

# **System Administrators' Guide**

**jive**



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# System Administrators' Guide

If you're a system administrator, use this guide to set up and configure the application using the admin console.

## Before You Get Started

Be sure to check out the *README.html* included with the documentation. There you'll find basic instructions for getting started (from installing Java to starting your application server to running Jive SBS), known issues, and a link to the license agreement.

For the most part, this guide assumes you've already installed the application. If you're looking for information on installing, see the installation guides.

## Starting the Administration Console

You can use the Admin Console to manage system settings, permissions, content (documents, discussions, and blogs), and people. This guide describes those things that only a system administrator can do in the admin console.

You can start the admin console from the command line.

- To view the console from the command line, make sure the application is running, then go to a URL of the following form: `http://<hostname>:<portnumber>/<context>/admin`. By default, using the built-in application server, this URL is: `http://localhost:8080/`
- To view the console from the service manager, click the application's icon in the Start menu, desktop, or task bar, then click Launch Admin.

## Administrator Documentation

Some administration features are covered in more detail in other documentation, while others are available to space administrators and user/group administrators as well as to system administrators. For information on those features, look to the following:

| Document                               | System Admin | Space Admin  | User/Group Admin |
|--|--------------|--|------------------|
| <i>Managing Spaces</i>                 | ✓            | ✓  | '                |
| <i>Managing Permissions</i>            | ✓            | ✓  | '                |
| <i>Managing Users and Groups</i>       | ✓            | '  | ✓                |
| <i>LDAP and Active Directory Guide</i> | ✓            | '  | '                |
| <i>Fine-Tuning Performance</i>         | ✓            | '  | '                |
| <i>Clustering Information</i>          | ✓            | '  | '                |
| <i>Customizing UI the Basic Way</i>    | ✓            | ✓<br><i>(Admin at root space level to customize any space)</i> |                  |
| <i>Using Community Everywhere</i>      | ✓            | '  | '                |
| <i>Localizing the Application</i>      | ✓            | '  | '                |
| <i>System Requirements</i>             | ✓            | '  | '                |

**Note:** For application installation, please see the installation guides and *System Requirements*. See the *Jive Software web site*.

*Fine-Tuning Performance*— Once you get the application up and running, you'll need this to get the best performance from the start. This guide is included with the documentation.

## Setting Up the Community

The first time you navigate to a page in the administration console, you'll be prompted to set up Jive SBS using the setup tool. This tool assumes that you've either already set up a database for use with Jive SBS, or that you're going to use the local system database. This section briefly describes the setup tool.

**Note:** The setup tool runs only once. If you need to re-run it, do the following:

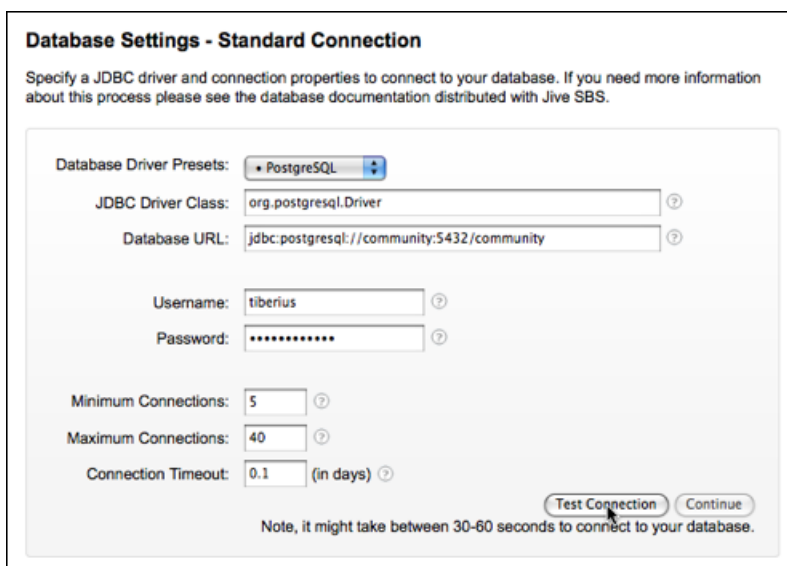
1. Stop the jive-application service from the command prompt: `/etc/init.d/jive-application stop`
2. Edit `/usr/local/jive/applications/sbs/home/jive_startup.xml` so that the `<setup>` element has the value "false" (meaning "setup has not been run").
3. Start the jive-application service from the command prompt: `/etc/init.d/jive-application start`
4. Point your browser at Jive SBS using the URL above and rerun the setup tool.

## License Settings

Enter the license key you purchased (you can retrieve your purchased keys by logging into [www.jivesoftware.com](http://www.jivesoftware.com)) or click continue to accept the local system license.

## Database Settings

Specify how to connect to the application database. You can use the included local system database or you can choose an external database. If you choose the standard database connection or JNDI datasource, you'll be prompted for required settings after you click Continue. Here's an example of a standard connection configuration:



The screenshot shows a web form titled "Database Settings - Standard Connection". Below the title is a subtitle: "Specify a JDBC driver and connection properties to connect to your database. If you need more information about this process please see the database documentation distributed with Jive SBS." The form contains several input fields: "Database Driver Presets" is a dropdown menu set to "PostgreSQL"; "JDBC Driver Class" is a text box containing "org.postgresql.Driver"; "Database URL" is a text box containing "jdbc:postgresql://community:5432/community"; "Username" is a text box containing "tiberius"; "Password" is a text box with masked characters; "Minimum Connections" is a text box containing "5"; "Maximum Connections" is a text box containing "40"; and "Connection Timeout" is a text box containing "0.1" with "(in days)" next to it. At the bottom right of the form are two buttons: "Test Connection" and "Continue". Below the buttons is a note: "Note, it might take between 30-60 seconds to connect to your database."

## User Settings

Specify the system that the application should use for user and group data. For the **Default** option, the setup tool will use the user and group database tables from the application database. For the LDAP option, you'll be prompted to enter information for your LDAP server (such as host, base distinguished name (DN), and so on). Be sure to see *LDAP and Active Directory Guide* for details on setting up an LDAP or Active Directory connection.

For the **Custom** option, you'll be prompted to give the names of your implementations of interfaces from the Jive Software API (such as `com.jivesoftware.base.UserManager`) for user system access.

## Other Settings

Specify defaults for feeds (such as RSS) and email sent and received by Jive SBS. The application can send email when a account is created for a new user, for email notifications, and so on. Specify the "From" name and email address that should be used in these emails, as well as the SMTP host and port that should be used. The application can also be configured to receive email, such as when a user posts a discussion response via email. To get these emails, the application needs a client account; specify those details here.

You'll be able to change these settings later via the admin console.

## Admin Account

Specify the system administrator's name, email, and password. Be sure to change the admin email password from the default value, which is "admin".

**Note:** After you finish with the setup tool, you'll be prompted to restart to the application. You can do this using the `appstop` and `appstart` commands from a command prompt as the `jive` user on the target computer. Here's an example:

```
[root@targethost ~]# sudo su - jive
[1016][jive@targethost:~]$ appstop sbs
sbs stopped successfully.
[1016][jive@targethost:~]$ appstart sbs
sbs started successfully.
```

## Getting Basic System Information

You can get basic, system-wide information about the deployment context for Jive SBS from the admin console. Use this information when requesting support.

