

RingCentral for Archiver

User Guide



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Introduction

About RingCentral Archiver

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

About this Guide

This Onboarding Guide focuses on how to successfully sync your RingCentral data to a cloud storage of your choice.

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

User Notice

By using the RingCentral for Dropbox integration app, you

acknowledge that you have read and agree to our Terms of Service and Privacy Policy.

- TOS:

<https://www.ringcentral.com/legal/last-update-October-15-2019/eulatos.html>

- Privacy Policy:

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

- Archiver overview with data retention policy:

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

Installation and Operation

Installation and Operation

1. Setup connection between RingCentral account and cloud storage account

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

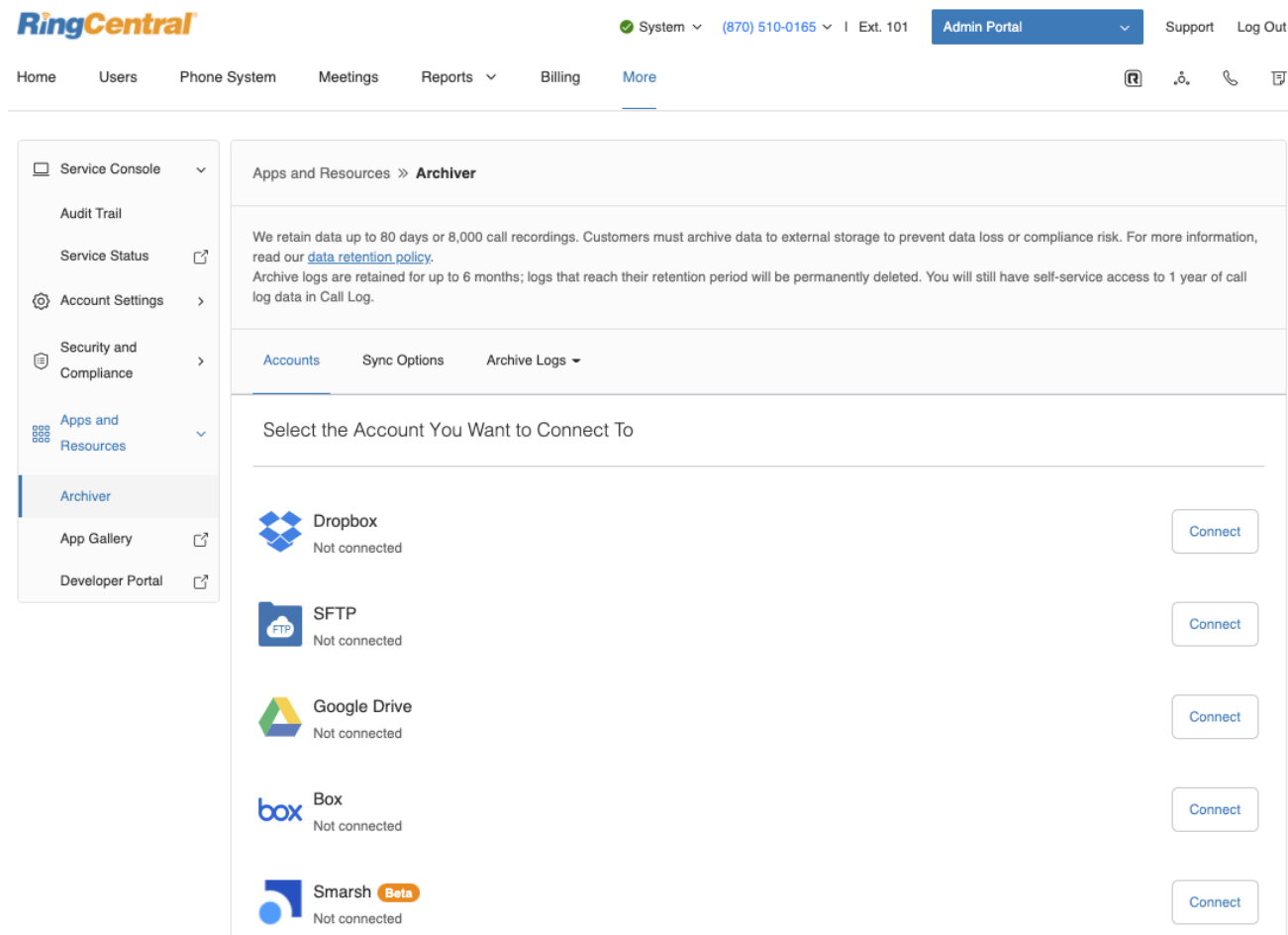
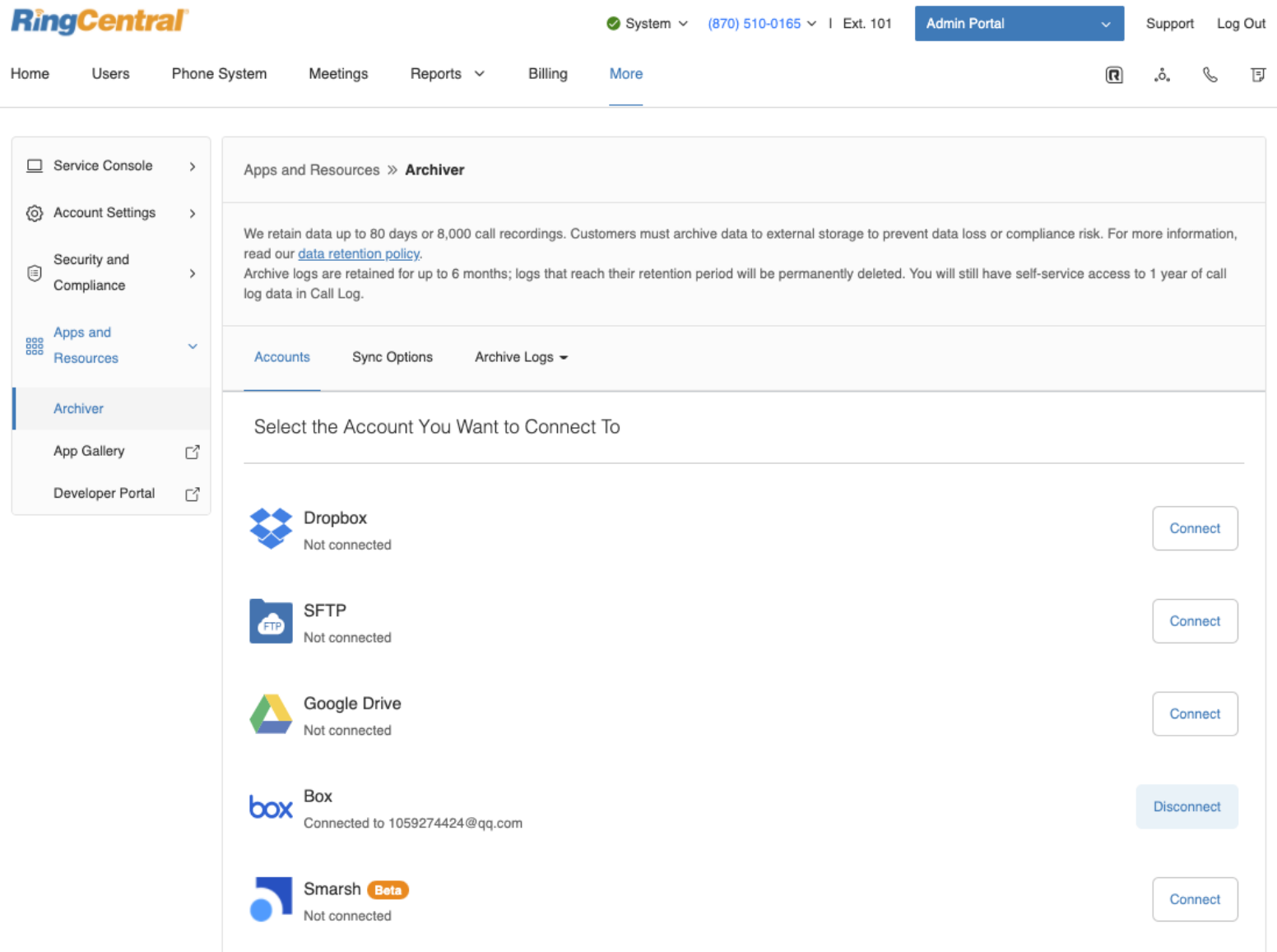


