

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

**jive**

work better together™

**for SharePoint 2010/2013**

# Contents

<b>8.0 Help for Community Managers.....</b>	<b>4</b>
<b>About Jive for SharePoint.....</b>	<b>5</b>
<b>System Requirements.....</b>	<b>6</b>
<b>Setting up Jive for SharePoint.....</b>	<b>7</b>
Communication Between Jive and SharePoint.....	7
Security for SharePoint.....	7
Getting Ready to Integrate.....	8
SharePoint-Side Setup.....	9
Authentication Methods.....	9
Deploying the SharePoint-Side Package.....	10
Manually Deploying the SharePoint-Side Package.....	11
Jive-Side Setup.....	11
Installing the Jive-Side Plugin.....	11
Changing Jive's Address for SharePoint.....	12
<b>Administering Jive for SharePoint.....</b>	<b>13</b>
Setting up the Integration.....	13
Setting up the Integration.....	13
Create Connections to Site Collections.....	13
Account Wizard.....	14
Site Details Wizard.....	14
Search Settings Wizard.....	15
Disallowing Connections to a Site Collection.....	17
Installing the SharePoint Add-On.....	17
Creating and Defining SharePoint Integrations.....	17
All Users Accessing All Connections.....	18
Some Users Accessing All Connections.....	19
Some Users Accessing Some Connections.....	21
Other External Storage Options.....	23
Permissions in Jive and SharePoint.....	23
Configuring Identity Mapping.....	23
<b>Troubleshooting Jive For SharePoint.....</b>	<b>25</b>

General Troubleshooting.....	25
Diagnosing Connection Problems.....	26
Troubleshooting Search.....	26
Managing the Logs.....	27
Frequently Asked Questions.....	28

## 8.0 Help for Community Managers

---

## About Jive for SharePoint

---

Jive for SharePoint combines the secure, robust document management of SharePoint with the collaborative power of Jive.

Get the full benefit of Jive--engage your collaborative team with effortless, non-intrusive change alerting, status updates, direct mentioning, and rich social feedback in a centralized stream, without giving up the document management capabilities of SharePoint.

With Jive for SharePoint, you can move seamlessly between a SharePoint document repository and fully featured social collaboration in Jive. Your Jive groups will store attachments and images in SharePoint. Comment and discuss in SharePoint--your discussion will be surfaced in the Jive activity stream. Keep storing all your uploaded documents securely in SharePoint. And search from either direction to see results from both Jive and SharePoint. It's the best of both worlds.

# System Requirements

---

The following describes the system requirements for installing Jive for SharePoint.

## Software Prerequisites

- Jive 7.0 or higher
- Jive Extended APIs v3.0 or higher plugin
- Microsoft SharePoint 2010 or 2013



**Note:** We do not currently support Office365 or SharePoint Online.

## Supported Browsers

- Apple Safari (latest)
- Google Chrome (latest)
- Mozilla Firefox (latest)

# Setting up Jive for SharePoint

---

While setting up Jive for SharePoint, you'll need to perform setup steps in both Jive and SharePoint.

Make sure you visit all SharePoint-side and Jive-side setup topics to get Jive for SharePoint up and running.

## Communication Between Jive and SharePoint

---

To set up communication between Jive and SharePoint, some network configuration is required.

Jive and SharePoint must be able to communicate with each other in both directions.

- To allow Jive-to-SharePoint communication, set up a public IP address that Jive can use to contact SharePoint over the Internet via SSL (typically port 443). Alternatively, you can establish a VPN tunnel with Jive: if you need a more restrictive policy, restrict web requests to the `*/_vti_bin/Jive/Rest.svc/*` URL pattern. Note that this VPN solution is not supported for Cloud customers.
- To allow SharePoint-to-Jive communication, SharePoint needs to connect to the public SSL-enabled VIP for your Jive instance on port 443.

## Security for SharePoint

---

Jive integrates with SharePoint without sacrificing security. This topic tells you about the security behind the Jive and SharePoint authentication, and how Jive secures your content.

For security and data integrity, when you upload documents directly into Jive, they are stored in hidden libraries on the SharePoint site. The binaries aren't directly available to a regular SharePoint user. This means, if you have SharePoint Site permission but not Jive permissions, you will not be able to access any Jive documents. It also means Jive for SharePoint can't capture any changes made from SharePoint to these docs so they are only available via the Recent Activity or Jive Content web parts. You can always access these documents via the web parts, and download them directly from there.

### Connection and Authentication

For permissions passed from a Jive log in to SharePoint for SharePoint-based permissions, Jive for SharePoint uses the core application's user credentials specified in the connection settings of the Admin Console page where you set the HTTP call authentication. The permissions are then set by Jive on the network credentials for the HTTP REST calls to the SharePoint Connector API, which are located on the SharePoint server, deployed solution.

All system actions are initiated from this user. For example, create site, assign permissions on a specific site, Jive document operations, and so on.



**Note:** The Jive document operations are limited to a hidden document library only.

Remote document, remote document tab, and previews are done using impersonation of the user connected to Jive. Jive for SharePoint ensures that the user has permission to perform the action on any document by using the native Microsoft .NET API. Jive for SharePoint uses the site collection user to establish HTTP calls as described previously, but Jive for SharePoint passes this as a parameter that the Jive for SP needs to impersonate. Then, using the .NET SharePoint API, Jive for SP impersonates the access to the site using the user. From that point, Jive for SP relies on SharePoint security and .NET object model only to access the resources using the impersonated user.

Because of the limitation in SharePoint 2007, 2010, and 2013 that does not allow any impersonation on the search service, Jive for SP calls the search page on the SharePoint server from the Jive core. If the user is not authenticated to SharePoint, the user will be required to enter his/her SharePoint credentials to get search results from SharePoint. This is the only feature that establishes a call from the client station to SharePoint directly.

