

Jive Interactive Intranet

Jive Cloud Admin

Hosted Administrator Guide



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](#).

Jive Cloud Admin overview

Jive Cloud Admin is the interface between you and a Jive Custom (Hosted by Jive) installation which is used to perform maintenance tasks on the installation.

Jive Cloud Admin, or JCA, is a powerful tool for managing installations deployed to Jive Custom (Hosted by Jive), which is a group of physical and virtual computers maintained by Jive Hosted Operations. To access Jive Cloud Admin, you must have a login to the Jive Cloud Admin and rights to monitor and permissions to view and update at least one installation. The rest of this guide provides information about the architecture and explains common operations and best practices for Jive Cloud Admin users.

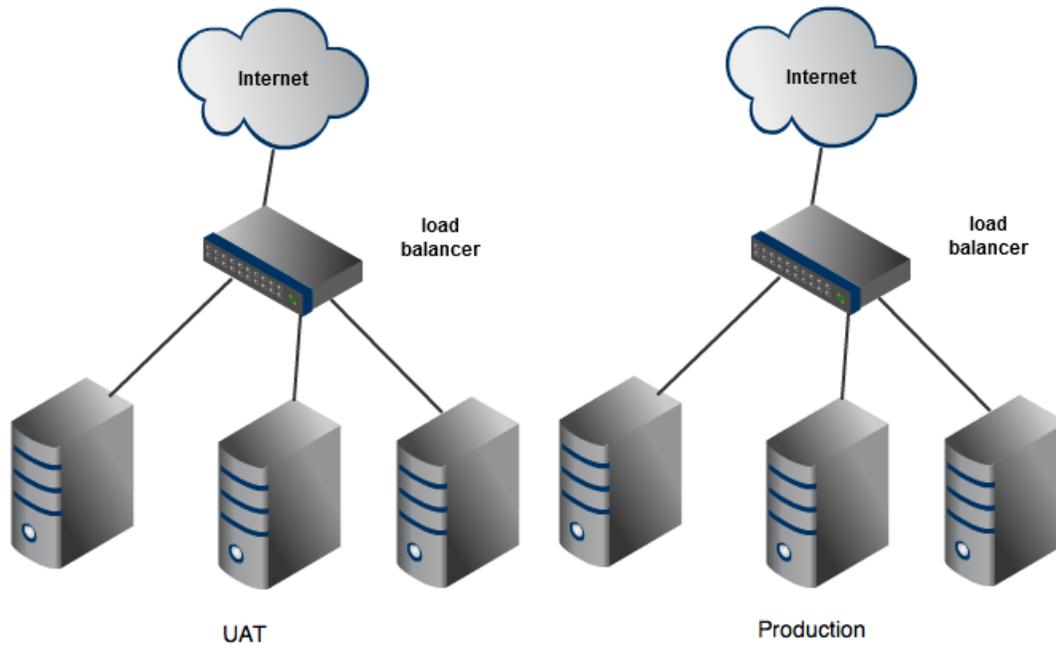
Jive Hosted architecture

The Jive Cloud maintains both test and production environments for your site. Each Jive installation spans multiple nodes in a cluster.

Each customer installation in Jive Cloud Admin comprises a UAT (testing environment) as well as a production instance. The UAT instance is used to verify changes to your environment before launching them in production. The following table and diagrams provide an architectural overview of the environment. Depending on your contract with Jive and your site requirements, you, your partners, Jive Support, Jive Professional Services, or Jive Hosted Operations may access your UAT or production environments through Jive Cloud Admin.

Table 1: UAT and production environment specifications

UAT	Production
Deploy files directly through Jive Cloud Admin	Deploy files directly through Jive Cloud Admin or Hosted Operations staff
Clustered server environment with all web servers receiving HTTP traffic. A load balancer distributes traffic among servers.	Clustered server configuration with all web servers receiving HTTP traffic. A load balancer distributes traffic among servers.
Custom hostname. By default, it initially uses a domain similar to <code>example.uat5.host-ed.jivesoftware.com</code> .	Custom hostname. By default, it initially uses a domain similar to <code>example.hosted.jivesoftware.com</code> .



