

The Jive logo consists of 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™

for Office

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## **8.0 Help for Community Managers**

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## Release Notes

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Jive for Office enables users to collaborate on documents created in Office and stored in their community. They can also keep up-to-date on comments, ratings, and likings. They'll receive notifications when changes have been made and can decide whether to incorporate or overwrite the changes.

# System Requirements

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For setup instructions, see [Getting Set Up](#).

## Hardware Prerequisites

Jive for Office requires the same hardware as the running version of Microsoft Office, plus 40 MB of free disk space.

## Software Prerequisites

Jive for Office v30.5.0+ supports Jive 7.0+, Jive 8, Jive 9 and Jive Cloud, on the Microsoft side:

- Windows 7, Windows Vista, Windows 10
- Microsoft Office 2010, 2013, and 2016 all in Windows only.
- Microsoft Edge, Internet Explorer 11+, Firefox, Chrome

# Administering Jive for Office

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## Getting Set Up

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After you've uninstalled any older versions of Jive for Office, install the Extended APIs plugin.

Getting up and running with Jive for Office is pretty simple: after you install the Extended APIs plugin your license will activate Jive for Office as well as any other Microsoft plugins you're licensed for. This topic should get you started.

Install the plugin using the following steps:

1. If you have a version of the Extended APIs plugin earlier than v2.0, or if you have an earlier version of Jive for Office installed, you need to uninstall them before you can install the new Extended APIs. Check the Admin Console page at **System > Settings > Plugins**. If you have a Jive for Office plugin installed, you have the older version and need to remove it. After you remove the old versions and install the new plugin, you should see the new Extended APIs plugin in the Plugins page. If you still see the old plugin, try restarting the Jive server.
2. Continue with the procedure in "Installing the JAR file."

## 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.

## Updating Client Binaries

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You can choose to update client binaries manually, or you can set them to be automatically installed on your server from the Cloud, so client users can always access the latest updates.

By default, Jive for Office auto-updates the client software on your server to ensure that when a new client version becomes available, it becomes available to your users and they get prompted to download it. (Users can always choose not to install the update: it isn't automatically installed.) You can see a log showing when Jive checks for a new version or downloads one by checking the Auto-Update log at **System > Settings > Extended APIs > Auto-Update Logs**. You'll also receive an email alerting you when an auto-update completes.

If you don't want the binaries to be automatically updated on your server, you can choose manual updating. When manual updates are enabled, Jive alerts you by email when new client binaries are available, so you can decide when and whether to make them available on your server for users to download.



**Note:** If you use SSO or reverse proxying in your environment, you can't use auto-update until you exclude the following URL from authentication: `SERVER_URL/office/download/office.msi`.

If you use a proxy server to access the Internet, you may encounter some issues with auto-update. See the Proxy Settings topic in the main Jive documentation for more information.

To set updating:

1. Click **System > Settings > Extended APIs > Desktop Applications**
2. Set Auto-Update mode to Automatic.
3. When new client updates come through, you will no longer see the notification buttons next to the client binaries version(s), because you will always have the latest version of the client software.

## Client Installation

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You can allow users to install the client program themselves from the Tools menu in the community, or use an MSI to push it to their desktops.

You can allow end users to install the client program manually from the Tools page in Jive or directly from `YourCommunityURL/artifact/download/office.exe`. You can also push the client to user desktops in either enabled or disabled mode. Download the MSI from `YourCommunityURL/office/download/office.msi`, or select **System > Settings > Jive for Office > Client Binaries** to find the MSI.



**Note:** If you're pushing the client to desktops using the MSI, make sure you ensure the client meets the minimum system requirements. The MSI will not verify the requirements.

- To enable/disable the Tools page (where the user will download the client) go to **System > Settings > Extended APIs > Desktop Applications**. Then select or clear the **Is Download Enabled** check box for Jive for Office. This setting is enabled by default.
- To install the client separately for all the users on one machine, use the argument `INSTALLFORALLUSERS=1` when running the MSI. Setting `INSTALLFORALLUSERS=0` installs the program for only the current user. `INSTALLFORALLUSERS=2` creates a single installation on the client computer in Program Files, to be used by all users who use the computer.
- To install the client silently on multiple machines, use the `/q` argument.

## Resetting the Binaries

If you need to make sure you have the correct version of the client binaries on your server (so client users can get the correct version of the client), use the following steps.