The connection between SharePoint and Jive for SP is done in the site-collection level where the Jive administrator can connect Jive to multiple site-collections. For each site-collection, the admin can set a different system account, which will need to have full-control on that site-collection. In the Admin Console, the Jive administrator selects the default site-collection and a site inside of it to be the parent of all Jive-created sites.

All of the site-to-site mapping is done via Jive; nothing is needed from SharePoint. The mapping occurs during the creation of a Jive group or space; the admin creating that place in Jive sets up the map to the existing site (or chooses a newly created site).

### **Jive for SharePoint Content Permissions**

#### **For Jive-native documents:**

Native Jive documents created in the Jive for SP group or space use the permissions set in that place.

#### **Federated Search from Jive (search in Jive returns results from SP as well):**

Because Jive for SP uses the browser to establish the connection, the permissions are managed by SharePoint and thus will show the results for that user only.

#### **For SharePoint-native documents:**

Jive for SP adds 3 groups when a site is connected to Jive. Jive only adds users to those groups in order to manage the permissions in SharePoint when a user is invited or deleted from Jive's group web page.

## **Getting Ready to Integrate**

---

When you're getting ready to integrate SharePoint and Jive, planning ahead for the following steps will help the integration go smoothly.



- You need to create a service account that has rights to all the site collections you plan to use in connection with Jive. You'll use this account to create the connection to Jive.
- When you set up a connection between Jive and SharePoint, you'll need to identify a "parent" site--your newly created Jive sites will all reside inside this site on SharePoint. This site can be called "jive" or any other name. It must be created by an administrator before you set up the connection.
- The user who installs the SharePoint-Side plugin should be a Site Collection Administrator.
- Make sure SharePoint documents show up in the Jive Remote Documents tab. To do this, enable support for multiple content types and select **Document** as the Content Type for your Document Library. For more on how to do this, see the article for [SharePoint 2010](#) or [SharePoint 2013](#).

## SharePoint-Side Setup

---

The following integration steps are provided as background information. However, because of the complexity of SharePoint environments, this setup is only supported with the assistance of a Jive Professional Services engineer.

### Authentication Methods

You can set the authentication method for Jive for SharePoint when you create the initial connection between Jive and SharePoint in the Admin Console: **System > Settings > Jive for SharePoint > Settings**.

Jive supports communication to the SharePoint server using the following authentication types:

- NTLM
- Kerberos
- For any other type of authentication, Jive requires one of the following alternatives. For example, Claims:
  - You need to have one of the supported authentication types (NTLM/Kerberos) enabled as a fallback in the SharePoint web application as described in [this article](#).
  - You need to extend the SharePoint web application with an extended entry point (different address) that accepts one of the supported authentication types (NTLM / Kerberos) as described in: [Extend a Web application \(SharePoint Server 2010\)](#).
    - The address of the extended entry point should be used when specifying the site collection URL in the jive administration. For more on this, see [Connecting Jive with SharePoint](#).
    - The extended web application entry should be restricted only to the system account used by Jive.
    - For each extended web app, you should configure a jive property to handle the redirect when showing the Jive user links to SharePoint. The property name should be prefixed by `sharepoint.redirect.urls.` and the value should be **extendedurl=usersurl**. for example, name: `sharepoint.redirect.urls.1`, value: `http://extended_sharepoint_address=http://regular_sharepoint_address`

## Deploying the SharePoint-Side Package

Jive provides an installer that deploys the Jive for SharePoint Windows Solution Package (.wsp) to your Windows SharePoint Server. This installation requires assistance from a Professional Services engineer.

Use the installer script to automatically deploy the .wsp solution file onto your SharePoint server. The script is available as an attached file from the [Release Notes](#). Use the same script to upgrade, install, or uninstall Jive for SharePoint.



**Note:** This installation requires assistance from a Professional Services engineer.

1. Before you install, note the following prerequisites.

- The installer script can only be used with SharePoint 2010 and 2007 when installed in the default directory.
- In case of fatal error, after the source of the problem has been resolved, the solution must be retracted/deleted manually by the administrator before attempting to redeploy automatically.
- The SharePoint Administration and SharePoint Timer services must be started to enable deployment automation, which standard in SharePoint.

2. If you are upgrading, perform an IISRESET before running the installer script in order to have IIS release some locks on the Jive DLLs.

3. Save the .bat file to the same directory as the .wsp file.

4. To install, uninstall, or get help for the `installWSP.bat`, type the appropriate command at a command line:



**Note:** When you run the install script on an individual SharePoint farm, you need to run it on only one web server only (not on all of them). Never run the script on the Application Server. When you run the install script on a multiple SharePoint farm, you need to run the script on one web server in each farm.

To do this	Type this command
Upgrade the current Jive for SharePoint.	<code>installWSP.bat filename.of.the.old.wsp filename.of.the.new.wsp</code>
Uninstall the current Jive for SharePoint.	<code>installWSP.bat filename.of.the.old.wsp NONE</code>
Install Jive for SharePoint for the first time when you don't have an existing installation.	<code>installWSP.bat NONE filename.of.the.new.wsp</code>
Provide help when typed at a command line.	<code>installWSP.bat</code>

Because some of the calls wait for SharePoint to process, the batch makes several pauses, waiting for SharePoint to complete each stage. You can use the solution management screen of the Central

Administration website to monitor when a step is completed. For example, it's waiting for the Old site feature to be retracted, new site feature to be installed, and the new site feature to be deployed.



**Note:** If the retry fails indefinitely, the deploy procedure should be stopped manually by pressing CTRL+C. You can then investigate why the script can't perform the operation.