Figure 1

Data backup will cease when with the **DISCONNECT** button. The RingCentral folders created in the storage accounts will not be deleted by the disconnection (Figure 2).



RingCentral System (870) 510-0165 | Ext. 101 Admin Portal Support Log Out

Home Users Phone System Meetings Reports Billing More

Service Console >
Account Settings >
Security and Compliance >
Apps and Resources >
Archiver >
App Gallery >
Developer Portal >

Apps and Resources >> Archiver

We retain data up to 80 days or 8,000 call recordings. Customers must archive data to external storage to prevent data loss or compliance risk. For more information, read our [data retention policy](#).
Archive logs are retained for up to 6 months; logs that reach their retention period will be permanently deleted. You will still have self-service access to 1 year of call log data in Call Log.

Accounts Sync Options Archive Logs

Select the Account You Want to Connect To

Account Name	Status	Action
Dropbox	Not connected	Connect
SFTP	Not connected	Connect
Google Drive	Not connected	Connect
Box	Connected to 1059274424@qq.com	Disconnect
Smarsh Beta	Not connected	Connect

Figure 2

2. Backup RingCentral data to cloud storage

With a RingCentral account connected to the cloud storage account, users can enable or disable backup data from RingCentral to cloud storage by checking/unchecking the **Turn On Backup** checkbox. By default the toggle is **ON**.

With **Turn On Backup** checkbox **checked**, users can select the type(s) of data to backup. Depending on the roles they login with, admin users and extension users would see different page views.

a. Admin View. This view is available to admin users only when they switch to **Account Settings** on the **Sync options** tab (Figure3).

