

Jive Interactive Intranet

Jive Cloud Admin

Cloud Administrator Guide



Notices

For details, see the following topics:

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

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- Search the articles on the [Aurea Knowledge Base](#) for solutions to your issues.
- Search the product documentation and other product-related information that are also available on [Support Central](#).

If you still cannot find a solution, open a ticket on [Aurea Support Central](#). Information about the support organization is available on [Support Portal](#) as well.

You can also find the setup files on [Support Portal](#).

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, contact us through our [website](#).

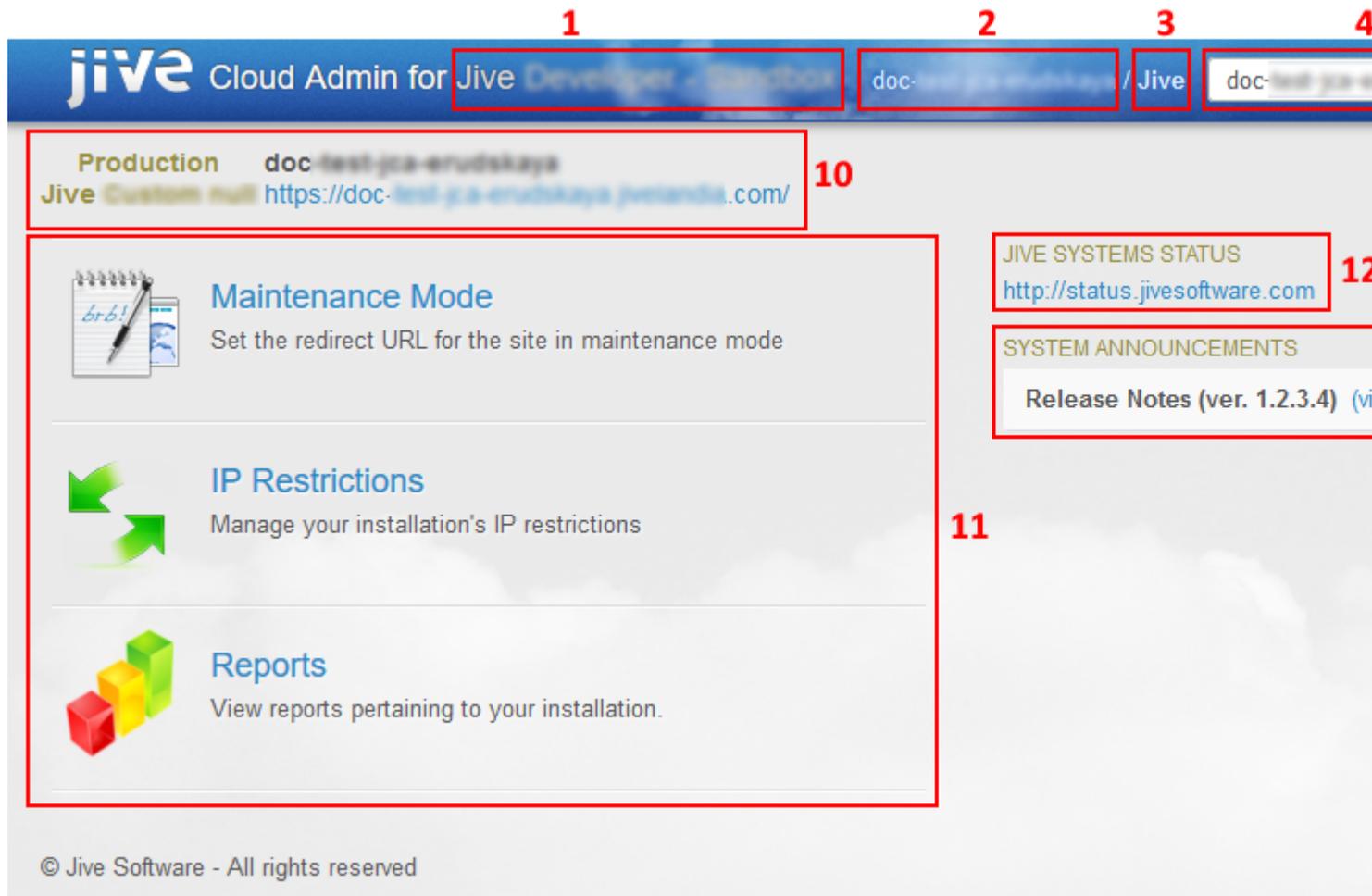
Jive Cloud Admin overview

Jive Cloud Admin is the interface between you and a Jive Cloud 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 Cloud, 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 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 Cloud.
4. Installation selector for switching between managed sites.
5. Quick access menu for accessing Jive Cloud Admin functions.
6. The Settings 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 8 and [Managing Jive Cloud Admin](#) on page 13.

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.

Using Maintenance Mode

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

You can use the Jive standard maintenance page or redirect users to your own page by providing a URL for that 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](#).

Changing maintenance page

You can change the maintenance page to your own branded page by providing its URL.

Fastpath: Jive Cloud Admin > Maintenance Mode

Maintenance page is a useful tool for apprising users about planned community site outages. You have full control over the page contents — Jive only redirects users trying to access the community to the page.

To use custom maintenance page:

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**.

This opens the **Maintenance Mode** page. Under **Set Maintenance Mode Redirect URL**, you can see the URL of the currently employed page.

4. Under **Set Maintenance Mode Redirect URL**, specify the URL of the custom maintenance page or type `null` to use the default page.
5. Click **Save Redirect URL**, then confirm our decision.

With this change applies, users will be redirected to the custom maintenance page whenever the community site is in maintenance.

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 week or month.

You should select one of the available chart types to view the graph:

Total views	Shows the total number of views within the specified period.
