

The logo for Jive, featuring the word "jive" in a lowercase, bold, sans-serif font. The letter "j" has a distinctive hook that extends downwards and to the left.

work better together™

Anywhere

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8.0 Help for Community Managers

About Jive Anywhere

Jive Anywhere combines the endless information of the Internet with the collaborative power of Jive.

To get work done, you need to interact with many different web sites and web applications. For example, you approve invoices, review job candidates, or research on the Web. When you come across something you need to discuss in Jive, such as a candidate in LinkedIn, you can now use Jive Anywhere to connect all the Jive conversations. In one place, everyone in your community can converge on this one subject.

Jive Anywhere brings Jive collaboration directly into the context of any web site or web application. For instance, as you review a sales opportunity with a CRM system, you can see if anyone in your company has already been discussing the company. With a Jive Anywhere click, you can create a group in your Jive community to discuss the opportunity with colleagues.

Jive Anywhere System Requirements

This topic specifies the required and supported system elements for Jive Anywhere.

Jive Anywhere requires Jive 6 and higher or Jive Cloud. Check out our [Jive Anywhere Feature Compatability Matrix](#) to learn about Jive Anywhere features available with each EAPIs version.

Supported Browsers

- Safari 5.1 and higher (OSX only)
- Internet Explorer 8, 9*, and 10** for Windows only
- Google Chrome***
- Mozilla Firefox***



Note:

* Snapshots and the ability to zoom out are available in the Jive Anywhere view of your community when using Internet Explorer 9 and higher. (The exception is when you're using IE 9 in quirks mode, which is a browser technique used for maintaining backwards compatibility with web sites using old, non-standard html markup.) In Internet Explorer 8, you can use original size and fit-to-page views in the Jive Anywhere view.

** The ability to upload file attachments and embed images using OWA, Gmail, or Google Drive are available in the Jive Anywhere view of your community when you're using Internet Explorer 10 and higher.

*** The Google Chrome and Mozilla Firefox browsers are released frequently. Jive Software makes every effort to test and support the latest version.

Supported Operating Systems

- Mac OSX
- Windows XP SP2 (Windows Installer 3.1)
- Windows Vista
- Windows 7
- Windows 8*



Note: * For Windows 8, only Internet Explorer in the desktop version is supported. For Internet Explorer 10, enhanced protected mode (EPM) must be disabled, which it is by default. To edit this setting, navigate to **Tools > Internet options > Advanced**.

Other

- .NET Framework 3.5 SP1 or 4.x Client profile (required for Internet Explorer)

Managing Jive Anywhere

Jive Anywhere brings conversation, content, and context into Jive from anywhere you are on the Web.

Jive Anywhere integrates any web page or web application with your community. With Jive Anywhere, you can start a conversation, or see what everyone else has already said, about any Web content. Best of all, there's absolutely no code required. It just happens automatically. IT doesn't have to be burdened with another integration.

To begin, all you need to do is install the Extended API (EAPI) plugin in Jive, configure Jive Anywhere, and provide the Jive Anywhere browser plugin for your community.

Discuss with your entire community

We've made it simple to post discussions to the entire community. All you have to do is select **Entire Community** when choosing where to post your discussion, and it will be visible to everyone in the community. This feature replaces posting to the root space.

Installing the Extended API JAR File

The Extended APIs plugin JAR file can be downloaded from the Jive Software web site. This plugin supports multiple Jive products including this one. After you add this plugin, you'll need to restart Jive in order for the feature to become available.

Once you download the plugin JAR file, install it using the following steps:

1. In the Admin Console, go to **System > Plugins > Add Plugin**.
2. Under **Install a new plugin**, click **Browse** to select and open the plugin JAR you downloaded
3. Click **Upload** to add it to the community.
4. Restart the application as root: `/etc/init.d/jive-application restart`. For a cluster installation, restart each node.
5. Once the application has restarted, you can verify that the plugin was installed by navigating to **System > Plugins > Installed Plugins** and checking the list for the Extended APIs plugin. This is also where you can remove the plugin.
6. Finally, go to **System > Settings > Extended APIs** and ensure the modules you want are enabled.

Post-Installation Configuration

After you install the Extended APIs plugin, you need to perform the post-installation configuration steps to get Jive Anywhere to work the way you want.

After installing the Extended APIs plugin, configure Jive using the following settings:

- For Extended APIs, if your environment blocks unauthenticated traffic using proxy and SSO, then you need to allow `/__services/eapis/version/current` without any authentication header.

- [Enable OAuth.](#)
- [Deploy browser plugins to multiple users.](#)
- [Restrict web sites that use Jive Anywhere.](#)
- If you want to enable auto-updates, allow outgoing network access through the firewall to `files.jivesoftware.com`.

Enabling OAuth

OAuth is the authentication method for Jive Anywhere.

OAuth provides a process for client users to authorize third-party access to their server resources without sharing their credentials (typically, a username and password pair), using user-agent redirections.

To enable OAuth, configure the following settings in your company's proxy and firewall:

- Allow `#JIVESERVER#/api/oauth2/*` calls without any authentication headers.
- Accept the **oauth2** authorization header as a valid and authenticated call to the server. For example, `Authorization: oauth2 xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx`

Deploying Browser Plugins to Multiple Users

After you download the Windows Installer file, `JiveAnywhere.msi`, you can deploy the browser plugins to multiple users on Windows as long as they're using Internet Explorer or Firefox. Chrome and Safari are not supported. This mass deployment requires .Net Framework 3.5 SP1 or .NET Framework 4.0 Client Profile . For large scale enterprise deployments, you can use tools such as Microsoft Group Policy or Microsoft System Center Configuration Manager.