Best practices for managing a hosted site

Jive Cloud Admin is a powerful tool for site management. Use it carefully and conservatively to ensure best results.

Test thoroughly before going live

Jive Cloud Admin lets you make changes to your live site. Before you use it to make changes to a production environment, you must test carefully. We recommend testing changes in a local development environment as well as a UAT instance and completing all acceptance tests before you deploy changes to your production instance.

Manage access carefully

You should be aware of who has access to your installation and what changes they are making. For example, always check Recent Activity before updating to ensure you don't overwrite changes made by another user.

Enable maintenance mode first

Before you restart or make changes using Jive Cloud Admin, enable maintenance mode. Then disable maintenance mode when you finish updating, and verify that your site is visible as usual. Maintenance mode will not be automatically triggered when your site becomes unavailable during updates or restarts, or automatically disabled after your work is complete. You always need to enable and disable it manually.

You can choose to upload a custom maintenance page if you don't want to use the standard one. For more information, see [Uploading custom maintenance page](#) on page 18.

Plan the timing of updates

Most updates only take 10-15 minutes. But database backups when uploading WAR files can take much longer, depending on the size of your database. During these times, except theme updates that can use rolling restarts, your site will be unavailable. In addition to timing site updates for times when your site traffic is low, you may want to contact [Support](#) to coordinate critical updates to ensure that Jive Cloud Admin is not in one of its brief maintenance windows.

Stand by during updates and restarts

Most updates and restarts are successful, but we recommend watching them as they happen, refreshing the Recent Activity log to check that your site is up and running after any changes.

Jive Cloud Admin Home page overview

Here you can find an overview of the Home page.

1. Organization account.
2. Site name.
3. Jive Cloud Admin for Hosted.
4. Installation selector for switching between manages sites.
5. Quick access menu for accessing Jive Cloud Admin functions.
6. The Setting menu which you can use to change your password.
7. Link to Jive Cloud Admin help.
8. Log out.
9. The account you are logged in with.
10. Site type, version, name, and URL. Click the URL to open your site.
11. Jive Cloud Admin functions.
12. Link to Jive Status page where you can find data about Jive components availability.
13. System announcements where you can find information about the latest Jive Cloud Admin releases. Click **View** to see the details.

You can find more information about using Jive Cloud Admin functions in [Using Jive Cloud Admin](#) on page 12 and [Managing Jive Cloud Admin](#) on page 26.

Using Jive Cloud Admin

Jive Cloud Admin is designed for performing maintenance tasks on the Jive sites. Here you can find details about Jive Cloud Admin capabilities.

Checking on-site problems

If you suspect a problem with your site, Jive Cloud Admin provides several tools for locating the problem.

You can always contact [Support](#) for any known or suspected problems with your site. However, you can also use Jive Cloud Admin to gather information about the problem using the following tools. You can contact Support by email support@jivesoftware.com.

1. Check Recent Activity for your site to see if the problem is associated with a recent change to your production environment. For more information, see [Tracking recent activity](#) on page 12.
2. Gather the logs for your installation. For more information, see [Managing logs](#) on page 20.

Tracking recent activity

Within the Recent Activity section, you can see recent actions performed on Jive Cloud Admin so you can attribute any changes in your site behavior to the actions that caused them.

Fastpath: [Jive Cloud Admin > Recent Activity](#)

You can use the Recent Activity section of Jive Cloud Admin to confirm or troubleshoot any recent changes to your site that were initiated through JCA. You can also use it to check whether updates you requested have completed successfully.

You can search the Description field in Recent Activity (case-sensitive), or filter the list to show only queued, running, or failed requests. You should click a record to see any notes associated with the request or to retrieve attached files.

Restarting sites

You can restart your community site immediately or schedule a restart.

