



Jive Interactive Intranet

Cloud Administrator Guide

Jive Anywhere



Notices

For details, see the following topics:

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

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Aurea global support

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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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Jive Anywhere overview

To get work done, you need to interact with many different web sites and web applications. For example, you approve invoices, review job candidates, or research on the Web. When you come across something you need to discuss in Jive, such as a candidate on LinkedIn, you can now use Jive Anywhere to connect all the Jive conversations. In one place, everyone in your community can converge on this one subject.

Jive Anywhere brings Jive collaboration directly into the context of any web site or web application. For instance, as you review a sales opportunity with a CRM system, you can see if anyone in your company has already been discussing the company. With a Jive Anywhere click, you can create a group in your Jive community to discuss the opportunity with colleagues.

Jive Anywhere combines the endless information of the internet with the collaborative power of Jive.

For details, see the following topics:

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

System requirements

This topic specifies the required and supported systems for Jive Anywhere.

Jive software requirements

- The current version of Jive Cloud

For more information about Jive Anywhere features available with each Extended APIs version, see [Jive Anywhere Feature Compatability Matrix](#) on Worx.

Supported operating systems

- Mac OSX
- Windows XP SP2 (Windows Installer 3.1)
- Windows Vista
- Windows 7
- Windows 8*

* For Windows 8, only Internet Explorer in the desktop version is supported. For Internet Explorer 10, enhanced protected mode (EPM) must be disabled, which it is by default. To edit this setting, in Internet Explorer, go to **Tools > Internet options > Advanced** .

Additionally, Jive Anywhere requires the following to work correctly:

- Microsoft .NET Framework 3.5 SP1 or 4.x Client profile (required for Internet Explorer)

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* (on Macs only).
- Mobile Safari on iPhone and iPad for iOS 11 and later. (For a browser-independent native iOS phone app, be sure to look for the Jive Daily: Intranet on the go app, if your community uses it, in the [App Store](#).)
- Mobile Chrome on Android devices for Android 8 and later. (For a browser-independent native Android phone app, be sure to look for the Jive Daily: Intranet on the go app, if your community uses it, in [Google Play](#).)
- Mozilla Firefox*.
- Google Chrome*.

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

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%.

Important notes and restrictions:

- Chromebook is not supported.
- 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.

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Managing Jive Anywhere

Jive Anywhere integrates any web page or web application with your community. With Jive Anywhere, you can start a conversation, or see what everyone else has already said, about any Web content. Best of all, it happens automatically.

To begin, all you need to do is install the Extended APIs plugin in Jive, configure Jive Anywhere, and provide the Jive Anywhere browser plugin for your community. If you are using Jive Cloud, the Extended APIs plugin is installed by default. You only need to set up Jive Anywhere.

Jive Anywhere brings conversation, content, and context into Jive from anywhere you are on the Web.

For details, see the following topics:

- [Post-installation configuration](#)
- [Deploying browser plugins to multiple users](#)
- [Restricting web sites that use Jive Anywhere](#)
- [Disabling auto-updates on Internet Explorer](#)
- [Uploading your own Jive Anywhere cartridges](#)

Post-installation configuration

After you install the Extended APIs plugin, you need to perform the post-installation configuration steps to get Jive Anywhere to work the way you want.

After installing the Extended APIs plugin, configure Jive using the following settings:

1. For Extended APIs, if your environment blocks unauthenticated traffic using proxy and SSO, then you need to allow `/__services/eapis/version/current` without any authentication header.
2. Enable OAuth, as described in [Enabling OAuth](#) on page 9.
3. Deploy browser plugins to multiple users, as described in [Deploying browser plugins to multiple users](#) on page 9.
4. Restrict web sites that use Jive Anywhere, as described in [Restricting web sites that use Jive Anywhere](#) on page 10.
5. If you want to enable auto-updates, allow outgoing network access through the firewall to `files.jivesoftware.com`.

Enabling OAuth

Here you can find the settings you need to configure if you use OAuth as the authentication method for Jive Anywhere.

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`.

Deploying browser plugins to multiple users

You can deploy the browser plugins to multiple users on Windows as long as they're using Internet Explorer or Firefox. Chrome and Safari are not supported.

You need to download the Windows installer file. Also, this mass deployment requires .Net Framework 3.5 SP1 or .NET Framework 4.0 Client Profile. For large scale enterprise deployments, you can use tools, such as Microsoft Group Policy or Microsoft System Center Configuration Manager.