## Manually Deploying the SharePoint-Side Package

We offer a manual deploy of the .wsp solution file, but it requires the assistance of a Jive Professional Services engineer.

When deploying to a multiserver farm, you need to manually deploy the .wsp solution file. The installer script has been developed for a single server farm. After a successful deployment, you should run the following commands:



**Note:** This installation requires assistance from a Professional Services engineer.

- `STSADM.EXE -o installfeature -name Jive.Plugin.Deployment_FileEventFeature -force`

The line installs the file receiver feature that enables Jive to know when a file has been uploaded or modified. This enables Jive for SharePoint to show activity in Jive.

- `STSADM.EXE -o installfeature -name Jive.Plugin.Deployment_FileEventJobFeature -force`

This line installs the SharePoint timer job that sends the activities as a bulk to Jive.

- `STSADM.EXE -o activatefeature -name Jive.Plugin.Deployment_FileEventJobFeature -force`

This activates the sharepoint timer job.

- `STSADM.EXE -o installfeature -name Jive.Plugin.Deployment_FileEventJobFeature -force`

This line installs the SharePoint timer job that sends the activities as a bulk to Jive.

- `STSADM.EXE -o activatefeature -name Jive.Plugin.Deployment_FileEventJobFeature -force`

This activates the SharePoint timer job.

## Jive-Side Setup

---

To get Jive ready to integrate with SharePoint, you need to install the Jive-side plugin(s). You might also need to set a system property for communicating with Jive if you don't want to use the jiveURL.

### Installing the Jive-Side Plugin

To use Jive for SharePoint, you need to install the Jive Extended APIs plugin. Your license will determine what products are enabled in your Jive installation.

Getting up and running is pretty simple. Use the following installation steps to get you started.

## 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.

## Changing Jive's Address for SharePoint

If you want SharePoint to communicate with Jive using a different address than the `jiveURL`, which is what users use to navigate to Jive, then you can set the following property to the new address:

```
sharepoint.background.registration.global_sharepoint_facing_url
```

You can overwrite this system property for each SharePoint site connection you create by navigating to the **Admin Console: System > Settings > Jive for SharePoint** and selecting **Edit** next to the SharePoint site collection you want to change. Edit the SharePoint-Facing URL field to make this change.

# Administering Jive for SharePoint

---

Use Jive to manage the connection between your SharePoint site collections and your Jive community.

## Setting up the Integration

---

To set up a SharePoint Integration, you need to add a site collection or web application in the Admin Console, install the SharePoint Add-on, and then create the Storage Integration.

The following overview helps you set up your Jive and SharePoint integration:

1. Create connections to one or more SharePoint Site Collections or SharePoint Web Applications as described in [Create Connections to Site Collections](#) on page 13.
2. Install the SharePoint Add-on as described in [Installing the SharePoint Add-On](#) on page 17.
3. Add and configure a storage integration as described in [Creating and Defining SharePoint Integrations](#) on page 17.

## Setting up the Integration

---

To set up a SharePoint Integration, you need to add a site collection or web application in the Admin Console, install the SharePoint Add-on, and then create the Storage Integration.

The following overview helps you set up your Jive and SharePoint integration:

1. Create connections to one or more SharePoint Site Collections or SharePoint Web Applications as described in [Create Connections to Site Collections](#) on page 13.
2. Install the SharePoint Add-on as described in [Installing the SharePoint Add-On](#) on page 17.
3. Add and configure a storage integration as described in [Creating and Defining SharePoint Integrations](#) on page 17.

## Create Connections to Site Collections

---

In the Admin Console, you can create connections to one or more SharePoint site collections or SharePoint Web Applications, and then use Jive Storage Management to create storage integrations where you define permissions for how the connections are handled. If you connect at the SharePoint Web Application level, then you can connect to any site collections under the web application from any place in your Jive community.



**Fastpath:** Admin Console: System > Settings > Jive for SharePoint > Settings

Configure a connection for each SharePoint site collection or web application that you want to use for creating Jive places.

To connect a SharePoint site collection, or web application, and the current Jive community:

## Account Wizard

Complete account information using the SharePoint Setup wizard.



**Fastpath:** Admin Console: System > Settings > Jive for SharePoint > Settings

To complete account information:

1. Click **New Connection**. The Connection wizard opens.
2. In the **SharePoint version** fields, choose one of the two supported versions: **2010** or **2013**.
3. In the **Authentication type** field, choose how Jive will authenticate to SharePoint. (SharePoint-to-Jive authentication is always handled by sending a token to SharePoint via a service API.) NTLM and Kerberos are both supported. Note that if you use claims authentication, you should extend the SharePoint web application to use a different authentication type and a different address. This will enable your regular web application to continue working in claims. You can find more information about extending the web application [here](#).
4. Select either **Site Collection** or **Web Application** in the Selection Type field.
5. In the **Connection Name** field, provide a name to identify the connection.
6. In the **Site Collection URL** field, provide the full URL of the SharePoint site collection you want to link to your Jive site, or when connecting to a web application, provide the default site collection URL that new sites will be created under. Use the same address a user would use to access the site.
7. In the **Username and Password** fields, Provide the username and password of an account with administrator rights to the site collection you're connecting to. To ensure continuous uptime, you should set the password for this account to never expire.
8. In the **SharePoint Domain** field, provide the domain name. If your SharePoint domain is secured with Kerberos, a fully qualified domain name is required.
9. Click **Next**.

## Site Details Wizard

Complete details about user permissions SharePoint site using the SharePoint Setup wizard.



**Fastpath:** Admin Console: System > Settings > Jive for SharePoint > Settings

To complete user permission details:

1. You should have already completed user permission details in the [Account](#) wizard.
2. In the **SharePoint Everyone Principal and Full Control Principal fields** field, specify which user group is assigned the Everyone principal and which is assigned the Full Control principal in the appropriate fields. Both fields must contain Active Directory security groups. Use a semicolon (;) to specify more than one user group in a field.