### Root Space

You can change the name and description for the root space.

**In the UI:** Admin Console: System > Settings > Space

### Deployment Environment

You'll find information about the environment into which Jive SBS is deployed in the admin console. This information includes the Java environment (JVM version and Java system properties), operating system, uptime, and user, group, and authorization managers in use. It also includes information about the data source.

**In the UI:** Admin Console: System > Management > System Information

### Deployment License

The admin console lists the license type, capacity, current usage (how many of your allowed capacity is being used), number of cluster members, and license creation and expiration dates. Click Upgrade License to display a box into which you can paste your license key.

**In the UI:** Admin Console: System > Management > License Information

### Locale

You can set default locale, time zone, and character set for the site. Note that this is a global default setting that can be overridden by three other settings. The precedence hierarchy is listed here, with the first given the highest precedence:

1. Locale chosen in user preferences.
2. Locale set for the user's browser. (For example, a browser set to English will override global settings you make for another locale.)
3. Locale set at the space (in Spaces > Settings > Space Settings).
4. Locale set at the global level (in System > Management > Locale).

**In the UI:** Admin Console: System > Management > Locale

## Configuring Email

Jive SBS can send email for notifications, welcome messages, and so on. It can also receive messages, such as for creating a discussion post from an email sent to the application. For sent messages, you can tailor the form of automatic emails by editing the email templates that are provided for each of these emails.

**Note:** You can also set up a connection between the application and an email server so that actual email content is synchronized with and displayed as content in a space. For more information see [Synchronizing Content with Email or Newsgroups](#) (page 23) .

## Connecting to Email Servers

Jive SBS uses an SMTP email server for sending messages such as content update notifications, task reminders, registration confirmations, and so on. It uses a POP3 or IMAP server for receiving messages, such as for creating a discussion post from an email sent to the application.

**Note:** The post-from-reply feature isn't supported when the reply is a digitally signed email.

With configuration settings for your email servers in hand (host name, port, login credentials, and so on), you can set up and test a connection to the servers from the admin console. After you change server settings you'll need to restart the application server in order for them to take effect.

To handle outgoing emails that bounce, use the Bounce Email Address field to enter the email address on your email server that should receive the messages that bounced (you might need to create an email account on your server if you don't have one already). You should check that account occasionally and possibly remove the email addresses that bounced.

**In the UI:** Admin Console: System > Settings > Email Server

## Managing Email Templates

Jive SBS includes a set of templates to shape the content of emails it sends to people in response to certain events. For each of these, you can edit template content, change template locale, and add new templates for use in other locales.

The templates cover a wide range of actions in the application. Some of these are very common, such as watch notifications sent when content is changed or added (for blogs, documents, spaces, and so on) or when someone requests a reset of their password. Others are sent for actions or events that are more rare. You'll find a complete template list in the admin console.

**Note:** You configure other specific aspects of email in other parts of the admin console. For example, you set whether moderation email should be sent at all on the Discussions settings pages (see [Configuring Discussions Options](#) (page 14) ).

When you're editing templates, you use the syntax of *FreeMarker*, the technology used to render most of the application's user interface. Also, each template supports a specific set of tokens to hold the place of email content that will vary from message to message. For example, the notification email sent to those watching a document includes tokens for the document that's being watched, the person subscribed for notification, and the URL of the document they're watching. In the template text you refer to tokens in

the FreeMaker way: `${document}`, `${user}`, `${docURL}`, and so on. Here's an example designed to tell the receiving user that a document they're watching has been updated:

```
${SkinUtils.getDisplayName(user)}, The document "${document.subject}",  
was updated ${JiveGlobals.formatDate(document.modificationDate)}  
<#if versionAuthor?exists>by ${SkinUtils.getDisplayName(versionAuthor)}.</#if>  
To view the document, visit: ${docURL}
```

This template gets the name of the subscribing person and addresses them, then gives the document title, updated date and URL. If the person who updated the document is still in the system, then their name is given also.

Note that the token syntax requires the dollar sign and curly braces; parentheses and square brackets, for example, won't work here. When you're editing a template, the admin console will display the tokens you can use in it.

**In the UI:** Admin Console: System > Settings > Message Templates

## Enabling Integration with Openfire

You can integrate Jive SBS with your instance of Openfire, an XMPP server. In this way, you can create a connection in which IM presence information is visible in Jive SBS. In other words, with the application and Openfire aware of each other, a person "Available" via IM will appear so in the application. To integrate the two, you'll need Jive SBS version 2.0 or higher and Openfire version 3.5.0 or higher.

Also, if you want Openfire to use the application as its source of user data, you'll need to have REST-style web services enabled in Jive SBS. When you use the admin console to create the connection between the application and Openfire, the console will automatically enable REST-style services. Note that this web service access will be enabled for *all* registered users (technically, Openfire is represented in Jive SBS as a registered user). You can't have Openfire integration without enabling access to the application via REST.

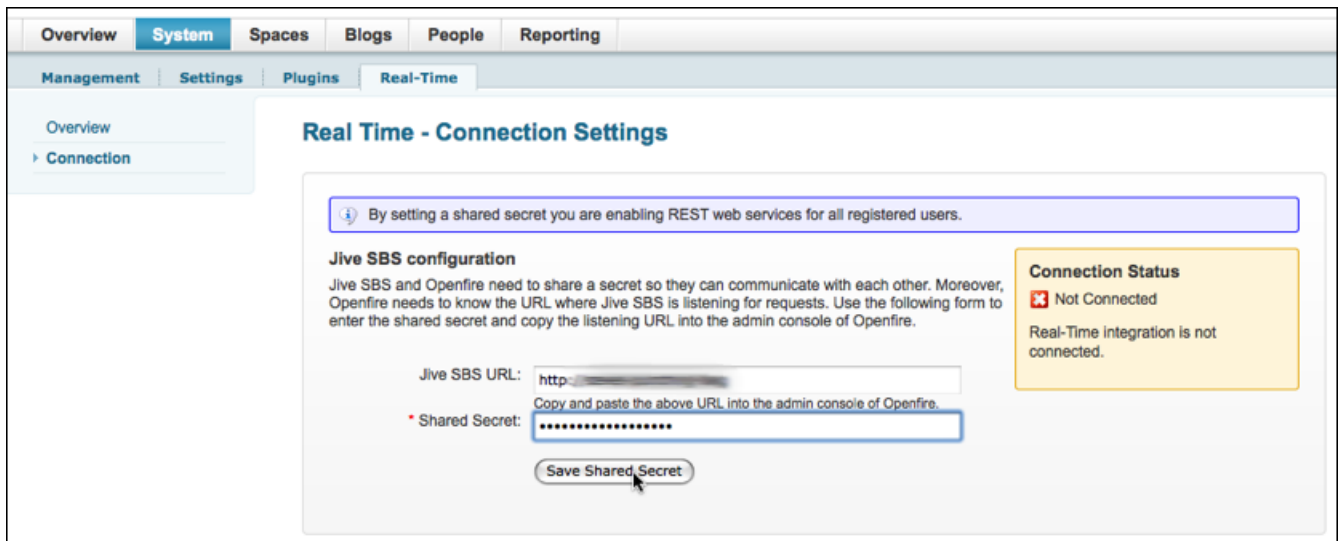
**In the UI:** Admin Console: System > Real-Time > Connection

## Configuring Openfire Integration

Configuring the Openfire connection requires that you make specific settings to both Openfire and the application, as described below.

