



Jive Interactive Intranet

## 9.x Administrator Guide

StreamOnce

# Notices

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For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)

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# Aurea global support

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If you encounter a problem while using an Aurea product or require assistance with downloading the software or upgrading a product release, please, try to:

- 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](#).

# 1

## Jive StreamOnce overview

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Jive StreamOnce configures all the relevant activity to a single Jive place, where place members can easily collaborate directly from Jive with their colleagues outside Jive.

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**Note:** StreamOnce is licensed on a per-user basis. Before you start using it in production, contact your account manager for information on using StreamOnce.

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With Jive StreamOnce, you can:

- Interact with partners and vendors, who rely on other tools for collaboration, such as Salesforce Chatter, Yammer, Evernote, Jira.
- Stream emails from distribution lists, such as Microsoft Exchange and Google Groups.
- Stream content from social applications, such as Facebook, Twitter, and Yammer.
- Stream content to existing storage providers, such as Google Drive and Dropbox.
- Bridge collaboration between those who use Jive and those who don't.

For the list of supported integrations with a quick overview of what's currently possible out of the box, see [StreamOnce integrations](#) on page 8. The available options depend on your license.

*Jive StreamOnce integrates several enterprise applications with Jive to enable content streaming between the applications and Jive.*

For details, see the following topics:

- [System requirements](#)
- [Supported browsers](#)
- [StreamOnce integrations](#)

## System requirements

Here you can find the requirements for running the Jive StreamOnce plugin.

### Jive software requirements

- Jive 9.0 or higher.

### Required ports

For Jive to communicate with StreamOnce, your firewall must have port 80 (for HTTP) or 443 (for HTTPS) open.

## Supported browsers

Jive works with most current web browsers. Note that if you need to use Content Editor features, such as cut and paste, script access to the clipboard must be enabled.

- Microsoft Edge\* (Chromium-based).
- Apple Safari 8 and 9 (on Macs only).
- Mobile Safari on iPhone and iPad for iOS 8 and 9 and later. (For a browser-independent native iOS phone app, be sure to look for the Jive Daily Hosted app, if your community uses it, in the App Store.)
- Mobile Chrome on Android devices for Android 4.4 and later. (For a browser-independent native Android phone app, be sure to look for the Jive Daily Hosted app, if your community uses it, in Google Play.)
- Mozilla Firefox\*.
- Google Chrome\*.

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

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**Note:** The recommended minimum screen resolution for desktop devices is 1024 x 768. Results may vary if you use zoom to adjust your view to levels other than 100%.

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### Important notes and restrictions

- Beta versions of web browsers are not supported, but they are quickly added to the supported list after they're formally released.
- Apps are not supported on mobile devices. These features may not work correctly on mobile devices.

## StreamOnce integrations

StreamOnce can integrate with many applications. Some integrations even feed application data into Jive where you can collaborate around it, by supporting bidirectional information streaming and comment updating.

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**Note:** StreamOnce is licensed on a per-user basis. Before you start using it in production, you should talk to your account manager about your plans for using StreamOnce.

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If you need a different integration, please contact your account manager.

### Supported StreamOnce integrations

Integration	Who benefits	How it works	Bidirectional streaming
Microsoft Exchange	Any team currently using Exchange distribution lists (DL) for collaboration. Instead of being isolated in email inboxes and possibly deleted, all messages remain in the group.	Messages sent to the email DL are streamed into a connected Jive group. Members of the Jive place can reply within Jive, and the reply will go back out to the DL.	Yes
Google Groups (through Google Apps)	Any team currently using Google Groups for collaboration. Instead of being isolated in email inboxes and possibly deleted, all messages remain in the group.	Messages sent to the Google group are streamed into a connected Jive group. Members of the Jive place can reply within Jive, and the reply will go back out to the Google group.	Yes
Dropbox	Teams that share files with partners or each other through Dropbox. For example, a partner can upload a deliverable into Dropbox. The internal team can then review and discuss the file from within a Jive group.	Files uploaded to a Dropbox folder will show up in the Jive group the folder is connected to, where community users can collaborate and comment on them. Comments created in Jive do not go back to Dropbox.	No



