
On-boarding users	54
Data migration	66
Creating an organized team space	74
Appendix 1: Discovery & planning questions	76
Appendix 2: Data migration scoping questions	82
Appendix 3: Technical watchpoints.....	84
Appendix 4: Resources	86

Understanding the Dropbox admin role

Dropbox provides admins with a number of tools that make it easy to manage user teams, monitor workflow, and ensure company security.

About Dropbox Admins

There are three admin tiers, each with unique responsibilities: team admin, user management admin, and support admin.

Org-wide settings	Team admin	User mgmt admin	Support admin
Enroll in early-access programs	•		
Global authentication settings	•		
3rd-party app linking	•		
Change global sharing controls	•		
Create/remove team folders	•		
Manage Dropbox Paper settings	•		
Manage device approvals	•		
Manage network control settings	•		
Create company-managed groups	•	•	•
Adjust group members	•	•	•
Manage sharing links owned by team members	•	•	•

Member management	Team admin	User mgmt admin	Support admin
Sign in as a user (only available on Advanced and Enterprise plans)	•		
Initiate domain invites	•	•	•
Invite/remove team members	•	•	•
Change team member email	•	•	•
Send invitation reminders	•	•	•
Transfer accounts	•	•	•
Delete non-admin members	•	•	•
Reset non-admin passwords	•	•	•
Close non-admin web sessions	•		
Close admin web sessions	•		
Create/assign admin roles	•		
Suspend/remove admin roles	•		
Reset admin passwords	•		
Create/manage/archive team folders from team folder manager	•		

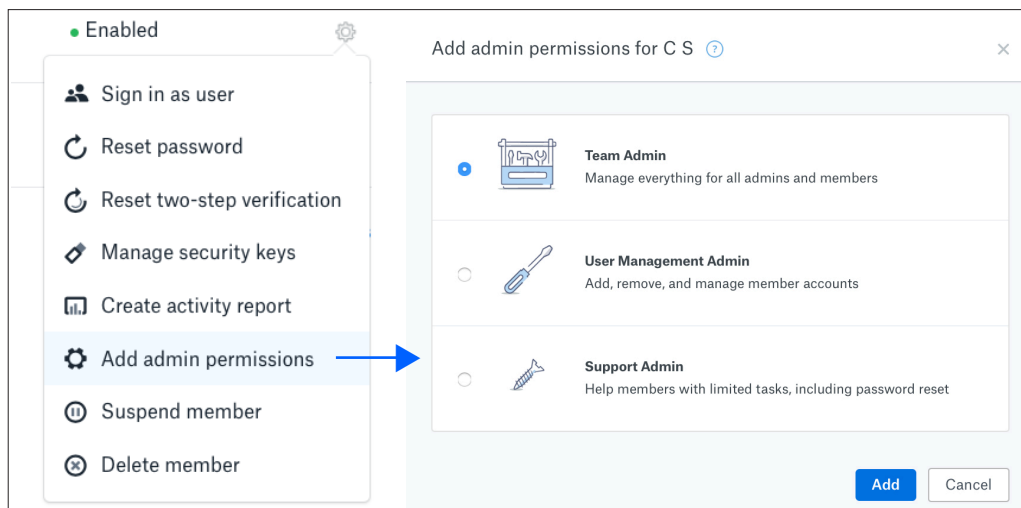
Member management	Team admin	User mgmt admin	Support admin
Non-admin activity reports	•		•
View members tab	•	•	•
View accounts tab	•		
View company activity feed	•		
View dashboard	•	•	
View team member profiles	•	•	•
Generate per-user activity logo	•	•	•

Account settings	Team admin	User mgmt admin	Support admin
Add license	•		
Access billing tab	•		
Change account tab	•		
Access help and contact support	•	•	•

About the team admin

Exercise 1: Assigning an admin

1. Sign in to the admin account
2. Click **Admin console** in the left-hand sidebar.
3. Click **Members** in the sidebar to see a list of all team members.
4. Click the **Gear** icon for the member you want to make an admin.
5. Select **Add admin permissions** from the menu.
6. Confirm the permissions choice in the pop-up window.



Multi-team admins (aka Trusted teams)

A Dropbox Business team can add an admin from another team to manage their own team.

NOTE: The other admin's team must be on the Enterprise plan for Dropbox Business

The admin from another team will have all the capabilities of an admin from your own team, except:

- They can't access the Billing or Help pages in the Admin console
- They can't sign in to a team member's account

Exercise 2: How to add (or remove) an admin from another team

If you're a team admin, you can send an admin request to someone on another team.

1. From the Admin console, click **Settings**.
2. Click **Trusted teams**.
3. Click **Add a team**.
4. Under Add a team admin from the trusted team, enter the email address of the admin you'd like to add.
5. Click **Allow the trusted team to access my Admin console**.
6. Click **Continue**.
7. Accept the terms by checking the box.
8. Click **Send request**.

For security purposes, you can't add yourself as an admin for another team. Contact the other team's admin and ask them to follow the steps above to add you.

Exercise 2: How to remove yourself as an admin for another team

1. From the Admin console, click **Settings**.
2. Click **Trusted teams**.
3. Next to the team you'd like to remove yourself from, click **Remove team**.

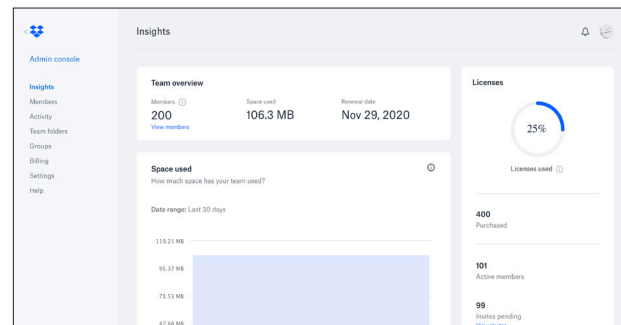
Managing Dropbox through the Admin console

The Admin console is the central place for onboarding, monitoring activity, setting team security options, and managing billing information. The admin level determines the type of console access available to each admin.

Insights

This is where all admins can see team activity, access shortcuts to admin actions (e.g., new hires can be invited to join a Dropbox Business team through Insights), and find members in order to manage their accounts.

1. Sign in to the admin account.
2. Click **Admin console** in the left-hand sidebar.
3. Click **Insights** in the sidebar.



From there, you'll see the team-management tools that enable admins to:

- Find a team member by entering a first name, last name, or email address
- View important stats, like the number of current members, pending invites, and remaining licenses, and the number of members who have joined in the last 30 days
- Invite new members
- Send reminders to people with pending invitations to join the team
- Add licenses to the team
- View usage data

Members

This is where admins can invite, add, and delete team members, monitor member activity, and take quick actions, like resetting passwords or making a member an admin. Click on the **Gear** icon to the far right of each member's name to access these options. [Note: The commands you will see when you click on the gear icon for a member will depend on your own admin settings.](#)

Exercise 1: Inviting members

1. Select the **Members** tab on the sidebar on the left-hand side.
2. Click the blue **Invite members** button on the top right hand side.
3. Add email addresses of people to invite.
4. Click the **Send invites** button.

Exercise 2: Managing members

1. Select the **Members** tab on the sidebar on the left-hand side.
2. Decide which member you want to manage.
3. Click on the **Gear** icon to the far right of the member's name.
4. Choose an action from the scrolldown menu.

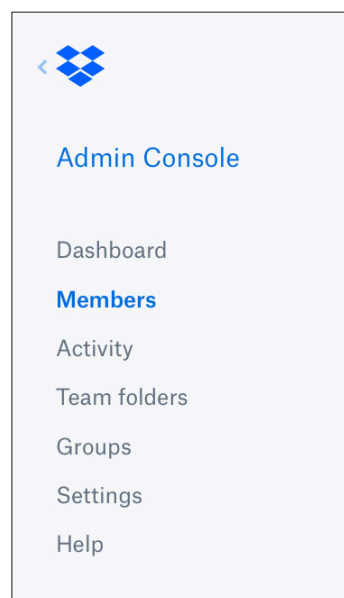
Exercise 3: Monitoring members

1. Select the **Members** tab on the sidebar on the left-hand side.
2. Click on the member's name in the list.

See recent activity on the team member's page

Suspending and deleting a team member's account

Dropbox Business team and user management admins can suspend or delete a team member when managing user licenses. A suspended team member instantly loses access to his or her Dropbox Business team account, along with its files and folders, and Paper docs. **Any shared links created on that account are disabled.** The account remains suspended until an admin removes the suspension or deletes the member.



Exercise 4: Suspending and deleting accounts

1. Open the **Admin console**.
2. Open the **Members** page.
3. Click the **Gear** icon beside the name of the user you would like to suspend.
4. Click **Suspend member** or **Delete member**.
Choose whether to delete this user's files from devices to which she or he has linked to Dropbox.
[Note: This action is known as Remote Wipe.](#)
5. Click the **Suspend** or **Delete** button at the bottom right of the box. [Note: There is also an option to convert the user's account to a Dropbox Basic account.](#)

Transferring accounts — what is transferred

- All existing folders and files.
- All deleted files.
- Ownership of shared folders that the former team member owned.
- Membership to shared folders owned by other members of your Dropbox Business team.
- Shared folders owned by someone outside your Business team that do not exceed the maximum file count
- Ownership of Paper docs created by the former team member.
- A copy of the "Apps" folder containing third-party application data.

Transferring accounts — what is NOT transferred

- Groups can't be transferred via account transfer. Instead, the account admin or a group member will need to manually add new team members to groups.
- Shared links created by the former member (the links will no longer work).
- Previous versions of files.
- Membership to shared folders owned by people outside of your Dropbox Business team. Only copies of these folders are transferred.
- Shared folders owned by someone outside your Business team that exceed the maximum file count
- Access to Paper docs the deleted member didn't own.
- Datastores (a type of data that some third-party apps may use to store their data).

Activity Logs and Reports

Through the Admin console, admins can take a look at account activity, which helps to efficiently manage teams. This section provides an Activity log that team and user management admins can use to monitor full team and individual team members' activity that includes recent sharing, newly-linked devices, password changes, files added or deleted, etc.

Each line of the activity log shows the:

- **Date and time.** The exact date and time that an action took place
- **Member.** The member that initiated the action
- **Activity.** Details of the event itself
- **Location.** The location from which the user initiated the action, and the IP address of the machine they were on

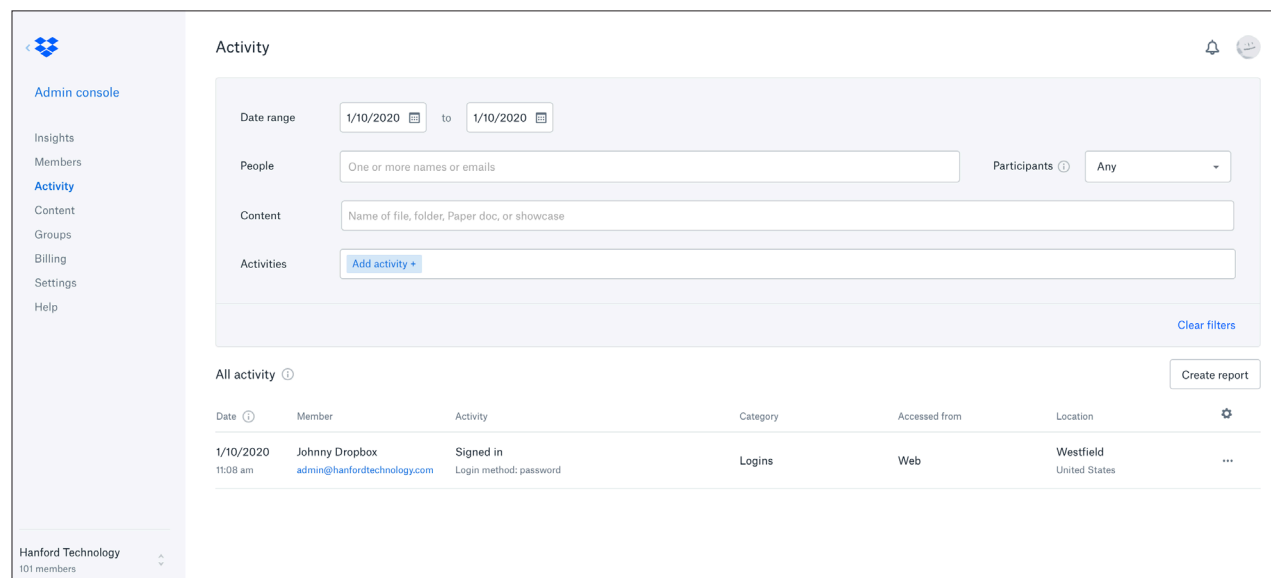
1. Click **Activity** in the sidebar.
2. Click the **Browse activities** dropdown list to review a few of the activities listed below.

Activity log events

Admins have the following events available in their team activity logs:

- Apps
- Comments
- Devices
- Domains
- File operations (Advanced and Enterprise only)
- File requests
- Groups
- Logins
- Members
- Paper
- Passwords
- Reports
- Sharing
- SSO
- Team folders
- Team policies
- Team profile
- Two factor authentication

If you are the admin of a team on an Advanced or Enterprise Dropbox Business plan, you can view all file-related actions on your team. File-level activity includes adding, editing, moving, and deleting files.



