Jv Jive Interactive Intranet

9.x User Guide

Jabber Connector

Aurea
Unlimited Possibility

Notices

For details, see the following topics:

- Notices
- Third-party acknowledgments

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- Search the articles on the Aurea Knowledge Base for solutions to your issues.

- Search the product documentation and other product-related information that are also available on Support Central.

If you still cannot find a solution, open a ticket on Aurea Support Central. Information about the support organization is available on Support Portal as well.

You can also find the setup files on Support Portal.

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, contact us through our website.

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Jabber

The Jive Connector for Jabber allows one-click access to chat using Jabber as the client.

For details, see the following topics:

- [Requirements for Jabber](#)
- [Using Jive Connector for Jabber](#)

Requirements for Jabber

To enable the Jabber connector, you need to meet the following requirements:

Jive side
- You should have an email address specified in your profile.

Jabber side
- The latest version of Jabber desktop client.

Using Jive Connector for Jabber

Jive Connector for Jabber enables you to chat with community users directly from Jive.

If your community manager has enabled Jive Connector for Jabber in your community and you have the required profile field configured, you can launch it from the following locations within Jive:

- Using the Jabber icon ⬡ on the hover card of a user. The user is automatically added as a participant. You can also directly initiate a chat with the user using the Jabber chat 💬 icon on the hover card.

- Using the **Start Jabber** option from the **Action** drop-down within any Place, User profile, Group, or Content. The Followers of the Place, Group or Content are automatically added as participants in the conversation. Additionally, in the case of Content, the participants also include users who performed any activity in it. For example, users who liked or added comments on the content or who took any action on the Content from the Action list etc.

- From the **Create** and **Apps** menus. Here you are required to add participants manually.

Before you start using the connector, make sure you meet the

Follow these instructions to start using the Jabber connector:

1. Make sure you have an email address configured in your user profile. If you don't have it configured, other users won't be able to contact you through Jabber connector. Click **Edit Profile** under your name or avatar to add an email address.

Try contacting your community manager if you are not able to edit the required field.

2. Launch the Jabber connector from any location as specified above. The first time you do this, the browser prompts you to select a program. Select **Cisco Jabber**. The next time you launch a chat session, Jive will remember your selection.

Note: In case of any trouble, make sure that your browser is not configured to use a different program for the xmpp chat protocol, which controls instant messaging. For example, if your browser is set to launch chat in Adium, you won't be able to connect to Jabber until you change your browser default settings. For help changing the browser default settings, contact your community manager.