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RingCentral Ring Central for Archiver User Guide

RingCentral for Archiver

Admin Guide



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Introduction

About RingCentral Archiver

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

About this Guide

This Administrator Guide focuses on how to successfully configure Archiver access for your organization as an **Admin Portal Administrator**.

- Enable Archiver
- Create custom roles for Archiver as needed

Please refer to User Guide on how to sync your RingCentral data to a cloud storage of your choice:

<https://netstorage.ringcentral.com/guides/archiver.pdf>

User Notice

By using the RingCentral Archiver, 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>

Configure Archiver Access

Enable Archiver

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

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

The screenshot shows the 'Archiver Settings' page in the RingCentral Admin Portal. The left sidebar contains a menu with 'Service Console', 'Audit Trail', 'Service Status', 'Account Settings' (selected), 'Appearance', 'Archiver Settings' (highlighted), 'Directory Integration', 'Multi-Site Settings', 'Security and Compliance', and 'Apps and Resources'. The main content area is titled 'Account Settings » Archiver Settings' and contains two toggle switches: 'Admin Archiver' and 'User Archiver'. Below each toggle is a descriptive text.

Account Settings » **Archiver Settings**

☒ Admin Archiver
Super Admins, Manager pre-defined role can archive account data. You can also create new custom roles with permission to archive account data or restrict access.

☒ User Archiver
All users can archive their own data.

Figure 1

Admin level archiving Roles and Permissions

Users assigned with predefined Manager and Super Admin roles can access Archiver and archive data for the entire company. Administrators of Admin portal can also create custom roles and grant necessary permissions for admin archiving. Log in <https://service.ringcentral.com> with **Admin portal administrator account**, switch to Admin Portal from the dropdown on the top right corner and find Users -> Roles and click on + New Role to create custom roles (Figure 2).

The screenshot shows the 'Roles' page in the RingCentral Admin Portal. The left sidebar contains a menu with 'User List', 'Users with Extensions', 'Unassigned Extensions', 'Roles' (selected), 'User Groups', and 'Templates'. The main content area is titled 'Roles' and contains a search bar, a '+ New Role' button, and a table of roles.

Roles

Roles give admins the ability to control what users can do within the system. A role is a collection of permissions which could be based on a job function. **Standard (International)** is assigned to new users by default.

Search

Role Name	Type of Role	Description
Billing Admin	Predefined	Billing functions plus Standard International and Manager functions.
copy for standard with company level call re...	Custom	
Manager	Predefined	Company reporting functionality plus Standard International.

Figure 2

Tick and save the permissions below to ensure custom roles have sufficient privileges for admin archiving (Figure 3).

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

The screenshot shows the RingCentral Admin Portal interface. At the top, the RingCentral logo is on the left, and 'Admin Portal' with a dropdown arrow and a user profile icon (labeled 'SN') are on the right. A navigation bar below the logo contains links: Home, Users (highlighted), Phone System, Meetings (with a dropdown arrow), Reports (with a dropdown arrow), Billing, and More.

The main content area is titled 'copy for standard with company level call recording' and includes an 'Edit' button. On the left, there is a sidebar with 'Overview' (selected) and 'Assigned Users'. The main configuration area has two columns: 'Name' and 'Description'. The 'Name' column contains a text input field with the value 'copy for standard with company level call recording'. Below this, it shows 'Type of Role: Custom' with an information icon, and an unchecked checkbox for 'Set as Default'. The 'Description' column is empty.

Below these fields is a 'Permissions' section with two expandable categories: 'General' and 'Policies'. The 'General' category is expanded, showing a checked checkbox and the text 'Overview, Messages, Contacts, Standard User Tools'. The 'Policies' category is also expanded, showing two checked checkboxes: 'Domestic Calls' and 'Internal Calls'.

Figure 3

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

< Back

copy for standard with company level call recording

Overview

Assigned Users

Search

Department

+ Assign User

Remove

<input type="checkbox"/>	Name	Number	Ext.	Department	Actions
<input type="checkbox"/>	John Doe702	+1 (206) 4513020...	103		Remove

Figure 4

Extension level archiving Roles and Permissions

Users who archive call recordings at extension level need to be assigned to a role with sufficient permissions by the admin portal administrator. Otherwise, extension users cannot archive his or her call recordings.

All predefined roles include required permissions for extension archiving. Administrators of Admin portal can also create custom roles and grant necessary permission for extension level archiving. Log in <https://service.ringcentral.com> with **administrator account**, switch to Admin Portal from the dropdown on the top right corner and find Users -> Roles and click on + New Role to create custom roles (Figure 2).

Please ensure the permissions below are ticked in the custom role (Figure 5). Then go to the Assigned Users tab and click on + Assign User to assign the custom role to user(s) as needed (Figure 4).

- User Call Log

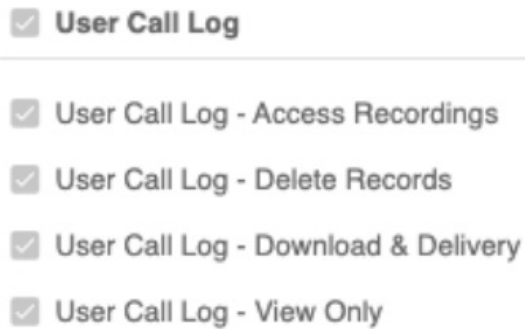
- 
- A screenshot of a settings menu for 'User Call Log'. The menu is titled 'User Call Log' with a checkmark icon. Below the title, there are five options, each with a checkmark icon: 'User Call Log - Access Recordings', 'User Call Log - Delete Records', 'User Call Log - Download & Delivery', and 'User Call Log - View Only'.
- ✓ User Call Log
 - ✓ User Call Log - Access Recordings
 - ✓ User Call Log - Delete Records
 - ✓ User Call Log - Download & Delivery
 - ✓ User Call Log - View Only

Figure 5

System Requirements

The following browsers are supported by RingCentral for Archiver:

- Microsoft Edge 38+ (Windows 10)
- Firefox46®+(Windows®,Mac®)
- Chrome™ 50 + (Windows,Mac)
- Safari® 9.1+(Mac)

General Questions

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

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

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

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

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

Please suggest the users to go to My Extension (not Admin Portal) to find **More -> Apps**

and Resources -> Archiver. More details please refer to the User Guide.

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

Please ensure the user's assigned role includes these permissions below:

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

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

4. Why does the Archiver Administrator see an error that “Call recordings for all extensions couldn't be backed up” in the Sync Options tab though the Call Recordings for All Extensions is selected (Figure 6)?

The Archiver administrator sees this error because the admin does not have sufficient permissions to access the company's call recordings. Please ensure all permissions listed in question 3 are selected and saved in the archiver administrator's assigned role. Otherwise, the call recordings for all extensions cannot be archived though it has been selected.

We retain data up to 80 days or 9,000 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

You don't have the permission to back up all your selected data. [Find out how to fix it](#)

☒ Turn On Backup

Select the Data You Want to Back Up

☒ Call Recordings

☒ Voicemails

☒ SMS/MMS Messages

☒ FAX


Save

Figure 7

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Documents / Resources

	<div>RingCentral Ring Central for Archiver [pdf] User Guide</div> <div>Ring Central for Archiver, Central for Archiver, for Archiver</div>
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References

- [User Manual](#)

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