Depending on the size of your instance the restart may take between 15-20 minutes.

Jive Cloud Admin supports *full restarts* when all nodes are updated at once and *rolling restarts* when node restarts are staggered. You can use rolling restarts that do not require any downtime if you prefer to avoid outages. The preferred type depends on what causes the restart. For example, a full restart is recommended for a license update; a rolling restart can be performed after enabling a new feature.

Additionally, we recommend switching your instance to the maintenance mode before restarting your instance, especially if you plan a full restart. In this mode, users are redirected to a special page that contains information about the outage. For more information, see [Using Maintenance Mode](#) on page 17.

Restarting your site immediately

You can restart an instance immediately if required.

Fastpath: [Jive Cloud Admin > Restart Your Site](#)

To restart a site immediately:

1. Log into Jive Cloud Admin.
2. If you have more than one site, select the installation you want to update from the **Choose an Installation** menu.
3. Click **Restart your site** to open the configuration page.
4. In **Email contact**, enter the email address for notifications when the site restart has been completed successfully.
By default, the notification is sent to the email of the current user.
5. If you want to use a rolling restart without downtime, under **Rolling restart**, select the **Do rolling restart** check box.
6. Under **Restart schedule**, select **Restart immediately**.
7. In **Note (required)**, write a note that describes why the site restarted.
This note is used for reference in your Recent Activity log.
8. Click **Continue**.

The instance is restarted immediately. You can track Recent Activity to verify that the restart succeeds. For more information, see [Tracking recent activity](#) on page 12.

Scheduling a restart

If you need a restart for an update to take effect, you can plan a restart within the next 24 hours.

Fastpath: [Jive Cloud Admin > Restart Your Site](#)

To schedule a site restart:

1. Log into Jive Cloud Admin.
2. If you have more than one site, select the installation you want to update from the **Choose an Installation** menu.
3. Click **Restart your site** to open the configuration page.
4. In **Email contact**, enter the email address for notifications when the site restart has been completed successfully.

By default, the notification is sent to the email of the current user.

5. If you want to use a rolling restart without downtime, under **Rolling restart**, select the **Do rolling restart** check box.
6. Under **Restart schedule**, select **Restart at** and specify the start time in the Pacific Time Zone.
7. In **Note (required)**, write a note that describes why the site restarted.

This note is used for reference in your Recent Activity log.

8. Click **Continue**.

The restart will start at the specified time. You can track Recent Activity to verify that the restart succeeds. For more information, see [Tracking recent activity](#) on page 12.

Updating sites

You can use Jive Cloud Admin to update your installation files, but make sure you first upload to it a non-production instance to minimize risk to your Jive instance.

Before you begin, you must prepare a complete record and backups of your planned installation changes. For more information about database backups, see [Working with your database dumps](#) on page 20.

Fastpath: Jive Cloud Admin > Update Your Site

Updating your installation through Jive Cloud Admin updates all the nodes in your installation, so you don't need to log into each installation node separately through the Admin Console. Note that updating files in your installation does not always apply them to your site. For example, when you upload theme files, your site's theme will not change until you log into the Admin Console and map the site to your new theme. Uploading a WAR file does take effect immediately, however. For more information, see [Updating themes FAQ](#) on page 16 and [Updating WAR files overview](#) on page 16.

Note: Updating an installation is a non-trivial operation: uploading unverified files can bring down your Jive community. If you upload to an instance that's already running in production, make sure you're using the same files that you tested in staging.

To update your installation files:

1. Make sure you have a complete record and backups of your planned installation changes.
2. Log into Jive Cloud Admin.
3. If you have more than one site, select the installation you want to update from the **Choose an Installation** menu.

4. Enable **Maintenance Mode**.

For more information, see [Using Maintenance Mode](#) on page 17.

5. Under **Menu**, select **Update Your Site**.

If you haven't tested your customizations, you should upload them to a staging instance first and test them for stability. You can switch instances by using the **Choose Installation** menu at the top.