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Users vs API vs Bot views

Shows the number of views by category: users, API requests, and bot views.

Mobile vs Non-Mobile views

Shows the number of views split by device:

- **Non-mobile views:** Views from desktop browsers.
- **Mobile Gateway views:** Views from mobile application, that is Jive Daily: Intranet on the go.
- **Mobile Browser views:** Views from browsers on mobile devices.

Mobile views: Browser by platform

Shows the number of views from mobile devices split by platform: iPhone, Android, Blackberry, Windows.

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.
- 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. Under **Global IP Restrictions settings**, select the **Enable JCX Management of restrictions** check box, and then select **Traffic with the client IP saved in the True-Client-IP header**.

This allows [Support](#) to access and update the restrictions if required.

5. To set restrictions for the entire site, under **IP restrictions for: /**, do the following:
 - a) Select the **Enable these IP restrictions** check box.
 - b) Under **Rule Type**, select **Whitelist these entries, deny all others** if you want to allow access or select **Blacklist these entries, allow all others** if you want to prohibit access for the IPs in the list.
 - c) Configure a whitelist or blacklist as follows:
 - To add a single IP address, click **Add entry** and then enter an IP in the box.
 - To add multiple IPs, copy the IP list into the **Bulk entry of restrictions** box.

- To remove a single entry, click **Remove** next to the IP you want to remove.
 - To clear the list, click **Remove all entries**.
6. If you do not need restrictions for the Jive site, clear the **Enable these IP restrictions** check box.
 7. To set restrictions for accessing the Admin Console, under **IP restrictions for: /admin**, do the following:
 - a) Select the **Enable these IP restrictions** check box.
 - b) Under **Rule Type**, select **Whitelist these entries, deny all others** if you want to allow access or select **Blacklist these entries, allow all others** if you want to prohibit access for the IPs in the list.
 - c) Configure a whitelist or blacklist as follows:
 - To add a single IP address, click **Add entry** and then enter an IP in the box.
 - To add multiple IPs, copy the IP list into the **Bulk entry of restrictions** box.
 - To remove a single entry, click **Remove** next to the IP you want to remove.
 - To clear the list, click **Remove all entries**.
 8. If you do not need restrictions for accessing the Admin Console, clear the **Enable these IP restrictions** check box.
 9. 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.