The screenshot shows the Dropbox Admin console interface. On the left is a sidebar with navigation links: Admin console, Insights, Members, Activity (highlighted), Content, Groups, Billing, Settings, and Help. The main area is titled 'Activity' and contains a search and filter section with fields for Date range (1/10/2020 to 1/10/2020), People (One or more names or emails), Content (Name of file, folder, Paper doc, or showcase), and Activities (Add activity +). There are also filters for Participants (Any) and a Clear filters button. Below this is a table titled 'All activity' with columns: Date, Member, Activity, Category, Accessed from, Location, and a settings icon. The table shows one entry: 1/10/2020 11:08 am, Johnny Dropbox (admin@hanfordtechnology.com), Signed in (Login method: password), Logins, Web, Westfield United States. A 'Create report' button is in the top right of the table area. At the bottom left, it says 'Hanford Technology 101 members'.

Exercise 5: Creating a report

1. From the Admin console, click **Activity**. An Activity window appears.
2. Choose relevant information to filter results. You can filter:
 - By activity: Use the Add activity button to view a pull-down menu of options to filter by
 - By specific period: Enter a specific date range in the Date field to see activity that took place during a specific time period
 - By member: To view recent activity of a specific team member (or multiple members), click Members and then enter the team member's name
 - By content: Search by keyword will scan files, folders, Paper docs, or showcases
3. Click **Create Report**. The report will be saved as a CSV file in a folder called Dropbox Business Reports. You'll receive an email when the report is ready. [Note: You can also export the results of a filtered view.](#)

How to use activity logs to find deleted files

There are two things to consider when searching for a deleted file:

- The name of the file
- The folder in which the file was located

If an individual file is deleted, simply search for that file's name. If you've tried searching for an individual file but can't find it, consider if the file was located in a deleted folder.

Deleting a folder will also delete all of the files in it. However, the names of these individual deleted files won't appear in activity audits—only the folder name will.

To find a file that had been located in a deleted folder, search for the folder path name in the activity audit. For example: /Marketing/2016/03/01/Project_1.docx.

Team Folders

Team admins can create sharable team folders that facilitate the sharing and managing of content with pre-created groups. A few things to keep in mind:

- Access to a team's work is determined on a per-folder basis.
- Individual or all group members must be invited to a shared folder.
- Team folders automatically appear in assigned team members' Dropboxes and emails.
- Any files modified or added to the folder automatically sync and update for all other members.

Exercise 6: Creating a team folder

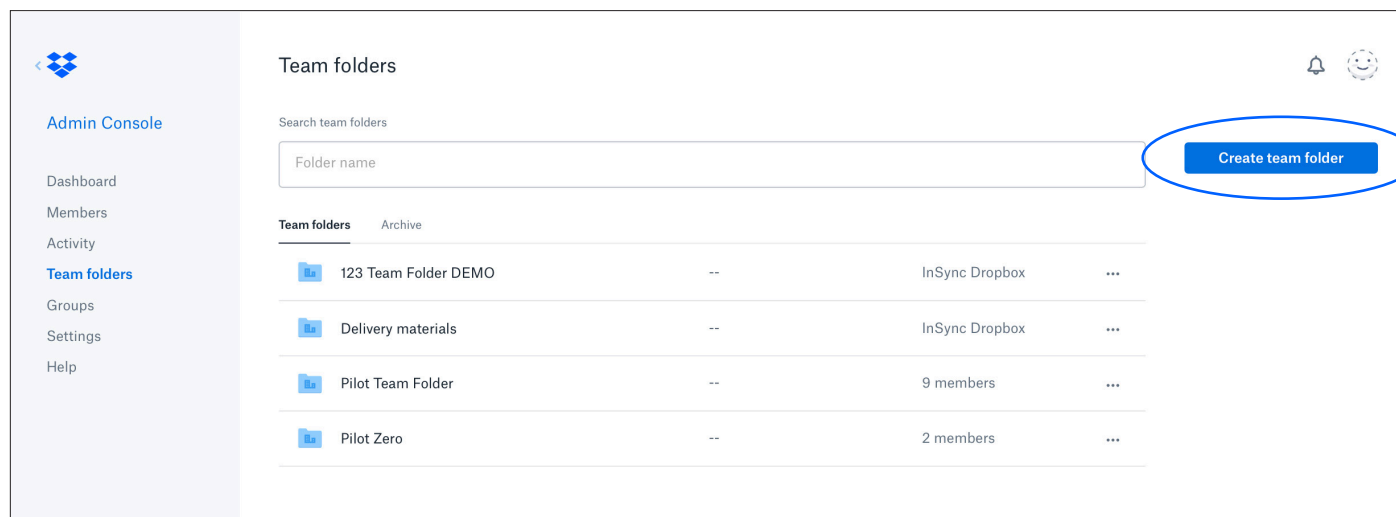
1. From the Admin console, click **Team folders**.
2. Click **Create team folder**.
3. Name the team folder and click **Create**.
4. Decide on group permissions. The default is that all team members have access to the folder. [Note: This is not recommended!](#)
5. Click on the **Can edit** dropdown and choose whether members should have edit access or view access.

Exercise 7: Adding and removing group access

1. From the Team folders screen, hover your mouse cursor over the **Manage** button.
2. Click **Add**.
3. Click the Permissions menu and choose the appropriate permission. You can also choose to remove access for a person or group.

Removing shared folder contents from members' hard drives

When you remove members, you'll be given the option to let them keep a copy of the shared folder and its files. If you choose not to, the files will be removed from the members' online accounts immediately, and from their linked computers the next time they sync using the Dropbox desktop application. In this case, the files will be permanently deleted from those accounts; they can't be recovered even by restoring files.



The screenshot shows the 'Team folders' section of the Dropbox Admin Console. On the left is a sidebar with navigation links: Admin Console, Dashboard, Members, Activity, **Team folders**, Groups, Settings, and Help. The main content area is titled 'Team folders' and includes a search bar labeled 'Search team folders' with a 'Folder name' input field. Below the search bar is a table with two tabs: 'Team folders' (selected) and 'Archive'. The table lists four team folders:

Folder icon	Folder name	Permissions	Members	Actions
	123 Team Folder DEMO	--	InSync Dropbox	...
	Delivery materials	--	InSync Dropbox	...
	Pilot Team Folder	--	9 members	...
	Pilot Zero	--	2 members	...

A blue button labeled 'Create team folder' is located in the top right corner of the main content area, circled in blue.

Folders with rACLs

A folder with restricted access does not inherit members from its parent folder. This means that it can have a smaller audience than its parent folder.

Folders with restricted access can only be created inside team folders. You can still access all folders through the team folder tab in the admin console, even if you are not explicitly added to folders with restricted access.

Any member of the team can restrict access to a folder, as long as they have the ability to manage membership of that folder.

Exercise 8: Restricting access to a folder

1. Inside a team folder, click on **New folder** from the web page, and select **Specific people**.
2. To restrict access by removing all inherited members: Inside the permissions dialog, click **Remove**.
3. To restrict access by removing a single inherited user or group, click the disclosure triangle to reveal the list of users and groups.
4. Click **Can edit** and choose **Remove**.

What do users see?



A user who does not have access to a folder in a Team folder will see this icon on all surfaces.



A user who does not have access to a folder in a team folder, but is added to one or more subfolders, will see this icon on all surfaces. They can click into this folder to get to the subfolders they have access to, but they will not see other content in this folder.



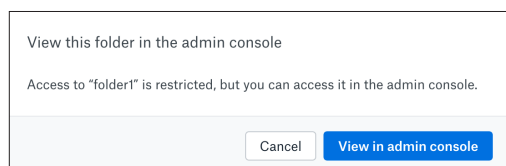
A user who does not have access to a folder in a Team folder will see this icon on all surfaces.

Folder names

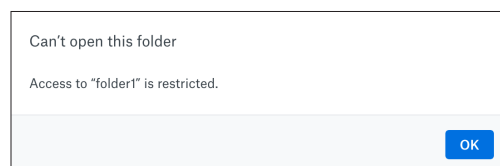
A user who has access to a folder will be able to see the name of any child folder, even if the user does not have access to that child folder. They will not be able to click into that child folder.

No-access messaging

A user who attempts to click into a folder they don't have access to will see an error message.



Admins will see this



Users will see this

Comparing sharing options in Dropbox

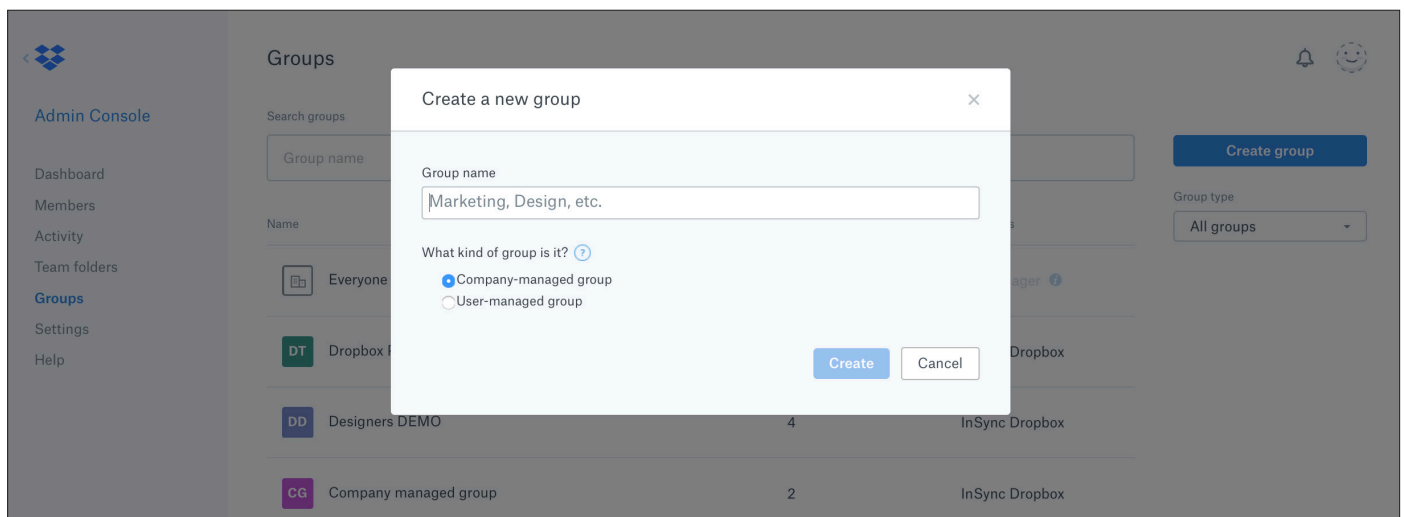
	Shared links	Shared folders	Team folders	Authenticated sharing	File requests
Collaboration direction	Single direction, outbound collaboration	Bi-Direction collaboration	Bi-Direction collaboration	Single direction, outbound authenticated collaboration	Single direction, inbound collaboration
Example use cases	Replace email attachments with view/download only sharing	Share, review, and edit files with colleagues, partners, or customers	Replace company shared drives using nested sharing permissions	Authenticated view-only sharing of sensitive documents	Replace FTP and request files from anyone securely
Account requirements	Link recipients don't need a Dropbox account to view / download	All collaborators need a Dropbox account to collaborate	All collaborators need a Dropbox account to collaborate	All collaborators need a Dropbox account to access	To upload a file, contributors don't need a Dropbox account
Content updates	Link updates with latest version, however local download will be static	Files always in sync across members of shared folder	Files always in sync across members of shared folder	Link updates with latest version, however local download will be static	Once submitted, the sender cannot edit / update the content

Groups

	Company-managed groups	User-managed groups
Group creation	Only admins can create	Admins and team members can create (if allowed by admins)
Ask to join	Team members cannot request to join	Team members can request to join
Leave a group	Team members cannot leave a group on their own	Team members can choose to leave a group
Add/remove members	Only admins can add/remove team members to/from a group	Both admins and Team managers can add/remove members to/from a group
Transfer group ownership	Admins can change a company-managed group to a user-managed group, and assign a new manager	Admins can change a user-managed group to a company-managed group to take control of it

Exercise 9: Creating a group

1. From the Admin console, click **Groups** in the sidebar.
2. Click the **Create group** button.
3. Type a Group name. All team members will see this name and use it to invite the group to additional shared folders. The group owner can change the group name at any time. **Note: The admin is the owner and manager of each team group.**
4. Choose a group type:
 - In company-managed groups, admins are responsible for adding and removing members.
 - In user-managed groups, users approve new members, and existing members can leave whenever they like.
5. Click the **Create** button.
6. Click the **Add members** button to add members to the group. The sidebar provides options to make the group user-managed, leave a group, delete a group, or edit a group (i.e. change the group name).



Exercise 10: Viewing and managing team groups

1. From the Admin console, click **Groups** from the left sidebar to see all groups any team members have created.
2. Click a group name to edit.
3. Click **Edit group** from the right-hand sidebar.

Exercise 11: Viewing and managing a member's groups

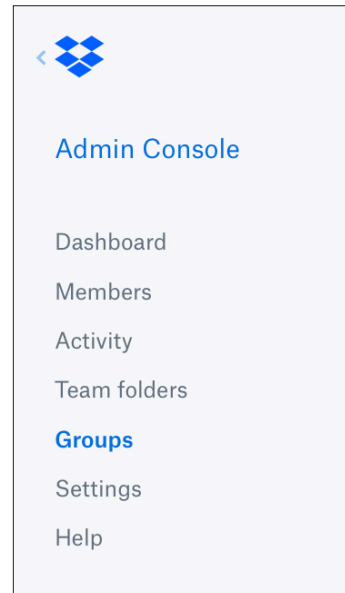
Admins can view and manage individual team member's groups. This is especially useful for adding new employees to the correct groups, handling employee changes, and making group adjustments.