Admins should belong to the Full Control principal defined in the Jive-SharePoint connection, and will have full permissions to all Jive-linked SharePoint sites; all other users should belong to the Everyone principal. For more on this, read [Site Details Wizard](#) on page 14.

**Full Control principal**

These user groups will always have access to all SharePoint sites created. Make sure the group members are admins.

**Everyone principal**

These user groups can see sites that are connected to Open or Members-only Jive places. Provides view and edit permissions for the connected SharePoint site to the user groups entered in this field.

 **Note:** The permissions syncing is done only one-way from Jive to SharePoint, so if the site owner wants to change the permissions in the SharePoint side, he's welcome to do so.

The type of Jive permissions are:


- **Open:** Everyone gets read and write permissions.
- **Members Only:** Everyone gets read permissions, members gets read and write permissions.
- **Private:** Only members get read and write permissions.
- **Secret:** Same as Private, plus the name of the site is censored.

3. In the **Jive Endpoint URL** field, specify the URL of the Jive site you want to connect to.
4. In the **Default Parent URL for New Sites** field, specify the container URL for new connected sites on the SharePoint end. For example, you might use a parent URL structure like this: `http://spc-domain.spc-domain.com/sites/Jive`. The default URL is the root site of the site collection.
5. Click **Next**.


## Search Settings Wizard

Complete search settings using the SharePoint Setup wizard. Jive for SharePoint supports searching Jive from via the Jive API. Searching SharePoint from Jive, requires that you enable search, ensure that Jive can connect to your SharePoint search URL, and click your SharePoint site under Bridged Communities to see the results.

Searching the Jive community from SharePoint is supported via the Jive API and does not require any additional setup. Searching SharePoint from Jive requires you to provide a search URL where users can see SharePoint search results and set up identity mapping correctly to establish each user's search permissions when searching across Jive and SharePoint. In addition, you can add the [Search Web Part](#) to any site, site collection or search center.

 **Note:** Search always respects both the user's Jive permissions and SharePoint permissions. Users will never see search results they don't have rights to.

Search takes place on demand when a user searches. There's no initial search indexing of SharePoint content and no associated performance cost. When you set up search, an OpenSearch definition is automatically created in Jive.

 **Fastpath:** Admin Console: System > Settings > Jive for SharePoint > Settings

To complete the search settings:

1. You should have already completed user permission details in the [Site Details](#) wizard.
2. If you want your Jive search results to include SharePoint content, then click **Configure Search Options**.



**Note:** If you are configuring a web application, you can add more than one community search. You can only add one community search for a site collection.

#### Display name in community search

Provide a name that will help users identify this site, site collection, or list when they search Jive. They'll see it under Bridged communities, and it will help users toggle between searching Jive content and searching SharePoint content.

#### SharePoint Search URL

Provide a URL where SharePoint search results will be displayed. For example, you might use a URL with this structure: `http://yoursharepointsite.com/sites/Jive/_layouts/OSSSearchResults.aspx?k={searchTerms}`

#### Search Scope

Decide the search scope.

- Select **none** if you don't want to limit the scope of the search, and only search content available from the URL provided in the Scope Value field.
- Select **By scope** to search within the URL entered in the Scope Value field.
- Select **By site/site collection** to search within the entire site or site collection.
- Select **By list** to search within a list. You'll also need to provide the URL to the Site Collection list in the Scope Value field.

#### Scope Value

Specify the URL that provides the breadth of what you want users to search. For example:

```
https://
spwebapplication.jivesoftware.com/
sites/SiteCollectionName/
siteINSIDetheSiteCollection.
```

or

```
https://
spwebapplication.jivesoftware.com/
sites/SiteCollectionName/Lists/
Calendar
```



**Maximum results count**

Specify the maximum number of results returned in the initial Jive search results. Users can go into SharePoint for the complete result set.)

3. Click **Add**.
4. Click **Finish** to create the connection.
5. After creating connections to all of the SharePoint Web Applications or site collections that your current Jive community will use, you'll need to use Jive Storage Management to create storage integrations where you define permissions for how the connections are handled. Proceed to [Creating and Defining SharePoint Integrations](#) on page 17.

## Disallowing Connections to a Site Collection

---

If you do not want Jive to connect to a specific site collection, you can place a property on that site collection that Jive will see and not allow a connection.

If you are a SharePoint Admin and you want to prevent Jive from connecting to a site collection, you need to place the `Jive-SiteCollectionMarkedAsForbidden` property on that site collection. The `Jive-SiteCollectionMarkedAsForbidden` property must exist on the rootweb of the site collection. You can set the property to any value for Jive to detect it and disallow connections to that site collection.

## Installing the SharePoint Add-On

---

After creating connections to SharePoint in the Admin Console, you need to head over to your community and install the SharePoint Add-on.

To install the SharePoint Add-on:

1. Click your avatar in the top right of the Jive Community and select **Add-ons**.
2. From the Add-ons tab in your Jive Community, select **All Add-ons > Available** and click **Install** next to the SharePoint Add-on.
3. After installing the SharePoint add-on, you'll need to [Create and Define the SharePoint Integration](#), which includes setting up the permissions for the SharePoint and Jive users.

## Creating and Defining SharePoint Integrations

---

Configure Jive to integrate with a SharePoint site. Use Jive permission groups if you want to limit which users can create places (spaces, groups, or projects) that connect to SharePoint site collections.

Before configuring the SharePoint Integration, you'll need to [Create Connections to Site Collections](#) on page 13, and [install the SharePoint Add-on](#).