Integration	Who benefits	How it works	Bidirectional streaming
Evernote	Sales and Business Development teams that are on the road and use Evernote to take meeting notes. When they take notes on a mobile device or laptop, their notes will be available within Jive for the rest of their team to collaborate around.	Notes saved to an Evernote notebook will show up in the Jive group the notebook is connected to. Comments within Jive do not go back to Evernote.	No
SalesForce / Chatter	Sales teams can leverage Chatter to talk with each other, while other teams who help them to close deals can collaborate in Jive, chiming in as needed. Keeping the conversation in Jive can reduce the number of Salesforce licenses required for non-Sales teams.	Discussions created in a Chatter group stream into a connected Jive group. Members of the Jive group can reply to the discussion, and the replies will go back to the Chatter group.	Yes
Facebook	Marketing and Support teams who want to monitor and discuss their Fan Pages. Centralizing the conversation lets them react immediately when needed without leaving Jive, or choose to discuss Facebook posts in context before replying.	Posts to a <b>Facebook Fan Page</b> stream into a connected Jive group. Members of the Jive group can reply to the Facebook post, and the replies will go back to the Facebook fan page.	Yes
Twitter	Sales, Marketing, and Support teams who want to monitor and discuss tweets from people or authors of interest.	Tweets from a connected Twitter handle stream into a connected Jive group. Replies and group discussions won't ever be tweeted.	No
RSS	Any teams who currently rely on critical information from an RSS Feed as part of their workflow.	RSS feeds stream into a connected Jive group.	No

Integration	Who benefits	How it works	Bidirectional streaming
Yammer	Teams that have already adopted Yammer can connect effectively with teams that have adopted Jive for collaboration. For example, when a question is posted in Yammer, members of a connected Jive place can also see the question and provide answers.	Discussions created in a Yammer Group stream into a connected Jive group. Members of the Jive group can reply to the discussion, and the replies will go back to the Yammer group.	Yes
Jive2Jive	Bridges two Jive communities by streaming discussions from group to group. For example, bring discussions from your external community right into your internal one where you can collaborate internally around solutions.	Stream activity from a place in one Jive community into a place in another Jive community. This functionality is only available for Open and Members Only places.	Yes
Jira	Engineering teams who use Jira for defect tracking can encourage richer interactions around issue resolution and draw in other teams who may not use Jira, enhancing cross-team solution-building.	Based on a favorite filter which is defined in JIRA, all newly created issues that meet the filter conditions are streamed, as well as any updates and comments on new and existing issues included in the filter. Even better, any Jive comments posted in response to JIRA activity will be synced as comments to the appropriate JIRA issue. Note, however, that updates to existing comments on either side are not synced, in either direction.	Yes

# 2

## Setting up StreamOnce

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*Here you can find instruction for installing and removing the Jive StreamOnce add-on.*

For details, see the following topics:

- [Installing Jive StreamOnce add-on](#)
- [Disabling StreamOnce](#)