1. Click **Members** from the left sidebar.
2. Click the name of the team member's account.
3. Under Group membership, see the team member's groups.

Exercise 12: Restricting group creation

Team members can create groups, but this action can be restricted to admin-only use.

1. From the Admin console, click **Settings**.
2. Select **Groups**.
3. Choose to enable or disable user-managed groups.



Settings

Here, an admin can control essential Dropbox Business settings:

- Account settings, such as your team name, language, and logo. (Pro Tip: Keep the team name short!)
- Authentication settings, such as member passwords, single sign on, and two-step verification settings.
- Single sign-on lets members use a company username and password to access Dropbox Business (instead of having to have a separate username and password).
- Two-step verification requires users to sign in to Dropbox with their user name and password plus a six-digit code that is sent to their phone.
- Device-related settings, such as restricting the number of devices members can have; limited features on member phones and tablets; preventing or allowing members to link their personal accounts; and restricting whether members from outside of your network can have access.
- Member settings, such as who can join your team, domain insights, and who can create groups.
- Content settings, such as limitations on sharing, deleting, and commenting.
- Additional settings, such as whether the Dropbox feature Paper is enabled and how files can be shared.

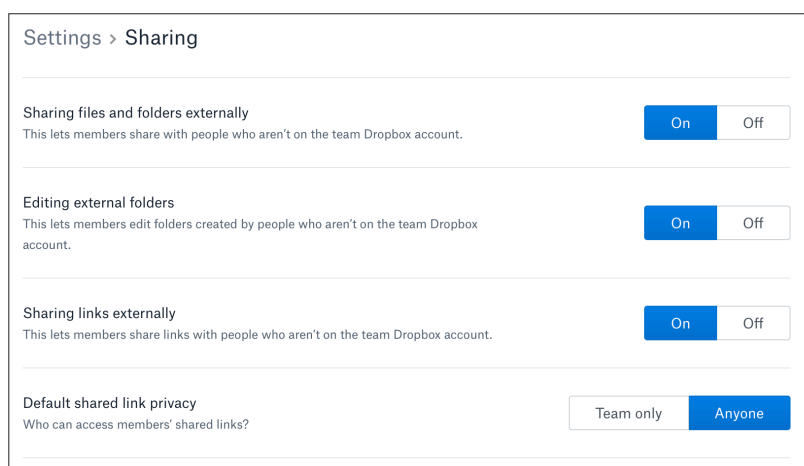
Exercise 13: Accessing settings

1. From the Admin console, click **Settings** from the left sidebar.
2. Scroll down the page to see the various categories. Review the descriptions below each one to choose the action you need

The Sharing setting

If you're going to go into just one Admin console setting, make sure it's the Sharing setting. From here, you can choose to enable:

- External file and folder sharing
- Editing of external folders
- Sharing of links to those outside your Dropbox team (i.e. external users)
- Sharing restrictions for file and folder links



Settings > Sharing

Sharing files and folders externally
This lets members share with people who aren't on the team Dropbox account.

☒ On ☐ Off

Editing external folders
This lets members edit folders created by people who aren't on the team Dropbox account.

☒ On ☐ Off

Sharing links externally
This lets members share links with people who aren't on the team Dropbox account.

☒ On ☐ Off

Default shared link privacy
Who can access members' shared links?

Team Selective Sync

Team selective sync is a folder management feature for Dropbox Business admins. The feature allows team admins to create a default selective sync setting for any folder that a team admin can manage in the Admin Console (e.g. team folders, non-member folders in the team space). This default then applies for all new members of a Dropbox Business team with access to that folder.

Exercise 14: Enabling Team Selective Sync

1. In the Admin console, click **Settings**.
2. Scroll down and click **Sync** under the Content section.
3. Under Team Selective sync, toggle to **Enable** or **Disable**.
4. Click **Save**.

Partner support

Even though channel partners, as admins, will support Dropbox Business users, they will often find that online Help is their first line of defense for additional support when they need it!

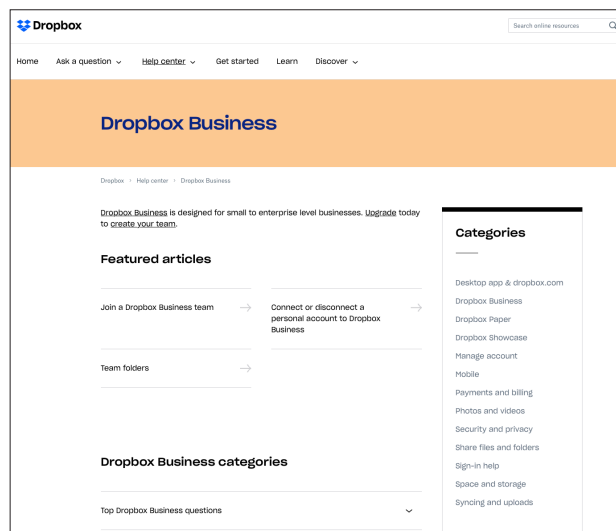
Help and Help center

All Dropbox Business users have some level of support; it just looks different depending on the account type. For example, some account types do not offer phone support; others include either 24/7-phone support or phone support only during business hours.

To see the different types of support per plan go to:
dropboxforum.com/t5/Announcements/Dropbox-Customer-Support-Levels/m-p/214386/thread-id/179

Exercise 1: Accessing self support

1. In the Admin console, click **Help**.
2. In the Self support section, click **Find an immediate answer**.
3. In the Search for answers field, enter your need (e.g. remove a member or share a file).
4. Tap Enter. This take you to a Search Results page in the where you can find a list of results that best addresses your need.

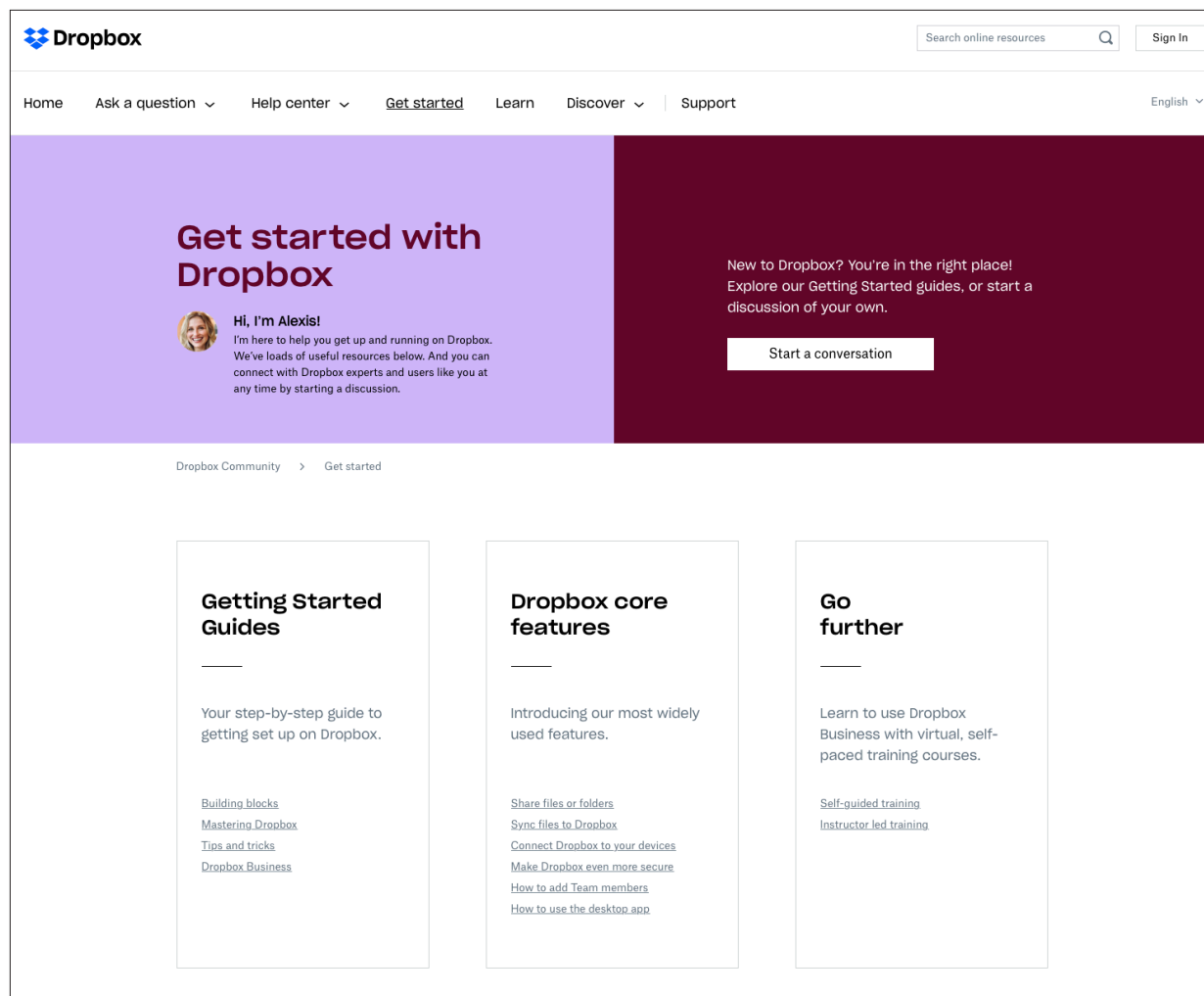


Community

The Community is a forum through which members participate in discussions about Dropbox issues, functionality, features, etc.

Register to join the community; click Sign in on the upper right hand side of the screen. Members can post and answer questions, give kudos to somebody who is trying to help, and mark a solution as the “Accepted solution.”

1. Log in to dropbox.com/help.
2. Click on the **Community** link at the bottom.



The screenshot shows the 'Get started with Dropbox' page on the Dropbox Community. The page has a purple header with the Dropbox logo, a search bar, and a 'Sign in' button. Below the header is a navigation bar with links: Home, Ask a question, Help center, Get started, Learn, Discover, and Support. The main content area is split into two columns. The left column is purple and features a 'Get started with Dropbox' heading, a profile picture of Alexis, and a welcome message. The right column is maroon and features a 'New to Dropbox? You're in the right place!' message and a 'Start a conversation' button. Below the main content area is a breadcrumb trail: 'Dropbox Community > Get started'. The bottom section contains three white boxes with the following content:

- Getting Started Guides**: Your step-by-step guide to getting set up on Dropbox. Links include: Building blocks, Mastering Dropbox, Tips and tricks, and Dropbox Business.
- Dropbox core features**: Introducing our most widely used features. Links include: Share files or folders, Sync files to Dropbox, Connect Dropbox to your devices, Make Dropbox even more secure, How to add Team members, and How to use the desktop app.
- Go further**: Learn to use Dropbox Business with virtual, self-paced training courses. Links include: Self-guided training and Instructor led training.

The Reseller Support feature

The Reseller Support feature temporarily grants channel partners limited access to the customer's Dropbox Business Admin console, allowing the partner to troubleshoot and contact Dropbox support on the customer's behalf.

With the Reseller Support feature, partners have temporary access to:

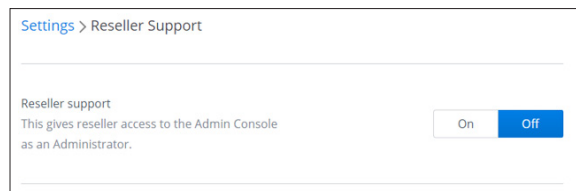
- Add and remove members from your team
- Sign in as users
- Change admin permissions
- Use the admin dashboard
- Create team folders
- Change sharing permissions and controls
- Change authentication and security settings
- Monitor sharing activity on your team
- Contact Dropbox support

Note: Admin abilities granted by the Reseller Support feature are limited to only the actions listed above.

Enabling the Reseller Support feature

1. Sign in to dropbox.com.
2. Click **Admin console**.
3. Click **Settings**.
4. Click **Additional settings**.
5. Check the box in the Reseller Support section.

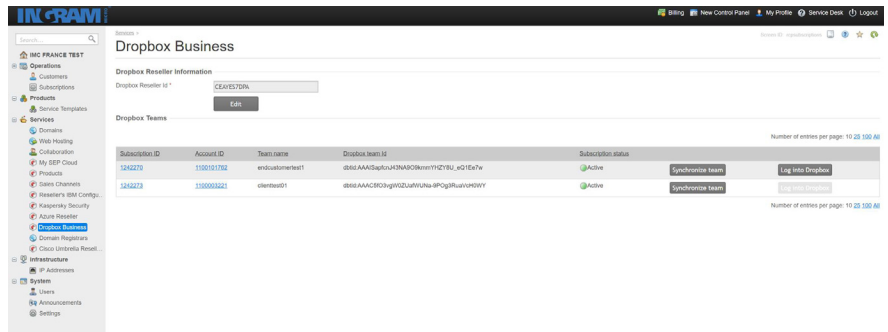
Note: the five steps detailed below must be completed by the customer.



Note: the Reseller Support feature is currently only available to customers who have licenses purchased through Ingram-Micro or Synnex cloud marketplaces.

