Tips and FAQ

Dropbox Business: How Can the Team Space Root Directory Be Accessed?

When using Dropbox Business' team space, you are allowed to create a member folder inside of the team's space. This member folder appears as a purple icon and it will become your default root path (aka '/') when using the API.
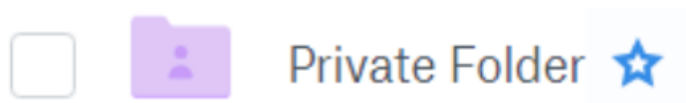
If you have a member folder, the following steps can be used to access the Team Space's root folder instead:

1. Make a request to the /namespaces endpoint from DBBs API-Docs.
2. In the response you will see a namespace ID whose type is "team_folder". Save this ID.
3. Add the previous namespace ID under the "teamSpaceId" header in your request.
4. This will allow the SAP Open Connectors platform to differentiate between your member root folder and the team space folder.

What ID Can Be Used To Get The Root Folder of Documents Hub Connectors?

We are in the process of normalizing the documents hub even further, but there are always a few unique API provider differences and the 'ID' used to make a GET by the root folder ID is one such difference.

Currently the following values can be used in these connectors to make GET calls directly against the root folder by ID (for example, `GET /folders/{id}/contents` or `GET /folders/{id}/metadata`).

- **Box**: `0` . For example, `GET /folders/0/contents` .
- **Dropbox**: Double URL-encoded path: `%252F` . For example, `GET /folders/%252F/contents` .
- **Google Drive**: `root` . For example, `GET /folders/root/contents` .
- **OneDrive**: `root` . For example, `GET /folders/root/contents` .
- **ShareFile**: Whatever value was input at instance provision as the Sharefile root folder, such as `top` . For example, `GET /folders/top/contents` .

What happens to deleted files?

If you do not permanently delete dropbox files, they remain in your Trash folder and generate an `UPDATED` event type if they are re-created.

What's a refid?

p>Dropbox includes a `refId` for certain APIs. This is the actual ID of the file sent back from Dropbox. It can be used as the `ID` with all API calls with the exception of `GET /folders/{id}/contents` .

The `GET /folders/{id}/contents` endpoint does not support the `refId` at this time.

Dropbox Business Documents - Tag and Path Names are Saved in our Database

If you enable the Document Hub Tagging (`document.tagging`) configuration parameter with certain connectors from the Documents hub, the paths and tags for any documents accessed will be stored in the SAP Open Connectors database in clear text. Affected connectors include a mention of this in their respective descriptions of the parameter.

Documents connectors affected include:

- Dropbox
- Dropbox Business
- Egnyte
- Google Drive
- Sharepoint
- Syncplicity

See our Data Protection & Privacy documentation for specifics about our data storage and security policies.