



Jive Interactive Intranet

Cloud User Guide

Jive Anywhere

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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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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Installing Jive Anywhere in your browser

To install Jive Anywhere:

1. Go to **Your avatar > Tools** .
2. Under **Jive Anywhere**, click **Download for** your browser.

Once installed, you need to configure it to point to your community. For more information, see [Configuring Jive Anywhere](#) on page 13.

If your community has Jive Anywhere, you can download and install it.

For details, see the following topics:

- [Jive Anywhere prerequisites](#)
- [Installing Jive Anywhere in Internet Explorer](#)
- [Installing Jive Anywhere in Safari, Firefox, and Chrome](#)

Jive Anywhere prerequisites

Before installing Jive Anywhere in your browser, make sure that you meet the requirements listed in this article.

- In your browser, enable JavaScript and disable NoScripts-like extensions to ensure Jive Anywhere functions properly.
- You need administrative permissions on your computer to be able to install the .msi file for Jive Anywhere, including Jive Anywhere for Internet Explorer. You should make sure that you can install Jive Anywhere as admin.

Installing Jive Anywhere in Internet Explorer

Installing Jive Anywhere for Internet Explorer has several additional options.

If you use Internet Explorer in Windows to browse your community, you can download the Windows installer to install Jive Anywhere. The Windows Installer is an .MSI file that installs Jive Anywhere browser plugins for all browser types on your system.

To download and install Jive Anywhere:

1. Log in to your community.
2. Go to **Your avatar > Tools** .

Alternatively, you can go to **Apps > Jive Anywhere** to get to the Tools page.

3. Click **Download for** for Jive Anywhere.

Note: You begin downloading the Windows installer file, `JiveAnywhere.msi`. This file contains the extension versions for all supported browsers (Chrome, Safari, and Firefox), as well as a plugin for Internet Explorer.

4. Close all windows of your browsers.

5. Run the JiveAnywhere.msi by double-clicking it.

6. Select the browsers that you want to have Jive Anywhere.

By default, the installer detects the browsers installed on the system and prepares to install the extension for each one, unless you change it.

7. Once installation completes, start Internet Explorer.

You should be directed to the Jive Settings page. If you don't see this page then click **Refresh**. If you still don't see this page, then click the Discuss tab to the right of your browser, and when the panel slides out, click the gear icon at the top and select **Settings**.

8. Type your community URL in the **Your Jive Instance URL** field.

For example, a community URL may look like `https://community.mycompany.com`.

9. Click **Connect** to complete the process.

The field becomes green when successfully connected.

In Internet Explorer, set the security level for Internet / Intranet zones to **Custom** or **Medium-high** (or anything lower) because they enable Jive Anywhere to run.

Installing Jive Anywhere in Safari, Firefox, and Chrome

If you use Safari, Firefox, or Chrome to go to your community, then when you perform the installation steps outlined below, Jive should detect your browser and download the extension appropriate for that browser.

To download and install Jive Anywhere:

1. Log in to your community.

2. Go to **Your avatar > Tools**.

Alternatively, you can go to **Apps > Jive Anywhere** to get to the Tools page.

3. Click **Download for** under Jive Anywhere. Jive Anywhere detects the current browser, if supported, and installs the appropriate extension or plugin.

4. As a Chrome or Firefox user, you should follow one of these steps:

- In Chrome, you are redirected to the Chrome store, where you should click **+Add to Chrome**.
- In Firefox, you may need to select **Allow** if you have security settings enabled for add-ons.

5. Click **Install Now**.

You should be redirected to the Jive Settings page. If you don't see this page, then click the Discuss tab in the upper right corner of your browser. When the panel slides out, click the gear icon at the top and select **Settings**.

6. Type your community URL in the **Your Jive Instance URL** field to connect Jive Anywhere to your community. For example, a community URL may look like this:

`https://community.mycompany.com.`

7. Click **Connect** to complete the process.

The field becomes green when successfully connected.

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Using Jive Anywhere

You can use Jive Anywhere to talk about web sites. It brings the internet into Jive, so that you can talk about it. Once installed in your browser, you only need to invoke Jive Anywhere from a web site to start a conversation in Jive. For more information about Jive Anywhere installation, see [Installing Jive Anywhere in your browser](#) on page 8.

With Jive Anywhere, you can start your own conversation in Jive about any web page, or see what everyone else has already said, without leaving your browser page.