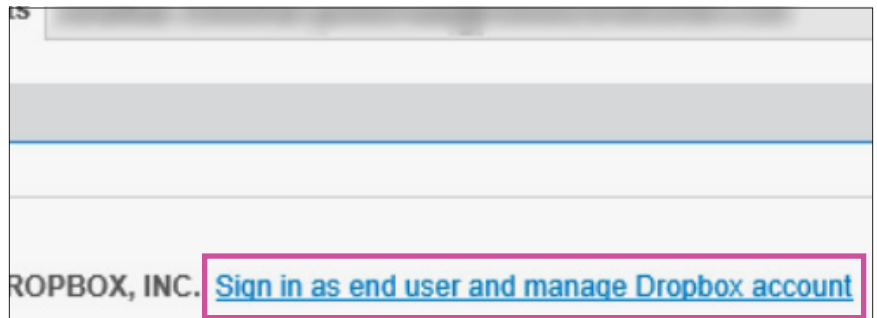
Ingram Cloud Marketplace customers

1. For the Ingram Cloud Marketplace, log in to the Customer Control Panel.
2. Select the Dropbox subscription for which the Customer is the Team Admin from the left-side menu options (you can identify different subscriptions based on the subscription ID)
3. On the Dropbox page, click **Log into Dropbox**.



Synnex Cloud Marketplace customers

1. For Synnex, click the **Sign in as end user and manage Dropbox account** link.



More about the Reseller Support feature

For account security purposes, Dropbox Support is unable to work directly with a partners on issues concerning customer accounts unless the end customer has enabled the Reseller Support feature. In the event of a customer not enabling the Reseller Support feature, the partner will troubleshoot the customer's issue using the tools available to the partner (training materials, Help Center, etc). Dropbox can assist the partner in this high-level troubleshooting process.

If the partner becomes aware of an issue that cannot be resolved with assistance from the distributor, the partner will request the end user to reach out to Dropbox Support directly. The customer can report the incident via the Support channels available in the Admin console or dropbox.com/support, the incident will be assigned a unique Support ID number by Dropbox. Dropbox will resolve the issue directly with the customer.

Example scenarios

Here are some example scenarios that you might come across as you're supporting customers.

If the issue is coming from the CMP (error message, onboarding issue, etc.)

- Contact distributor support
- Don't contact Dropbox

If the issue comes from the Dropbox website or a Dropbox app

- Contact Dropbox support
- Don't contact distributor support

If it's relative to a feature that exists both on the Dropbox website and on the CMP (e.g. changing a user email or attributing a license)

- Contact distributor support
- If there's no quick resolution in one week (or less if it's a customer emergency), contact Dropbox support as well as your PAM.

Example email template

Below is a template you can use when you're contacting customers about enabling the Reseller Support feature.

Hi **[Insert Customer Name]**,

We've taken the first step together to get you set up with Dropbox and we're here to help your team get the most value out of the product. Dropbox has created a feature that allows us to not only accelerate your time to value but also provide you with ongoing support as you grow, and as new features become available.

By granting **[Insert Reseller Company Name or Email]** admin access to your account you can get support on adding and removing team members, setting up your preferred security settings, recovering deleted files, and more. This is just one of the many benefits we can provide as a trusted advisor to your team.

Rest assured, you will receive a notification each time we access your folders on your behalf and you can disable this feature at any time.

Now, you might be asking yourself - how do I enable support for **[Insert Reseller Company Name]**?

Just follow these simple instructions:

1. Sign in to dropbox.com.
2. Click **Admin console**.
3. Click **Settings**.
4. Click **Additional settings**.
5. Check the box in the Reseller support section.

We're looking forward to working with you.

Cheers,

[Insert Company Name/Contact Details]

Help Support

The following chart details the differences between support for the three accounts types.

Support	Standard	Advanced	Enterprise
Priority email support	•	•	•
Live chat support	•	•	•
Phone support	Business hours only	Business hours only	24/7 (only in English)
Integration and development support			•
Advanced training for end users and admins			•
Assigned account success manager			•

Dropbox security and infrastructure

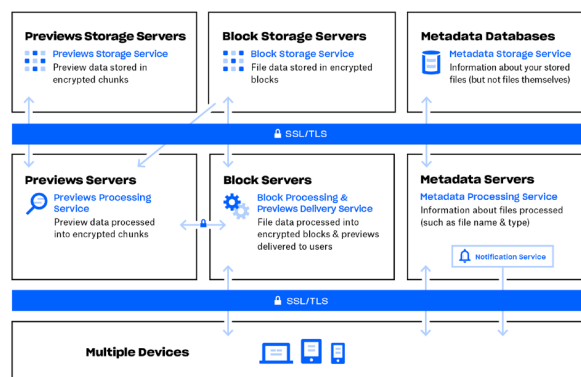
Dropbox's top company value is "Be Worthy of Trust". To be worthy of trust, we've built and will continue to grow Dropbox with an emphasis on security, compliance, and privacy.

Under the hood

Our easy-to-use interfaces are backed by an infrastructure working behind the scenes to ensure fast, reliable syncing, sharing, and collaboration. To make this happen, we're continually evolving our product and architecture to speed data transfer, improve reliability, and adjust to changes in the environment. In this section, we'll explain how data is transferred, stored, and processed securely.

File infrastructure

Dropbox users can access files and folders at any time from the desktop, web, and mobile clients, or through third-party applications connected to Dropbox. All of these clients connect to secure servers to provide access to files, allow file sharing with others, and update linked devices when files are added, changed, or deleted. Dropbox's file infrastructure is comprised of the following components:



- **Metadata Servers**

Certain basic information about user data, called metadata, is kept in its own discrete storage service and acts as an index for the data in users' accounts. Metadata includes basic account and user information, like email address, name, and device names. Metadata also includes basic information about files, including file names and types, that helps support features like version history, recovery, and sync.

- **Metadata Databases**

File metadata is stored in a MySQL-backed database service, and is sharded and replicated as needed to meet performance and high availability requirements.

- **Block Servers**

By design, Dropbox provides a unique security mechanism that goes beyond traditional encryption to protect user data. Block Servers process files from the Dropbox applications by splitting each into blocks, encrypting each file block using a strong cipher, and synchronizing only blocks that have been modified between revisions. When a Dropbox application detects a new file or changes to an existing file, the application notifies the Block Servers of the change, and new or modified file blocks are processed and transferred to the Block Storage Servers. In addition, Block Servers are used to deliver files and previews to users. For detailed information on the encryption used by these services both in transit and at rest, please see the [Encryption](#) section below.

- **Block Storage Servers**

The actual contents of users' files are stored in encrypted blocks with the Block Storage Servers. Prior to transmission, the Dropbox client splits files into file blocks in preparation for the storage. The Block Storage Servers act as a Content-Addressable Storage (CAS) system, with each individual encrypted file block retrieved based on its hash value.

- **Previews Servers**

The Previews Servers are responsible for producing previews of files. Previews are a rendering of a user's file in a different file format that is more suited for fast display on an end user's device. Previews Servers retrieve file blocks from the Block Storage Servers to generate previews. When a file preview is requested, the Previews Servers retrieve the cached preview from the Previews Storage Servers and transfer it to the Block Servers. Previews are ultimately served to users by Block Servers.

- **Previews Storage Servers**

Cached previews are stored in an encrypted format in the Previews Storage Servers.

- **Notification Service**

This separate service is dedicated to monitoring whether or not any changes have been made to Dropbox accounts. No files or metadata are stored here or transferred. Each client establishes a long poll connection to the notification service and waits. When a change to any file in Dropbox takes place, the notification service signals a change to the relevant client(s) by closing the long poll connection. Closing the connection signals that the client must connect to the Metadata Servers securely to synchronize any changes.

Distributing different levels of information across these services not only makes syncing faster and more reliable, it also enhances security. The nature of the Dropbox architecture means access to any individual service cannot be used to re-create files. For information on the types of encryption used on the various services, please see the [Encryption](#) section below.

Delta sync

The moment you put a file in your Dropbox folder, many things happen. Dropbox divides the file into 4 megabyte chunks and create a hash — sort of a unique identifier.

Once the file is synced, Dropbox can detect changes in the file and upload only the parts that have changed. This is called Delta sync, a key differentiator that makes Dropbox fast, bandwidth efficient, and secure.

The data gets uploaded to Dropbox's data centers, where it is encrypted before being stored. Data center engineers only have access to services they own and manage.

Streaming sync

Instead of waiting for a file upload to complete, streaming sync will begin downloading synced blocks to a second device before all of the blocks have finished uploading from the first device.

This is automatically employed when separate computers are linked to the same Dropbox account or when different Dropbox accounts share a folder.

LAN sync

When enabled, this feature downloads new and updated files from other computers on the same Local Area Network (LAN), saving time and bandwidth compared to downloading the files from Dropbox servers.

Controls

Dropbox Business offers a set of control features that allow for identity and access management, sharing and file controls, and administrative actions. For example, Dropbox's identity and access management features provide for single sign-on and two-step verification.

In addition, Dropbox has easy-to-use security features such as view-only permission for shared folders, passwords and expirations for shared links, the ability to un-delete and rollback files to a previous version, and remote wipe.

Visibility

The Dropbox Admin console offers comprehensive activity logs. Dropbox Business admins can generate activity reports at anytime for several types of events, filtered by date range. Reports are available for individual users or entire team accounts and can be downloaded in CSV format. Reports can also be integrated directly into the customer's existing security information and event management tools for analysis using the Dropbox Business API.

Compliance

We encourage potential customers to validate that Dropbox's security practices comply with the most widely accepted standards and regulations, such as ISO 27001, ISO 27018 and SOC 1, 2 and 3. Dropbox's Legal, Trust and Privacy teams have undertaken the necessary steps to ensure that we comply with GDPR.

Our independent third-party auditors test our controls and provide their reports and opinions, which we share whenever possible.

More information can be found at dropbox.com/business/trust/compliance. Please note that some Dropbox compliance reports are only available under NDA.

Privacy

When you talk with customers about privacy, it's important to highlight that the Dropbox Terms of Service do not give Dropbox any right to user data other than the limited rights that enable us to offer our services.

Our Privacy Policy describes what kind of data we collect and why, with whom we might share this information, how we protect this data and how long we retain it, where we keep and transmit data, and what happens if the policy changes and users have questions.

You can learn more about our privacy policy at dropbox.com/privacy. If customers need specific information about Dropbox security, check out the Dropbox Business Trust Guide, available at dropbox.com/business/trust.

FAQ

Where do you store data?

EU customers have the option to store in EU datacenters, but must have an EU billing address. We store encrypted file blocks in Dropbox Magic Pocket and AWS.

Do you have on-prem backups?

Dropbox has a complete disaster recovery and redundancy model to best ensure that you always have access to your data.

Is my stuff encrypted?

Dropbox encrypts your files with AES-256 bit encryption at rest and TLS 1.2 in transit. By encrypting using this bank level standard we make sure that your files remain secure throughout their lifetime.

Does Dropbox work with my customers' existing applications?

Dropbox works everywhere your customers work—on Windows, macOS, iOS, and Android. And, customers can save and work with files from every application. Every file instantly benefits from the power of Dropbox. This includes better search and discovery, remote access from any device, one-click sharing with colleagues and partners, and more.

I heard Dropbox will hand my data over to the government.

The electronic Frontier Foundation has awarded Dropbox their highest rating (5 stars) on protecting data from government requests (Google and Microsoft received 3 stars). This means you can trust us to fight for YOUR privacy rights and protect your company's data.

Also, we are committed to being transparent about when and how the government asks us for our user's information.

How does Dropbox protect Intellectual Property?

With Dropbox Business account, the data ownership belongs with the organization.

We suggest you verify your domain so all Dropbox account created become apart of your business team (with account capture). Then, you will have full visibility into your company's data flows. You will be able to disable or suspend user accounts at any time and use features like account transfer and remote wipe to keep files within the organization.

The moment a person leaves your organization you can remove their access to content and gain control over the IP.

Can you revoke access?

Natively, we do not do access revocation. We do however allow you to see whenever a link has been viewed and downloaded. Even if the user does not have a Dropbox account you can see the partial IP address or the viewing user.

Additionally, we work with many digital rights management partners to provide watermarking, audit trails, access revocation, and user/device blocking.

Do you restrict devices that can be linked to Dropbox?

Natively, you can limit the number of desktops and mobile devices your users can link to Dropbox. You can also unlink any device linked to user's Dropbox and remote wipe the content.

In addition, Dropbox has announced a partnership with Mobile Iron and Airwatch to provide a robust EMM solution that will fit your enterprise needs.

How can I prevent employees from putting sensitive data in the cloud?

We have some customers who set internal acceptable use policies so that employees are clear about what type of data to store in Dropbox.

We also partners that can help you protect sensitive data. Our Data Loss Prevention (DLP) partners include: CloudLock, NetSkope, SkyHigh, Elastica, and CipherCloud.

You can use these services to automatically scan file metadata and content to trigger alerts and apply your company's policies to your Dropbox deployment.

Do I get alerts for suspicious activity?

We help admins audit different types of user actions like login attempts, sharing activity, etc. through the Activity log, but there are not alert settings built into the Dropbox product.

To set up alerts, we allow you to export auditing and security-relevant data into SIEM (security information and event management) and log analysis tools.

We have direct integrations available with Splunk, Domo, etc.

Weren't you hacked a few years ago?

We were not hacked.

An employee's password was stolen from another service and a list of email addresses was stolen.

We have since implemented two-step verification and other advanced detection methods to prohibit employees from password reuse.

As an admin, Can I see my user's data?

Yes, as admin you have full control over all your users' accounts and. We also have a feature we call Sign in As if you want to check on a specific user. This feature will allow you to log in on behalf of a user and take action on their account.

Additionally, when someone leaves your team you can transfer all the contents of their accounts to yourself, or someone else on your team. This transfers all of a user's account files in their business account to a new on-boarding member.

