

Dropbox User Provisioning and Sync in SAASPASS

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Introduction

- SAASPASS provides option for user provisioning and sync for your Dropbox team.
- Provisioning will let you to have a Dropbox account for your new team member automatically, if you manage your users on SAASPASS.
- And Sync will let you to have your Dropbox accounts on SAASPASS so that you don't need to create them manually and you can use them for Single Sign-On for Dropbox.

Connect to Dropbox

- To be able to use provisioning and sync options with Dropbox, you need to configure your Dropbox application for it, so that SAASPASS can connect your Dropbox team.
- This configuration requires an access token that gives access to SAASPASS to connect Dropbox with proper permissions.
- To generate an access token;
 - Go to <https://www.dropbox.com/developers/apps> with your Administrative account for your Dropbox team.
 - Create new app, choose Dropbox Business API.
 - As type of access, choose Team member management.
 - After app is created, you can Generate access token. You should provide this access token in SAASPASS in Dropbox application User Provisioning configuration. If you generate another token later, you should update in the configuration also.
- Now save the configuration and it will be ready to connect to your Dropbox team.
- Note: Only 1 Dropbox application in SAASPASS can connect your Dropbox team. Another application cannot access it since there is already one connected app.

Sync & Group Mapping

- Sync is bringing Dropbox accounts from your Dropbox team to SAASPASS. And by group mapping, you can manage group memberships of accounts in SAASPASS, using Dropbox groups.
- Before you start any mapping or user provisioning, you should click Sync Now button. This will connect to the Dropbox team, bring the accounts and group list from Dropbox.
- Accounts that are received from Dropbox will be created in your company as email accounts. So you don't need to create them manually in SAASPASS. These accounts will be added to Dropbox application group also, so that they will be assigned to the application. This is to make your job shorter, if you will integrate Dropbox with SAASPASS for Single Sign-On. But if you don't want these accounts to be assigned, you can remove from application group anytime.
- When you do sync, SAASPASS will list all groups that are received from Dropbox, in the Sync Mapping Table. They are just group information unless you don't map them with some SAASPASS group. Such groups are shown as [Unmapped] in the table.

Group Mapping for Sync

- Sync mapping table is to map a Dropbox group with a SAASPASS group. If a Dropbox group is mapped, accounts that are in this group in Dropbox will be added to the mapped SAASPASS group also. Sync mapping functionality is performed only for Dropbox groups that you mapped with SAASPASS group and when you click Sync Now.

- Create new mapping:
 - For an Unmapped group, click Map button.
 - While creating a mapping, you can choose an existing SAASPASS group to map with the Dropbox group. But it is also possible to create new SAASPASS group for this mapping. If you want this, choose 'Create New Group with same name'. New SAASPASS group will be created and will have the name of Dropbox group.
 - When you create mapping, SAASPASS group will be assigned to Dropbox application automatically. It is up-to-you if you want to unassign it later.
 - Mapping has 2 options while being created.
 - If you enable 'Keep SAASPASS group fully synced', this will make group memberships of Dropbox and SAASPASS groups identical. So if SAASPASS group that you mapped has some accounts that are not in the group in Dropbox, then those accounts will be removed from SAASPASS group during sync. But if this is disabled and you remove account from group in Dropbox, it will not be removed from mapped SAASPASS group.
 - If you enable 'Create Provisioning Mapping..', this will create provisioning mapping between groups. (You can read Provisioning Mapping details later)
 - There are some limitations for Sync mapping: A Dropbox group can be mapped to these SAASPASS group types only: Custom / Application. But Active Directory groups and smart groups cannot be used in sync mapping. And A Dropbox group can be mapped only to one SAASPASS group. (It cannot be mapped to more than one SAASPASS group. But different Dropbox groups can be mapped to same SAASPASS group)

- Auto Mapping groups:
 - For unmapped Dropbox groups, if you don't want to map them with any existing SAASPASS group but with new groups that will represent Dropbox group (with same name), you can click 'Automap Unmapped Groups with SAASPSS Groups' button. This will map Dropbox groups with new SAASPASS groups automatically.

