



Jive Interactive Intranet

## Cloud Administrator Guide

Jive Mobile

# Notices

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For details, see the following topics:

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

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# Table of Contents

<b>Aurea global support.....</b>	<b>5</b>
<b>Chapter 1: Jive Mobile.....</b>	<b>6</b>
System requirements.....	7
Supported browsers.....	7
Connect to your community.....	8
<b>Chapter 2: Administering Jive Mobile apps.....</b>	<b>11</b>
Configuring Jive Mobile for Android and iOS.....	11
Custom app wrapping for iOS.....	12
Native app caching: Android.....	13
Native app caching: iOS.....	13
Native apps and push notifications.....	14

# 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 Mobile

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Jive offers several ways to use the product on a mobile device.

**Jive Mobile for iOS** You can install the Jive Mobile for iOS from the Apple Store with your iPhone or iPad. This app offers a mobile-friendly version of the product. Native apps support push notifications and rich content authoring. Users of internal-facing communities who are frequent users of Jive will find the native app's performance and functionality especially helpful.

**Jive Mobile for Android** You can install this app from Google Play on your Android device. This app offers a mobile-friendly version of the product. Users of internal-facing communities who are frequent users of Jive will find the native app's performance and functionality especially helpful.

**Using Jive from a mobile browser (narrow screen)** You can view your Jive community from a mobile browser. You can see the same behavior using a desktop browser that's been minimized to a narrow width. You can see a subset of functionality but a more Jive-like experience. To use Jive in this mode, you only need to open the browser on a mobile device and navigate to your community. For more information about browsing your community from a mobile browser, see [Using community from mobile browsers](#) in the Cloud User Help.

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**Note:** In previous versions that included the Jive Mobile Web plugin, you could configure a mobile home page in the admin console. This home page is now configurable under **Manage > Mobile Home Page** and is visible to any user accessing Jive from a mobile or narrowed browser. For configuration help, see the main Jive Cloud documentation.

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This guide provides information about the requirements and functionality for the Jive Mobile for iOS and Jive Mobile for Android.

*Access your community anywhere from your phone or tablet.*

For details, see the following topics:

- [System requirements](#)
- [Supported browsers](#)
- [Connect to your community](#)

## System requirements

Make sure the following requirements are met before using Jive on your mobile device.

### General requirements

- For a list of core versions and compatible mobile module versions, see [Jive Mobile Compatibility Matrix](#) on Worx.

### Jive Mobile for iOS and Jive Mobile for Android add-ons

To use the Mobile implementations with the iOS or Android apps, you need the Jive Mobile add-ons for these apps. These add-ons should already be installed by default for all Hosted and Cloud sites with a Mobile license, and **Connections to Add-On Services** should be set to **Allowed** in the Admin Console.

### Supported mobile devices and browsers

Mobile Product	Apple iOS	Android	BlackBerry
Mobile 3: Jive 3.0+ iOS App *	iPhone and iPad: iOS 7 and 8	–	–
Mobile 3: Jive 3.0+ Android App **	–	Android 4.0.3+	–

\* The native iOS app requires Jive version 6.0.3 or higher, or Jive Cloud. This app is available only for registered community users. Guest users cannot access the community from the app.

\*\* The native Android app requires Jive version 7.0.1 or higher, or Jive Cloud. This app is available only for registered community users. Guest users cannot access the community from the app.

## 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.

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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:

- 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.

## Connect to your community

Follow these steps to visit your community for the first time from your mobile device.

### Connecting with an iPhone or Android native app

To connect with an iPhone or Android native app:

1. Be sure you are using one of the supported mobile devices listed in [System requirements](#) on page 7.
2. Go to the app store on your mobile device and search for "Jive Software" .
3. Install the app on your device.
4. Launch the app.
5. Enter the URL of your community.
6. Depending on how your community administrator has set up mobile access to your community, you may or may not need a registration code to access your site. If you need one, skip to the instructions below.
7. If you don't need a registration code, you will see your community login page after entering your community's URL. Enter your username and password and tap **Log in** . Remember to uncheck **Remember Me** if you are using a shared mobile device or just don't want your credentials stored.
8. If you want to register another mobile device, just repeat these steps on the new device.