What does Dropbox do for eDiscovery?

We do have some features like suspend user and sign in as that can act as lightweight eDiscovery tools. However, if you need a full eDiscovery platform we would recommend you work with a partner of ours who specializes in the space.

We've partnered with two leaders in the eDiscovery space, Encase and Nuix, to allow Dropbox for Business customers to respond to litigation and regulatory investigations.

The Dropbox API

Developers can build three different categories of apps on the Dropbox platform. To get started, it's important to understand which endpoints and SDKs you will use.

Drop-ins

- **Chooser:** Provides instant access to files in your users' Dropbox accounts. A ready-made file-choosing UI lets your web or mobile app grab files and go.
- **Saver:** The save button for the post-PC era: Let your users save to Dropbox with a couple clicks. Files saved from your app are instantly available across all of your users' devices.

API Endpoints

- **User API Endpoints:** Allows apps to interact with user accounts to read, write, view, move, preview, track changes, share, and more.
- **Business API Endpoints:** Allows apps to manage the user lifecycle for a Dropbox Business account, perform API actions on all members of a team, and gives apps programmatic access to administrative functionality.

App Permissions

Depending on the type of app you develop, you will need to select from one of the three following permission types:

- **App folder:** permissions to a single folder
- **Full Dropbox:** permissions to user's entire Dropbox account
- **Dropbox Business apps:** permissions that are only available to a Dropbox Business team admin

Note: App folder and full Dropbox apps can use the Chooser/Saver functionality.

DBX Platform Developer Guide

More details on app permissions can be found at dropbox.com/developers/reference/developer-guide.

API Authentication

Authentication types are usually determined by the type of app that you build and the endpoints you choose. Some endpoints are written to support multiple authentication types. If your application uses endpoints that support multiple authentication types, you can select the authentication type you prefer.

- User Authentication: access token for a specific user and app pair
- Team Authentication: access token for a specific team and app pair
- App Authentication: uses the app's own app key and secretmail

Types of API authentication

More details on the types of API authentication can be found at dropbox.com/developers/reference/auth-types.

User and business endpoints

User applications overview

User applications can be linked to a specific user account or an entire team. Some business applications call user endpoints as well, enabling admins to take action on behalf of users.

User endpoints provide access to standard user functions including:

View, add, move, edit, and delete files/folders
Tracking changes
Create and manage sharing
Access to previews and thumbnails
Set up change triggers (webhooks)

Business applications overview

Business applications are linked to the entire Dropbox Business team and can only be authorized by an admin on the Dropbox Business team. Business apps have various levels of permissions defined by their app keys.

Business endpoints provide access to Dropbox Business-only features, including:

- Add and remove users
- Access audit logs
- Access team information (name, size, etc.) & usage
- Only team admins can link Dropbox Business apps to their teams. As a team admin, you will select one of four app permissions that provide the permissions needed for your app.

These permissions include:

- Team information: Information about the team and aggregate usage data.
- Team auditing: Team information, plus the team's detailed activity log.
- Team member management: Team information, activity log, plus the ability to add, edit, and delete team members.
- Team member file access: Team information and auditing, plus the ability to perform any action as any team member.

Get coding!

Dropbox offers a wide variety of SDKs to help developers build their Dropbox integrations and apps. You will find official Dropbox SDKs in the following popular programming languages:

- Swift
- Objective-C
- Python
- .NET
- Java
- JavaScript
- HTTP

Some members of our developer community have also created alternative libraries in other programming languages. If you don't find your preferred programming language in the list of official SDKs above, check out our community SDKs. Select an SDK and follow instructions to get started building your app.

Exercise 1: Create a new business app

1. Start at dropbox.com/developers/apps/create.
2. Select Dropbox Business API (if creating a user app instead, select Dropbox API).
3. Select your required access type.
4. Name your app.
5. Link the new app to your Dropbox account. This must be your Dropbox Business account if you're using Business Endpoints.

If necessary, you can select from the authentication options on the settings page of your new app:

- App Authentication: App Key + App Secret - used for OAuth flow
- Team Authentication: Generated Access Token - for direct calls by scripts. If using an access token, copy the generated access token to your clipboard.

IMPORTANT: Be sure to secure keys and tokens!

Example: Dropbox Business Admin Toolkit

The Dropbox Business Admin Toolkit is an example of how admins can use Dropbox APIs in their environment. Though this software is [publically available](#), it is **NOT SUPPORTED BY DROPBOX**. You can use this, but in the words of Ben Parker, "with great power comes great responsibility."

The new Dropbox Business

IT support isn't easy. Complex team structures, persistent security threats, and large volumes of information make managing data a challenge. But with Dropbox as your IT solution, you can be prepared to operate in the modern workplace.

Ensure data security and compliance

Reduce risk and maintain compliance with premium, add-on data governance tools, including legal holds and up to ten years of data retention (coming soon).

Centrally manage deployments

Dropbox provides a centralized Enterprise console that allows IT teams to manage multiple instances across the organization.

Through this console, admins can access a unified view of Dropbox activity within their organization. This both simplifies IT management at scale and allows businesses to customize Dropbox deployments to mirror complex organizational hierarchies.

Administer security settings and controls

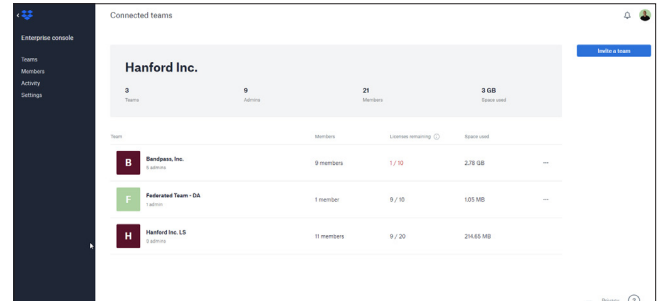
Maintaining security policies is one of the primary challenges of managing complex organizational structures. So Dropbox security settings and controls were designed to expand visibility across multiple instances, giving admins a broad awareness of what's happening across their organizations.

Enable delegation and flexibility

As your organization evolves, one-size-fits-all IT management policies become less and less practical. Dropbox tackles this by allowing settings to be managed at both the enterprise and instance level. Admins for instances can customize team settings to meet their specific needs, without compromising the control and visibility needed at the enterprise level.

Enterprise console

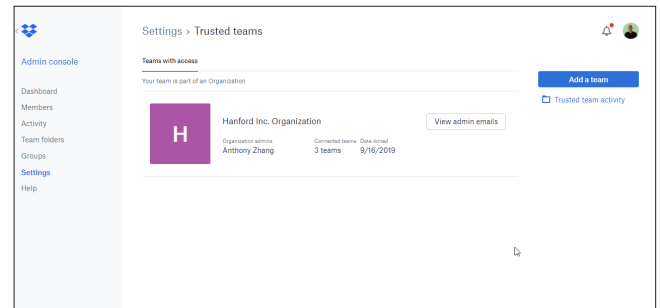
- Centrally view and manage Dropbox deployments across the organization through a unified console for easy oversight of team activity.
- Balance autonomy and control and save time with the ability to delegate controls over certain content and settings to team admins who are most familiar with the team's content and workflows.
- Deliver customization and flexibility to accommodate differing needs and choose the content types (including cloud content) that allow team members to do their best work.



Multi-team admin

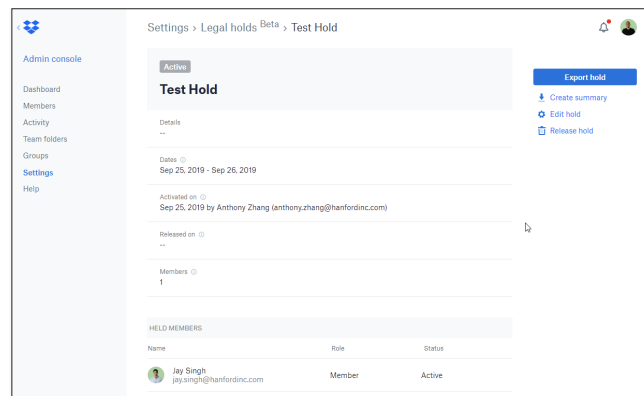
A Dropbox Business team can add an admin from another team to manage their own team. The new admin then becomes a “multi-team admin”. The new admin, or “multi-team admin”, will have all the capabilities of an admin from your own team, except:

- They can't access the Billing or Help pages in the Admin console
- They can't sign in to a team member's account (i.e. use Sign-in As)



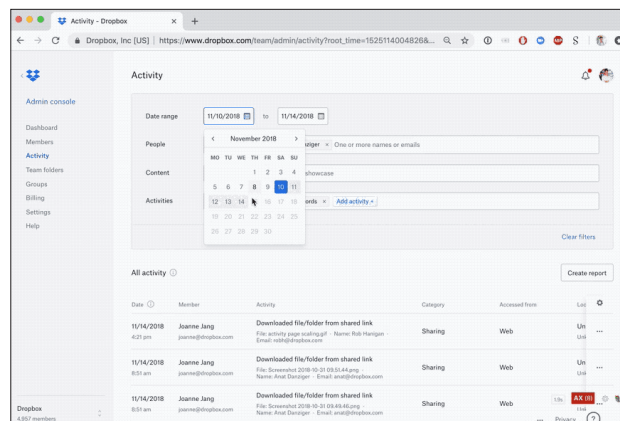
Legal holds and Extended Version History

- Manage data effectively to reduce risk and its associated costs and meet compliance measures with data governance tools that let you retain file versions for up to ten years and export for e-discovery.
- Create legal holds to preserve files users add or edit.
- Retain data with Extended Version History to meet future access needs for your company and its employees.
- Trust Dropbox's easy-to-use, secure platform built on an infrastructure with multiple layers of security.



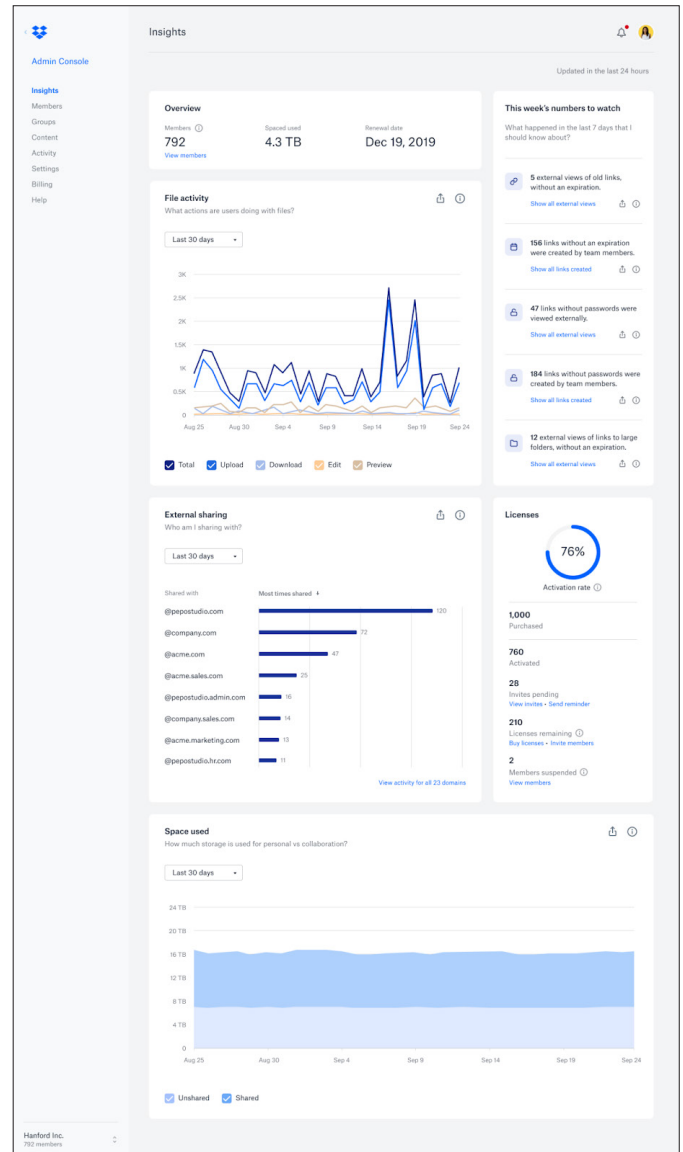
Activity page and Quick actions

- The new Activity page in the enhanced admin console lets you search for and view Dropbox usage throughout your organization.
- The rich interface allows you to filter by date, user, content, or activity. Results can then be easily exported.
- Generate reports tailored precisely to your needs, and export and share them with the right people.
- Scale easily to keep up with your organization's growing Dropbox usage and user activities.



Insights dashboard

- Updated dashboard that automatically surfaces high-priority user activity in Dropbox
- Improve your ability to respond, with deployment tools built to safeguard your organization's data.
- Choose from an array of shortcuts that lets you take action quickly on any activity that needs resolving.



On-boarding users

Dropbox provides several tools that help with on-boarding new users. In addition, Dropbox has partnered with several third-party providers to build robust solutions for virtually any environment.

Dropbox desktop application: Windows

Dropbox has an enterprise installer for Windows that can be run silently from another, elevated process. Dropbox Business admins can run the installer remotely — using an existing managed-software solution or deployment mechanism — and install the Dropbox desktop application on the computers of multiple team members at once.