In the Openfire setup tool, on the **Profile Settings** page, select Jive SBS Integration to use as the user and group system to use. On the **Profile Settings: Jive SBS Integration** page, enter the location where Openfire can find the application via REST web services and the shared secret they'll both use. (If you get through the setup tool and decide to change this setting later, you can make the change in the Openfire admin console on the Server > Server Settings > Profile Settings page.)

On the **Real Time - Connection Settings** page, enter the URL at which Openfire can reach your community. In the **Shared Secret** box, enter the shared secret that you entered when configuring Openfire. Click **Save Shared Secret** to create the connection.



## Viewing the Openfire Admin Console

If you've got a running instance of Openfire and you've enabled its integration with Jive SBS, you can launch its admin console from the application's admin console.

**In the UI:** Admin Console: System > Real-Time > Openfire Admin

## Getting Information About Performance

Jive SBS provides tools through which you can keep track of the application's performance and usage. You can even easily connect your community to a web analytics application to get more detailed usage statistics.

You'll find a thorough guide to getting the best performance out of your community in *Fine-Tuning Performance*.

## Adjusting Application Caches

Jive SBS caches data in order to reduce the number of trips the application makes to its database. The caches greatly improve performance by letting people get things done in the application more quickly. You can adjust the sizes of these caches so that they're best tailored for your community's needs. Adjusting cache settings is the best way to improve performance.

You'll probably do most of your cache adjustment during the first few months of your deployment, then less frequently as use of the application grows. For more information on improving performance, including adjusting caches, be sure to see *Fine-Tuning Performance*.

**In the UI:** Admin Console: System > Settings > Caches

## Examining Database Queries

You can view the query expressions Jive SBS uses as it interacts with its database. This is handy when you're troubleshooting or looking for ways to improve performance. For example, you might use it to look for long-running queries or queries that are running too often.

When you turn this feature on, the admin console displays the query expressions executed (without the actual values used), the number of times a query is executed, the time in milliseconds it took to execute a query, and the average time the query took.

Keep in mind that turning this feature on and leaving it on will slow performance. It's best to use it only while you're collecting performance information.

### Query Stats

**Query Statistics Status**  
 Enabled  Disabled

**Query Statistics Settings**  
 Refresh:  |  |  |

**SELECT Query Statistics**

|                                   |      |
|-----------------------------------|------|
| Total # of selects                | 102  |
| Total time for all selects (ms)   | 146  |
| Average time for all selects (ms) | 1.43 |
| Selects per second                | 1.03 |
| 20 Most common selects            |      |

| Query  | Count | Total Time (ms) | Average Time (ms) |
|--|-------|-----------------|-------------------|
| SELECT jiveBlog.blogID AS theBlogID, jiveBlog.creationDate AS theCreationDate FROM jiveBlog, jiveBlogToUser WHERE jiveBlog.blogID > ? AND jiveBlog.blogID = jiveBlogToUser.blogID AND jiveBlogToUser.userID = ? ORDER BY theCreationDate DESC LIMIT 0, 400 | 1     | 1               | 1                 |
| SELECT name, propValue FROM jiveCommentProp WHERE commentID=?  | 1     | 0               | 0                 |
| SELECT fieldID, idx FROM jiveProfileField ORDER BY idx   | 1     | 13              | 13                |
| SELECT count(*) FROM jiveAttachmentDL WHERE attachmentID=? AND downloadComplete=?  | 1     | 0               | 0                 |
| SELECT attachmentID, objectID, objectType, fileName, fileSize, contentType, creationDate, modificationDate FROM jiveAttachment WHERE attachmentID=?  | 1     | 0               | 0                 |
| SELECT blogID, name, displayName, description, creationDate, modificationDate  |       |                 |                   |

In the UI: Admin Console: System > Management > Query Stats

## Getting Application Logs

Jive SBS logs messages with application information, warning, and errors. When you want to collect information to troubleshoot or enhance application performance, you can view the log messages in the admin console. (You can also log information about database queries, as described in [Examining Database Queries](#) (page 8) .) The Log Viewer page displays the log content and gives the file system location where you'll find the log files themselves.

### Log Viewer

Log File: **sbs.log** (8.0 K) Order:  Normal  Reverse

Last Modified: Feb 17, 2009 9:03:35 AM Lines:

Refresh:  (seconds)

Logging Threshold: **ERROR** (Does not change the viewing threshold)

Log dir: /usr/local/jive

| line | time                     | level | message   |
|------|--------------------------|-------|---|
| 1    | 17 Feb 2009 09:03:33,077 | WARN  | init - File logging online.                                   |
| 2    | 17 Feb 2009 09:03:32,818 | INFO  | lifecycle.JiveApplication - Jive SBS Spring application life  |
| 3    | 17 Feb 2009 09:03:33,075 | INFO  | spring.JiveContextLoader - Configuring Jive Application Conte |
| 4    | 17 Feb 2009 09:03:33,077 | INFO  | spring.JiveContextLoader - Explicitly enabling web services.  |
| 5    | 17 Feb 2009 09:03:33,077 | INFO  | spring.JiveContextLoader - Using 3 context files.             |
| 6    | 17 Feb 2009 09:03:33,077 | INFO  | spring.JiveContextLoader - Including 'classpath:spring-bootCo |
| 7    | 17 Feb 2009 09:03:33,077 | INFO  | spring.JiveContextLoader - Including 'classpath:spring-setupC |
| 8    | 17 Feb 2009 09:03:33,077 | INFO  | spring.JiveContextLoader - Including 'classpath:spring-wsCont |

In the UI: Admin Console: System > Management > Log Viewer

## Auditing Administrative Tasks

Jive SBS logs actions you and others take through the admin console. You might find these logs useful when you're tracking down the cause of an error or misconfiguration in the system.

Each log entry includes the time the action was taken, the person whose action resulted in the entry, and the part of the application's code that executed to carry out the action.

**Audit Log**

The log messages here correspond to user actions (generally administrative). Each entry names the user and describes the code that executed on the user's behalf. Use the log to review actions that could affect how the application performs.

**Filter options:** Start Date:  End Date:  Filter By User:

Items per page: 15 Pages: 1

| Timestamp       | Description   | User     |
|-----------------|---|----------|
| 2/23/09 8:45 AM | setProfilingEnabled called on ConnectionManager <a href="#">(Click for details)</a> | Administ |
| 2/23/09 8:15 AM | createBlog called on DbBlogManager <a href="#">(Click for details)</a>              | Administ |

**Details:** public com.jivesoftware.community.Blog  
com.jivesoftware.community.impl.DbBlogManager.createBlog(com.jivesoftware.community.JiveCont  
called with params DbCommunity{ID=2002, parentCommunityID=2001, name='Wellness',  
displayName='wellness', description='', creationDate=Mon Feb 23 08:15:33 PST 2009,  
modificationDate=Mon Feb 23 08:15:33 PST 2009, modDefaultThreadValue=1,  
modDefaultMessageValue=1, localeCode='null', workflowID=-1, properties={}, types=null,  
taggableTypes=null},  
**Node:** 10.61.201.185

|                 |   |          |
|-----------------|---|----------|
| 2/23/09 8:15 AM | Creating community Wellness <a href="#">(Click for details)</a> | Administ |
| 2/23/09 8:15 AM | Creating community Wellness <a href="#">(Click for details)</a> | Administ |

**In the UI:** Admin Console: System > Management > Audit Log Viewer

## Tracking Application Usage with Analytics

**Navigation title:** Documentation : Tracking Application Usage with Analytics

You can choose to have Jive SBS capture data about the actions people take with part of the application. Over time, this data can be a key piece of business intelligence through which you can better understand how people are using the application.