For details, see the following topics:

- [Adding communities to Jive Anywhere](#)
- [Configuring Jive Anywhere](#)
- [Auto-updating Jive Anywhere](#)
- [Quick visual tour](#)
- [Talking about web pages](#)
- [Creating discussion about web pages](#)
- [Using Snapshot tool](#)
- [Participating in discussions](#)
- [Commenting on Jive content](#)
- [Connecting Jive places and web pages](#)
- [Creating groups from Jive Anywhere](#)
- [Web sites that bring more to Jive Anywhere](#)

Adding communities to Jive Anywhere

After configuring Jive Anywhere for your main community, you may find that you want to connect to additional communities. Connecting to multiple communities means that discussions show up in Jive Anywhere from more than one community.

To add more communities:

1. Click **Discuss** on the right side of your browser. When the panel slides out, click **Gear icon > Settings**, then select the **Accounts** tab.
2. Under **Connect to a new Jive instance**, in **Your Jive instance URL**, type the URL for the community you're adding. For example, the URL may look like this:
`https://community.mycompany.com.`
3. Click **Connect**.
4. On the **Login** page, provide your credentials for the community and then click **Log in**.
5. On the **Accounts** tab in Jive Anywhere configuration, click **Test** next to an existing community if you want to see the Jive and Extended APIs versions. For more information about the latest Extended APIs versions, see [Configuring Jive Anywhere](#) on page 13.

Configuring Jive Anywhere

Once installed, you can customize Jive Anywhere. You can show or hide the **Discuss** tab for all sites, or remove the tab from certain sites. You can also show or dismiss Help tips.

Displaying or hiding Discuss icon

You can show or hide the **Discuss** tab for all sites you visit. You can also auto-hide it, which means you'd only see it when you mouse over the right side of the browser where it lives.

To configure the Jive Notification browser for all sites:

1. Click the Jive Notification button in the upper right corner of your browser.
2. When the panel slides out, click **Gear icon > Settings > General Preferences**.
3. Select how you want your Jive Anywhere to show up: **Always Display**, **Auto Hide**, or **Never Display**.

Ignoring a site

Click the Jive notification button to the right side of your browser. When the panel slides out, select **the gear icon > Ignore site**. To look at your ignored sites list and remove sites from it, click the Jive notification button to the right side of your browser. When the panel slides out, select **the gear icon > Settings > Ignored Sites**. Click the small "x" next to sites that can be removed from this list.

Showing or hiding Help tips

Click the Jive notification button to the right side of your browser. When the panel slides out, select **the gear icon > Settings > General Preferences**. Select **Reset all tips** to show the Help tips.

Setting up Internet Explorer security

In Internet Explorer, set the security level for Internet / Intranet zones to **Custom** or **Medium-high** (or anything lower) because they enable Jive Anywhere to run.

Attention: Do not select **High** because it blocks Jive Anywhere from running.

Auto-updating Jive Anywhere

When Jive Software updates the Jive Anywhere browser extension, you can automatically get the updates in your browser.

Google Chrome always receives updates in the background and does not require a restart. You need to configure Internet Explorer, Firefox, and Safari to receive automatic updates.

Internet Explorer

Updates occur automatically as long you don't need a major Jive Anywhere update. You see a notification at the bottom of the Jive Anywhere pane when a major update is required. Otherwise, the update occurs in the background without bothering you.

You need administrative permissions on your computer to do a major Jive Anywhere update, which is usually updated to the Jive Anywhere framework. In addition, you need to download the updated .msi file from **Your avatar > Tools**.

Safari

Auto-updates don't work automatically on Safari browsers. You can enable it by going to **Preferences > extensions > updates > Install updates automatically**.

Firefox

Auto-updates are enabled by default on Firefox. If you have disabled auto-updates, you can enable them by selecting **Tools > Add-ons**. Click the gears icon and select **Update Add-ons Automatically** is checked. You need to restart after an update is installed.

Quick visual tour

Here's a quick visual tour of Jive Anywhere.

Talking about web pages

When you're on any web page, you can open Jive Anywhere and see what everyone in your community is saying about that page. Of course, you will only see content in places you have access to.

If you need help navigating Jive Anywhere, take a quick tour before you begin using it. For more information, see [Quick visual tour](#) on page 15.

To find out who's talking about a page:

1. Using a browser with Jive Anywhere installed, open a web page.

For more on installing Jive Anywhere, see [Installing Jive Anywhere in your browser](#) on page 8.

2. Click the **Discuss** tab on the right side of your browser. If you're connected to multiple communities, select the community where you want to post.

You can see a list of every piece of content that mentions this page, and which you have permission to view.

Note: If your community has enabled the Existing Discussion feature, the Discuss tab will turn yellow when a page is already being discussed in your community.