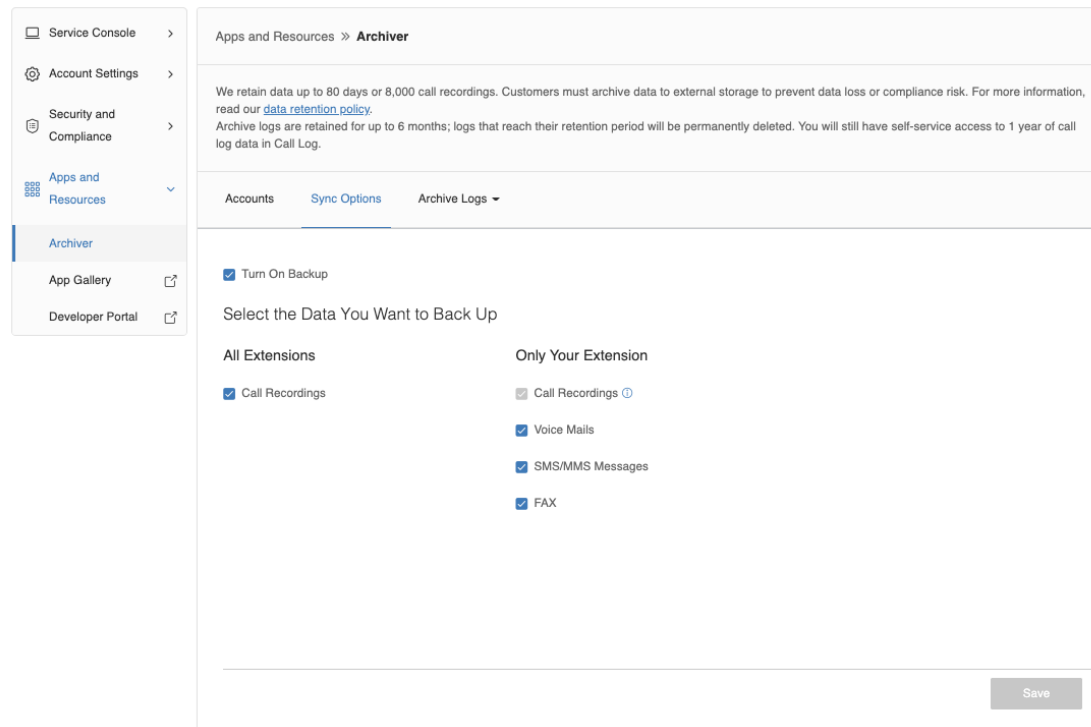
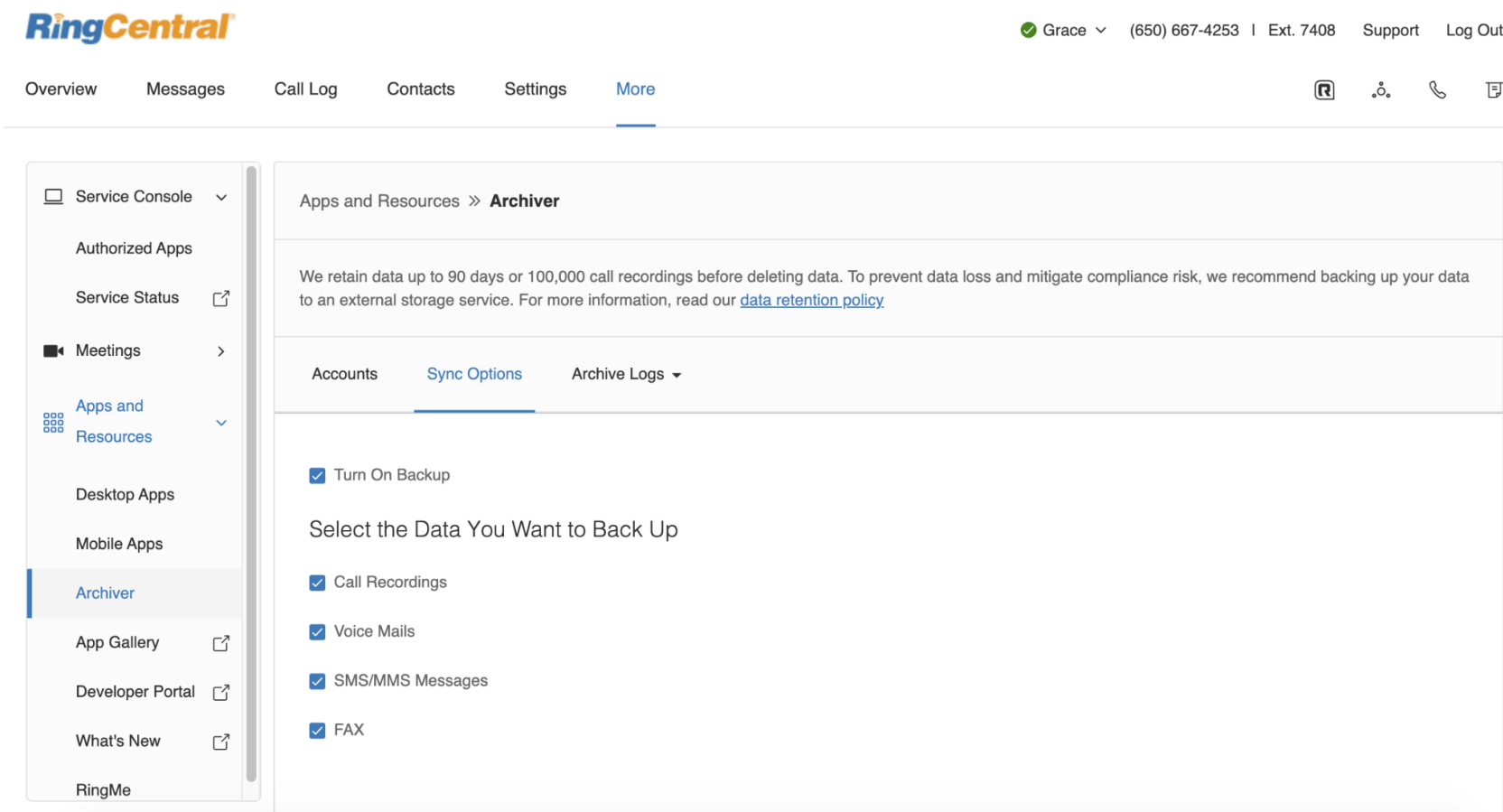