Some Sync Policies and Notes

- New email account is created in your company for new Dropbox accounts, if there is no such account in your company already.
- By default, all accounts that are sync from Dropbox will be added to Dropbox application group.
- If you delete an account from Dropbox, its matched email account will be removed from Dropbox application group automatically during sync.
- SAASPASS matches Dropbox accounts with SAASPASS accounts via email address.
- When a new email account is created during sync, verification email is sent to the user to verify the email with his SAASPASS ID.
- If you delete a SAASPASS account that was synced from Dropbox, this account will not be created later again on further syncs. Because SAASPASS assumes that you didn't want this in SAASPASS and it shouldn't come again in every sync. But if you need this account in SAASPASS, you can manually create it anytime.
- By default, SAASPASS groups that you mapped with a Dropbox group will be assigned to the Dropbox application.
- If you delete a group from Dropbox, its sync mapping will be removed from sync mapping table.

- There is a default group in Dropbox teams called 'Everyone at YourTeamName' that keeps all accounts. You can use that also in sync mapping with a SAASPASS group so that all accounts in your team will be in the mapped SAASPASS group. But note that not active accounts (in Invited state), are not member of this default group. So those accounts will be created in SAASPASS but added to Dropbox application group only when you do Sync.

Auto Sync

- If you want periodic sync to be performed by SAASPASS, you can enable Auto-Sync Feature. When scheduled time arrives, SAASPASS will perform Sync with Dropbox on behalf of you.
- You have several options about sync intervals.
- If you do any change on Dropbox team (in Dropbox), it is recommended to use Sync Now; so that SAASPASS will have up-to-date data of it and will not have inconsistency issues during provisioning.

Provisioning & Group Mapping

- Provisioning feature lets you to create new accounts on Dropbox automatically (i.e. you have new employee) and add them to Dropbox groups that you map.
- Group mapping is not only about creating accounts but also to manage group memberships of Dropbox accounts in SAASPASS

Group Mapping for Provisioning

- Provisioning mapping table is to map a SAASPASS group with a Dropbox group.
- To create new mapping, click Map New Groups to Provision button. This will display SAASPASS groups that you can map with a Dropbox group.
- If you don't want to map with an existing Dropbox group but want to create new Dropbox group; choose 'Create new group with same name' option instead of Dropbox group.
- When you created new mappings, SAASPASS will automatically assign SAASPASS groups that you mapped to the Dropbox application.
- And if you chose new group to be created for some mapping, SAASPASS will create these groups in Dropbox immediately.

Provisioning Process

- When you click Provision Now, provisioning process will check provisioning mappings. For each mapped SAASPASS group, it will check email and Active Directory accounts in the group. If a matched account is not in your Dropbox, it will create new Dropbox account there. After creating new account (or after detecting account already exist), it will add the account to the Dropbox group that you mapped with SAASPASS group.
- If you remove an account from SAASPASS group that is mapped with a Dropbox group for provisioning, SAASPASS will automatically remove this account from group in Dropbox (if there is such mapped Dropbox account). (Note that this is not valid for adding an account. For that, you should manually use Provision Now)