## Connecting from a mobile web browser

To connect from a mobile web browser:

1. Be sure you are using one of the supported mobile devices listed in [System requirements](#) on page 7.
2. From your mobile device's built-in browser, go to the URL of your community. Depending on how your community administrator has set up mobile access to your community, you may or may not need a registration code to access your site. If you need one, skip to the instructions below.
3. If you don't need a registration code, you will see your community login page. Enter your username and password and tap **Log in**. Remember to uncheck **Remember Me** if you are using a shared mobile device or just don't want your credentials stored.
4. If you want to register another mobile device, just repeat these steps on the new device.

## Getting registration code

To get a registration code:

1. From your primary computer (not your mobile), go to your community and click on your name in the upper right corner and select **Preferences > Mobile**.
2. Enter a name for your mobile, i.e., Joey's Phone, (alternatively, you can point your mobile at the QR code on the screen if you have QR recognition software) and then click **Get Activation Code**.

You'll then be prompted to point your mobile's built-in browser to an activation URL. From there, enter the activation code and follow the prompts to complete your mobile's registration. Then, from your mobile's built-in browser, enter the URL of your community.

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**Caution:** If you cannot connect to your community from your mobile device, be sure your mobile's browser does not have Private Browsing enabled. On most devices, you can disable Private Browsing in the browser's Settings.

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## Enabling push notifications in the native apps

**iOS** If you enable notifications, you'll get a notification for each new item in your Inbox. To adjust how your notifications are sent, from the main screen of your device (not from within the app), go to **Settings > Notifications > Jive**.

**Android** By default, you'll get a notification from the Jive app any time a new item appears in your Inbox. An app icon will appear in the notification area at the top of the screen. Swipe the icon to get a preview of what's new in your Inbox.

To adjust push notification behavior, launch the app, open the app menu, and then choose **Settings**. From there you can modify your notification preferences under the Notifications section.

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**Note:** When you connect with mobile, you're using the Internet to connect to your community remotely. This means that your mobile experience can be influenced by the reliability of the mobile device's network connectivity, which can vary depending on many environmental factors.

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# 2

## Administering Jive Mobile apps

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Setting up the Jive side of the apps may not require any configuration at all. However, there are some configuration options including a choice of authentication modes, and you can also enable and disable connections from Jive mobile apps to your site.

*Here you find information on setting up your community for using Jive Mobile.*

For details, see the following topics:

- [Configuring Jive Mobile for Android and iOS](#)
- [Custom app wrapping for iOS](#)
- [Native app caching: Android](#)
- [Native app caching: iOS](#)
- [Native apps and push notifications](#)

## Configuring Jive Mobile for Android and iOS

No Jive-side configuration is required to use the apps, unless you can't or don't want to use your Jive installation's SSO setup to authenticate Mobile users.

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**Fastpath:** Admin Console: Mobile

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In general, if you have licensed Jive Mobile, you don't need to do anything to let your users download the Mobile app from the App Store and get started. By default, the mobile app will use whatever authentication method you've set up for your Jive site, and you can use the default settings for push notifications. Here are some situations where you might want to do further configuration:

- You have an SSO configuration for your Jive site that you can't or don't want to use with Mobile. For example, if your sign-in page for SSO is on a VPN (and not accessible to mobile devices), or SSO timeout policy is mobile-unfriendly, you should read the section on Authenticating with Mobile Apps and consider your options.
- You want to distribute a customized or wrapped version of the app.

## Enabling and Disabling App Connections

You can enable and disable access from the current generation of native apps with Mobile 3, and you can also decide whether you want users who try to access Jive through their mobile device's browser to be automatically redirected to the app.

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**Note:** Previous versions of the Jive native apps, which were compatible with Jive 6.x, are not supported for Jive versions after Jive 7, and people with these apps installed will need to uninstall them and install the current Jive Mobile for iOS or Jive Mobile for Android.

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To control access to your community using the Jive native apps:

1. To disable or grant access from users via the mobile app, clear or select **Allow access from standard Jive Mobile apps (versions 3.0+) published by Jive**. Note that users will still be able to use your community from a mobile device using the responsive web interface.
2. To make sure users are prompted to use the native app instead of the browser when they try to log in from the browser on a mobile device that supports it, select **Prompt web users on compatible mobile devices to launch the native Jive Mobile app**. Users who haven't yet downloaded the app will be prompted to install it.

## Custom app wrapping for iOS

With Mobile 3, we are introducing a program to enable custom enterprise distribution of the iOS app, including wrapping with MDM tools like Good Dynamics or MobileIron.