Figure 3

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

With **Turn On Backup** checkbox **checked** in the admin view, RingCentral Archiver will run the job every half hour, archiving the call recordings for all extensions in the entire company. Admin users can archive call recordings for themselves or for all extensions.

b. Extension View. Extension users can select for their own extensions whether to backup Call Recordings, Voice Mails, SMS and Fax.



The screenshot displays the RingCentral Archiver interface. At the top, the RingCentral logo is on the left, and user information (Grace, (650) 667-4253, Ext. 7408) and links (Support, Log Out) are on the right. Below this is a navigation bar with links: Overview, Messages, Call Log, Contacts, Settings, and More (which is underlined). On the left side of the main content area is a sidebar menu with options: Service Console, Authorized Apps, Service Status, Meetings, Apps and Resources (selected), Desktop Apps, Mobile Apps, Archiver (highlighted), App Gallery, Developer Portal, What's New, and RingMe. The main content area is titled 'Apps and Resources >> Archiver'. It contains a message about data retention and a link to the data retention policy. Below this is a tabbed interface with 'Accounts', 'Sync Options' (selected), and 'Archive Logs'. Under the 'Sync Options' tab, there are five checkboxes, all of which are checked: 'Turn On Backup', 'Call Recordings', 'Voice Mails', 'SMS/MMS Messages', and 'FAX'.

RingCentral

✓ Grace (650) 667-4253 | Ext. 7408 Support Log Out

Overview Messages Call Log Contacts Settings More

Service Console

Authorized Apps

Service Status

Meetings

Apps and Resources

Desktop Apps

Mobile Apps

Archiver

App Gallery

Developer Portal

What's New

RingMe

Apps and Resources >> **Archiver**

We retain data up to 90 days or 100,000 call recordings before deleting data. To prevent data loss and mitigate compliance risk, we recommend backing up your data to an external storage service. For more information, read our [data retention policy](#).