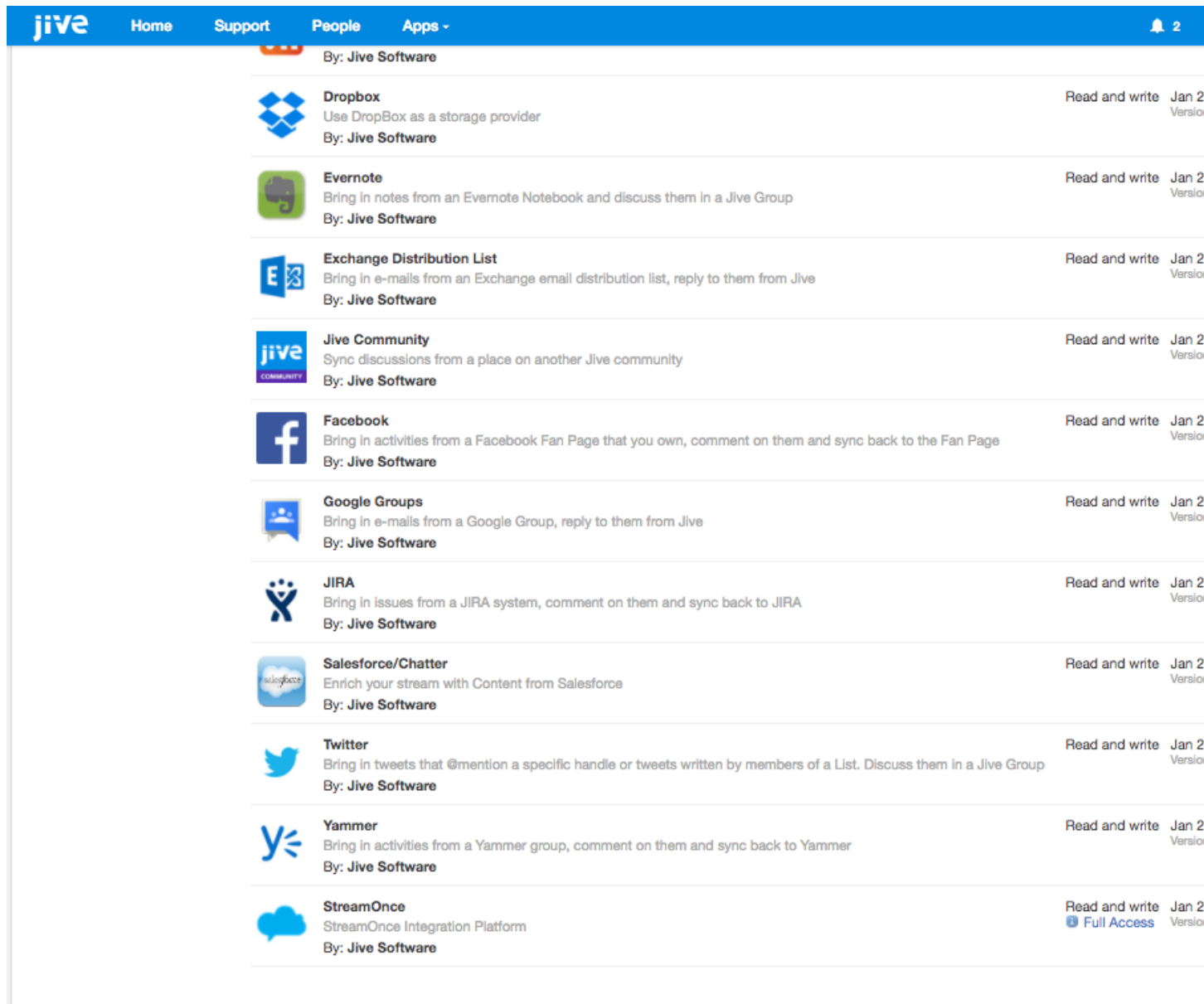
## Installing Jive StreamOnce add-on

By default, Jive StreamOnce add-on is pre-installed on every Jive Instance. However, if the add-on is not installed for your instance follow these instructions to install it. You must have application admin privileges with a valid e-mail and access to add-ons.












To install the StreamOnce add-on:

1. Log on to Jive using an application administrator account.
2. From your **avatar** drop-down list, select **Add-Ons**.

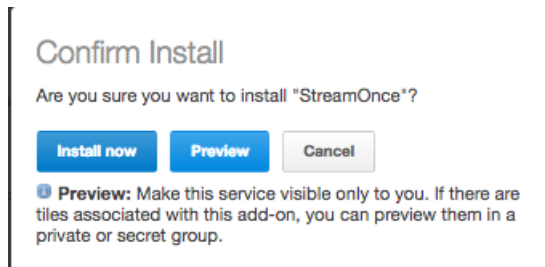
3. Click the **Available** tab, and in the All Add-ons: Available page scroll down and locate the **StreamOnce Integration Platform**.



The screenshot shows the Jive user interface with the 'Apps' tab selected. A list of available integrations is displayed, each with a logo, name, description, and access level. The 'StreamOnce' integration is highlighted at the bottom of the list.

