

Your Mission: Use F-Response to collect Dropbox account data



Using F-Response to collect Dropbox Cloud Storage contents

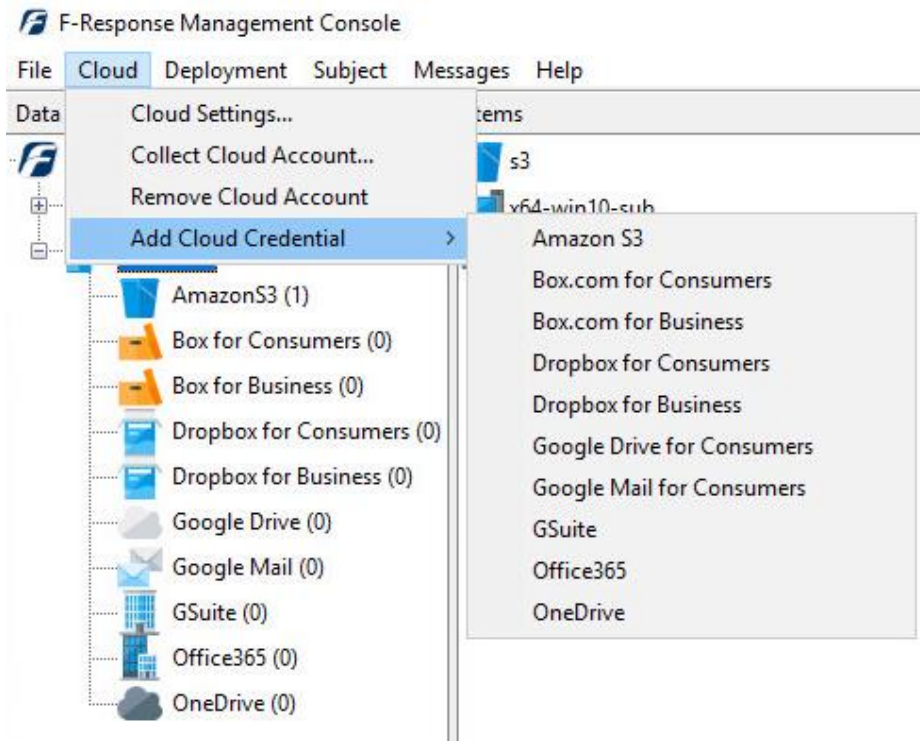
i Important Note

Disclaimer: F-Response provides access to 3rd party data sources via Application Programming Interfaces (APIs) and internal structures presented by the provider. 3rd party provided data sources by their very nature are volatile. The afore mentioned F-Response products provide "best effort" for accessing and interacting with those 3rd party data sources however service disruptions, API changes, provider errors, network errors, as well as other communications issues may result in errors or incomplete data access. F-Response always recommends secondary validation of any 3rd party data collection.

F-Response Cloud Collector Options Supported		
Revision History	Available and supported.	Dropbox and F-Response support collecting revision history. Enabling Revision History in F-Response will increase the number of files collected.
Hash Verification	Available and supported.	Dropbox provides hashes of items which will be automatically checked in F-Response if Verify Hashes is enabled.
Rerun Collection	Available and supported.	F-Response can retry to collect specific items that have errored out. This option is only available when collecting to a local directory

Step 1: Open the Dropbox Credential Configuration Window

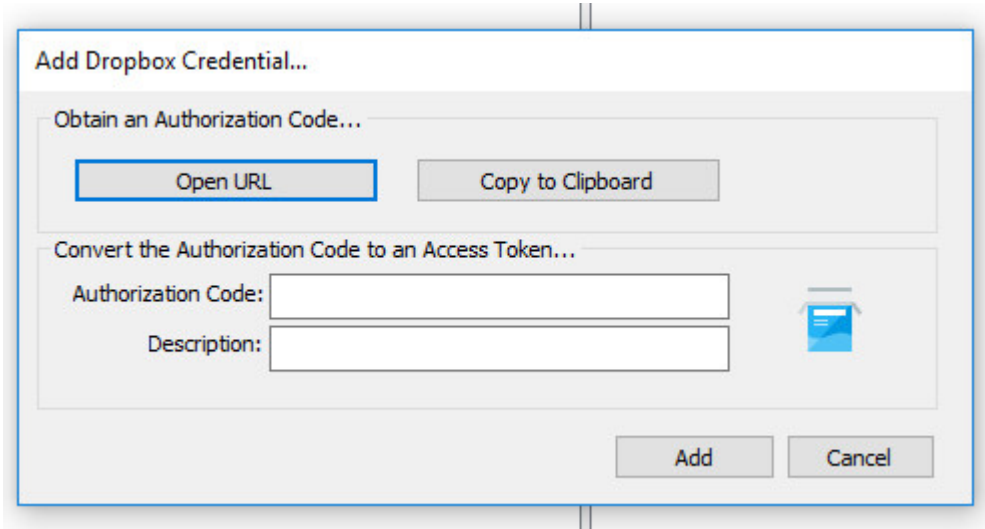
Open the F-Response Management Console and navigate to Cloud->Add Cloud Credential->Dropbox for Consumers or Dropbox for Business depending on the desired version, or double click on the appropriate icon in the Data Sources pane.