6. In **Email Contact**, enter the email address for update notifications.

By default, the notifications are sent to the email of the current user.

7. Create a list of files to update as follows:

a) Under **Files**, choose a file type.

b) Click **Select Files** and browse to the location of the files you want to upload.

If you choose to upload a WAR file, you automatically get a diff of your file against a standard WAR file of the same version. You can then decide whether to continue the update. If you decide not to complete the upload, you will have to start your update over, even if your update included other files that you still want to add.

For more information about theme updates, see [Updating themes FAQ](#) on page 16. For more information about WAR uploads, see [Updating WAR files overview](#) on page 16.

8. Choose a time for the update.

- If you want to update immediately, select **Restart immediately**.
- If you want to perform the update later, select **Restart at this time** and enter a target time.

Times are interpreted as current Pacific time. It's helpful to make updates at a less-busy time for your site.

9. In **Note (required)**, write a note that describes why the site is updated.

This note is used for reference in your Recent Activity log.

10. Click **Continue**.

Caution: Your update is queued immediately with no confirmation step! You should make sure you have selected the correct files and the correct instance because you won't be able to cancel in the event of a mistake.

11 Under **Menu**, click **Recent Activity** to track the progress and success of your update.

An hourglass icon indicates your upload is still in progress. For more information, see [Tracking recent activity](#) on page 12.

Updating themes FAQ

When you update themes, you can upload one theme or many to your Themes directory. You can also choose to update individual files within an existing theme.

For more information about developing themes, see [Developing custom themes](#) in the [Jive 9.x Community Manager Help](#).

What files do I upload to update my theme?

Files are uploaded in the form of a ZIP file to your `jiveHome/themes` directory. Your files should be inside a named folder that corresponds to the name of the theme you want to add or update. For example, if you want to update the custom theme included with Jive, zip up your files in a folder named `custom` and they'll be uploaded to `jiveHome/themes/custom`. You can upload several themes within one ZIP file if you include more than one folder.

Can I make changes to only some files in my Themes directory?

Yes. If you want only some files to be replaced in your Themes directory, include the new files in your Themes.zip and make sure that **Delete Themes directory before unpacking?** is not selected.

How soon will my theme be updated after I upload new theme files?

Uploading new theme files does not apply them to your site — it makes them available for mapping to your site. You still need to apply the new theme by using the Global Theme Map field in **System > Settings > Themes** .

Updating WAR files overview

When you update a WAR file, Jive Cloud Admin automatically compares it to a standard WAR file for that version to identify file-by-file differences.

Jive Cloud Admin maintains a standard library of WAR files for comparison so you can see the impact of your changes and verify you're uploading the correct version. This information can be useful for evaluating the impact of your customizations. Highly customized WAR files will be harder to upgrade when you need to go to the next version of Jive.

When you update a WAR, Jive Cloud Admin launches a comparison tool that provides a detailed accounting of the customizations you have included. You can see and download a complete list of the changed files.

Using Maintenance Mode

You should communicate news about maintenance to your users when your site is temporarily unavailable.

You can schedule when users see a maintenance page to co-ordinate with site downtimes for maintenance. You can use either Jive's standard maintenance page or upload your own page in the form of a zip file containing the HTML and image files necessary for the new page.

The Jive application is not restarted or set to Maintenance mode automatically when you update the maintenance page.

Default maintenance page

If you do not customize the maintenance page, a default Jive page is used, as shown in the screenshot below.



Site Undergoing Maintenance

This site is currently down, but will be back shortly.

(Nov 28)

Note:

Please wait a few minutes, and try doing whatever it was that you were doing again.

If that doesn't work, please [contact this site's administrator](#).

The maintenance page of a community is located at `[JIVEURL]/___sbsstatic___/maintenance.html`.

Enabling or disabling site maintenance

When you're ready to perform maintenance tasks on your site, all you need to do is enable the maintenance mode.