The admin console provides a set of simple reports based on the data you're accumulating.

### How Analytics Works

When people use the application, they're performing actions (viewing, creating, modifying, and so on) on objects (documents, blog posts, user profiles, and more). The application keeps track of these actions and events. The analytics feature takes that information and transforms it into data you can use to learn more about how people are using the application over time. The analytics data is stored according to a data model that's commonly used for other data warehousing and applications. Through this standard model, you can more easily retrieve the kind of data you need, analyzing it even in simple applications such as a spreadsheet program.

In addition to this real-time activity collection, there are also batch jobs that run at night, populating the data store with supplemental data. That data includes the names of content and users associated with these activity records. This process of batch loading is known as an "extract, transform, and load" (ETL) process.

The final result is a data store (sometimes referred to as a "data mart" or "data warehouse"). To this data store, you can connect other reporting tools in order to generate visual reports. You can also connect this store to an OLAP product in order to achieve sophisticated exploration and analysis of the data.

## Data Recorded by the Analytics Feature

The admin console lists the information you can record when you've enabled the analytics feature. You'll find this on the Analytics page, under the Events tab. The list categorizes the data by application feature, then by actions the people can take within each of those features. The list includes core application features, but can also include optional features that you might have added separately.

The core features tracked by the analytics feature include:

- Discussions, including threads and messages
- Documents, including comments
- Users, including user registration, relationships, and presence
- Blogs, including blog posts
- Projects, including tasks
- Social groups
- Announcements
- Searches
- Favorites
- Polls
- Private messages
- Tags

As you'll see from the list in the admin console, for each feature the analytics feature can record data for individual actions that people can take. That list of recorded actions varies by feature, but they include:

- creating
- modifying
- deleting
- rating
- viewing
- adding
- moving

## Setting Up to Record Analytics Data

You set up the feature by configuring a connection to the database you'll be using to store the collected data, specifying whether to purge old data, and selecting activity you want to store data for. Note that only Oracle and PostgreSQL are supported as DBMSes for analytics data.

**Attention:** When you provision the database you'll be using for analytics data, be sure that it supports stored procedures. For example, on PostgreSQL you can use the CREATE LANGUAGE command on your server to register the needed procedural language:

```
CREATE LANGUAGE plpgsql
```

1. On the **Database** tab, configuring connection settings for the analytics database.
  - a. In the admin console, on the **Analytics** page, click the **Database** tab.
  - b. Under **Database Settings**, select or enter connection settings for the database you'll be using to store analytics data.

### Database Settings

| Setting                 | Description   |
|-------------------------|---|
| Database Driver Presets | Select your DBMS to automatically populate a JDBC driver class name and database URL template. Be sure to edit the database URL so that you have a valid connection the database. |
| JDBC Driver Class       | This fully-qualified name of the database driver class is entered for you when you select a database driver preset.   |
| Database URL            | The URL for connecting to the database is entered for you when you select a preset.   |

| Setting             | Description  |
|---------------------|--|
| Username            | A username that's valid for connecting to the database.                          |
| Password            | A password that goes with the username.  |
| Min Connections     | The minimum number of connections that the application can make to the database. |
| Maximum Connections | The maximum number of connections that the application can make.                 |
| Connection Timeout  | The amount of time after which an unused connection will be dropped.             |

- c. Click **Test Connection** to confirm that the application can connect to the database with the settings you entered.
  - d. Click **Save** when you've successfully tested the connection.
2. On the **Data Load** tab, configure data loading and purging.

With the analytics feature enabled, the application will automatically extract and transform data from the application database into the analytics database each morning at 2 a.m., system time (you can't currently set the extraction time). At other times, you can begin extraction on this page.

To control database size, you can have data purged from the analytics database when it has passed a certain age.

- a. Click the **Data Load** tab.
  - b. Configure data purging.
- > Important:** Before you click **Run ETL** now to start copying data into the analytics database, be sure (in the next steps) that you're collecting only the data you want.

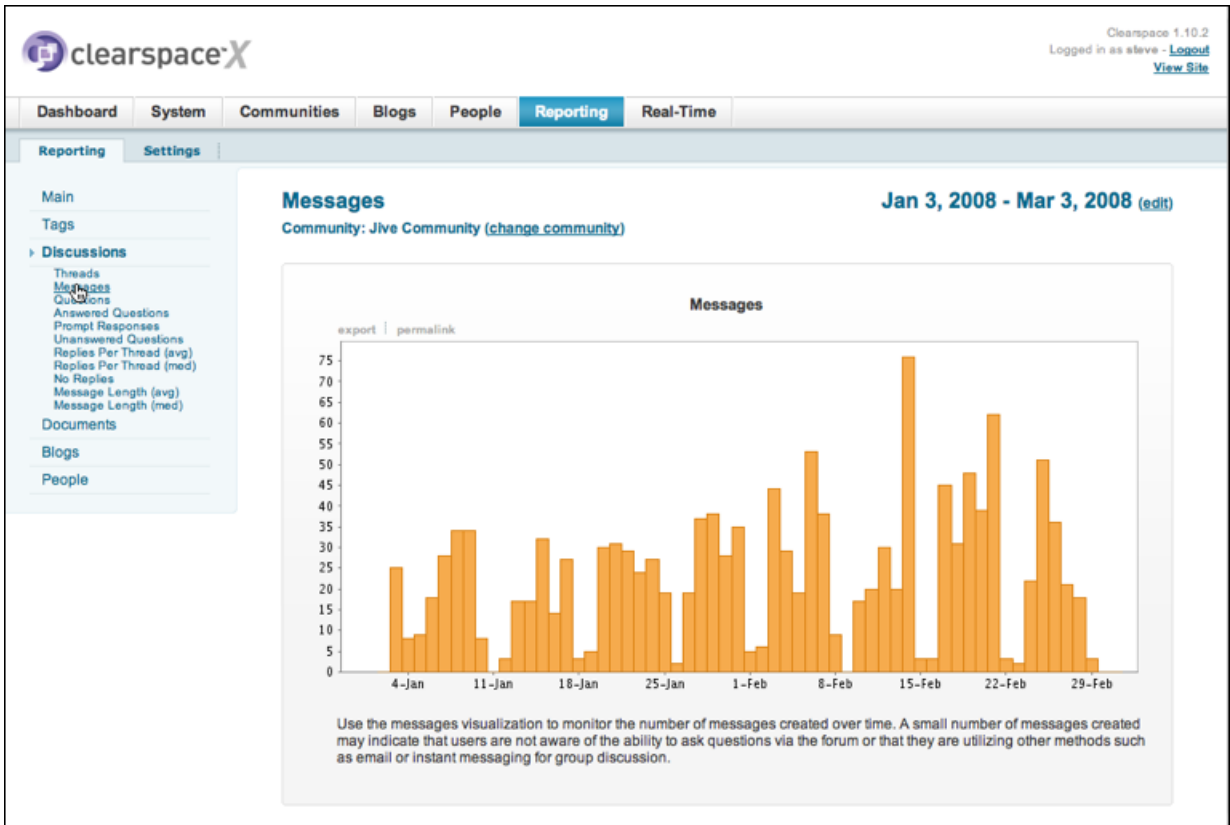
| Setting             | Description   |
|---------------------|---|
| Purge Old Activity  | Click <b>Enabled</b> to have data purged according to the age limit you set.                              |
| Older than (months) | Select the highest number of months that each piece of activity data should be stored before it's purged. |
| Run ETL Now         | Click <b>Run</b> to begin copying data to the analytics database.   |

3. On the **Events** tab, select the application events you want to keep track of.
  - a. Click the **Events** tab.
  - b. In the **Captured** column, clear check boxes for those actions you don't want as part of your analysis. To start with, it's probably a good idea to collect as much as you can. You can always stop collecting certain items later.
  - c. To enable analytics and start copying data, under **Analytics Settings**, click **Enabled**.