To perform a silent installation of the client, type the following operation in a Command window while logged in as an admin:

```
msiexec.exe /i "JiveAnywhere.msi" /qn SERVERURL="https://your-jive-instance.com"  
ADDLOCAL=IE,Firefox
```

Here:

- `ADDLOCAL`: Specifies which browsers you want to install passing parameters using the `ADDLOCAL` argument. Removing `ADDLOCAL` installs Jive Anywhere on any Internet Explorer or Firefox browser by default.
- `SERVERURL`: Sets the desired Jive instance.

Restricting web sites that use Jive Anywhere

You can provide a list of sites where Jive Anywhere exclusively works (an inclusion list) or a list of sites where you want Jive Anywhere to be unavailable (an exclusion list).

Fastpath: Admin Console: System > Settings > Jive Anywhere

Extended APIs allow community administrators to create inclusion and exclusion lists in the Jive Anywhere Admin Console page. This functionality is available for version 2.0 and later.

Configuring Extended APIs

The inclusion and exclusion lists of sites that Jive Anywhere is controlled by a list which you enter in the Jive Admin Console.

To include or exclude sites that use Jive Anywhere:

1. In the Admin Console, go to **System > Settings > Jive Anywhere** , then open the **Options** tab.
2. Under **Restricted Domain List**, type the list of sites, using a comma to separate them. For example, you might type: `www.jivesoftware.com, www.yourwebsite.com.`

Note: You must not use the "`http://`" part of the URL in the **Property Value** field.

3. Under **List type**, select **Inclusion** or **Exclusion** depending on which list you're creating.
4. Click **Submit**.

Disabling auto-updates on Internet Explorer

You can disable the auto-update feature and update notifications for Jive Anywhere in Internet Explorer by adding a registry key and deploying it to all users on a domain.

Note: For large scale enterprise deployments, you can use tools such as Microsoft Group Policy or Microsoft System Center Configuration Manager.

Windows (32-bit)

To disable the auto-update feature and update notifications on 32-bit Windows, log into a Command window as admin and type this operation:

```
REG ADD HKLM\SOFTWARE\BrowserExtensions\c21f6d90-6844-484d-b0ee-309021dd83eb /v IsUpdatedDisabled /d true /t REG_SZ
```

Windows (64-bit)

To disable the auto-update feature and update notifications on 64-bit Windows, log into a Command window as admin and type this operation:

```
REG ADD  
HKLM\SOFTWARE\Wow6432Node\BrowserExtensions\c21f6d90-6844-484d-b0ee-309021dd83eb  
/v IsUpdateDisabled /d true /t REG_SZ
```

Uploading your own Jive Anywhere cartridges

You can create a new Jive Anywhere cartridge and add it to Jive by using the Admin Console.

You can customize how Jive Anywhere interacts with web pages by creating a new or adding an existing cartridge. A cartridge provides deeper integration between Jive, Jive Anywhere, and a web site.

You can create a Jive Anywhere cartridge by using the Jive API. You must have a prepared cartridge before you start the update. For more information, see the [Jive Anywhere 2.1 Cartridge SDK](#).

Fastpath: Admin Console: System > Settings > Jive Anywhere

1. In the Admin Console, go to **Admin Console: System > Settings > Jive Anywhere** , then select **Cartridges** tab.
2. Click **Upload new cartridge**.
The **Edit Cartridge** dialog box opens.
3. In the **Display name for the cartridge**, type the name of the cartridge.
4. In **Choose a new cartridge ZIP file to upload**, click **Browse** to upload the zip.
You need to upload the cartridge which you created, as described in [Jive Anywhere 2.1 Cartridge SDK](#).
5. In **Cartridge included patterns**, type the include pattern you want to add, then click the up arrows to add it to the box.
6. Click **Submit** .

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Troubleshooting Jive Anywhere

Users are not able to use the Snapshot feature on internal web sites even using Internet Explorer 9

If you want snapshots to work on internal web sites, then you can do one of the following:

- Change the default document mode by adding (or replacing) the following metadata line to the HTML header:

```
<meta http-equiv="X-UA-Compatible" content="IE=edge" />
```

- Make the web pages HTML5 by declaring the HTML with the following declaration:

```
<!DOCTYPE html>.
```

Others cannot reply when content is posted to the Entire Community

If you want to make sure others can comment on content you post from Jive Anywhere to the entire community, you need to open the content for editing and then save it. You don't need to actually make any changes to it.

Here you can find typical activities for troubleshooting Jive Anywhere installation.