



Jive Interactive Intranet

9.x Administrator Guide

Jabber Connector

Notices

For details, see the following topics:

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

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Aurea global support

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](#).

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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](#)
- [Enabling the Jabber connector](#)

Requirements for Jabber

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

Jive side

- Jive 8.0.3 or higher.
- The current version of Jive Cloud.
- Community Manager rights to your Jive site.
- Community users should have an email address in their profile.

You can configure your community to populate phone and email fields from a directory server, or users can enter the information themselves by editing their profiles. For more information, see [Mapping users from a directory server](#) in the Community Manager Guide.

Jabber side

- Cisco Unified Communications Manager version 8.6 or higher for Voice/Video.
- Cisco Unified Presence Services version 8.6 or higher (or WebEx Connect Messenger Service) for Instant Messaging (IM).
- Cisco Jabber Desktop client version 8.6 or higher (Mac or Windows), configured to handle xmpp: and tel URIs (tel:) from the user's web browser.
- The latest version of Jabber desktop client.

Enabling the Jabber connector

The Jive Connector for Jabber allows one-click access to chat with other users within your Jive community. As a community manager, you can install **Jive Connector for Jabber** from the **Add-Ons** page and configure its settings to get it ready for use.

Before you start installing, make sure your Jive community meets the [Requirements for Jabber](#) on page 7. Additionally, if your community uses SAML SSO or a directory server for user provisioning, you also need access to your directory server or identity provider to ensure the correct profile fields in Jive are populated.

Follow these steps to install and configure the **Jive Connector for Jabber** add-on:

1. In the **Admin Console**, go to **People > Settings > Profile Settings**.
2. In Jive, click your avatar and select **Add-ons**.
3. In the **Available** tab, click **Install** next to the **Jive Connector for Jabber** add-on.

4. Click **Install Now** or **Preview** as required.

The **Preview** option is available to make this add-on visible only to you for testing purposes before you make it available to your community. For more information, see [Installing add-ons](#) in the Community Manager Guide.

As the add-on gets installed, you are directed to the **Jive Connector for Jabber Settings** page for configuration.

5. On the **Settings** page, under **Apps Security** click the gear icon to configure the user groups who can access this connector. By default, it provides access to all registered users.

Note: This option is not available in **Preview** mode.

6. Click **Configure Now...** and select the **Jabber ID Field**.

The integration uses this field value to pick email address from the user's Jive profile.

Note: You can confirm the field name from the **People > Global Profile Settings** page in **Admin Console** and select the field that stores email address for logging into Jabber. Users who do not have information in the required field cannot use or access Jabber. If your community is not populating the selected field from a directory server, you should make the field editable on the profile and get users to provide the information themselves by editing their profile.

7. Click **Submit** to save the configuration.
8. Optionally, under **Advanced Settings**, specify the expiration settings for **Jive Connector for Jabber**.

If left blank, Jive uses the default expiration settings configured in the **Add-Ons** page. For more information, see [Installing add-ons](#).

9. Click **Save and Activate** to start using **Jive Connector for Jabber**.