**In the UI:** Reporting > Settings > Analytics

## Tracking Usage Graphically

Jive SBS provides charts that illustrates how people are using the application. You can check these reports periodically to get a high-level sense of how content is being used, such as whether discussion posts are replied to, questions answered, and so on.



**In the UI:** Admin Console: Reporting > Reports

## Integrating Web Analytics

You can connect Jive SBS with a web analytics application such as Google Analytics or WebTrends. When you have an account with a web analytics provider, then add their script via the admin console, the script is automatically inserted by the application at the bottom of its pages. The script isn't typically displayed to people, nor are the analytics results displayed in the admin console (you get them from your analytics provider).

Here's are two examples of what you might enter in the admin console:

```
<script src="www.google-analytics.com-urchin.js" http://www.google-analytics.com/urchin.js">
  type="text/javascript">
</script>
```

or

```
<script type="text/javascript">
  _uacct = "AB-123456-1"; urchinTracker();
</script>
```

**In the UI:** Admin Console: Reporting > Settings > Third-Party Integration

## Managing Access

You can manage people's access to Jive SBS features through the admin console. A few of these features are available to system administrators only. But the work of granting permission for specific user and administrator tasks is available to both system and space administrators.

## Configuring User Registration and Login

**Note:** People using Jive SBS must set their browsers to enabled cookies. The application doesn't encode session IDs in URLs.

You can configure how people first get involved. This is especially important if the application is available to people who sign up on their own. You can set whether (and how) they can sign up on their own and whether their request for membership should be moderated. You can set up the user registration so that the registration page displays only a few of your user profile fields (to make registration easier).

If you enable moderation for membership requests, new requests will appear on administrators' Pending Approvals profile tab. To get to the tab, in the end user UI click Your Stuff > Items Awaiting Approval. (If you have a user administrator, that person will approve or decline requests; otherwise, the system administrator will get those requests.)

You can also set whether you send them a welcome message (and what the message contains), whether they can request a reset of their password, and so on. This is also where you specify that someone registering should validate with a *captcha* image.

**In the UI:** Admin Console: People > Settings > Password Reset

**In the UI:** Admin Console: People > Settings > Registration Settings

## Banning People

You can block a person's access to Jive SBS. For example, if someone becomes abusive in their messages (or moderating their content is too time-consuming), you might want to ensure that they can't post any more. You can ban them through their login credentials or their IP address. (If you want to ban them using their IP address, you'll need to enable IP address tracking with a system property (`skin.default.trackIP`); the admin console has more information.)

**In the UI:** Admin Console: People > Settings > Ban Settings

## Configuring Document Options

People can create new text documents (with word processor-style formatting) or they can attach documents of other types, including PDF files, Word documents, and spreadsheets.

There are two sets of configuration settings for documents: system-wide settings and space settings.

- *System-wide settings* (described in this guide) are available for system administrators. They include the size of uploaded documents and content types that are allowed for uploading.
- *Space settings* are available for system administrators and space administrators. Provide a place for an administrator to designate people to approve documents published in the space.

The system-wide settings are described in this document; space settings are described in *Managing Spaces*, which is intended for space administrators.

Use the system-wide settings to configure documents globally based on how you expect people to use documents.

- You might want to disable uploaded documents if you want to ensure that users can create only text documents using the application's editor. (Note that the content of uploaded documents is searched just as are documents people write.)
- If you enable uploaded documents, you can disallow content types that you don't want stored in the system. People won't be able to upload content of types that you disallow.

**In the UI:** Admin Console: System > Settings > Documents

## Configuring Discussion Options

Through discussions people ask for feedback from others. Unlike blogs and documents, discussions tend to have short-term interest (such as when a question is asked and answered) and the initial post tends to be more an invitation than a declaration (as many blog posts tend to be).

There are two sets of configuration settings for discussions: system-wide settings and space settings.

- *System-wide settings* (described in this guide) are available for system administrators. They include moderation email, read tracking, and threading.
- *Space settings* are available for system administrators and space administrators. These are settings that those using a particular space might want to have tailor for the space's needs. The settings relate to messages as questions, answers as helpful, level, and email alerts.

The system-wide settings are described in this document; space settings are described in *Managing Spaces*, which is intended for space administrators.

Use the system-wide discussion settings to configure discussions globally based on how you expect people to use discussions. If you're seeing slower performance, try disabling read tracking and turning the thread mode default to "flat." Both of these features can tax performance on some configurations. (Note that users will still be able to set thread mode to either flat or threaded in their preferences.)

**In the UI:** Admin Console: System > Settings > Discussions

## Managing Blogs

You can administer some aspects of top-level blogs, such as system and personal blogs. You can also migrate blogs between contexts.

(See *Setting Personal and System Blog Permissions* for information about managing blog permissions.)

## Contexts for Blogs

A blog can live in any of several different contexts. How the blog's administered depends on the context that contains it.

For the most part, these contexts contain other kinds of content, as well, including discussions and documents. For example, a blog can be contained by a space, a project, or a social group. You can't administer these through the admin console. Instead, they're administered by the blog's owners in the blog's Manage Blog page in the application's end user interface.

Two kinds of blogs — system and personal blogs — can be said to live in a top-level context. These are blogs you can administer with the admin console (although, like other blogs, they're also managed by their owners).

The following table lists blog contexts, along with where each is administered.

| Blog Type         | Description   | Scope  | Where Administered                    |
|-------------------|---|--|---------------------------------------|
| System blog       | A system blog is not connected with any particular space or person.   | Top-level, not contained in any space. Must be created in the admin console.                           | Admin console, blog's management page |
| Personal blog     | A personal blog is associated with a particular user, who is its owner. A user can have only one personal blog. | Top-level, not contained in any space. Can be created by a user or in the admin console.               | Admin console, blog's management page |
| Space blog        | Associated with a particular space. A space can have only one blog.   | Contained by the space. Can be created by a user.  | Blog's management page                |
| Project blog      | Associated with a particular project. A project can have only one blog.   | Contained by the project (which is contained by a space). Must be created when the project is created. | Blog's management page                |
| Social group blog | Associated with a social group. A group can have only one blog.   | Contained by the group. Created by a group owner.  | Blog's management page                |

## Administering Top-Level Blogs

Remember that top-level blogs (personal and system blogs) are the only kind you can administer from the admin console. The following table summarizes administrative tasks related to top-level blogs. All of these are available to a blog's author on their Blog Management page. Some are also available to system administrators in the admin console.