Fastpath: Jive Cloud Admin > Maintenance Mode

Enabling site maintenance redirects your Jive site users to the selected maintenance page.

To schedule site maintenance:

1. Log into Jive Cloud Admin.
2. If you have more than one site, select the installation you want to update from the **Choose an Installation** menu.
3. Click **Maintenance Mode**.
4. In the **Set Maintenance Mode** section, in **Email Contact**, enter the email address for notifications when the site maintenance has been completed successfully.
By default, the notification is sent to the email of the current user.
5. In **Note (required)**, write a note that describes why the site is going into or coming out of maintenance mode.

This note is used for reference in your Recent Activity log.

6. In **Maintenance Expiration Time**, enter one of the following:
 - If you are enabling maintenance mode, enter the time you want users to see the maintenance page.
 - If you are disabling maintenance mode, enter the time you want users to stop seeing the maintenance page.
7. Click **Enable** to start maintenance mode or **Disable** to end maintenance mode.
Site monitoring resumes when Maintenance mode has been disabled.

Uploading custom maintenance page

Uploading a custom maintenance page allows you to display a fully branded maintenance page instead of the standard Jive message during times when your site is temporarily in maintenance mode.

Fastpath: Jive Cloud Admin > Maintenance Mode

The default maintenance page can be located at `<communityURL>/___sbsstat-ic___/maintenance.html`. You can download the HTML page and use this page as a basis for your customizations. For example, your maintenance page can be branded to match your site look and feel by changing the logo and fonts.

For uploading, you need a ZIP file that contains a custom HTML page with linked images and JavaScript files. The custom maintenance page is uploaded to the `jiveHome/www/___sbsstatic___` directory.

To upload a custom maintenance page:

1. Create a ZIP file containing the main HTML page named `maintenance.html` as well as any linked images and JavaScript files in the correct directory structure.

Attention: You need to zip only individual files. Do not zip the parent folder.

2. Log into Jive Cloud Admin.
3. If you have more than one site, select the installation you want to update from the **Choose an Installation** menu.
4. Click **Maintenance Mode**.
5. Under **Upload Custom Maintenance Page**, click **Select Files** and browse to your ZIP file.

Your files are queued for upload immediately.

6. Use **Recent Activity** to verify that your upload succeeds.

For more information, see [Tracking recent activity](#) on page 12.

After you upload the custom page and enable the maintenance mode, you see your custom page rather than the generic Jive-generated maintenance page.

Customizing maintenance page message

With the Jive Cloud Admin tool, you can set up the page users see during windows of site maintenance.

Fastpath: **Jive Cloud Admin > Maintenance Mode**

You can specify the message or brand the message used during site maintenance.

To change the maintenance page message:

1. Log into Jive Cloud Admin.
2. If you have more than one site, select the installation you want to update from the **Choose an Installation** menu.
3. Click **Maintenance Mode**.
4. Select which maintenance page you want to use:
 - **Default Maintenance Page:** Use the default message to inform users the site is temporarily down.
 - **Maintenance Page with Custom Text:** Add your own message about temporary maintenance to the default page.

- **Redirect URL:** Redirect the maintenance page to your own branded page by providing its URL.

5. Click **Save**.

Managing logs

Downloading and analyzing your server logs can help you troubleshoot common site problems.

Fastpath: Jive Cloud Admin > Downloads

Log gathering provides a comprehensive view of your site. The Gather Logs functionality allows you to download the following information about your site:

- Application logs: These are the primary logs used for troubleshooting.
- Cache server logs.

A set of logs is created for each node in your installation. Installations that use two nodes would generate two sets of logs.

To get the logs:

1. Log into Jive Cloud Admin.
2. If you have more than one site, select the installation you want to update from the **Choose an Installation** menu.
3. Click **Downloads**.
4. Click **Gather Logs** next to the instance you want to get logs from.
5. Specify how many days or lines of logs you want to collect.

Larger log downloads take longer and may interfere with site performance, so you may want to choose a quiet time on your site if you're doing a major log download.