The Storage Management tab in Add-ons enables you to define default configurations for SharePoint as a Storage Provider. Do this if you want different default behavior for a specific site collection, or if you want to limit access to a specific site collection. Configure which Jive User Permission groups can see which site

collections, and assign their default behavior. To enable greater flexibility, we changed the behavior from Jive 6 when site collections dictated user permission groups.

To configure the SharePoint Integration:

1. Click your avatar in the top right of the Jive Community and select **Add-ons**.
2. From the Add-ons page, click the **Storage Management** tab. This is where you can define a different default configuration for each occurrence of SharePoint as a storage provider. Do this if you want different default behavior for specific site collections, or to limit access to a specific site collection. Use Jive User Permissions groups to define who can see which site collections, and assign their default behavior.
3. To manage visibility or permissions for a site collection, click **Add Integration**.
4. When the Add New Integration dialog opens, select **SharePoint Storage Integration** and type a name to describe this integration in the Display Name field. The name should describe the site or site collection integration.
5. Click **Add**.
6. Use storage providers to set up access to SharePoint site collections by thinking about what Jive User Permission groups are allowed to access which SharePoint Site Collections, which are the SharePoint Connections you created in the Admin Console:
  - Give **all** users access to **all** SharePoint Connections (most common).
  - Give **some** users access to **all** SharePoint Connections.
  - Give **some** users access to **specific** SharePoint Connections.

## All Users Accessing All Connections

The most common way to configure Jive for SharePoint is to add a SharePoint Integration that all Jive users can access. You can do this by enabling the Everyone option and allowing all SharePoint Connections.

You should have already named your storage provider as shown in [Creating and Defining SharePoint Integrations](#) on page 17.

1. To adjust default settings for all Jive users who can create Jive Places, go to Default Settings, and select **Enabled** and click **Edit Settings**. For example, from here you can change the default settings for stream integration and allowed SharePoint connections for these users.
2. In Allowed SharePoint Connections, select **Allow all SharePoint Connections** so all users can access every SharePoint connection set up in the Admin Console.
3. Under Integration Options of Places and Sites, select the default behavior for the SharePoint integration. These defaults will be the only options for users if you also select this option (and deslect other options) in the User Choice Permissions and Remote Document Options sections. For more on integration types, see [SharePoint Integration Types](#).
  - New Site - Storage Only
  - New Site - Storage + Jive functionality

- Existing Site
4. Under User Choice Permissions, select how flexible user options should be when creating or modifying Jive places.
    - Select integration types that you want users to choose from when they create a Jive Place and link it to a SharePoint site. Make sure you at least select **Existing Site** if you want to link a Jive place to an existing SharePoint site.
    - Select **Choose the parent site collection when creating a new site** to give users the ability to add a new SharePoint site to an existing Site Collection of their choice.
  5. Use Remote Documents Options to give users one or more activity types to choose how remote document activity is published in the stream.
    - a) Select **Make the stream setting for Remote Documents configurable when creating a new Place** to activate the remote document options described in the next step.
    - b) Select one or more of the following types of activity for remote documents. Users can select remote document activity for their Jive Place when creating or editing it. For more on remote document activity in streams, see [Remote Document Options](#).
      - Hide in Activity
      - Show limited info in Activity
      - Show in Activity
  6. Click **Save**.
  7. Under User Mapping, select the mapping that makes sense for your environment.

**Map users by email address from profile field**

Map SharePoint's users email address to a field in Jive (defaults selection is user's email address specified in Jive). This can be changed to any string field in the Jive's user info Note: Custom field (string type) could be added to the users profile in Jive for the user mapping.

**Map users by user name from profile fields (Domain\Username)**

This option can be used to map by two fields in Jive, one that contains the Domain and one that contains the username. For example, domain and username/email and so on.

8. Click **Save**.

## Some Users Accessing All Connections

Another way to configure Jive for SharePoint is to limit which Jive users can access all of the SharePoint Integrations. Do this by selecting the Jive User Permissions groups that should have access and then specifying all SharePoint connections.

To limit which Jive users access all of the SharePoint integrations, you'll want to add permission groups, and adjust their default settings. If you uncheck **Enabled** for Everyone, only the Jive Permission groups you add will have access to SharePoint.

You should have already named your storage provider as shown in [Creating and Defining SharePoint Integrations](#) on page 17.

1. Select Jive Permission groups and adjust the default settings for them.
  - a) Go to Permission Group Overrides and select one or more Jive User Permission groups that you want to access all connected SharePoint sites.
  - b) For each permission group you added in the previous step, Select **Enabled** and click **Edit Settings** to adjust the default settings that the users in this group will see when they connect a Jive Place to SharePoint. For example, you can change the default settings for stream integration and allowed SharePoint connections for these users.
2. In Allowed SharePoint Connections, select **Allow all SharePoint Connections** so all users can access every SharePoint connection set up in the Admin Console.
3. Under Integration Options of Places and Sites, select the default behavior for the SharePoint integration. These defaults will be the only options for users if you also select this option (and deselect other options) in the User Choice Permissions and Remote Document Options sections. For more on integration types, see [SharePoint Integration Types](#).
  - New Site - Storage Only
  - New Site - Storage + Jive functionality
  - Existing Site
4. Under User Choice Permissions, select how flexible user options should be when creating or modifying Jive places.
  - Select integration types that you want users to choose from when they create a Jive Place and link it to a SharePoint site. Make sure you at least select **Existing Site** if you want to link a Jive place to an existing SharePoint site.
  - Select **Choose the parent site collection when creating a new site** to give users the ability to add a new SharePoint site to an existing Site Collection of their choice.
5. Use Remote Documents Options to give users one or more activity types to choose how remote document activity is published in the stream.
  - a) Select **Make the stream setting for Remote Documents configurable when creating a new Place** to activate the remote document options described in the next step.
  - b) Select one or more of the following types of activity for remote documents. Users can select remote document activity for their Jive Place when creating or editing it. For more on remote document activity in streams, see [Remote Document Options](#).
    - Hide in Activity
    - Show limited info in Activity
    - Show in Activity

6. Click **Save**.

7. Under User Mapping, select the mapping that makes sense for your environment.

**Map users by email address from profile field**

Map SharePoint's users email address to a field in Jive (defaults selection is user's email address specified in Jive). This can be changed to any string field in the Jive's user info Note: Custom field (string type) could be added to the users profile in Jive for the user mapping.