Downloading and running the Windows enterprise installer

1. If you are a Dropbox Business team admin and would like to use the enterprise installer, first [download the offline installer](#). The installer file should be named “Dropbox [x.y.z] Offline Installer.exe” (where “[x.y.z]” represents the three-digit designation of the latest installer version).
2. To run the installer silently for the current computer, execute the installer file you just downloaded with the `/s` or `/nolaunch` option appended (e.g. `Dropbox x.y.z Offline Installer.exe /s`). This will install Dropbox on the Program Files (x86) directory and will require new users to sign in to their Dropbox accounts and manually set up preferences. Existing users will not be required to sign in or configure preferences again.

There are two command line parameters you can set for the enterprise installer, `/s` and `/nolaunch`. The functionality and differences between the two are outlined below:

<code>/s</code>	<code>/nolaunch</code>
Silent installation and no prompts for install location	Silent installation and no prompts for install location
Dropbox login prompt will launch when installation is complete	Dropbox desktop application will not automatically launch after install, and the icon Dropbox icon is added to target user start menu
	Note: The <code>/nolaunch</code> parameter includes <code>/s</code> (If you try to use both you will get an error)

Choosing a managed-software solution

While there are many managed software solutions that can allow you to manage deployments for your entire team — such as SCCM or Group Policy — Dropbox does not recommend one over another.

Deciding when to use the enterprise installer

The enterprise installer allows users who don't have admin rights on their Microsoft Windows machines to easily install the Dropbox desktop application.

Dropbox desktop application: macOS

Dropbox does not maintain an enterprise installer for Macs.

1. Download the latest desktop client .dmg to an admin machine.
2. Add the .dmg to your managed software solution.
3. Push the application to the client machine(s) or allow users to “pull” from their managed software solution.
 - If users are admins on their machines: User enters admin credentials to complete install.
 - If users are not admins on their machines: users brings machines to local IT to enter admin credentials.

User types

It is important to understand a few terms and definitions around members' status regarding their Dropbox license. Please review the following and ensure you understand the difference between these four terms:

Invited member

An invited member has been sent an invitation to join the team, but they have not accepted the invitation. An invited member consumes a license.

Active member

An active member has been assigned a license and accepted their invitation to join the team.

Suspended member

A suspended team member will instantly lose access to their Dropbox Business team account, along with all of its files, folders, and Paper docs. However, a suspended account continues to use one of the allotted team member licenses. This gives admins the option to remove the suspension later.

Deleted member

A deleted team member immediately loses access to the account. Additionally, Dropbox will stop syncing files to the team member's computers and mobile devices, and any shared links created on that account are disabled. A deleted member no longer consumes a license.

Disconnected member

A user has been removed from the Dropbox Business team and the account has been downgraded to Basic.

On-boarding approaches

There are four different ways you can on-board a user in Dropbox:

1. Manual / bulk uploading through the Admin console
2. Bulk upload through the API
3. AD Connector
4. Third-party IDM Provider

Exercise 1: Manual user on-boarding (aka inviting someone to Dropbox Business)

1. Click **Admin console**.
2. On the Members page, click **Invite members**.
3. Enter the email addresses of people you want to invite, and click **Send invites**.

This type of on-boarding works great on very small teams or teams that don't have a central way to manage users' identities.

Exercise 2: Import members with a CSV file

1. Click **Admin console**.
2. On the Members page, click Import CSV file.
3. Download the provided template
4. Complete the template with the required information
5. Import the completed CSV file and click **Continue**.

Dropbox will check the file for errors and create the accounts specified in the CSV file.

Bulk upload through the API

You can use [these scripts](#) on GitHub as an example of how to on-board users via the API, or you can write your own.

The Dropbox Active Directory Connector (for on-prem AD)

The Dropbox Active Directory Connector (AD Connector) allows one-way syncing between an on-premise Active Directory (AD) and a Dropbox Business team. The AD Connector simplifies the process of on-boarding and off-boarding users in Dropbox Business by syncing changes made in Active Directory when the connector runs. The AD Connector can also (optionally) sync Active Directory groups and group members to your Dropbox Business team. The AD Connector syncs one-way (AD → Dropbox). No changes made in Dropbox are synced back to AD.

The Dropbox AD Connector is built using Microsoft PowerShell and is packaged in an MSI installer. This gives admins an easy user interface to install the connector with.

The AD connector supports the following functions:

- Syncing of Active Directory users
- Pushing Active Directory groups to Dropbox (this function is optional.)

The AD Connector can be set to run via a scheduled task at an indicated time. By default, the task is set to run daily at 2:00 am (server's local time). Frequency can be increased to have it run more often, but should not be more frequent than every 3 hours for best performance.

Account creation

During setup, the AD Connector setup wizard asks the administrator to indicate a specific AD group for the connector to check for users. This group can be applied to multiple users. It is recommended that the AD administrator create a single group called “Dropbox Users” that contains all the members they would like to on-board. They can place both users and groups within the Dropbox group.

AD Sync Users

User Directory:

Email Attribute:
EmailAddress

Manage existing users
☒

AD Sync Groups

Sync Groups
☒
Don't Sync Groups
☐

Use Same Sync Group
☐

AD Sync Group:

When the AD connector runs, it checks all the users in that AD group and compares it to Dropbox, then executes one of the following actions:

AD user state	Dropbox user state
User exists in AD group but not Dropbox	Associates license to user
User is disabled in AD and is assigned to Dropbox group	Suspends user in Dropbox*
User has been removed from “Dropbox” AD group	Suspends user in Dropbox*
User is deleted in AD	Suspends user in Dropbox*

*A user will only be suspended if either the user was originally on-boarded by the AD Connector or if the “manage existing users” box is checked in the AD Connector configuration.

Note: The AD Connector never deletes a user from Dropbox. An admin will need to navigate to the Members tab and delete suspended users to free up licenses.

Group on-boarding

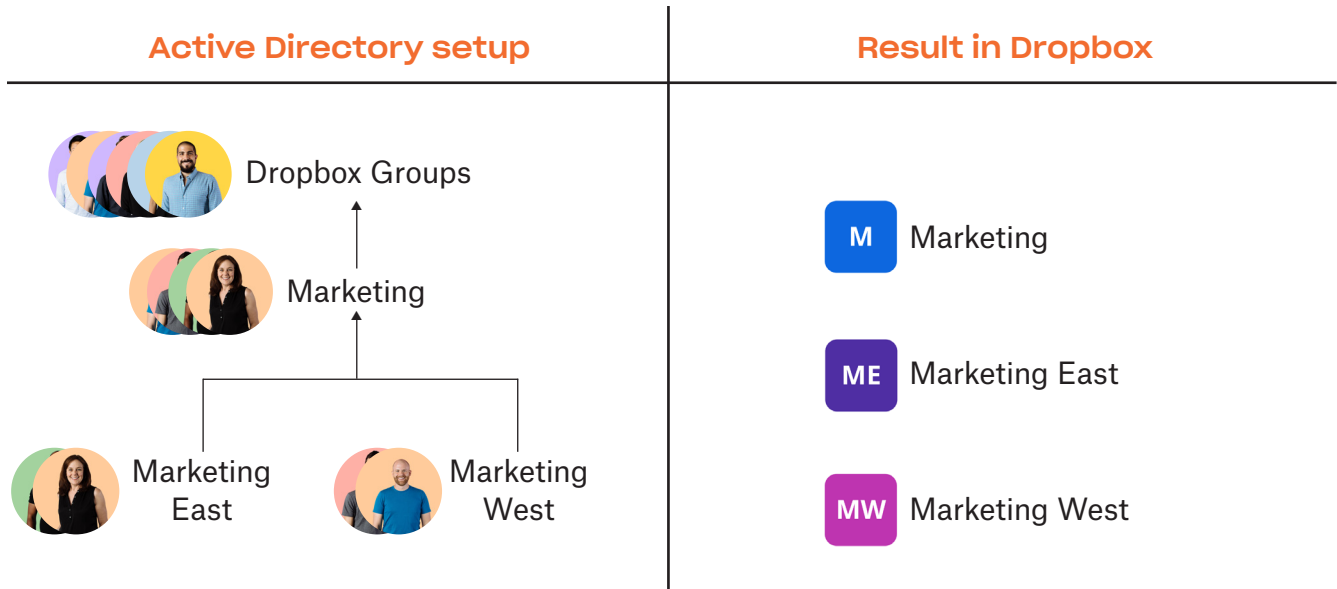
During the setup process, administrators can choose if they would also like to perform a one-way sync of AD “security groups” as “groups” in Dropbox. To sync groups, an admin can select whether they’d like to use the same AD group chosen to sync users or an alternate security group. It’s recommended to use “Dropbox Users” and “Dropbox Groups” as your naming convention to avoid confusion.

AD Sync Groups
Sync Groups ☒ Don't Sync Groups ☐
Use Same Sync Group ☐
AD Sync Group:

When the AD connector runs, it checks the configured AD sync group and compares it to Dropbox, then does one of the following group actions:

AD group state	Dropbox group state
Group exists in AD but not in Dropbox	Creates the group in Dropbox. It adds the users of that group, only if the user is a member of the Dropbox Business team
Group is removed from “Dropbox” AD group	Deletes group in Dropbox, but does not delete the users
Changes to group membership in AD	Changes in membership are reflected in Dropbox group
Group is deleted in AD	Deletes group in Dropbox

The below diagram represents what happens in Dropbox (on the right) after the connector runs with the given configuration in AD (on the left).



Please note that the AD Connector is only available in English. You can read more about the AD Connector in the following help center articles:

- [The Dropbox AD Connector](#)
- [How can I use AD to manage my Dropbox Business members?](#)

Using a third-party IDM provider

Dropbox integrates with several 3rd party identity management providers that help with on-boarding as well as SSO. Some of your customers may already have these solutions in their environment. You can find a list of these integrations [here](#).

Domain verification, invite enforcement, account capture, and domain insights

Domain verification

Dropbox Business offers domain verification, invite enforcement, and account capture to make the process of onboarding faster and easier for companies, organizations, and businesses. These features are available on our Advanced and Enterprise Plans. Domain verification allows a team admin to verify ownership of an email domain with Dropbox, and is required to use invite enforcement or account capture. You can find [instructions here](#) to verify your domain.

Verifying multiple domains and subdomains

Team admins can choose to verify a primary domain, which is the top-level domain of their website (for example, “dropbox.com”). Team admins can also verify subdomains, which are secondary domains of their website (for example, “sales.dropbox.com” and “dropbox.com/sales”). Teams can verify any domains they own, but please note that a domain cannot be verified by more than one existing Dropbox Advanced or Enterprise team.

Invite enforcement and account capture

When enabled, both invite enforcement and account capture force users to either join the Dropbox team, or to change the email on their existing Dropbox account to an address that does not use your verified domain.

Invite enforcement only affects INVITED users with accounts on a verified domain. Account capture affects ALL users with accounts on a verified domain (current and future, known and unknown; best for wall-to-wall deployments).

In [this article](#), you will find instructions to configure invite enforcement and account capture.

Off-boarding

Transferring files to another team member

Dropbox Business team and user management admins can easily transfer a deleted member's Dropbox files to another team member.

All of the folders and files in the former member's work Dropbox will go to the recipient you've chosen. Dropbox will also look to preserve sharing relationships. For example, if the member owned a shared folder, Dropbox will transfer ownership of the folder to the recipient.

- You can only transfer a user's files once.
- If it doesn't make sense to transfer all of a former team member's files to a single person, you (the team admin) can transfer the content to your own account and then share the files with various users who may need access.
- You have 180 days to transfer a user's files after the user has been deleted.

You can read more about account transfer and find step-by-step instructions [here](#).

Converting a team member to a Basic account


When you delete a user, you now have the option to convert a team member to a personal account through the Admin console. Using this option, their work account becomes a Dropbox Basic account that isn't connected to your Dropbox Business team. They will keep all shared files and folders they had access to before joining the team, and any private files in their account. Admins can reuse the license they occupied and invite another person to the team.

Recovering a deleted user

If you accidentally delete a team member, you have seven days to restore the user. Restoring a user will reactivate the account with the same files and permissions—the account will be exactly as it was before deletion.

You can read instructions on how to recover a deleted user [here](#).

Delete John Doe account completely



John Doe

john.doe@company.com

Usage:
61.01 GB

Member since:
December 15, 2018

Do you want to transfer this member's file content to another team member?

☒ Transfer now
☐ Transfer later

Do you want to delete content from this member's devices the next time they come online?

☒ Yes
☐ No

Step 1 of 2

[Convert to individual Dropbox Basic account instead](#)

On-boarding FAQ

How do I decide which on-boarding method my customer should use?

There are a number of factors that could determine which method you choose. A few key considerations are listed below:

- Company size
- License count
- Future scale
- Existing integrations and current IDM provider
- AD environment (size, complexity, configuration)

What is “silent” on-boarding and how can I use it?

When a user is on-boarded, an email is generated from Dropbox to that user. Some companies want to standardize their communication to end users, and prefer to send messaging to users that is IT branded. To use “silent” on-boarding with Dropbox, you need to suppress the email invite from Dropbox. To support silent on-boarding, you must meet the following criteria:

- Customer must be using SSO and have this integrated with Dropbox
- Customer must instruct users to navigate to dropbox.com/sso to log in

There are 3 methods that support silent on-boarding:

- AD Connector
- Custom on-boarding with the API
- Cloud IDM providers like Okta or Centrify

At what point in the deployment process should I turn on invite enforcement and account capture?

You should always turn on invite enforcement prior to on-boarding any users, this ensures that they need to make the decision to change their email address or join the team.