6. Click **Submit**.

You can check **Recent Activity** to track the progress of your request. For more information, see [Tracking recent activity](#) on page 12.

Working with your database dumps

You can download snapshots of your site's database if you want to work with the database directly.

Fastpath: Jive Cloud Admin > Downloads

You may want to download a snapshot of your Jive database to perform custom analytics or for another purpose. You can only download these snapshots if this feature is enabled for your installation and snapshots already exist.

To download a database snapshot:

1. Log into Jive Cloud Admin.
2. If you have more than one site, select the installation you want to update from the **Choose an Installation** menu.
3. Click **Downloads**.
4. If you don't see any databases in the list of downloads, contact [Support](#) to have this feature enabled for your production database.

Each installation must have database downloads enabled separately.

5. Click **Download** next to the snapshot you want to download. Your browser will prompt you to download or save it.

Understanding reports

You can check out the Jive Cloud Admin reports to see page views by day or hour.

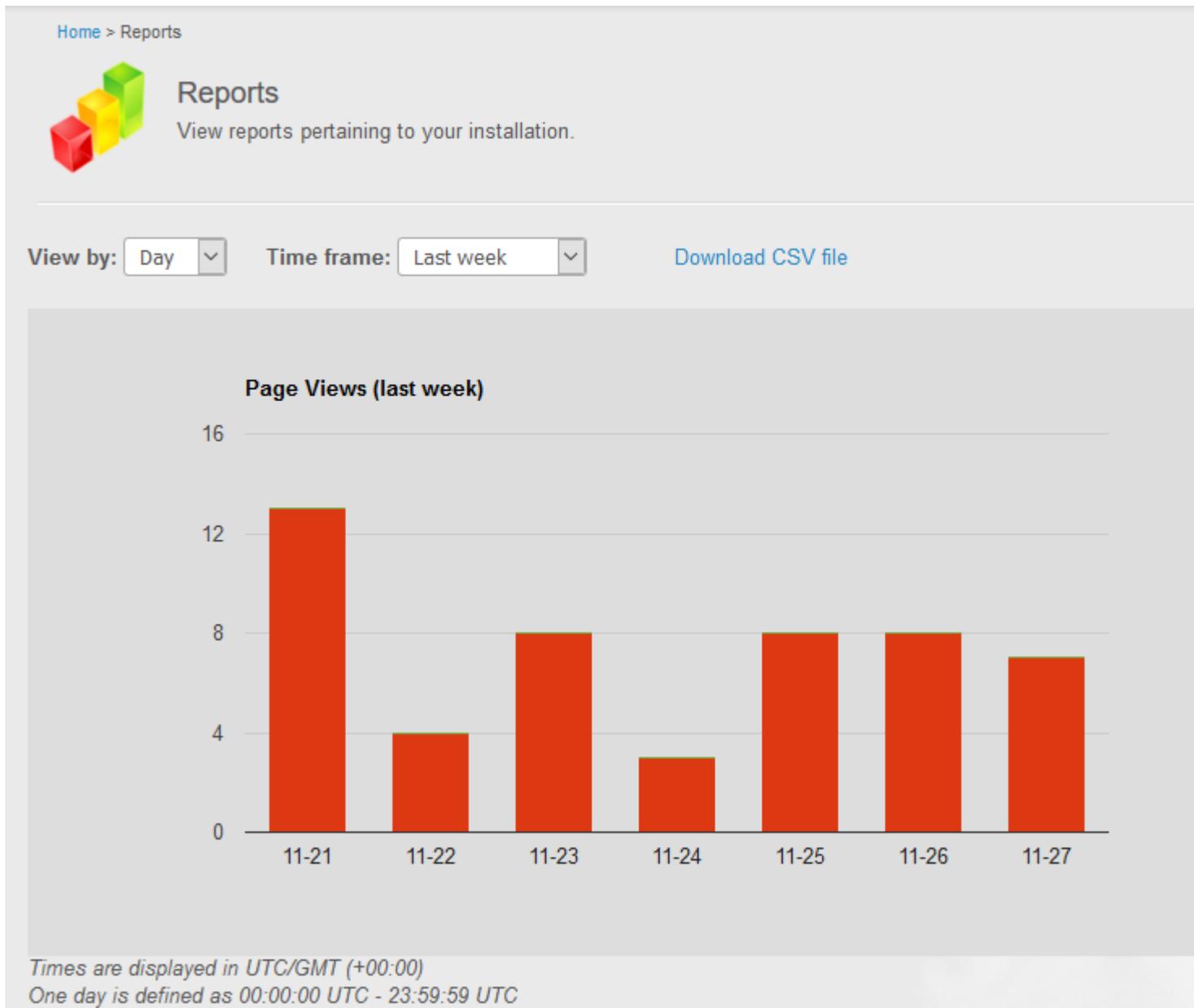
Fastpath: Jive Cloud Admin > Reports

To access reports:

1. Log in to Jive Cloud Admin.
2. If you have more than one site, select the installation you want to update from the **Choose an Installation** menu.
3. Click **Reports**.

Jive Cloud Admin provides reports that help you better understand community usage. You can view the reports for the last day or week, up to one year of data.

- Hourly reports can be displayed in your local time or UTC/GMT (+00:00).
- Daily reports can be displayed in UTC/GMT (+00:00) only.



When you download the CSV, you can also see the break down of API, user, and bot views. The page views are broken down as follows:

- $\text{PageViews} = \text{ApiViews} + \text{UserViews}$

Note: The ApiViews value is filtered down to 1/6 of all API hits.

- $\text{TotalViews} = \text{PageViews} + \text{Bots}$

Managing SSL certificates

SSL certificates can be added to production installations.

Currently, this functionality is not stable, and we do not recommend using it. If you need to add SSL certificates, you should contact [Support](#).

Managing IP restrictions