Icon	Name	Description	Access Level	Version
	Dropbox	Use DropBox as a storage provider	Read and write	Jan 2
	Evernote	Bring in notes from an Evernote Notebook and discuss them in a Jive Group	Read and write	Jan 2
	Exchange Distribution List	Bring in e-mails from an Exchange email distribution list, reply to them from Jive	Read and write	Jan 2
	Jive Community	Sync discussions from a place on another Jive community	Read and write	Jan 2
	Facebook	Bring in activities from a Facebook Fan Page that you own, comment on them and sync back to the Fan Page	Read and write	Jan 2
	Google Groups	Bring in e-mails from a Google Group, reply to them from Jive	Read and write	Jan 2
	JIRA	Bring in issues from a JIRA system, comment on them and sync back to JIRA	Read and write	Jan 2
	Salesforce/Chatter	Enrich your stream with Content from Salesforce	Read and write	Jan 2
	Twitter	Bring in tweets that @mention a specific handle or tweets written by members of a List. Discuss them in a Jive Group	Read and write	Jan 2
	Yammer	Bring in activities from a Yammer group, comment on them and sync back to Yammer	Read and write	Jan 2
	StreamOnce	StreamOnce Integration Platform	Read and write Full Access	Jan 2

4. Click **Install** next to the add-on name, and confirm the message that appears by clicking **Install Now**.



5. Return to the All Add-ons: Installed page and verify that the add-on is installed:

The screenshot shows the Jive user interface. The top navigation bar includes 'jive', 'Home', 'Support', 'People', and 'Apps'. Below this, there's a sub-navigation bar with 'Add-ons', 'Apps Management', 'Storage Management', and 'Community Authorizations'. The left sidebar has links for 'Storage Providers', 'API Services', and 'All Add-ons'. The main content area is titled 'All Add-ons: Installed'. It contains a list of installed add-ons:

- StreamOnce**: StreamOnce Integration Platform. By: Jive Software, Inc. Permissions: Read and write, Full Access.
- Google Groups**: Bring in e-mails from a Google Group, reply to them from Jive. By: Jive Software, Inc. Permissions: Read and write.
- Facebook**: Bring in activities from a Facebook Fan Page that you own, comment on them and sync back to the Fan Page. Permissions: Read and write.

## Disabling StreamOnce

If you're a community manager, you can disable StreamOnce by uninstalling it.

: StreamOnce provides some additional features in Jive in addition to a list of stream integrations which cannot be individually disabled. Certain Jive integrations with

storage providers, such as Google Drive and Dropbox, also rely on StreamOnce, and will be disabled if you uninstall the add-on. Before you uninstall it, make sure your site is not relying on one of these integrations.

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To delete StreamOnce:

1. Go to **Your avatar > Add-ons** .
2. Then select the gear icon next to StreamOnce integration and select **Uninstall**.

Users won't be able to add new streams to a place, and existing streams added via StreamOnce won't be updated. If you've already been using StreamOnce in your community, any information streamed into a place will remain unless you delete it.

# 3

## Using StreamOnce

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*StreamOnce transforms how your teams collaborate by connecting all your business systems into your Jive community. When you stream all the relevant information into one social place, your team can search, manage and respond instantly to data.*

For details, see the following topics:

- [Adding external streams to places](#)
- [Preparing for StreamOnce with email](#)
- [Configuring StreamOnce with email](#)
- [Using StreamOnce group for Email](#)

## Adding external streams to places

StreamOnce setup involves adding a stream to the Activity page of a place you own.

To set up any of the StreamOnce endpoints, you must add a stream to a place template for a group that you own (or are the administrator for). After you add a stream, you can to configure the stream with the correct connection information. This edition of the documentation provides a more detailed configuration for email integrations only.

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**Note:** StreamOnce is licensed on a per-user basis. Before you start using it in production, you should talk to your account manager about your plans for using StreamOnce.

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To set up StreamOnce:

1. Go to a group that you own that has an Activity page enabled.
2. Click **Manage > Settings** .
3. Click **Add external stream integration**.
4. Click on the integration you want to add.

The available integrations depend on your community setup.