Typically, account capture should be turned on later in a deployment (especially with larger, more complex deployments). Using invite enforcement first allows a team to be tactical about who they invite to the team. Once intentional users have been invited, you should turn on account capture to scoop up the outliers and prevent people from using their personal Dropbox account on a managed domain. If you turn on account capture before testing with a pilot group, there is a risk of capturing hundreds of users before your customer is truly ready for go-live.

What if I on-board a user who has a Basic account on their work email?

If a user has a Basic, Plus, or Professional account associated with a work email, they will go through a different join flow than a non-existing user. They will have the option to move their files to their work account, or keep them personal. [This help center article](#) provides written steps and a video to demonstrate the process of a personal user joining a Dropbox Business account.

Data migration

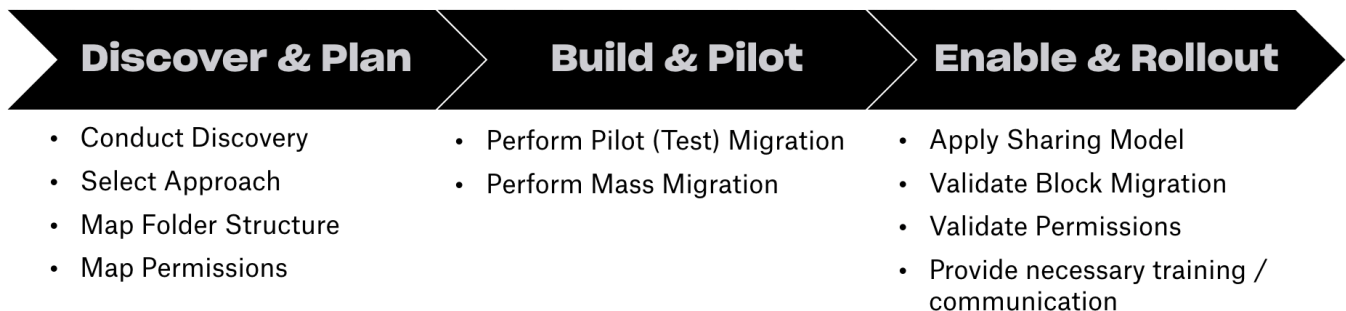
There are instances where customers want to migrate data into their Dropbox for Business team. This could be because they're a new customer coming to us from a legacy solution such as local file servers or transitioning from another cloud solution. Alternatively, it could be that they've acquired a new entity or found some data worth putting up in the cloud. Either way, at some point, it's likely you're going to have to deal with a Data Migration.

Considerations

There are several considerations to make before starting a data migration, including:

- Timeframe
- Volume of data
- Number of users
- Bandwidth
- Sources and locations of data
- Time & resources available
- Budget
- Priorities (what data is critical)

Project overview



Discover and plan

When initially scoping out a new Dropbox deployment, make sure you ask the following questions:

1. Are you moving from cloud to cloud?
2. Are you moving from fileserver to cloud?
3. Can you move data while no one is working on it, or do you have to keep data in sync throughout?
4. Can you move data, restructure it and share it out centrally? (e.g. from fileserver)
5. Do you have to remodel existing sharing model?
6. If it's a large volume of data, are you going to use multiple instances of the migration tool?

Dropbox provides several migration scripts that are available at github.com/DropboxServices/MigrationScripts

Build & Pilot

As you're building the new Dropbox environment, a few things to consider:

- Pick a good cross-section of users and data
- Use API to silently invite users to Dropbox (so they have accounts with which to associate data)
- Monitor the throughput
- Monitor the exceptions and determine how to handle: Manually fix? Address in a future re-run of migration?
- If you need to, run separate instances of the migration tool at an interval to keep data in 'sync' on the target machine.

Enable & Rollout

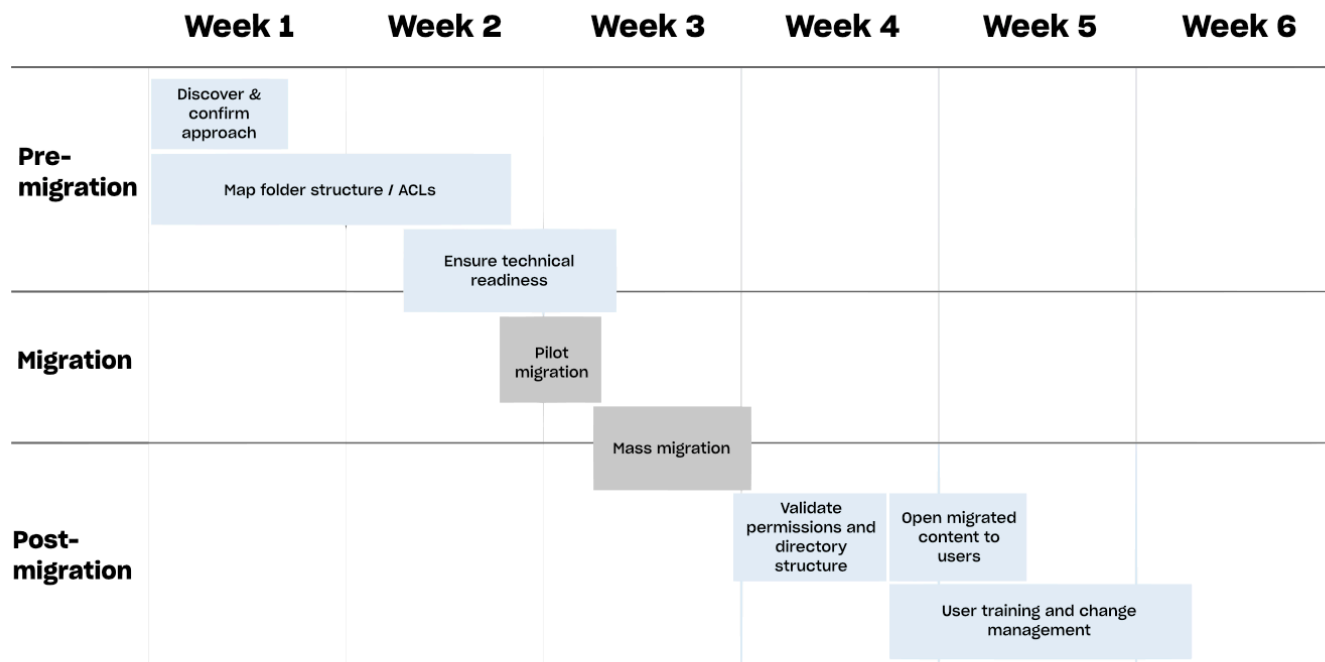
Following the migration, be sure to run any applicable reports to validate results. Among those are:

- Dropbox file listing
- Tervela transfer log
- SkySync job log

Look through the report for any discrepancies or exceptions by comparing the source. Use the Sign-in as User feature to help with the analysis.

Project Outline

Below is an example project timeline.



If the data migration is at a larger scale and more complex (i.e. TBs+ of data, requiring permissions, significant number of users impacted), the following should also be considered:

- Timelines, dependencies, project plans, sign-offs, etc.
- Tools and service providers
- Dropbox product constraints — team/shared folders, permissions, number of files/folders, etc.
- Disruptions, downtime, and deltas in migrated vs. non-migrated data

The following tables shows an example ownership of responsibilities as well as a high-level migration plan.

Stage	Customer	Migration partner	Source vendor	Dropbox
Project management	Owner	Supporter	Supporter	Supporter
Pre-migration	Owner	Supporter	Supporter	Supporter
Migration	Owner	Owner	Supporter	Supporter
Post-migration	Owner	Supporter	Supporter	Supporter

Stage	Task
Pre-migration	Conduct discovery Select approach Map folder structure Map permissions Ensure technical readiness
Change management	Pre migration comms (expected downtime, what's being migrated, etc.) Post migration comms FAQ guide for end-users Training (if necessary)
Migration	Validate pilot migration (diff comparison of files and folders) Validate permissions Perform mass migration — in blocks
Post-migration	Apply sharing model Validate mass migration — after each block is migrated Validate permissions
Cut-over activities	Run source system reports to establish baseline Invite users to Dropbox account (optional: leverage API to send silent invites) Lock users out from both the source system & Dropbox via SSO Set source to 'read-only' to prevent new data being created post-migration

Tools and resources

Here are the available tools to run a large migration that is too large or complex to do manually via the Desktop Client.

Dropbox Migration Assistant

Dropbox Migration Assistant (DMA) is a tool to help Dropbox Business customers migrate large volumes of files and folders from local sources to Dropbox.

There are currently two migration options:

- **Basic file migration:** Migrate files and folders from a Windows file server or an external drive to a Team Folder or member on your Dropbox Business account.
- **Network share migration:** Migrate files and folders from a network share to corresponding members on your Dropbox Business account.

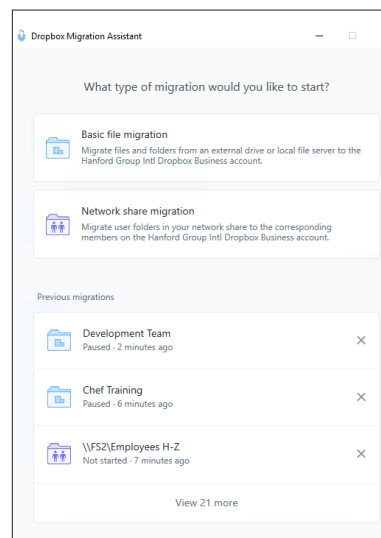
The following types of migration are not supported:

- Migrating files from other cloud platforms such as Sharepoint, Google Drive, Box, etc.
- Recreating sharing/access permissions from the file server into Dropbox Business
- Continually syncing files and folders between the file server and Dropbox

In addition, one of the known limitations may be a blocker for some customers:

- The customer does not want to purchase the Server Integration plan for any reason
- The DMA is not currently localized
- Copying file metadata to Dropbox (only the file's last modified date is preserved)
- Only team administrators can run the DMA
- Only supports locally attached disk or any network mounted disk (via SMB)
- Only available on the Dropbox Server Integration or EDU SKUs

More information can be found in the [Migration Assistant Deployment Guide](#).



Tervela

Tervela Cloud FastPath is a SaaS application that enables large volume data transfers between cloud and/or premise-based sources and targets. It is a paid application that the customer would need to buy a license for. They will also need to buy services from a Service Integrator such as Nitor or Onix.

Migrating data from on-premise sources to Dropbox requires an installation of their software in a local machine/server. On cloud to cloud migrations (e.g. Box > Dropbox), no such installation is required—the data will flow through AWS EC2.

Tervela CFP is a good solution if:

- There is a lot of data, i.e., the inverse of the data limit on the Dropbox Migration Assistant.
- The customer has budget allocated towards the data migration for additional software and services.
- The migration is from a cloud provider.

For more information, look at Tervela Cloud FastPath Knowledgebase at cloudfastpath.com/knowledgebase/

BitTitan

BitTitan Document Migrations automates the entire migration process and eliminates complexities.

- Intelligent filtering lets you migrate only the documents you need.
- Automate the migration of files from source to destination.
- No upgrade path required.
- 100% cloud-based migration software.
- Data is encrypted at all times to ensure secure data transfer.

The Dropbox client

It is possible to do some small migrations using the Dropbox client.

For more information, check out the [Doing small data migrations using the Dropbox client](#).

Caveats and considerations

Dropbox Server Integration plans

Dropbox Business Server Integration plans are designed for businesses who need to integrate Dropbox's storage platform with file servers, network appliances, and cloud storage services. Enhanced API capabilities for data transport, file server migration tools, and generous included storage space make Server Integration plans the best fit for customers who need to transport large volumes of data into/out of Dropbox.

All large data migrations requiring the use of Dropbox API (not Dropbox desktop clients) need the Server Integration plans.

New backend changes have increase API limits from 25k to 1M calls for all current and new customers on Dropbox Business SKUs. Updates can be found by going to the Admin console > Billing > Manage Plan.

Customers will still receive email notifications when 80% and 100% of upload quota is consumed within a given month.

Please note that only team admins can see the Billing tab. Channel partners are advised to use the [features/get_values](#) API call or use Dropbox's [API Explorer](#) to verify the upload rate limit for their teams.

For more information on the differences with the Server Integration Plans, please consult the resources below.

[Dropbox Business Advanced vs. Dropbox Business Advanced Server Integration](#)

[Dropbox Business Enterprise vs. Dropbox Business Enterprise Server Integration](#)

Scale

Here are some limits to consider when planning a data migration.

Item	Limit
Folder path depth	Over 260 characters for Smart Sync on Windows 10 Redstone 3 and before
Shared folders	Maximum number of nested namespaces: 500 Maximum 10,000 total
Team folders	Maximum number of users: 1000 per path Maximum number of subfolders: 500 per level Maximum number of files: 50,000 per namespace Maximum 10,000 total
Files	300,000 total <ul style="list-style-type: none">• Any more will create issues for the client.• These issues can be mitigated to some extent via Selective sync and Smart Sync.
Invalid characters	All file systems: / (forward slash) and \ (backslash) Windows: < (less than) > (greater than) : (colon) " (double quote) (vertical bar or pipe) ? (question mark) * (asterisk) . (period) or a space at the end of a file or folder name More information can be found at Sync isn't working—troubleshoot issues with incompatible characters and bad filenames

Creating an organized team space

Set up folders to help everyone quickly find what they need. This section provides best practices and a few examples, so you can create a single, organized place for your team's files.

Managing who sees what

Folders created in your team space are visible to everyone on the team, but that doesn't mean everyone can access them. From the Admin console, admins can add and delete individuals and groups from folders, and choose whether folders can be edited or viewed only.