To perform a silent installation of the client, type the following operation in a Command window while logged in as an admin:

```
msiexec.exe /i "JiveAnywhere.msi" /qn SERVERURL="https://your-jive-instance.com" ADDLOCAL=IE,Firefox
```

ADDLOCAL

Specifies which browsers you want to install passing parameters using the `ADDLOCAL` argument. Removing `ADDLOCAL` installs Jive Anywhere on any Internet Explorer or Firefox browser by default by default.

SERVERURL

Sets the desired Jive instance.

Restrict the Web Sites that Use Jive Anywhere

You can provide a list of sites where Jive Anywhere exclusively works (an inclusion list) or a list of sites where you want Jive Anywhere to be unavailable (an exclusion list).

Extended APIs 2.0 and higher allow community admins to create inclusion and exclusion lists in the Jive Anywhere Admin Console page. If you are using the Extended API 1.0 version, you can create these lists by using system properties created for them as describe in Using the Extended APIs 1.0 Plugin.

Using the Extended APIs 2.0 and Higher Plugin

The inclusion/exclusion list of sites that use Jive Anywhere are controlled by a list that you enter in the Jive Anywhere Admin Console page.

 **Fastpath:** Admin Console: **System > Settings > Jive Anywhere**

To include or exclude sites that use Jive Anywhere:

1. Click the **Restricted Sites** tab.
2. Type the list of sites, using a comma to separate them. For example, you might type:
www.jivesoftware.com, www.yourwebsite.com

 **Note:** Make sure you don't use the "http://" part of the URL in the Property Value field.

3. Select **Inclusion** or **Exclusion** depending on which list you're creating.
4. Click **Submit**.

Using the Extended APIs 1.0 Plugin

You can create inclusion and exclusion lists using two system properties:

extended_apis.jiveanywhere.is_inclusion	Use this property to specify which web sites can use Jive Anywhere.
extended_apis.jiveanywhere.restriction_list	Use this property to restrict Jive Anywhere's access to certain web sites. For example, you may want remove Jive Anywhere from your community pages because there's no reason to create a community discussion about a community discussion.

Use the following steps to access and configure these properties.

 **Fastpath:** Admin Console: **System > Management > System Properties**

To include or exclude sites that use Jive Anywhere:

1. Scroll down to the Add a New Property section.
2. Enter **extended_apis.jiveanywhere.is_inclusion** in the Property Name field.
3. Set the Property Value to **False** for an exclusion list or **True** for an inclusion list.
4. Click **Save Property**.
5. Add the web site list by adding another property with that information:

- a. Enter **extended_apis.jiveanywhere.restriction_list** in the Property Name field.
- b. In the Property Value field, type the list of web site URLs to include or exclude from using Jive Anywhere. Separate the web site URLs using a semicolon. For example, you might type: **www.jivesoftware.com; www.yourwebsite.com**



Note: Make sure you don't use "http://" part of the URL in the Property Value field.

- c. Click **Save Property**.

Disable Auto Updates on Internet Explorer

Disable the auto-update feature and update notifications for Jive Anywhere in Internet Explorer by adding a registry key and deploying it to all users on a domain.

To disable the auto-update feature and update notifications:

Windows (32-bit)

If you are running 32-bit Windows, then log into a Command window as admin and type this operation:

```
REG ADD HKLM\SOFTWARE
\BrowserExtensions
\c21f6d90-6844-484d-
b0ee-309021dd83eb /v
IsUpdateDisabled /d true /t REG_SZ
```

Windows (64-bit)

If you are running 64-bit Windows, then log into a Command window as admin and type this operation:

```
REG ADD HKLM\SOFTWARE
\Wow6432Node\BrowserExtensions
\c21f6d90-6844-484d-
b0ee-309021dd83eb /v
IsUpdateDisabled /d true /t REG_SZ
```



Note: For large scale enterprise deployments, you can use tools such as Microsoft Group Policy or Microsoft System Center Configuration Manager.

Create Your Own Jive Anywhere Cartridge

Create a new Jive Anywhere cartridge and add it to Jive using the Admin Console.

You can customize how Jive Anywhere interacts with web pages by creating a new or adding an existing cartridge. A cartridge provides deeper integration between Jive, Jive Anywhere, and a web site. You can create a Jive Anywhere cartridge by using the Jive API. For more on this, see the [Jive Anywhere 2.1 Cartridge SDK](#).



Fastpath: Admin Console: **System > Settings > Jive Anywhere**

1. Click **Cartridges > Upload new cartridge**. The Module dialog opens.
2. Type the name of the cartridge in the Display Name field.
3. Click **Browse** to upload the zip you created when you followed the instructions in the [Jive Anywhere 2.1 Cartridge SDK](#).
4. In the last text box, type the include pattern you want to add, then click the up arrow to add it to the Cartridge Include Patterns field.
5. Click **Submit**.

Troubleshooting Jive Anywhere

Troubleshooting

Using Internet Explorer 9, but still unable to use the Snapshot feature on internal web sites

If you want snapshots to work on internal web sites, then you can do one of the following:

- Change the default document mode by adding (or replacing) the following metadata line to the HTML header: `<meta http-equiv="X-UA-Compatible" content="IE=edge" />`
- Make the web pages HTML5 by declaring the HTML using the following: `<!DOCTYPE html>`

Others cannot reply when content is posted to Entire Community

If you want to make sure others can comment on content you post from Jive Anywhere to the entire Community, you need to open the content for editing and then save it. You don't need to actually make any changes to it.