| Blog Admin Task  | Who Can Perform              |
|--|------------------------------|
| Enable or disable blogs, comments, trackbacks, and <i>ping</i> updates.  | System Administrator         |
| Enable or disable ability for users to customize the list of ping service URIs.  | System Administrator         |
| Set default list of ping service URIs.   | System Administrator         |
| Enable or disable <i>Akismet</i> service for filtering spam in comments and trackbacks.  | System Administrator         |
| Write, view, edit, and delete posts.   | Author                       |
| Write, view, edit, and delete comments.  | Author, System Administrator |
| Approve or delete trackbacks.  | Author, System Administrator |
| Edit options such as the blog's friendly name, its URL within Jive SBS, its description.   | Author, System Administrator |
| Add or remove blog authors.  | Author, System Administrator |
| Specify whether people must authenticate in order to comment.  | Author                       |
| Approve comments before they're visible.   | Author                       |
| Turn feeds from the blog on or off, as well as set what is included in the feed.   | Author                       |
| Import content from another blog into a Jive SBS blog. A blog author can import from Movable Type, WordPress, and other technologies listed on the Blog Management page. | Author                       |

**Note:** If your community is visible to the public, chances are trackbacks and comments are enabled by default. If you haven't disabled them, you might consider encouraging blog owners to turn on moderation for these features — at least for a while, just to be on the safe side. See user help for information on moderating blogs.

## Migrating Blog Content

You can migrate an existing blog from one context to another. For example, you can migrate a space blog so that it becomes a group blog. There aren't any restrictions -- you can migrate from any context to any other context. When you migrate, all of the blog's posts and settings will move to the destination context.

On the admin console's Blog Migration page, you choose the blog you want to migrate and the destination context. Under destination, you'll only see contexts that are able to accept the blog. For example, a space that already has a blog won't be listed (so no space will be listed if all spaces have blogs). To migrate, select the blog and destination, then click Submit.

**In the UI:** Admin Console: Blogs > Management

**In the UI:** Admin Console: Blogs > Settings

## Configuring Video

You can set up your community to support videos recorded and uploaded by community members. This feature is different from the ability to embed video from other sites such as YouTube or Vimeo. With this feature, members of the community can upload their own video (even record if they have a webcam). Videos uploaded in this way are visible only within the community, making this a more secure way to share video that's specific to the community.

This configuration assumes that you've already received a license key for video support. You can also specify that users will be able to use their webcam to create and upload video. Finally, you can choose an image to use as a watermark on uploaded videos. This could be a community logo, for example.

**In the UI:** Admin Console: System > Settings > Video

## Enabling or Disabling Projects

You can disable projects if people won't need them.

**In the UI:** Admin Console: System > Settings > Projects

## Configuring Private Message Options

You can enable private messages, a feature through which people can send each other messages that aren't visible to everyone else in the way that discussions are. A person receives and reads a private message through the Private Messages tab on their profile.



In the admin console, you can turn the feature and its notifications on or off as well as set a limit on the number of messages allowed per person.

**In the UI:** Admin Console: System > Settings > Private Messages

## Configuring Support for Images and Attachments

People can insert images and attach files to their documents, blog posts, and discussion messages. Using the admin console, you can configure Jive SBS support for images and other attachments.

The distinction between images and attachments is important. People can *attach* to content any file you allow by using the Browse button at the bottom of the content editing page. Attached files will show up

as links at bottom of published content, so that others can click to view the attachment. Note that when someone attaches an image, a preview of the image shows with its link. People can also *insert* images by using the insert image button on the editing page toolbar. Inserted images will be displayed in the content itself, but won't show up as links at the bottom of the page.

In the admin console, the **Attachments** page is for configuring the attachment feature; the **Images** page is for configuring the "insert image" feature. It's a good idea to tailor these settings to best fit your situation. Here are a few suggestions.

- Adjust the cache. The application provides two cache types: file system and in-memory. Use the **Images** and **Attachments** pages in the admin console to adjust the file system cache. For example, you might want to increase the cache size if images or other attachments are filling the file system area you're caching to. Note that changing the filesystem cache size on the the **Images** page makes the same change to the same setting on the **Attachments** page, and vice versa. You can make in-memory cache changes (for images) on the System > Settings > Caches page. This is a much more short-lived cache that has a larger impact on performance. See *Fine-Tuning Performance* for more on adjusting in-memory caches.  
**Note:** Be sure to see *Fine-Tuning Performance* for more information about caches, including client-side caches.
- Manage image and attachment quantity and size. Pay attention to whether larger or more numerous images and attachments make the application slower. If you find that many people are attaching many larger files (and that this is making the application slower), then you might want to create limits by adjusting the size and quantity settings.
- Disallow support for certain content types. You might find that some content file types aren't needed (or are in fact unwanted). You can prevent some kinds of files from being uploaded by "disallowing" them, specifying their MIME content type. If you change these settings, be sure to change it on both the Image and Attachments pages.
- Adjust how images are rendered. You can set guidelines for how the application displays images in content. For example, it will display attached images as a thumbnail (a smaller version of the image) if the image itself is larger than the size you specify on the **Images** page.

Note that some of the settings are interrelated. For example, if you want people to be able to attach more images to a document than they are currently allowed to, you'll need to make two changes: increase **Maximum number of images per object** of the **Images** page and increase **Max number of attachments per document** on the **Attachments** page.

**In the UI:** Admin Console: System > Settings > Attachments

**In the UI:** Admin Console: System > Settings > Images

## Configuring Spell Check

Jive SBS checks spelling as people create and edit content. You can tailor this feature to your needs by specifying dictionaries that are specific to your locale or technical needs. You can also add words not in the main dictionary to the custom dictionary that your community uses; that way, words commonly used where you are (such as jargon) won't be marked as misspelled.

**In the UI:** Admin Console: System > Settings > Spell Check

## Configuring Search

Jive SBS provides search access to content it contains (including information about people) as well as access to external search engines that support OpenSearch. You can use the admin console to configure and optimize these for use across your community.

## Configuring Main Search

Support for searching internal content and user profiles is provided by the *Lucene* open source search engine. Lucene works by periodically creating an index of content, then searching against the index. As a result, search results are affected by, say, how often the index is updated.

**Note:** Jive SBS includes *Search Tips* documentation that people can use to make the most of their searches. You can reach the tips from a search page.