**Map users by user name from profile fields (Domain\Username)**

This option can be used to map by two fields in Jive, one that contains the Domain and one that contains the username. For example, domain and username/email and so on.

8. Click **Save**.

## Some Users Accessing Some Connections

Another way to configure Jive for SharePoint is to add one or more SharePoint Integrations and limit which Jive users can access them. You can do this by selecting the Jive User Permissions groups and then specifying which integrations they can access.

To limit which Jive users access certain SharePoint integrations, you'll want to add permission groups, and adjust their default settings. If you uncheck **Enabled** for Everyone, only the Jive Permission groups you add will have access to SharePoint.

You should have already named your storage provider as shown in [Creating and Defining SharePoint Integrations](#) on page 17.

1. Select Jive Permission groups and adjust the default settings for them.

- a) Go to Permission Group Overrides and select one or more Jive User Permission groups that you want to access all connected SharePoint sites.
- b) For each permission group you added in the previous step, Select **Enabled** and click **Edit Settings** to adjust the default settings that the users in this group will see when they connect a Jive Place to SharePoint. For example, you can change the default settings for stream integration and allowed SharePoint connections for these users.

2. In Allowed SharePoint Connections, select **Only allow the following connections** so users can access only the SharePoint connections you specify in the next step.

3. Select the Connection from the list and wait until you see it with Remove and Default buttons next to it. You can click **Default** to prepopulate with this connection when users create Jive places.

4. Under Integration Options of Places and Sites, select the default behavior for the SharePoint integration. These defaults will be the only options for users if you also select this option (and deslect other options) in the User Choice Permissions and Remote Document Options sections. For more on integration types, see [SharePoint Integration Types](#).

- New Site - Storage Only
  - New Site - Storage + Jive functionality
  - Existing Site
5. Under User Choice Permissions, select how flexible user options should be when creating or modifying Jive places.
- Select integration types that you want users to choose from when they create a Jive Place and link it to a SharePoint site. Make sure you at least select **Existing Site** if you want to link a Jive place to an existing SharePoint site.
  - Select **Choose the parent site collection when creating a new site** to give users the ability to add a new SharePoint site to an existing Site Collection of their choice.
6. Use Remote Documents Options to give users one or more activity types to choose how remote document activity is published in the stream.
- a) Select **Make the stream setting for Remote Documents configurable when creating a new Place** to activate the remote document options described in the next step.
  - b) Select one or more of the following types of activity for remote documents. Users can select remote document activity for their Jive Place when creating or editing it. For more on remote document activity in streams, see [Remote Document Options](#).
    - Hide in Activity
    - Show limited info in Activity
    - Show in Activity
7. Click **Save**.
8. Under Permission Group Overrides, select one or more Jive User Permission groups that you want to access all connected SharePoint sites.
9. Under User Mapping, select the mapping that makes sense for your environment.

**Map users by email address from profile field**

Map SharePoint's users email address to a field in Jive (defaults selection is user's email address specified in Jive). This can be changed to any string field in the Jive's user info Note: Custom field (string type) could be added to the users profile in Jive for the user mapping.

**Map users by user name from profile fields (Domain\Username)**

This option can be used to map by two fields in Jive, one that contains the Domain and one that contains the username. For example, domain and username/email and so on.

10. Click **Save**.

## Other External Storage Options

---

You can leverage other storage options, such as Box, even when you're already using Jive for SharePoint.

### Using Jive for SharePoint with Box file storage

You can use Box file storage even when you're using SharePoint. After you've set up the initial community connection to a Box account, connections between Box and Jive are set up group by group. When you create a group, you decide whether the uploaded files will be synchronized with Box. If you also use Jive for SharePoint, you can connect some groups to Box and some to SharePoint. You can't connect the same group to both, however.

## Permissions in Jive and SharePoint

---

Linked SharePoint sites are always based on a Jive place. Their permissions reflect both Jive place behavior and user permissions within SharePoint. A user who doesn't have access in Jive won't be able to access the linked site in SharePoint.

Admins should belong to the Full Control principal defined in the Jive-SharePoint connection, and will have full permissions to all Jive-linked SharePoint sites; all other users should belong to the Everyone principal. For more on this, read [Site Details Wizard](#) on page 14.

When a user creates a new SharePoint site when connecting a Jive Place, permissions are set according to the group type: open or private/secret. The group type determines the assigned users and security group.

### Open Groups

Jive for SharePoint does not set the user permissions dynamically, and there is no sync between Jive and SharePoint.

### Private and Secret Groups

Jive for SharePoint sets user permissions according to Jive Place permissions in a one way sync. The user permissions set in Jive are carried over to Sharpeoint, but if any changes are made in SharePoint, they won't be brought back to Jive. This ensures the users exist in Jive without conflicts.

## Configuring Identity Mapping

---

Mapping users' Jive identity to their SharePoint identity allows users to use Jive to view SharePoint content they have permission to see.



**Fastpath:** Admin Console: System > Settings > Jive for SharePoint > Settings

By default, users are mapped by matching the SharePoint email address to the Jive email address. To change this, you can select **Map by SharePoint username** under Identity Mapping and select the Jive field(s) you want to map to the user name.