Some Provisioning Policies and Notes

- SAASPASS provisions valid accounts only to Dropbox which are of type email or Active Directory. So if a SAASPASS group that you mapped for provisioning has some simple username or mobile number accounts, they will be ignored.
- If you don't want to deal with any groups in Dropbox, you can just map SAASPASS group(s) with Dropbox group that is called 'Everyone at YourTeamName'. If you do that, Provisioning process will add accounts to that group just like other mapped groups. But if this is a new account in your team, account will be created and invitation will be sent. Such accounts are in Invited state and they will not be under 'Everyone at YourTeamName'. You will find such accounts if you list All members in Dropbox admin panel.
- SAASPASS is not deleting or suspending an account on your Dropbox team (even if you delete it from SAASPASS). Provisioning is just about creating new accounts and managing group memberships in Dropbox. If you need to delete or suspend an account, you should manually do this on Dropbox admin panel.
- For some cases, provisioning of accounts or groups may fail. You will see an error message and try to understand / fix the issue. SAASPASS will provide option to get detailed reports of sync and provisioning soon but for now there are some specific points you should consider in such failure cases:
 - If multiple accounts are subject of provisioning, some may successfully provisioned and some may fail due to several reasons. You won't see error message since there is no complete failure. But if some users face issue on accessing their Dropbox account, we recommend you to check your Dropbox team to see the account status.
 - Account creation will fail if the account is not email type or Active Directory. For Active Directory account, be sure that it has valid email value on the attribute that you chose for provisioning (User Principal Name or Email).
 - Account creation will fail if the account is in restorable state. Such accounts are deleted from your Dropbox team but they are still restorable and can be seen in Deleted members list. If this is the case, you should restore manually from Dropbox admin panel.
 - Account creation will fail, if you reached the limit of user licenses in Dropbox. In such case, you should manage this manually. (i.e. deleting another account to have available license)
 - Account creation and group creation will fail, if there is already existing account or group in Dropbox with same account name / group name. This will happen if you created them manually on Dropbox but not synced to SAASPASS. Similar issue will occur during group membership updates. For example, if an account is already in Dropbox group but SAASPASS is out-of-sync, then provisioning this account to same group will fail. To avoid such cases, you should either manage your Dropbox users and group in SAASPASS using sync and provisioning; or if you do changes on Dropbox admin panel, to perform Sync Now in SAASPASS.

Provisioning Active Directory Users to Dropbox

- If you manage your user accounts for applications on Active Directory, SAASPASS lets you to provision them to Dropbox.
- For this, you need to have integrated Active Directory in SAASPASS admin portal. If you don't have it yet, go to Groups & Users, click ADD, choose New Active Directory and follow instructions.

- If you have integrated AD, then you have user accounts in your company in SAASPASS.
- Since Dropbox accounts will be created using an email address, you should be sure that the AD accounts that you want to provision to Dropbox have valid email value. This value can be set on email attribute of AD account or UserPrincipalName attribute if you defined UPN Suffix for your AD accounts (so that UserPrincipalName will have valid email value).
- For provisioning AD accounts to Dropbox, first choose the attribute of AD accounts that you want to use as Dropbox account name. You can do this choice on Provisioning & Group Mapping sections. As explained, there are User Principal Name or Email options to choose.
- Now you can create Provisioning mapping between an AD group that you have on SAASPASS and existing Dropbox group (or you can create new Dropbox group for them as explained before). After mappings are ready, Provision Now will perform regular provisioning process, using proper attribute of AD account. Finally, AD accounts will be provisioned to your Dropbox team.
- Note: As you read in Sync details, SAASPASS creates email account for a new Dropbox account that received during sync. AD accounts are represented by sAMAccountName attribute in SAASPASS. So if you do Sync after AD accounts are provisioned to Dropbox, there will be new email accounts created in admin portal for them if you don't already have them.

Managing Shared Dropbox Accounts During Provisioning and Sync

- SAASPASS allows email accounts to be shared between multiple SAASPASS users. So this lets you to share your Dropbox accounts also in SAASPASS.
- If you are not familiar with sharing accounts, you can navigate to Sharing Center in SAASPASS admin portal.
- Shared accounts during provisioning and sync behave as if they are 1 account in SAASPASS, so the flows and rules that are written for provisioning and sync are valid for shared accounts also. For example, if you remove a shared account from a SAASPASS group and you mapped this with a Dropbox group for provisioning, the account will be removed from that group in Dropbox also (even the other shared account stays in the SAASPASS group).