Accounts Sync Options Archive Logs

☒ Turn On Backup

Select the Data You Want to Back Up

☒ Call Recordings

☒ Voice Mails

☒ SMS/MMS Messages

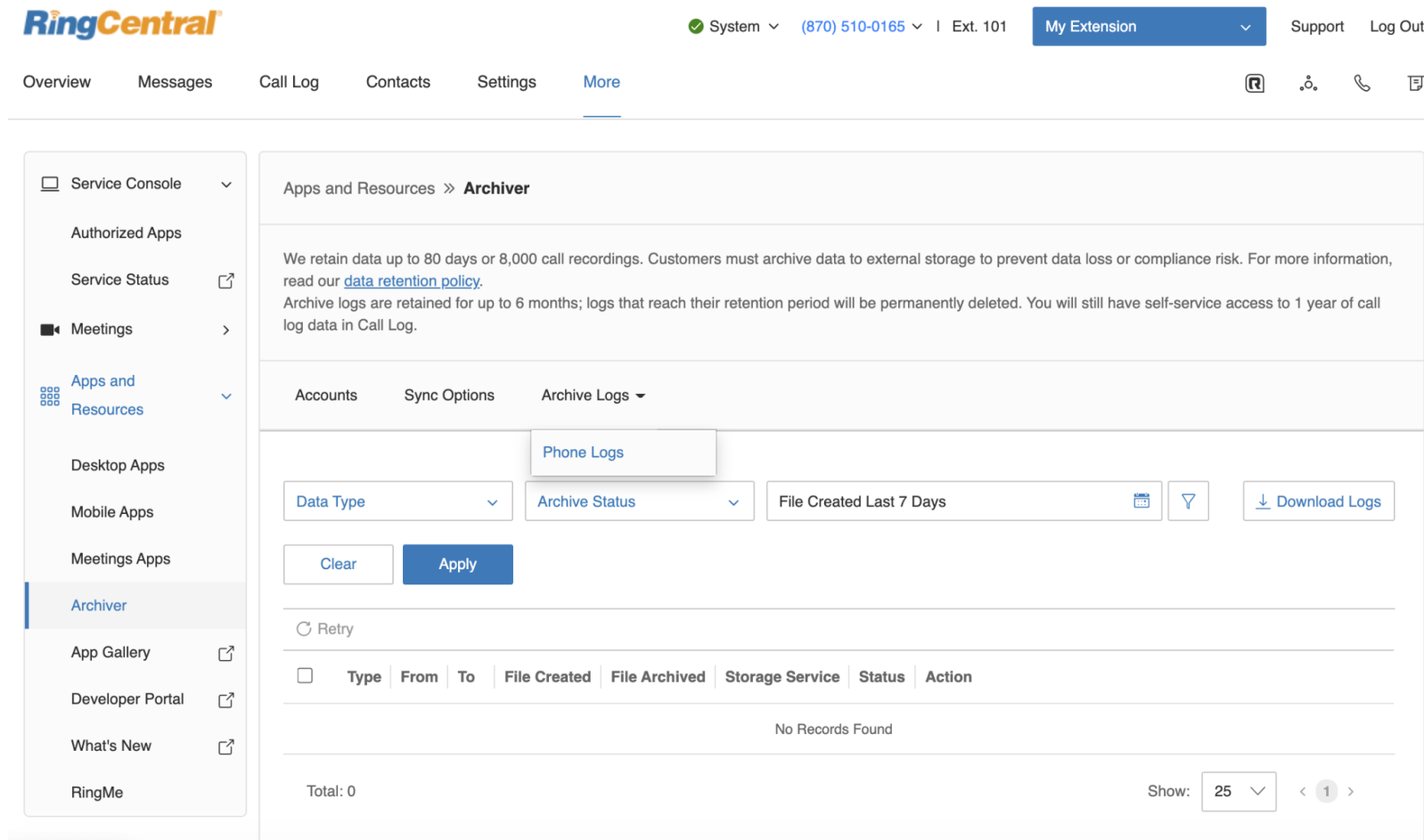
☒ FAX

Figure 4

3. Archiver logs

With **Turn On Backup** checkbox **checked**, archive jobs run every half hour. Each task is logged at the backend, and users can check this log on the **Logs** tab. By default, logs of the past 7 days are displayed.

If data fails to backup due to any issue, Archiver will automatically re-upload the failed items 3 times (Figure 5).