Jive users can be mapped to SharePoint users using several options:

**Map by SharePoint email address:**

You can map a SharePoint user's email address to a field in Jive. The default setting is the user's email in Jive, but you can set this to any field in the Jive's user profile that uses an alphanumeric string.



**Note:** You can use a custom field in the user's profile in Jive for this user mapping.

**Use single Jive profile field (Username):**

Maps a SharePoint user name to a field in Jive. You can use any string field in Jive.

**Use multiple Jive profile fields (Domain \Username):**

This option should be used to map by two fields, one that contains the Domain and one that contains the username. For example, you could use domain and username/email.



# Troubleshooting Jive For SharePoint

---

Take a look at the troubleshooting topics for guidance on common setup problems.

## General Troubleshooting

---

This section provides general troubleshooting procedures for SharePoint.

### Fatal Error when deploying the SharePoint Package

If the you are deploying the SharePoint package and get the script shows a FATAL ERROR, you can find the reason of failure in two places:

1. The line above the fatal error message in the script window.
2. In the Central Administration website, under Manage Farm Solutions, you can click the solution link, and then SharePoint shows the error.

### After restoring a SharePoint Site, nothing seems to work anymore!

With the help of a Jive Professional Services engineer, you need to refresh the GUID in Jive after restoring a SharePoint site. When you restore SharePoint sites, they all get new IDs. This procedure brings the new site IDs back into Jive. The Refresh File ID script will generate a SQL script to run in Jive database with the updated GUID and is valid for mode 1 and mode 2

To refresh the GUID:

1. Make sure you download and unzip the version of that matches your version of SharePoint, which is either JiveRefreshFileId.SP2010.zip or JiveRefreshFileId.SP2007.zip.
2. Type the following at a command line. It can be run on either Site Collection and Site level. On a site collection level it will automatically inspect all the sites and detect any file that are connected to jive (mode 1 and mode 2).

```
JiveRefreshFileId.exe "http://FULL-URL-TO-SITE-OR-SITE-COLLECTION/"
```

3. You will find two files output by the script, a CSV file and an SQL file.



#### Note:

- The CSV output file reports the files detected, along with site URL and IDs. For example:

```
"cdfb3cc2-e5eb-4acb-abee-8b8944c49d2f","1211","Jive Documents/
activity+json-1211.txt","http://10.72.110.63:8081/sites/moshe/
fdsafsdafsd"

"c937adbc-f3c3-4b8f-969e-1d20968de078","1397","setJiveFileMapping/
activity json.txt","http://10.72.110.63:8081/sites/moshe/
fdsafsdafsd"

"94c0569f-8eb5-4501-8b4b-b5d12fc7456b","1399","setJiveFileMapping/
AtMentions.js","http://10.72.110.63:8081/sites/moshe/fdsafsdafsd"
```

- The SQL output file is a ready-to-execute SQL update script that can be run on Jive. For example:

```
update spdocuments set documentguid='cdfb3cc2-e5eb-4acb-
abee-8b8944c49d2f' where documentid=1211;

update spdocuments set documentguid='c937adbc-
f3c3-4b8f-969e-1d20968de078' where documentid=1397;

update spdocuments set documentguid='94c0569f-8eb5-4501-8b4b-
b5d12fc7456b' where documentid=1399;
```

## Diagnosing Connection Problems

---

You can use The Diagnostic or Settings pages in the Admin Console to look at or diagnose connections.



**Fastpath:** Admin Console: System > Settings > Jive for SharePoint > Settings

or



**Fastpath:** Admin Console: System > Settings > Jive for SharePoint > Diagnostics

You can see the status of your connection in the main Settings dialog: healthy connections show a green check mark. If you need to investigate connection problems further, go to the Diagnostics tag and try the following:

- If you have a problem seeing SharePoint search results in Jive, click **Search engines administration** on the Diagnostics tab to test the OpenSearch engine that's defined for your SharePoint connection. This engine was created automatically when you set up the SharePoint connection.
- If you're having trouble with accessing linked documents in SharePoint, use Diagnose Places to check for any information that may have been deleted on the Jive side. The diagnostics will identify any deletions so you can restore them or delete them on the SharePoint side.
- If you're seeing problems with the SharePoint web parts communicating with Jive, you can test your SharePoint-to-Jive connection using **Diagnose SharePoint-to-Jive connection issues**.

## Troubleshooting Search

---

If you have search-specific issues, you can use this Jive for SharePoint Troubleshooting section to help you out.

### Issues Searching Jive from SharePoint

If you have issues searching Jive from SharePoint, then try the following:

- If you don't see the Jive tab in SharePoint search, verify that the federated search feature is activated. For more information, see [SharePoint-Side Installation](#).
- Using the Diagnostic tab, verify that the user can communicate with Jive. For more information, see [Diagnosing Connection Problems](#).

## Issues Searching SharePoint from Jive

If you have a problem while searching SharePoint from Jive, then try the following:

- If you get a "Couldn't retrieve search results" message, you can resolve it using [this SharePoint article](#).
- Check your browsers. In Internet Explorer, you should make sure your security settings allow Jive. In Chrome, make sure the popup blocker allows popups.

## Managing the Logs

---

Using the SharePoint Log Viewer, you can monitor the status of the Jive plugin in SharePoint.

### Viewing the SharePoint Logs in Jive



**Fastpath:** Admin Console: System > Settings > Jive for SharePoint > SharePoint log viewer

Use the SharePoint Log Viewer when you want to view the logs for a particular connection without going into your SharePoint file system. You can see logs for a different connection by choosing it from the menu. Click **Refresh** to see the newest information.

### Viewing Jive Logs

You may need to view the Jive logs or provide them to Support for troubleshooting. Use the following steps to collect a debug log and retrieve it in Jive.