Things to keep in mind as you manage the main search:

- The indexes for content and for user information are separate from each other. That means that you can enable searching for content and user information separately (you can turn user searching off, for example). It also means that you can update the indexes separately at need, which can be more practical than updating everything at once when you need to.
- Having the application regularly update the search indexes is very handy; rebuilding an index (via the Index Tasks tab) can be very time-consuming. You should only manually rebuild if you really have to; reasons for doing so are listed in the admin console.
- When you choose to log search queries, the log information is written to the database supporting your community. You can retrieve this information by querying the `jiveSearch` and `jiveSearchCriteria` tables. For example, a query can return the query terms used, how many results were returned, the ID for the user who did the search, and so on.
- You can improve searches for people using your community by tailoring the stop words and synonym lists to best suit your needs. For example, if you realize that people will search using slang common to your industry, you could add synonyms that associate a commonly used term with slang alternatives. A software industry example could be "programmer,developer,engineer".
- Try to settle on your list of stop words early, before you've got a lot of content. When you change the list, you need to rebuild the search index; that can take quite a while when you've got a lot of content in the database.
- You can set whether blog and document comments should be found when searching by setting system properties. Use the following system properties (in the admin console at System > Management > System Properties):

| Property                                    | Description   | Values  |
|---|---|---|
| <code>blog.searchCommentsEnabled</code>     | Toggles whether or not comments to blog posts are returned in search results. | true (default) to enable return of comments on search; false to disable it. |
| <code>document.searchCommentsEnabled</code> | Toggles whether or not comments to documents are returned in search results.  | true (default) to enable return of comments on search; false to disable it. |

**In the UI:** Admin Console: System > Settings > Search

## OpenSearch

You can make some external search engines available to people using Jive SBS. If a search engine supports OpenSearch, you can add support for it so that the search engine will be used (in addition to the internal search engine) when people search for content. Examples of OpenSearch engines include *Technorati* and *Wikipedia*, not to mention Jive SBS communities.

Engines that support OpenSearch provide a descriptor XML file and usually publish the file at a public URL. The descriptor tells OpenSearch clients what they need to know to query the search engine.

There are two ways you can add OpenSearch engines in the admin console:

- Enter a descriptor URL, then click **Add Engine from Descriptor URL**. The application will visit the URL to retrieve the descriptor XML file, then retrieve the needed information from the file.

If the application gets the information it needs, that's all there is to it. However, you might get prompted for more information, such as login credentials if the engine is secure. Note that you can edit engine properties later.

**OpenSearch Engines**

Descriptor URL:

or

Allow anonymous users to view results

| Engine Name | Results Inline | Requires Authentication | Enabled |
|-------------|----------------|-------------------------|---------|
|-------------|----------------|-------------------------|---------|

- Click **Add Engine from Form**, then fill out the form to include the required information. The information asked for here is what would be included in the descriptor XML file. This is the same information you can edit for an engine, as described below.

**OpenSearch Engines**

Name\*

Description

Descriptor URL

Icon URL (16x16)

Search URL\*

Search Result Content Type\*

Query Test Term\*

Maximum Number of Results

Username

Password

Enabled

| Engine Name                      | Results Inline | Requires Authentication | Enabled |   |
|----------------------------------|----------------|-------------------------|---------|---|
| W <a href="#">Wikipedia (en)</a> | Yes            | No                      | Yes     | <input type="button" value="Edit"/> <input type="button" value="Test"/> <input type="button" value="Delete"/> |

As you edit the engine's properties, keep in mind the following:

- The icon URL is a URL to an icon representing the search engine. Jive SBS will display this in its UI.
- The application uses the search URL to send the user's query.
- The search result content type is the content type, such as application/rss+xml or text/html, that the search engine's results will be returned in. If this is a type that the application can parse, such as application/rss+xml, the results will be displayed in the UI; if not, the application will display a link through which the user can separately search the engine's site itself.
- The query test term can be anything you like to test queries.
- You might need to enter a username and password if the search engine requires login credentials.
- The Enabled check box is selected by default, meaning that user searches will query the engine. Clear the box to make the search engine unavailable to people.

**Note:** Jive SBS itself is also an OpenSearch provider (although OpenSearch isn't a good replacement for searching content it contains). You just have to point your OpenSearch reader to the community's OpenSearch XML descriptor. For OpenSearch readers that aren't able to autodetect the descriptor, you'll have to add it manually. The OpenSearch descriptor for your community is located at `http://<jiveURL>/opensearch.xml`. For example, for the Jivespace descriptor, go to `http://jivesoftware.com/community/`

opensearch.xml. Provide this file as the descriptor for your OpenSearch reader, and you'll be all plugged in.

**In the UI:** Admin Console: System > Settings > OpenSearch Engines

## Managing Feeds

People can choose to receive feeds (RSS 1 or 2, Atom) to stay up to date on changes to content they care about. You can configure aspects of these feeds such as which feed technology is used, whether basic authentication is required, and so on.

For more on feeds in Jive SBS, be sure to see *Working with Feeds*.

**In the UI:** Admin Console: System > Settings > Feeds

## Filtering and Formatting Content

Filters and macros both dynamically reformat the contents of messages, announcements and polls. Filters can be applied globally. They are similar concepts but filters can apply to the entire block of text and macros operate on a specific part.

This console page lists the filters and macros installed for your community. At the bottom of the page you can install others.

**Use filters and interceptors.** A filter dynamically formats message content before it posts to the space. In contrast, an interceptor uses specific criteria to accept, modify, or reject an entire incoming message before it enters the space. Filters and interceptors can be applied to discussions, document comments, and blog comments. Because you can't apply interceptors to documents (and to a blog post only when it's first created), make sure you're comfortable with the employees you allow to author those types of content when setting permissions. When you don't want any part of a post or comment with an offending word to enter the space before an action is taken, use an interceptor instead of a filter.

**Apply a profanity filter.** This filter automatically detects words in your profanity list and replaces them with \*\*\*. The profanity filter is the most commonly used filter; please consider using it. You use the filter by adding the words you want filtered out, then turning on the filter. On the Filters and Macros page, scroll to the profanity filter and click its Settings link. On the filter settings page, enter the list of words you want filtered out of your content.

Enter words and phrases separated by commas. If you've got more than a few entries, be sure to enter longer or broader phrases before smaller and more specific ones. For example, imagine that your list included both "gleeking boil-brained nit" and just "nit". Your entries will be evaluated in the order you enter them. So if you've got "nit" before "gleeking boil-brained nit", then content that includes "That's rubbish, you gleeking boil-brained nit" will be filtered to "That's rubbish, you gleeking boil-brained \*\*\*".

Be sure to select check boxes for the parts of the content you want filtered, then click Save Properties. Back on the Filters and Macros page, click the profanity filter's On button to turn it on.

**In the UI:** Admin Console: Spaces > Settings > Interceptors

**In the UI:** Admin Console: Spaces > Settings > Filters and Macros

## Configuring User Relationships

You can configure the relationships feature so that it best fits the way people using Jive SBS will interact with each other. You do that by making settings for the relationship graph. A relationship graph is a representation of a set of objects that are connected to one another. Here, the objects are user accounts, which in turn represent people in your community.

The application supports two kinds of graphs: an organizational chart graph and a friend/connection graph. As you might expect, the organizational chart graph represents relationships that are usually hierarchical, such as between a manager and their direct reports.

Organizational Chart

In the Notified Users box, enter the user names of people who should be notified when relationships are created (such as someone in the human resources department).


Disable relationships by clearing the **Is graph enabled** check box.

**In the UI:** Admin Console: People > Settings > User Relationship Settings

## Configuring Status Levels

Creative status level goals are a great way to encourage people to get involved. People accrue status by earning points as they create and respond to content in Jive SBS. Over time, people develop a reputation for reliability and authority in their favorite areas. The more people participate, the more information that is available for the community as a whole.

You can set how many points are awarded for a given scenario (an action in the application). You can also define the status levels themselves, setting the point range that the status level represents.

Where a person's name is displayed, the user interface displays a status icon such as  corresponding to the number of points the person has accrued. By default, for example, the application includes the following status levels: master (501-1000 points); junior (101-500 points); newbie (0-100 points). You can configure the levels, along with how many points correspond to an action.