F-Response Management Console

Step 2: Open URL or Copy to Clipboard

The first step in obtaining access to the Dropbox account is to request access either via the browser directly or, if you do not have access to the account in question, copying the request URL to the clipboard to be shared with the account holder via email, IM, etc.

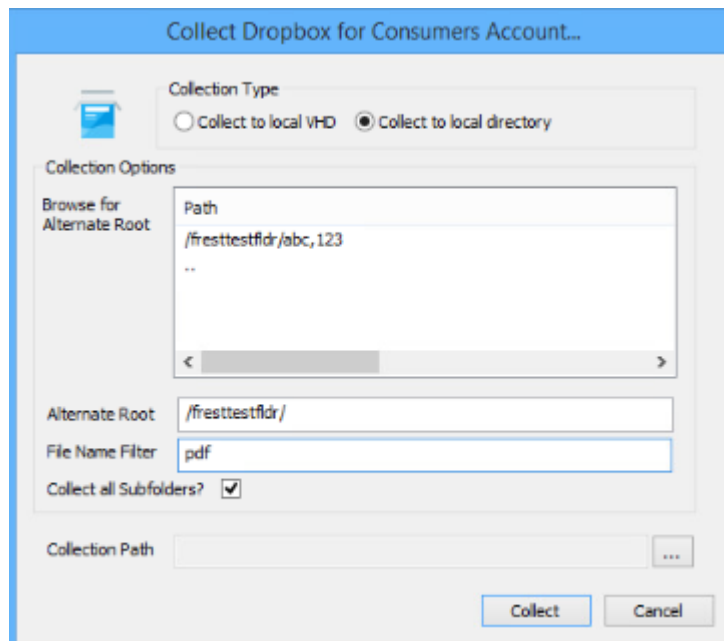


Dropbox Credentials Dialog

Regardless of the method chosen, the web browser user will be asked to login to Dropbox and authorize the F-Response Connector. Upon completion they will be redirected to the F-Response website where an Authorization code will be presented. This is the Dropbox Authorization Code which must be entered (copied and pasted) into the Authorization Code field of the Dropbox Credentials window along with a Description (your choice). Press the Add Credential button to verify and add this Dropbox credential.

Step 3a: Start a collection (Dropbox for Consumers)

Select the Dropbox for Consumers icon under Data Sources and then double click on the newly added Dropbox account under Items. This will prepare a new dialog for collecting the account's contents.



Starting a new collection

To collect the full account specify whether you would like to collect the contents to a virtual hard disk or a local directory under **Collection Type**, choose a location to place the data in the **Collection Path** field (Note: collection path must be local as you cannot collect to a network share) and click the **Collect** button.

To refine the scope of the collection some, or all, of the **Collection Options** can be invoked to reduce the size of the data set to be collected. The options are as follows:

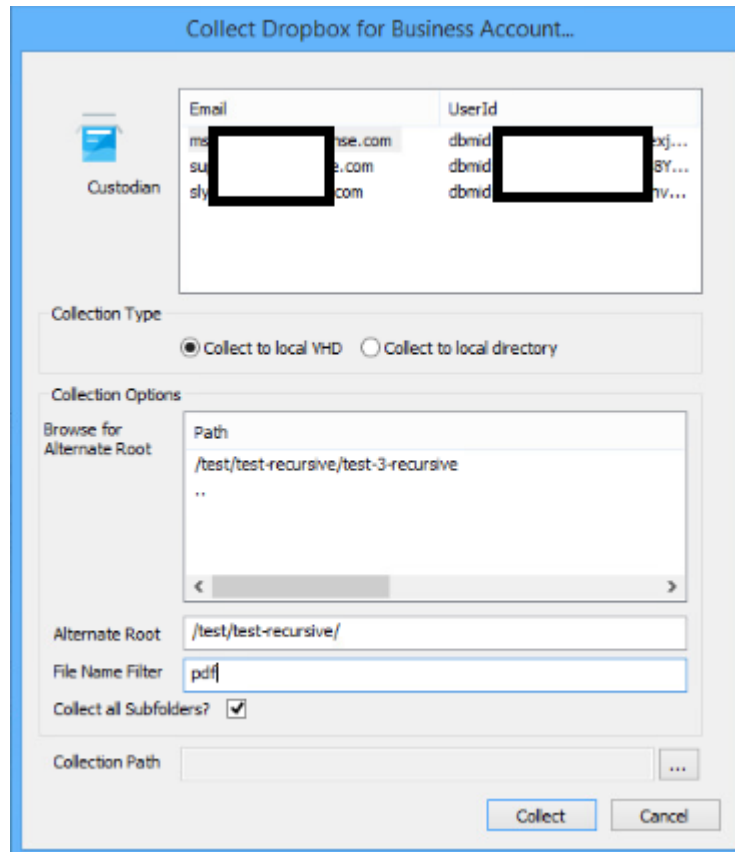
Browse for Alternate Root: this option will allow you to select a different starting location to pull data from. Click on an item and wait a moment for the subdirectories to parse. Continue to click and drill as far down the path as you need to narrow the scope of the collection accordingly (the 'double dot' option will take you back). The **Alternate Root** field below will populate with the correct information.

File Name Filter: Will check the string entered here against files as presented by the provider. There is no need to enter wildcards (*.*) and it does not use regular expressions. For example, to collect only Excel files in the account, just type **.xls** in the box.

Collect all Subfolders? If checked, it will collect the content of all subfolders, if unchecked, it will only collect that folder's file contents.

Step 3b: Start a collection (Dropbox for Business)

Select the Dropbox for Business icon under Data Sources and then double click on the newly added Dropbox account under Items. This will prepare a new dialog for collecting the account's contents.



Starting a new collection...

Select the specific user account you would like to collect from the **Custodian** list, as well as whether you would like to collect the contents to a virtual hard disk or a local directory under **Collection Type**.

To collect the entire account, choose a location to place the data in the **Collection Path** field (Note: collection path must be local as you cannot collect to a network share) and click the **Collect** button.

To refine the scope of the collection some, or all, of the **Collection Options** can be invoked to reduce the size of the data set to be collected. The options are as follows:

Browse for Alternate Root: This option will allow you to select a different starting location to pull data from. Click on an item and wait a moment for the subdirectories to parse. Continue to click and drill as far down the path as you need to narrow the scope of the collection accordingly (the 'double

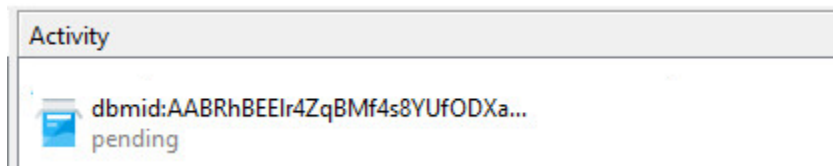
dot' option will take you back). The **Alternate Root** field below will populate with the correct information.

File Name Filter: Will check the string entered here against files as presented by the provider. There is no need to enter wildcards (*.*) and it does not use regular expressions. For example, to collect only Excel files in the account, just type **.xls** in the box.