3. Click a community mention to see its content. From information about participating in discussions, see [Participating in discussions](#) on page 20 or [Commenting on Jive content](#) on page 20.

Creating discussion about web pages

You can use Jive Anywhere to create a Jive discussion about a web page that you're viewing.

Use the following steps to create a discussion and get people talking about a web page. For more information about getting around Jive Anywhere, see [Quick visual tour](#) on page 15.

Note: If your community has the Existing Discussion feature, the Discuss tab will turn yellow when a page is already being discussed in your community.

To create a discussion about a web page:

1. Using a browser with Jive Anywhere installed, open a web page.
2. Click the **Discuss** tab on the right side of your browser. If you're connected to multiple communities, select the community where you want to post.

3. Click **New discussion** to discuss this page in your community.
4. When the dialog box opens, it uses the web page name as the discussion title. You can use the web page name or type a new title in the title's field.
5. To create either a discussion in a place or a private discussion:

- To create a discussion in a place, in **Post in**, type or select the Jive place to contain the discussion.

If this web page has been connected to a place, the **To** field defaults to that place. If required, you can select a different place. For more information about connecting places with Jive Anywhere, see [Connecting Jive places and web pages](#) on page 21.

Note: You can select **Entire Community** if you want your discussion to show up in everyone's Activity stream.

- To create a private discussion, select one or more community users who should see this discussion in the **To** field. Use the visibility fields in the Jive Anywhere viewer to see who is included in private discussions.

Note: If available in your community, you can add external contributors to a discussion.

6. Type your discussion content in the text box.
 7. Select **Mark as Question** if you want this discussion to be posted as a question.
 8. Click **Add a new snapshot** if you want to capture some portion of the web page and post it along with your discussion.
- For more information, see [Using Snapshot tool](#) on page 18.

9. Click **Post**.

The discussion is posted in the community.

Using Snapshot tool

You can use the Snapshot tool to bring a screen capture of the web site you're looking at into a Jive discussion.

When you start a discussion, you can activate the Snapshot tool, which captures a section of any web page you're looking at. It highlights the area of a web page that you are about to capture when you click. You can use the Escape key to exit capture mode.

Note:

- You cannot take snapshots of Flash elements or PDF objects at this time.
- In Firefox, the up arrow, down arrow, and Enter key do not work to select areas. You need to use the mouse to select areas.



To add a screen capture into a Jive discussion:

1. Once you create a discussion about a page, as described in [Creating discussion about web pages](#) on page 17, you're ready to add a snapshot to it.
2. Click **Add a new snapshot**, and then navigate around the web page to highlight an area you want to capture for adding to your discussion.
 - Use the up arrow or mouse up to expand the highlighted area.
 - Use the down arrow or mouse down to decrease the highlighted area.
 - Watch the blue selected area grow bigger or smaller. If you hover too far down or up, you will select a new area.
 - Remember that in Firefox, you need to use the mouse to select areas.
 - When you use the mouse to click a highlighted area that contains a link, be careful not to click the link because it remains live even in snapshot mode.
3. Click the mouse or press **Enter** to capture the highlighted area.

The highlighted area turns purple once it's added to the discussion, as shown in the screenshot below. The snapshot shows up in the Jive preview pane.



4. If you want to remove the snapshot from the discussion, either click the red **X** in the Jive preview pane or click the purple highlighted section in the web page.
5. Once you add a snapshot, you can add another by clicking **Add a new snapshot** again.

All added snapshots are highlighted purple on the web page until you post the discussion.

After you take the snapshots, post the discussion, as described in [Creating discussion about web pages](#) on page 17.

Participating in discussions

You can participate in Jive discussions even when you're viewing them in Jive Anywhere.

Without ever leaving the web site, you can use the Jive Anywhere Discuss tab to interact with discussions from the community or discussions that you [created in Jive Anywhere](#).

In the Jive Anywhere view of a discussion, you can participate in the following ways:

- Add a comment or reply to a discussion.
- Use the Actions menu to mark answers with structured outcomes, if you have the appropriate permissions.
- Like comments and replies.
- Add a screenshot from the page to a discussion when creating a discussion. For more information, see [Using Snapshot tool](#) on page 18.

Commenting on Jive content

You can comment on Jive content even when you're viewing that content in Jive Anywhere.

When you look at a web page, you can also check out who in your community is talking about it, as described in [Talking about web pages](#) on page 17. If you come across documents, blog posts, or discussions, you can comment or reply to them in Jive Anywhere without ever leaving the web site.