On Jive Cloud Admin, you can set various IP restriction rules for the Jive site of your organization.

Fastpath: [Jive Cloud Admin](#) > [IP Restrictions](#)

General considerations

- A restart is not required.
- Restrictions take effect as soon as the task is complete. You can check the task status on the Recent Activities page. For more information, see [Tracking recent activity](#) on page 12.
- If the JCA task fails with a `Puppet failed while updating IP restrictions` message, contact [Support](#).
- IPv6 addresses for Hosted instances are not supported. IPv6 addresses can be added to Cloud instances only.
- If you want to set up another instance with similar rules, click **Bulk Copy of Rules** and then add the rules to the other instance.

Whitelisting and blacklisting

IP restrictions can be used to either allow only certain IP addresses access to your site (whitelisting) or to block access for only specific IP addresses (blacklisting).

- **Whitelisting:** Adding IP addresses to a whitelist means allowing access for only the whitelisted IP addresses and blocking all other IPs.
- **Blacklisting:** Adding IP addresses to a blacklist means blocking access for the blacklisted IP addresses and allowing all other IPs.

Whitelisting is a useful tool for allowing only a specific subset of known people to use your Jive instance. This is most often used for companies that are using Jive internally and only want their employees to access the site while they are on the company network. Blacklisting may be useful when you need to block certain groups of people from accessing your site. For example, you may use this to block spammers and bots.

People who are not allowed to access your site, either because they are on your blacklist or are not in the whitelist, are unable to load your site and see a Forbidden error message.

Forbidden

You don't have permission to access / on this server.

CIDR Notation — IP Restriction format

You must use CIDR notation when inputting your IP addresses when configuring an IP restriction rule.

The *CIDR* notation, or Classless Inter-Domain Routing, is a compact way of representing one or many unique IP addresses by using the first address of a network and the number of significant bits in its associated subnet mask. Additions to your installation's whitelist must be in IPv4 format.