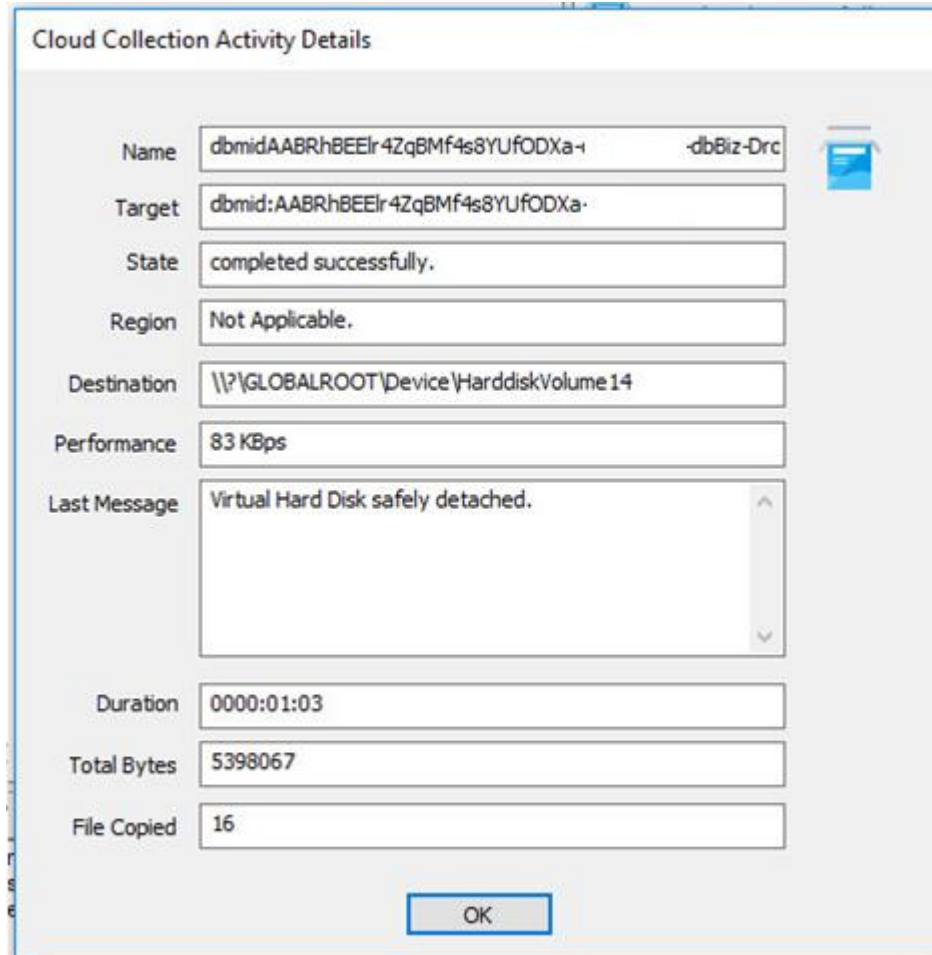
Collect all Subfolders? If checked, it will collect the content of all subfolders, if unchecked, it will only collect that folder's file contents.

Step 4: Check the Activity Pane

The Activity Pane shows the active collection. Double clicking on the collection will provide additional details.






Activity



Collection Details...

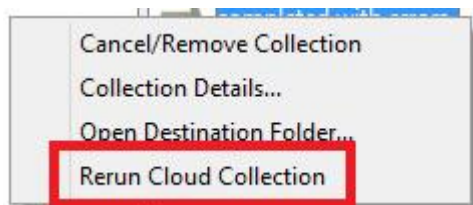
Step 5: Review the collection

Navigate to the destination folder at the completion of the collection to review the individual files collected, or the summary VHD, along with any log or error reports.

Name	Date modified	Type	Size
 dbBiz-DropboxForBusiness-9-17-2018-20...	9/17/2018 4:25 PM	CSV File	10 KB
 dbBiz-DropboxForBusiness-parse-errors-...	9/17/2018 4:24 PM	CSV File	1 KB
 dbmidAABRhBEElr4ZqBMf4s8YUfODXa-...	9/17/2018 4:25 PM	Hard Disk Image F	92,460 KB

Collected items

Rerunning a collection



If your cloud collection completes with errors, F-Response can be used to rerun the collection and target only those files/folders it was unable to collect. This operation can be performed multiple times until a collection completes successfully. Not all providers offer rerunning options, and not all errors can be reattempted. To rerun a cloud

collection, right click on the completed collection in the Activity column and choose **Rerun Cloud Collection**.

***Note:** Rerunning a collection is only available when collecting to a local directory, this not an option when collecting in VHD format.

Additional Details

The following file datetime values are used by F-Response during the collection (*Any missing dates are set to 1601-01-01T00:00:01Z*):

WINDOWS TIME	PROVIDER VALUE
MODIFIED	See below
ACCESSED	
CREATED	

Troubleshooting

Will F-Response show the Dropbox time stamps?

Dropbox provides two different times that can be used as Modified Time for a given file. **By default, the software uses the Modified time as provided by the Dropbox servers.** Alternatively, it is possible to use the Client MTime, a non-verified time that is assigned to the files when they are modified by a Dropbox Client tool. The Client MTime is not verified by Dropbox. This can be changed under Cloud->Cloud Settings.

Here are the choices as defined by Dropbox directly:

client_modified Timestamp(format="%Y-%m-%dT%H:%M:%SZ") For files, this is the modification time set by the desktop client when the file was added to Dropbox. Since this time is not verified (the Dropbox server stores whatever the desktop client sends up), this should only be used for display purposes (such as sorting) and not, for example, to determine if a file has changed or not.

server_modified Timestamp(format="%Y-%m-%dT%H:%M:%SZ") The last time the file was modified on Dropbox.