1. In the Admin Console, go to **System > Management > Logging Management**
2. In the Configuration tab add a logging level override with the name `com.jivesoftware.spintegration` and the level `DEBUG`. This setting ensures that debug logs will be collected.
3. Reproduce the problem you're troubleshooting so the log will reflect it.
4. Return to **System > Management > Logging Management** and select the Log Viewer tab.

### Using the SharePoint Diagnostic Tool to Capture SharePoint Events in Logs

With the assistance of a Jive Professional Services engineer, you can capture all SharePoint events in a log by installing and running the SharePoint Diagnostic tool. This tool adds logs for any file event fired by SharePoint. This application adds only log entries. It does not do any further processing.



**Note:** This installation of this tool requires assistance from a Professional Services engineer.

To install and use the diagnostic tool:

1. Contact a Jive Professional Services engineer or Jive Support to get the latest script and for help with the installation.
2. Install the diagnostics tool by running the following at a command prompt on a web server in the farm when you have administrator privileges.

```
C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN\STSADM.EXE" -o addsolution -filename "filename.of.the.wsp"
```

3. Check the status of the deployment in **Central Administration > Manage farm solution** so you know when it is complete.
4. When the deployment is complete, run the following command to install a web scoped feature which is not yet activated.

```
C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN\STSADM.EXE" -o deploysolution -name "filename.of.the.wsp" -force -immediate -AllowGacDeployment -allcontenturls
```

5. Check the status of the deployment in **Central Administration > Manage farm solution** so you know when it is complete.
6. To activate the feature, open a SharePoint 2010 Management Power Shell window and type the following command.

```
PS > Enable-SPFeature -identity
"Jive.Plugin.Diagnostic_JiveDiagnosticsFeature" -URL "http://URL-TO-SITE-CONNECTED-TO-JIVE-TO-DIAGNOSE"
```

7. Use the SharePoint site to run different types of file operations. For example, add, rename, update version, and delete.
8. Retrieve the logs by typing the following command in a SharePoint 2010 Management Power Shell window.

```
PS > Get-SPLogEvent -StartTime (Get-Date).addhours(-1) | Where-Object
{ $_.area -eq "Jive Integration" } | out-string -width 10000 > log.txt
```

To uninstall the diagnostic tool:

1. To remove the diagnostic tool, open a SharePoint 2010 Management Power Shell window and type the following command.

```
PS > Disable-SPFeature -identity
"Jive.Plugin.Diagnostic_JiveDiagnosticsFeature" -URL "http://URL-TO-SITE-CONNECTED-TO-JIVE-TO-DIAGNOSE"
```

2. Once the previous step completes, run the following command:

```
"C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN\STSADM.EXE" -o retractsolution -name "filename.of.the.wsp" -immediate -allcontenturls
```

3. Once the previous step completes, run the following command:

```
"C:\Program Files\Common Files\Microsoft Shared\Web Server Extensions\14\BIN\STSADM.EXE" -o deletesolution -name "Jive.Plugin.Diagnostic.1.0.0.0.wsp"
```

## Frequently Asked Questions

---

**Does Jive for SharePoint support SAML authentication?**

Jive for SharePoint does not rely on SAML authentication or any other SSO solution for communication between Jive and SharePoint, but there is no reason you can't continue using SAML for client communication and authentication in other contexts, even if your Jive Id uses SAML. When

**Does Jive for SharePoint migrate seamlessly to use SharePoint 2010?**

you set up your Jive for SharePoint connection, you will still choose between NTLM and Kerberos for authentication.

As long as the site-ids, site-urls, and document-ids are remain the same after migration, the integration should continue to work.

**After I install Jive for SharePoint, can I still sync content? What happens to the existing files?**

Your existing SharePoint site is not modified in any way by the installation. When you link a Jive place into your SharePoint site, two new document libraries are created within the SharePoint site. New content created from Jive will go into those libraries. Your existing SharePoint content will not be shared in Jive.

**How do I add the web parts for Jive to an existing SharePoint site?**

After you've synced your site to a Jive place:

1. Navigate to the page where you want to install the web parts.
2. Go to **Site Actions - Edit Page**.
3. Click **Add a Web Part** where you want to install the new part.
4. In the Web Part list, select the part you want to install, then click **Add**.

The Jive web parts, which are populated as part of the Jive for SharePoint installation, include:

- Jive Actions
- Jive Container Content
- Jive Container Recent Activity
- Jive Search Results
- People in Jive

**Can I disconnect a SharePoint site from the Jive place it's connected to?**

No. The only way to disconnect them is to delete first the Jive place, then the SharePoint site it's connected to.

**Why are users having trouble searching SharePoint from Jive.**

The most common reason for search problems is a browser problem. Chrome users should enable pop ups if prompted. IE users who are getting errors that prevent them from searching should:

1. Select **Internet options > Privacy > Sites**.
2. Click **Allow**.

**Why am I getting a "401 Unauthorized" error when trying to access SharePoint from Jive?**

3. Select **Internet options** > **Privacy** and ensure privacy is set to Low.

Make sure that the user with this problem can navigate to the SharePoint site in the browser, and has a trusted certificate between the SharePoint and Jive servers.

Your SharePoint server might not accept calls from non-Windows machines, including the Jive server which is always Linux. You can resolve this problem by setting the NtlmMinClientSec registry entry to 0x0. For more information, see the Microsoft tech note at [http://technet.microsoft.com/en-us/library/cc737504\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc737504(WS.10).aspx).

**Can I improve my experience using remote access?**

Although you can use a remote session (RDP) to access the Jive for SharePoint web parts, you may experience some problems due to layout redrawing. Working through direct access is recommended for the best user experience.