Using groups to simplify sharing

Groups let you share folders with a pre-selected list of people, instantly. Set up a group for any department whose members regularly share files with each other.

Groups allow you to quickly share folders with a department, rather than inviting members to join one at a time.

As new people join, adding them to groups automatically gives them access to their department's shared folders.

Figure out how your team works

Before you start creating folders, take some time to understand your team's workflows. Creating a scalable structure and naming convention for your team will mean less maintenance work down the road. Consider:

- Do your users generally work on their own or in teams?
- Is each file worked on by one individual, or do multiple people contribute edits to each?
- Do you expect files to be shared outside your Dropbox Business team frequently?
- If Dropbox is replacing an existing system, do you want to copy that folder structure? How do different departments prefer to group their files?

Organize with standardized folder names

Once you establish your structure and groups, communicate with your team about how files and folders should be named. Establishing an effective naming convention will make it easier for everyone find what they need, especially as the number of files in your team space grows.

- Monthly folders should be named in the YYYY-MM format so they'll appear in chronological order.
- If you're organizing by client, and your company uses client codes, prefixing each client's folder name with their code will help people find what they need.

Maintaining your team's space

After you've invited team members and they add content to the team space, here are tips to stay organized:

- Move completed projects to archive folders. Then use Dropbox Smart Sync to mark these as "Online Only" and free up space on team members' hard drives.
- Admins can sign in as a team member to access permissions for any folders the user has shared.
- Update group memberships when people move to different teams.
- Revoke access to company data by suspending or deleting team members who have left the company.

Fit

Not every file server is a perfect fit to migrate to Dropbox.

Certain folder structures with nested permissions (specifically negative permission ACLs in subfolders) will require folder restructuring which may be prohibitive to customer.

In addition, if the customer has shared folders and data that have a significant number of links to explicit shared folder paths on a file server or mapped drives (e.g. "K:\shared\accounting\spreadsheet.xlsx"), the customer may want to consider if the re-linking is worth the time for migration.

Appendix 1: Discovery & planning questions

Here is a list of discovery questions that should be asked before your project kicks off to shape your project plan.

General deployment discovery questions

Scoping question	Project plan impact
What is the customer's preferred deployment approach, if any (pilot, waved roll out, 'big bang'?	Impacts overall deployment timeline and user groups
How much technical aptitude exists within the target workforce for the change (on a spectrum from understand "what is the cloud" to understanding "how the workflow actually works")?	Determines how much emphasis we need to put on change management
Is there any kind of internal milestone or outcome we could anchor to around sunseting the legacy content repository? <ul style="list-style-type: none">• If not, what is a 'soft' target re-deployment date/window?	Shape overall deployment timeline and key milestones
Are there any considerations for peak activity for the legacy solution that should be considered in the timeline / timeframe? <ul style="list-style-type: none">• Are there change/freeze windows?	Shape deployment timeline to account for any windows of minimal activity
Do you have any existing Dropbox Business teams?	If so, we want to find out if they are interested in a team merge , or if they want to keep each team separate

General deployment discovery questions (cont.'d)

Scoping question	Project plan impact
Do you have any data to migrate?	If yes, reference the data migration certification
What is your standard desktop browser version, and what does your upgrade plan look like?	Dropbox works across all modern browsers, but is unsupported and/or less functional for older versions. Dropbox is not supported on Internet Explorer.
What integrations with Dropbox are you considering? (example: O365, G Suite, Salesforce)	Will determine testing and integration needed to complete before rolling out
What identity and access management systems do you use (if any)?	See on-boarding scoping section for more info
What does your existing security architecture look like? (Do you use any SIEM, CASB, DRM providers?)	We want to know if they have any security solutions that integrate with Dropbox. If not, we may want to explore a custom solution or opportunity to sell a different security solution.
Do you use Microsoft Office 365? Does everyone have a license? What type of license?	Dropbox has an out-of-the-box integration with O365 for office online. To configure "Dropbox as a Place" on Office 365, see instructions here .

Change management discovery questions

Scoping question	Project plan impact
Do you have regular IT trainings?	We want to incorporate our trainings into their regular practices
Do you have a standard communication process to your end users?	We want to incorporate our comms into their standard process
What are your most effective forms of communication to end users?	We want to think of other ways to communicate to users about Dropbox outside of email
Are there teams responsible for end-user communication internally?	Point of Contact to send end-user comms
How are your users distributed geographically?	May determine rollout groups in a larger deployment

On-boarding scoping questions

Scoping question	Project plan impact
Is the customer using SSO today? What provider? Do they want to integrate SSO with Dropbox?	If your customer has an existing SSO solution, they can use that to authorize and manage access to Dropbox. If not, you should discuss how they plan to manage Dropbox access. You can read more about integrating Dropbox with SSO here . You will also find instructions for the following: <ul style="list-style-type: none">• InCommon and eduGAIN• ADFS 2.0• ADFS 3.0
Will the customer be integrating 2FA with Dropbox?	If they are using SSO, 2FA will need to be configured with their SSO provider
Does the customer use proxies or firewalls which Dropbox traffic will need to be configured to route through?	Ensure firewalls are configured correctly as it may block Dropbox traffic; if your customer is on the Enterprise Plan, you can explore and address network control .
On which domains does the customer want to manage Dropbox use? If on the Enterprise plan, are you interested in using account capture?	Dropbox Advanced and Enterprise provide multiple tools to manage Dropbox usage on your domains and sub domains. If your customer wants to use account capture, you will want to discuss the best time in the deployment to activate the feature. The customer may want to turn it on near the end of the deployment.
What directory service do you use? Do you have an IDM provider?	If your customer uses Active Directory, they will likely want to use our AD Connector to on-board users. If your customer uses an IDM provider like Okta or Centrify, we recommend on-boarding users with this method (to keep a single source of truth).
What does your AD environment look like?	This can decide if we want to encourage them to consider the AD Connector or a 3rd-party IDM to centralize their on-boarding to Dropbox.
Do you manage two or more domain controllers?	The AD Connector must be installed on a single domain controller or on a member server with Powershell Active Directory module installed and at least read-only access to AD.
Do you have two or more domains?	The AD Connector can run multiple domains as long as there is a trust established between the them.

On-boarding scoping questions (cont.'d)

Scoping question	Project plan impact
Is the customer using SSO today? What provider? Do they want to integrate SSO with Dropbox?	<p>If your customer has an existing SSO solution, they can use that to authorize and manage access to Dropbox. If not, you should discuss how they plan to manage Dropbox access. You can read more about integrating Dropbox with SSO here. You will also find instructions for the following:</p> <ul style="list-style-type: none">• InCommon and eduGAIN• ADFS 2.0• ADFS 3.0
Will the customer be integrating 2FA with Dropbox?	If they are using SSO, 2FA will need to be configured with their SSO provider
Does the customer use proxies or firewalls which Dropbox traffic will need to be configured to route through?	Ensure firewalls are configured correctly as it may block Dropbox traffic; if your customer is on the Enterprise Plan, you can explore and address network control .
On which domains does the customer want to manage Dropbox use? If on the Enterprise plan, are you interested in using account capture?	Dropbox Advanced and Enterprise provide multiple tools to manage Dropbox usage on your domains and sub domains. If your customer wants to use account capture, you will want to discuss the best time in the deployment to activate the feature. The customer may want to turn it on near the end of the deployment.
What directory service do you use? Do you have an IDM provider?	If your customer uses Active Directory, they will likely want to use our AD Connector to on-board users. If your customer uses an IDM provider like Okta or Centrify, we recommend on-boarding users with this method (to keep a single source of truth).
What does your AD environment look like?	This can decide if we want to encourage them to consider the AD Connector or a 3rd-party IDM to centralize their on-boarding to Dropbox.
Do you manage two or more domain controllers?	The AD Connector must be installed on a single domain controller or on a member server with Powershell Active Directory module installed and at least read-only access to AD.
Do you have two or more domains?	The AD Connector can run multiple domains as long as there is a trust established between the them.

On-boarding scoping questions (cont.'d)

Scoping question	Project plan impact
Do you wish to do Group management or just use the connector as a on-boarding tool?	We don't support group management with Azure AD, so we need to know ahead of time for customers who use Azure AD and want to manage groups.
Do you use Azure Active Directory?	The AD Connector and most IDM providers support group on-boarding.
What is the primary OS on computers (Windows, Mac)? If you have Mac users, do they have admin rights on their machines?	
How does the customer currently deploy and manage software? (Example: SCCM, Group Policy)	

Appendix 2:

Data migration scoping questions

Here is a list of scoping questions that should be asked before migrating data.

Scoping question	Additional info
How much data does the customer need to migrate?	i.e. 250GB, 1TB, etc.
How many users does the customer have?	
What is the customer's timeline to migrate all data?	Ensure that data can be migrated within reason in that time frame
Are there any hard deadlines to keep in mind? (Example: end of a Box contract)	
What is the data source (Box, OneDrive, windows file server, etc.)	
If from a legacy solution, do any of the legacy files reference other sources? (ex: excel spreadsheet references)	
How much data is static vs dynamic?	If users are extremely active in the previous source at the time of migration, to ensure the most up-to-date data an additional "delta" migration job must be ran at the end of the initial migration in order to capture all changes that might have been made on the previous source side post initial migration.
How complex are sharing permissions? Is there deep nesting? Are subtractive permissions used?	Dropbox has varying features and limitations that can increased complexity (example: if there's subtractive nested sharing, external sharing, over 1000 people in a waterfall flow of a folder with nested sharing, how the folders are owned, etc.)

Data migration scoping questions (cont.'d)

Scoping question

Additional info

Does the customer have version history to migrate?

What is the customers bandwidth like on site?

Is there any data prioritization we should know about?

What if any requirements are there around groups management / mirroring through an IDM (e.g. will groups be mirrored through AD)?

Appendix 3:

Technical watchpoints

The below table summarizes technical watchpoints that may come up during a Dropbox deployment.

Watchpoint	Summary	Additional documentation
Device, OS, and browser compatibility	Dropbox is compatible with most operating systems and all modern browsers, however outdated versions such as XP are no longer supported. Check the system requirements to ensure your customer is using supported systems.	dropbox.com/help/desktop-web/system-requirements
Open Ports	Ensure these ports are open for all Dropbox functionality to work: <ul style="list-style-type: none"> • 17600 • 17603 • 17500 Confirm that Dropbox emails are not blocked 	Open button – ports 17600 and 17603 LAN sync – open port 17500
Domains used by Dropbox	<ul style="list-style-type: none"> • All email from employees, support staff, and some service-related email (such as email verification, password reset confirmations, and Dropbox research study invitations) are sent from dropbox.com, dropboxmail.com, or dropbox.zendesk.com • All Dropbox Business related email originates from dropbox.com or dropboxpartners.com • All promotional and tip emails originate from dropboxmail.com • *Note: The domains shown above are the main ones, but check the help center article for a more exhaustive list 	dropbox.com/help/security/official-domains
Configuring a firewall to work with Dropbox	<p>Usually no firewall configuration is needed to run the Dropbox desktop app. If your web browser has an internet connection, the desktop app should be able to use the same connection.</p> <p>However, if sync isn't working, adjust your firewall settings to permit the desktop app internet access. Usually, adding Dropbox to a list of applications with internet access resolves the issue.</p>	Firewalls Additional Documentation Proxies

Watchpoint	Summary	Additional documentation
Dropbox through Proxies	Be aware that restrictive Proxies can block Dropbox traffic. Delta Sync, LAN sync, and smart sync are all technologies that will reduce bandwidth impact and ease your customers' concerns. You can read more about each.	<ul style="list-style-type: none">• LAN Sync• Delta Sync• Smart Sync (also covered in the security chapter)
Customer concerns over bandwidth impact	Still, the initial sync of Dropbox for users could be bandwidth intensive depending on the amount of data that needs to sync. Consider basing deployment timelines around potential bandwidth constraints. For example, if bandwidth is a concern, you could consider on-boarding to users by department rather than location. Note: users can set their own bandwidth preferences on their desktop applications, but this can't be controlled centrally by admins.	
Syncing 300k+ files	There is a soft limit of 300,000 files in a Dropbox account, at that point, you may begin to see performance on the desktop client degrade. The best way to correct this issue is to use selective sync to remove local copies of files over 300,000. Keep in mind that using Smart Sync will not resolve this issue if it comes up—Smart Sync still indexes files.	dropbox.com/help/space/file-storage-limit
AD Forests	The Dropbox AD connector will not work for on-boarding across multiple forests unless there is a trust established between the two.	

Appendix 4:

Resources

Resource	Link
Dropbox Reseller program guide	assets.dropbox.com/documents/en-us/reseller/program-guide/dropbox-partner-reseller-program-guide-en_US.pdf
Dropbox help center	dropbox.com/help
Dropbox admin live support (chat) and email	dropbox.com/team/admin/help
Dropbox Business guide	dropbox.com/guide
Dropbox installer	dropbox.com/install
Dropbox app integrations	dropbox.com/app-integrations
Supported file preview types	help.dropbox.com/files-folders/file-types-that-preview
Dropbox API	dropbox.com/developers
Dropbox blog	blogs.dropbox.com/dropbox
Dropbox Business plan comparison	dropbox.com/business/plans-comparison
Dropbox status	status.dropbox.com
Dropbox debug	dropbox-debug.com
Dropbox YouTube channel	youtube.com/user/dropbox
Dropbox Twitter	twitter.com/dropboxsupport
Partner support	partners@dropbox.com