1. In the admin console, click **System > Settings > Jive for Office > Client Binaries**.
2. Check to see what version you'll be reverting to. You'll see the Jive for Office client version you currently have installed on your servers displayed, with a button prompting you to replace your installed client binaries with the latest build of the client software. If you want your users to be prompted to install the latest client version next time they log in, click the button. You should see the new version displayed, and the button will go away.
3. If you don't succeed in updating the binaries to the correct version this way (for example, if the update appears to succeed but your users can't download the client from the Tools page), you can try clicking the **Reset Binaries** button on the Advanced tab. Keep in mind that this will also reset the binaries for the Jive for Outlook client. Resetting the binaries deletes the binaries posted on your server. They can be recovered using the auto-update setting.

## Remote Client Customization

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As of version 5.0.1.2, you can enable and disable client features by creating an administrator script in the admin console, then pushing it to client machines.



**Fastpath:** Admin Console: System > Settings > Jive for Office > Advanced

If you have many users of the Jive for Office client and you need to disable some of the features, you may want to create a script and push changes to the registry on each client computer. The script creates a series of keys on the client in HKEY\_LOCAL\_MACHINE\SOFTWARE\Jive. For a list of the keys and what they control, see [Remote Client Customization Reference](#).

You can select which features to enable and disable in the admin console and then generate a script using the following steps:

1. Click **System > Settings > Jive for Office > Advanced**
2. In the Shared section, select the settings you want to propagate to the client.
3. Click **Generate**.

## Remote Client Customization Reference

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Remote Client Customization creates a script that modifies a number of registry keys in HKEY\_LOCAL\_MACHINE\SOFTWARE\Jive. You can also use it to override authentication settings, or to autopopulate the community URL for new users.

## Setting the Community URL

If you want new users to have the URL auto-supplied after a client installation, so they don't have to fill it in, you can create a remote client customization script with or without additional changes. The Jive instance URL will be pushed to clients so they can connect more easily.

Key	Explanation
Disable HTTP header "Expect: 100-continue;" that passes automatically in POST requests	True disables this header for specific cases where authentication troubleshooting is required.
Don't suppress script errors in the browser control used to authenticate session-based/oAuth clients	True displays script errors for troubleshooting purposes.
Don't display the user's private container to clients	True means that private folders like Files Created by You won't be available when uploading files to Jive.
Disable auto-update for all clients.	True prevents client machines from auto-updating, prevents polling requests from occurring and removes all UI components that have to do with the feature.

## Choosing an Authentication Method

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Your authentication method will depend on the required balance between user security and convenience.

You have several options for user authentication with Jive for Office. The method you choose depends on your security requirements and user convenience.

### Basic Authentication

With basic authentication, credentials are saved locally and passed in Base64 format with each http request. This method is the most convenient (because credentials only need to be provided once), but the least secure.

### Session-Based Authentication

Session-based authentication saves credentials using a cookie, which expires according to the policy you set in Jive or in your SSO implementation. Session-based authentication is much more secure than basic authentication, but can require users to provide credentials frequently.

## Setting an Authentication Method

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You can set the authentication method for Jive for Office users by going to **System > Settings > Jive for Office > Advanced**.

You can set the authentication method used for Jive for Office in the Advanced tab. For information about choosing an authentication method, see [Choosing an Authentication Method](#). The default setting, and the recommended authentication method for most users, is OAuth.



**Note:** You can also use Remote Client Customization to set the authentication method. However, this method is not recommended unless you have a problem using the non-registry method. If you do need to use Remote Client Customization, make sure the settings match what you have set elsewhere.

To set your authentication method:

1. Go to **System > Settings > Jive for Office > Advanced**.
2. Under Authentication Method, choose the authentication method you want to use.
3. Restart your Jive server. The changes will affect your server after restart, and your client users will be prompted to reauthenticate the next time they interact with Jive for Office.
4. If you chose OAuth as your authentication method, then [Enable OAuth](#).

## Enabling OAuth

You can choose OAuth as your authentication method for Jive for Office.

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`
- If you want to enable auto-updates, allow outgoing network access through the firewall to `files.jivesoftware.com`.

## Setting SSO Connection Behavior for Office

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By default, the Jive for Office client program detects any SSO configuration and allows the client program to connect to your community accordingly. However, you can override this behavior by using the admin console to create an administrator script and deploying it to client computers.

The Jive for Office client program typically auto-detects your Jive SSO configuration. If you want to specify how clients should connect, you can create an administrator script that modifies the registry. This customization will also affect Jive for Outlook for any users who have it installed. To create a script that sets the SSO connection method on the client:

1. In the admin console, click **System > Settings > Jive for Office > Advanced**
2. Select the **Force authentication behavior override** check box.
3. Select **Force session-based authentication login** to enforce using the Jive SSO implementation. Session-based authentication is more secure, but requires users to provide credentials more frequently.

Select **Force basic authentication** to enforce that clients connect using basic authentication by username and password. This method is more convenient, but less secure.