5. Click **Configure** and follow the instructions.

6. Click **Save** to save changes to the Activity page.

You should see the stream in the Activity page when you access the group after saving changes.

7. Send some test content through the system by posting to the stream you are integrating, and check whether the content shows up in the Jive group.

## Preparing for StreamOnce with email

Before you start using StreamOnce, make sure you have a group set up in Jive and a distribution list that can stream traffic to it.

You can set up StreamOnce for email with any distribution list on Exchange or Office365 (by using Exchange 2007 or higher), or a Google Group associated with a Google Apps corporate deployment.

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**Attention:** StreamOnce does not support Google Groups created with individual Gmail accounts. If you're doing a test implementation, you should not use your personal Gmail. Doing so can cause future problems with your production implementation.

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To use StreamOnce in Jive with an email distribution list:

1. Set up an email distribution list or Google Group if you don't already have one. As the person creating the connection, you need to have an email account that is part of this distribution list.

Note if you're using Google that both the Google Group and the email account need to belong to a corporate Google Apps deployment, even if you're setting up a test connection. Individual Gmail accounts and Google Groups created by them are not supported.

2. Set up a group on a Jive instance. You can make this a private or private unlisted group if you want the content you stream there to be visible only to certain users. You can also connect an existing group to StreamOnce, but you should use a group that's dedicated to the content from your distribution list.

To connect a group to StreamOnce, you need to be a group owner or administrator in Jive. You won't be able to select groups that you don't own while you're setting up the connection.

## Configuring StreamOnce with email

To set up StreamOnce, check that the StreamOnce add-on is installed in your community and then configure a group connection.

Before you start, make sure your system satisfies the requirements listed in [System requirements](#) on page 7 and [Preparing for StreamOnce with email](#) on page 16.



To set up a connection for email:

1. Go to a group that you own that has an Activity page enabled.
2. Click **Manage > Settings**.
3. Click **Add external stream integration**.
4. Click **Google Group** or **Exchange Distribution List**.

Note that once you have set up one of these stream types, you can't use the other type in this community. Another user can set up the stream if you need to use both.

5. Click **Configure**, select a group or distribution list.

If you're using a Google Group as the source, note that you need to select a Google Group that's part of a Google Apps corporate domain: individual Gmail accounts and the Groups they create are not supported.

6. Provide your credentials, if required.
7. Click **Connect**.
8. Once your distribution list is connected to the Jive group, click **Save** to save the place Activity page.
9. Send a test message to the list and make sure it shows up as a discussion in the connected group.

## Using StreamOnce group for Email

When you interact with a group connected to Jive StreamOnce, you can expect discussion replies to show up both in Jive and in the email distribution list.

A Jive StreamOnce group is synchronized bidirectionally. You can expect the following behavior if you belong to the discussion list as well as the Jive community where the group lives:

1. New posts to the email distribution list will show up as new discussions in the Jive group.
2. Replies posted in the Jive group will be posted to the email list as replies to the entire list.
3. Replies posted in the email list and copied to the list address will be posted in the Jive group.
4. Replies posted in the email list that are sent only to the author of a discussion prompt or comment, but not to the list address, will be emailed to the recipient but not posted to the Jive group.
5. New discussions created in the Jive group will or will not be sent to the email distribution list as well.

# 4

## Troubleshooting

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### I can't tell if StreamOnce is enabled in my community

If StreamOnce is enabled, you should see Google Groups, Microsoft Exchange, and other stream integrations in the list when you edit the place template for a group you own and click **Add Stream**. If you don't see any of these integrations, the StreamOnce Add-on may not be enabled. Community managers should be able to see StreamOnce in the list of Available or Installed Add-Ons on the **You avatar > Add-Ons** page.

### I can't edit place Activity page

You need to be an administrator of a group to add streams to an Activity page, which means you need those same rights to set up StreamOnce. Check the **People** tab of the group to see the **Owned By** list on the left, which shows the list of group administrators. If you need to get administrative access to the group, anyone in this list can add you by using **Manage > Members**.

*If you're having trouble with setup, there are some basic ways to investigate.*