If you participate in this program, you will be provided access to iOS binaries (.ipa files) for the Jive Mobile app, and will be able to perform some customizations, as well as app signing and wrapping. You can also contract with Jive professional services for app wrapping with Good Dynamics or MobileIron. Contact your Jive account representative for more information.

Jive internally tests a wrapped version with Good Dynamics and Mobile Iron. However, we cannot provide technical support for app wrapping outside of a Jive Professional Services engagement. We recommend that if you do implement wrapping without our Professional Services team, you assign this task to a mobile expert within your company. To verify success, we recommend testing the iOS app outside MDM, then wrapping and testing again. If you have a problem with Jive Mobile functionality after the app is wrapped, the problem can be isolated to the wrapped app, and you will need to reach out to your MDM vendor for assistance.

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**Note:** App wrapping is not yet available for the Android app.

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## Native app caching: Android

Caching behavior is designed to balance security and convenience.

### Data that can be cached or stored on the device

Item	Description
User Avatars	–
Content Creation Activities	The most recently mentioned users and recently selected places for content creation will be cached.
Community URL	–
SSOAuthentication Cookies	These cookies are stored only if the main instance is using SAML SSO.
Downloaded Attachments	Attachments are stored in the private application data folder.
oAuth token	The oAuth token is only stored if the main Jive instance is using oAuth.
Inbox items	Inbox items are stored in the private application data folder.

### Data that cannot be cached or stored on the device

Item	Description
Core API Responses	The core application API returns instance-specific data about the community, such as user profiles and content.

## Native app caching: iOS

Caching behavior is designed to balance security and convenience.

### Data that can be cached or stored on the device

Item	Description
User Avatars	–
Content Creation Activities	The most recently mentioned users and recently selected places for content creation will be cached.
Username, password, and community URL	This information is stored securely in the keychain. Username and password are only stored if the main instance is using Basic Authentication.

Item	Description
SSOAuthentication Cookies	These cookies are stored only if the main instance is using SAML SSO.
Downloaded Attachments	Attachments are stored using Data Protection.
oAuth token	The oAuth token is only stored if the main Jive instance is using oAuth.
Inbox items	Inbox items are stored using Data Protection.

#### Data that cannot be cached or stored on the device

Item	Description
Core API Responses	The core application API returns instance-specific data about the community, such as user profiles and content.

## Native apps and push notifications

You can use the Native Apps settings to disable push notifications if you don't want to use them. Or, if you have a custom distribution of the native app, you can configure Jive to use an Apple or Android certificate to send push notifications.

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#### Fastpath: Admin Console: Mobile

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#### Push notification defaults

By default, push notifications are on and are relayed through the Jive Push Service. If you want to shut them off, click **None - disable push notifications**.

Push notifications continue to send data through the Jive Push Service securely via HTTPS, but do not require authentication. To ensure Jive can send push notifications, you'll need to enable outbound traffic from your Jive instance to the following IP address on port 443:

- 204.93.84.65

Due to iOS and Android security restrictions on which credentials are needed to push to an application, push notifications must go through Jive's push notification gateway to reach the standard Jive Mobile application. If you don't like this behavior, you can disable push notifications, or you can do a custom app distribution and configure custom push directly through Google's and Apple's servers, as described below.

## Custom push notifications

Custom push notifications go directly from the Jive server to the appropriate notification services (GCM from Android and APNS for iOS). For security, Android and iOS require that the credentials used to send push notifications to an app match the credentials used to sign the distributed app. Therefore, to use custom push notifications, you must have a customized version of the app that is signed by your organization's appropriate credentials. You can upload your organization's APNS credentials and/or GCM key on the **Mobile** page of the Admin Console.

**Android** If you enable custom push notifications for Android, be sure the Jive server allows POSTs to <https://android.googleapis.com/gcm/send>. For more information about Android push notifications, see Notifications Overview on the Android Developers portal at <http://developer.android.com/guide/topics/ui/notifiers/notifications.html>.

**iOS** For more about how iOS push notifications work, see [Using Push Notifications to Signal Changes](#) in the Mac Developer Library. For a more detailed discussion of iOS app customization, see [Jive Daily for iOS enterprise distribution in Jive Daily Enterprise Distribution Overview](#) on Worx.