1. Using a browser with Jive Anywhere installed, open a web page.
2. Click the **Discuss** tab on the right side of your browser. If you're connected to multiple communities, select the community where you want to post.
3. Click a document, blog post, or discussion in the list of items that mention this web page.

You can see a Jive Anywhere view of the selected content.

4. From the Jive Anywhere view, click **Reply** to respond to a comment or **Reply to original post** at the bottom to respond to the original post.

Your reply is published on the community site.

Connecting Jive places and web pages

You can use Jive Anywhere to connect a Jive place and a web page that you're viewing.

If people in your community keep talking about a web page, or if a web page is related to content in a Jive place, you can connect the page to the place (group, space, or project). Then, from Jive Anywhere, you can see all the documents and discussions in that place.

You can link multiple places to a single web page.

The screenshot displays the Jive Community homepage. The top navigation bar includes 'Home', 'Content', 'People', 'Places', 'Links', 'Apps', and a 'Create' button. The left sidebar contains 'Overview', 'Activity' (with 'Connections Stream', 'Email Watches', and 'New Stream'), 'Inbox', and 'Actions'. The main content area features two large tiles: 'Find Resources' (teal) with links to 'thriveonjive Experience' and 'Products/Services' (green) with links to 'Jive Platform', 'Jive for Microsoft', and 'Jive for Mobile'. Below these tiles is a section titled 'JIVE'S TALKING ... ARE YOU LISTENING?' featuring a webcast titled 'Webcast: Win Business Faster with Social Business' by Melissa Barker, dated May 22, 2013. The right sidebar shows a 'Discussions' section with a 'Start' button and a 'Filter: All' dropdown.

To link a place and a page:

1. Using a browser with Jive Anywhere installed, open a web page.
2. Click the **Discuss** tab on the right side of your browser. If you're connected to multiple communities, select the community where you want to post.

3. Click **Related** at the top of the pane.
4. If there are no places connected, click **Connect a place**. If there is at least one place connected, then click **Actions > Connect an existing place**.
5. In **Search for the place**, start typing the place name and select the place name when you see it.
6. Click **Connect**.

You may see some limited features if your community is running an Extended APIs version earlier than 2.1. To see the Jive and Extended APIs version for your community:

1. In the Jive Anywhere panel, click **Gear icon > Settings**, then select the **Accounts** tab.
2. Click **Test** next to the community.

Creating groups from Jive Anywhere

You can use Jive Anywhere to create a group in your community.

If you already have Jive Anywhere open and you want to link a web page to a group or start a discussion about a page in a new group, you can just create the group without leaving the web page. You do need to have permission to create groups in Jive.

For more information, see [Take a Quick Tour](#), [Connecting Jive places and web pages](#) on page 21, and [Creating discussion about web pages](#) on page 17.

To create a group from Jive Anywhere:

1. Using a browser with Jive Anywhere installed, open a web page.
2. Click the **Discuss** tab on the right side of your browser. If you're connected to multiple communities, select the community where you want to post.
3. Click **Related** at the top of the pane.
4. If there are no places connected, click **Create a new connected group** to create a new Jive group. If there is at least one place connected, then click **Actions > Create a new connected group**.
5. Give the group a name, description, and select the group type.
You can create an open, members-only, private, or private unlisted (secret) group, as you do in Jive.
6. Click **Create**.

A new group which is connected to the web page is created in the community.

Web sites that bring more to Jive Anywhere

When visiting certain websites, Jive Anywhere may be configured to capture additional information from that site, so that it can be used in your community when

you create a discussion about it. The Jive Anywhere indicates at the top of the pane when a web site has an active cartridge.

Jive Anywhere integrates with LinkedIn.com, Salesforce.com, and Techcrunch.com all by providing Jive Anywhere cartridges for these web sites.

LinkedIn.com

When viewing a profile on [LinkedIn.com](https://www.linkedin.com), all content from the community that contains the URL or the person you are viewing on LinkedIn appears under the **Discussions** tab.

When you create a discussion, it automatically shows the person's Profile card.

Salesforce.com

When viewing an account on [salesforce.com](https://www.salesforce.com), the Discussions tab shows all content from the community that contains the URL or the account you are viewing on Salesforce. When you click one of the items, a special Salesforce tab opens showing a table containing available account fields and their data.

When viewing opportunities on salesforce.com, you can see an About the Opportunity tab that shows all content in the community mentioning that opportunity.

Techcrunch.com

When viewing an article on [techcrunch.com](https://www.techcrunch.com), all content from the community that contains the URL or the article title appears under the Discussions tab.

When you create a discussion, it automatically shows the title of the article and the first few paragraphs in the discussion.

4

Troubleshooting Jive Anywhere

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.