The screenshot displays the RingCentral Archiver interface. At the top, the RingCentral logo is on the left, and system status (System), phone number ((870) 510-0165), extension (Ext. 101), and a dropdown for 'My Extension' are on the right. Below this is a navigation bar with links: Overview, Messages, Call Log, Contacts, Settings, and More (which is underlined). On the left side, there is a sidebar menu with options: Service Console, Authorized Apps, Service Status, Meetings, Apps and Resources (expanded), Desktop Apps, Mobile Apps, Meetings Apps, Archiver (highlighted), App Gallery, Developer Portal, What's New, and RingMe. The main content area is titled 'Apps and Resources >> Archiver'. It contains a paragraph about data retention: 'We retain data up to 80 days or 8,000 call recordings. Customers must archive data to external storage to prevent data loss or compliance risk. For more information, read our [data retention policy](#). Archive logs are retained for up to 6 months; logs that reach their retention period will be permanently deleted. You will still have self-service access to 1 year of call log data in Call Log.' Below this is a tabbed interface with 'Accounts', 'Sync Options', and 'Archive Logs' (selected). The 'Archive Logs' tab shows a 'Phone Logs' dropdown menu. Below the dropdown are filters: 'Data Type' (dropdown), 'Archive Status' (dropdown), and 'File Created Last 7 Days' (calendar icon). There are 'Clear' and 'Apply' buttons. A 'Download Logs' button is also present. Below the filters is a table with the following columns: Type, From, To, File Created, File Archived, Storage Service, Status, and Action. The table currently displays 'No Records Found'. At the bottom, there is a 'Total: 0' and a 'Show: 25' dropdown with pagination controls showing '< 1 >'.

Figure 5

If files still fail after 3 times auto-retry by the system, a manual retry button will be available in Archive logs. Users can either click on the **Retry** button in each log (Figure 6) or select multiple failed records and click on the **Retry** button on the top left corner for bulk retry (Figure 7).

Data Type

Archive Status

File Created Last 30 Days

Download Logs

Clear

Apply

Retry

<input type="checkbox"/>	Type	From	To	File Created	File Archived	Storage Service	Status	Action
<input checked="" type="checkbox"/>	Voicemail	18442382842		04/22/2021 06:34:17	04/22/2021 07:50:08	Dropbox	<div><div></div>Archived</div>	N/A
<input checked="" type="checkbox"/>	Call Recording	12054543000	18442382842#101	04/07/2021 07:34:43	04/21/2021 05:25:08	Google Drive	<div><div></div>Archived</div>	N/A
<input type="checkbox"/>	Call Recording	12054543000	18442382842#101	04/07/2021 07:33:43	04/07/2021 08:05:19	Google Drive	<div><div></div>Failed</div>	<div>Retry</div>
<input type="checkbox"/>	SMS	19047250119	12056632914	04/07/2021 05:24:51	04/07/2021 05:31:07	Google Drive	<div><div></div>Failed</div>	<div>Retry</div>

Figure 6

Data Type

Archive Status

File Created Last 30 Days

Download Logs

Clear

Apply

Retry

<input checked="" type="checkbox"/>	Type	From	To	File Created	File Archived	Storage Service	Status	Action
<input type="checkbox"/>	Voicemail	18442382842		04/22/2021 06:34:17	04/22/2021 07:50:08	Dropbox	<input checked="" type="checkbox"/> Archived	N/A
<input type="checkbox"/>	Call Recording	12054543000	18442382842#101	04/07/2021 07:34:43	04/21/2021 05:25:08	Google Drive	<input checked="" type="checkbox"/> Archived	N/A
<input checked="" type="checkbox"/>	Call Recording	12054543000	18442382842#101	04/07/2021 07:33:43	04/07/2021 08:05:19	Google Drive	<input checked="" type="checkbox"/> Failed	Retry
<input checked="" type="checkbox"/>	SMS	19047250119	12056632914	04/07/2021 05:24:51	04/07/2021 05:31:07	Google Drive	<input checked="" type="checkbox"/> Failed	Retry
<input checked="" type="checkbox"/>	Voicemail	12056632914	18442382842	04/07/2021 05:24:33	04/07/2021 05:31:15	Google Drive	<input checked="" type="checkbox"/> Failed	Retry
<input checked="" type="checkbox"/>	Call Recording	12056632914	18442382842#101	04/07/2021 05:19:23	04/07/2021 05:31:10	Google Drive	<input checked="" type="checkbox"/> Failed	Retry
<input type="checkbox"/>	Call Recording	18442382842	12056632914	04/07/2021 05:18:39	04/21/2021 05:25:19	Google Drive	<input checked="" type="checkbox"/> Archived	N/A

Figure 7

System Requirements

System Requirements

The following browsers are supported by RingCentral for Archiver:

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

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