Here are a few suggestions for making the most of status levels:

- Set the number of points per scenario based on the kinds of activity you want to reward. For example, if you want to provide a context in which questions are usually answered, award more points for correct and helpful question responses.
- Define status levels that people will be enthusiastic about -- make it fun. For example, you could think of it as a kind of game. Is the highest level a "Ninja"? A "Genius"? "Indiana Jones" or "Nobel Candidate"? Devise a list of levels that goes well with the culture of people using the application.
- Offer rewards or recognition for people who reach or maintain certain status levels.

**In the UI:** Admin Console: People > Settings > Status Level Settings

## Avatar Settings

Enable user-uploaded avatars as one of the ways to let people personalize their experience on Jive SBS. You can simply enable avatars, in which case administrators will be able to define (even upload) the avatars people can choose from. But you might find that people get more out of the application by uploading their own avatar images.

With avatars enabled, users will get a "change avatar" link in the Actions list of their profile page. Depending on how you've set up the feature, users will be able to select from an existing set of avatar images or upload their own.

**In the UI:** Admin Console: People > Settings > Avatar Setting

## Setting Access for Web Service Clients

Jive SBS exposes much of its functionality as web services. Through a web service client, other applications can interact with Jive SBS. In order for this to happen, you'll need to first enable one or more of the web service styles that Jive SBS supports. These include SOAP and REST. The style you choose will depend on your design goals and the client's needs.

You have several options as to what you'll allow and require for clients attempting to access your community via web services. You can allow any client to have access or restrict access to clients that authenticate with credentials found in your user database.

**In the UI:** Admin Console: System > Settings > Web Services

## Connecting Communities with Bridges

You can connect Jive SBS communities with a bridge. Over this bridge, people can see activity taking place in a community that's separate from the one they're currently using. For each user, visibility into another community will rely on their having a user account in both communities. Connected communities use REST web services to communicate with one another.

**Note:** Configuring a bridge from the current community to another makes the other community visible to the current one, but not vice versa. In other words, the current community won't be visible to the other one unless the other community has a bridge to the current one.

With connected communities, people using the community can:

- See a list of the connected communities.
- Log in to the connected community from the current community.
- Add widgets that present information about activity in the connected community.
- Receive results from the connected community as part of their searches.

## Setting Up a Bridge

A community uses REST to retrieve information from other connected communities, presenting much of the same information that people can get by going to the community itself.

When you set up the bridge, you're not just making the connection possible. You're also setting how people using the community will see the connected community. So as you set up the bridge, be sure to enter values that make sense from a user's perspective.

To create a bridge from the current Jive SBS community to another, use the following steps:

1. Ensure that REST web services are enabled for registered users on the community you're connecting to.
2. In the admin console, on the Bridge Management page, click Create Bridge.
3. Under Bridge Details, enter the information that describes the bridge and provides connection information.

### Settings for Bridge Details

| Setting           | Description  |
|-------------------|--|
| Bridge Name       | The name users will see when they configure remote widgets from the connected community to this one.   |
| Description       | The description users will see when they configure remote widgets from the connected community to this one.  |
| Bridge URL        | The root URL of the community you are connecting to. This is likely the URL that people use to get to the community's home page.   |
| Enable OpenSearch | Whether to search the connected community and integrate the results with searches in the current community. If you already have an OpenSearch engine configured for this community, please delete it from the OpenSearch settings -- selecting this option will create a new entry connected to this bridge.   |
| Credentials       | Credentials for any registered user on the target community. Consider creating an account on the target community that's specifically for bridging, then enter those credentials here. This is only used to make the target community visible to the current one; to receive information about the target community, people will add their own credentials for that community. |

**Note:** If you have trouble searching across the bridge, double-check the OpenSearch engine associated with it. In the admin console, you can do a test search using OpenSearch engines.

**In the UI:** Admin Console: System > Settings > Bridges

## Synchronizing Content with Email or Newsgroups

You can create gateways through which Jive SBS will synchronize data between a space and an email, newsgroup, or *Mbox* data source.

When you create a gateway, you specify the data source to synchronize with, along with the space to synchronize. In other words, each gateway is a one-to-one mapping between a space and the data source. You can either create a gateway that's automatically used for synchronizing or you can synchronize data in either direction at need. Gateway settings are scoped to specific spaces.

You can also choose to use a 24-hour buffer for importing. That means that, at the time of import, the gateway pulls in all data that has come in since the last import, plus all those that came in within the 24-hour period before the last import. For example, if an email has already been imported, it won't be imported again, but any emails that came in late and were missed the last time the gateway ran will be imported. This redundancy helps ensure that you get those emails that were held up at the server for some reason and did not get delivered in a timely manner.

To use a gateway for automatic importing or exporting, you add the gateway, then specify the time interval for importing and/or exporting. To use a gateway for one-time or at-need synchronization, you use the Import Once or Export Once tab.

**In the UI:** Admin Console: Spaces > Settings > Gateway Settings

## Managing Customizations

Plugins, themes, and other extensions are ways to add and enhance the application's features.

### Adding and Editing Themes

With themes, you can customize the way Jive SBS looks, adding your own logo and brand information. You can even change the composition of Clearspace pages, rearranging them, adding and removing features.

Depending on how much you want to change the UI, there are three approaches you can take. For information, see *Customizing UI the Basic Way*, *Customizing the UI with the Theme Resource Kit* and *Advanced Theming Topics*.

**In the UI:** Admin Console: System > Settings > Themes

### Substituting Phrases in the UI

You can substitute your own words for phrases you find in the user interface. For example, you might want to rename "Documents" to "Articles." Your substitutions are part of a theme.

For more information on making substitutions and developing themes, see the theming topics in the Jivespace developer guide.

**In the UI:** Admin Console: System > Settings > Phrase Substitutions

### Adding and Removing Plugins

If your community has any plugins installed, you can view a list of them on the Installed Plugins page. If you don't have any yet, Jive Software offers a few you can get started with. The Add Plugin page lists plugins that are available free from Jive Software. It also provides a place to add plugins for which you have a JAR file.

Whenever you add or remove a plugin, you'll need to restart the application server.

**Note:** In previous versions you could deploy a plugin by copying its JAR file to your plugins directory. That's not supported in this version.

**In the UI:** Admin Console: System > Plugins > Installed Plugins

**In the UI:** Admin Console: System > Plugins > Add Plugin

## Adding and Removing Widgets

Jive SBS comes with a set of widgets people can use to customize pages. If you don't want certain widgets to show up where people can customize page layouts, you can remove them using the admin console. You can also add new widgets. At the bottom of the page, under Add a new widget, enter the fully-qualified class name of the class for the widget you're adding, then click Add Widget. The JAR containing the widget you're adding must be on the application's classpath.

**In the UI:** Admin Console: System > Settings > Widgets

## Fine-Tuning with System Properties

System properties are name/value pairs that configure particular aspects of Jive SBS. Many of these are tied to other settings in the admin console, so that changing the value in the console will change the value of the corresponding system property. For more on the properties and their effects, see *System Property Reference*.

**CAUTION:** Changes to some system properties have dramatic effects on the system — a wrong value can break the application. Generally speaking, you should leave system properties unchanged unless you're asked to change it by Jive's support team. You might also change a system property value if the change is part of a larger effort to customize the application. Names and values for system properties and extended properties are case sensitive.

**In the UI:** Admin Console: System > Management > System Properties