IPv4 address ranges can use a maximum of 32 significant bits. For example, a single address can be represented as `192.168.100.0/32`, while `192.168.100.0/23` represents the block of IPv4 addresses from `192.168.100.0` to `192.168.101.255`.

Setting up IP Restrictions

IP restrictions can be set up for the Jive site or the Admin Console.

Fastpath: Jive Cloud Admin > IP Restrictions

To set up IP restrictions:

1. Log into Jive Cloud Admin.
2. If you have more than one site, select the installation you want to update from the **Choose an Installation** menu.
3. Click **IP Restrictions**.
4. To enable restrictions for the community site, under **IP Restrictions for: /**, select **Enable Whitelist** or **Enable Blacklist** accordingly.
5. To disable restrictions for the community site, under **IP Restrictions for: /**, select the **Disable Whitelist** or **Disable Blacklist** check box.
6. To enable restrictions for the Admin Console, under **IP Restrictions for: /admin**, select **Enable Whitelist** or **Enable Blacklist** accordingly.
7. To disable restrictions for the Admin Console, under **IP Restrictions for: /admin**, select the **Disable Whitelist** or **Disable Blacklist** check box.
8. Click **Save**.
9. To add a single rule to an enabled list:
 - a) Under **Add or Replace IP Restrictions**, select **Add Single IP Restriction**.
 - b) Select **/** to apply the rule to the whole community or select **/admin** to apply the rule to the Admin Console.
 - c) Select whether you want to add the rule to the Whitelist or Blacklist.
 - d) Enter the IP address in the CIDR format.

- e) Click **Add**.
- f) Click **Upload**.

The rule is added to the list.

10 To add multiple rules in bulk to an enabled list:

- a) Under **Add or Replace IP Restrictions**, select **Add Multiple IP Restrictions By File**.
- b) Select **/** to apply the rule to the whole community or select **/admin** to apply the rule to the Admin Console.
- c) Select whether you want to add the rule to the Whitelist or Blacklist.
- d) Click **Browse** to find your file.

The text file must have each CIDR Notation entry on a new line in a plain text file.

- e) Click **Upload**.

11 To update multiple rules in bulk:

- a) Under **Add or Replace IP Restrictions**, select **Replace All IP Restrictions By File**.
- b) Select **/** to apply the rule to the whole community or select **/admin** to apply the rule to the Admin Console.
- c) Select whether you want to add the rule to the Whitelist or Blacklist.
- d) Click **Browse** to find your file.

The text file must have each CIDR Notation entry on a new line in a plain text file.

- e) Click **Upload**.

12 Click **Save**.

Managing Jive Cloud Admin

Here you can find details on miscellaneous tasks related to maintaining your Jive instances with Jive Cloud Admin.

Checking Jive system status

You can check the status of all Jive systems and subscribe to updates.

You can check the status of the Jive systems at <https://status.jivesoftware.com/>.

- The status of the main Jive systems and employed datacenters, for example, if they are operational or under maintenance.
- The log the occurred incidents and their resolutions.

You can also subscribe for updates about the incidents to get SMS, email, or RSS notifications.

To access the portal from Jive Cloud Admin:

1. Log into Jive Cloud Admin.
2. Under **Jive Systems Status**, click <http://status.jivesoftware.com>.

Changing your account password

Regularly changing the password to your account may help to ensure safe access to Jive Cloud Admin.

Fastpath: Jive Cloud Admin > Settings

To change your password:

1. Log into Jive Cloud Admin.
2. If you have more than one site, select the installation you want to update from the **Choose an Installation** menu.
3. Click **Settings**.
4. In **New password** and **Verify password**, type your new password and confirm it.
5. Click **Change**.

A notification appears after the password is updated.

Viewing system announcements

Announcements about major JCA-related events, such as notifications about a new Jive Cloud Admin release, can be found on the Home page.

To view an announcement:

1. Log into Jive Cloud Admin.
2. Check the recent news under **System Announcements**.
3. To view the details, click **(view)** next to the notification.