

# Jive Forums Admin Guide

You're reading a guide for administering Jive Forums, an application for community-based discussion groups. This guide is divided into the following sections:

- [Before You Get Started](#)
- [Setting Up Jive Forums](#)
- [Forums Basics](#)
- [Managing Category Setup](#)
- [Managing Forum Setup](#)
- [Moderating Forum Content](#)
- [Managing Users and Groups](#)
- [Configuring Content Controls](#)
- [Configuring and Optimizing the System](#)
- [Managing Chat and Instant Messaging](#)
- [Customizing Jive Forums](#)
- [Managing Clustered Deployments](#)
- [Localizing Jive Forums](#)
- [Getting Information for Troubleshooting](#)

## Before You Get Started

Be sure to check out the README.html included at the root of the Jive Forums distribution. That document includes links to important information, including known issues.

This guide assumes you've already installed Forums, so it doesn't describe installation procedures. For those, please refer to the Installation Guide, which is included with the Forums distribution.

## Administration Console

You can use the Forums Admin Console to manage system settings, permissions, content (documents, discussions, and blogs), and users.

To view the console, make sure Forums is running, then go to a URL of the following form:

`http://<hostname>:<portnumber>/<context>/admin`

## Forums Editions

There are currently two editions of Jive Forums: Silver Edition (for small to midsize deployments) and Gold Edition (for large deployments). This manual covers the features and functions for both the Silver and Gold Editions.

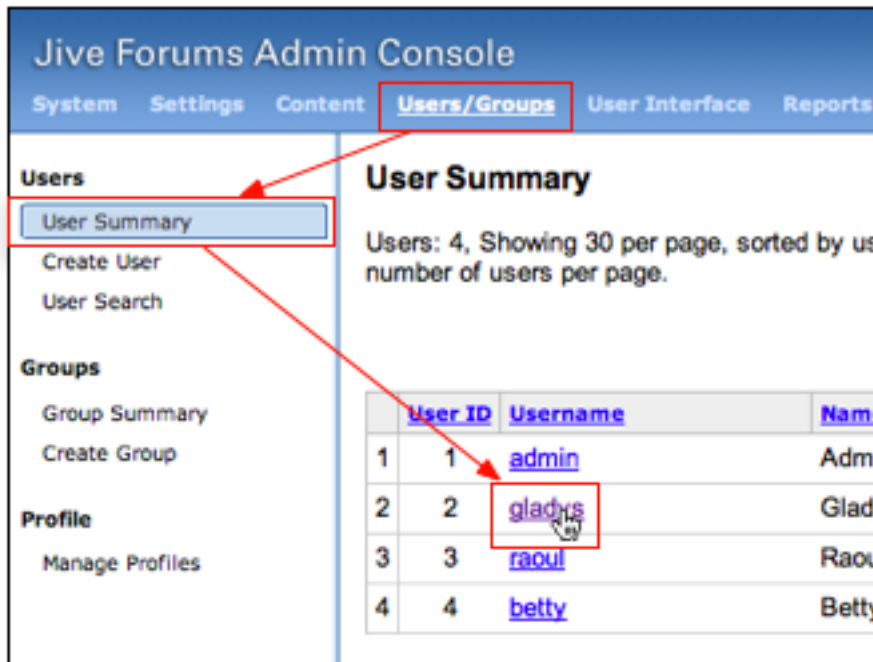
Features unique to the Gold edition include:

- Question/answer workflow, through which users can mark a post as a question then designate responses as helpful or correct (scoring points for the users who posted them).
- Expert email notification, in which email notifications are sent for unanswered questions.
- Multiple theme configurations to customize look and feel.
- Reward point system, where points are awarded for responses based on how useful the response turns out to be.
- Community everywhere, through which users embed discussion threads into other web pages.
- Web services for programmatic access to Jive Forums data.

## Document Conventions

When listing tasks, this guide uses a path shorthand convention to indicate where you'd go in the Admin Console to perform the task. This example is followed by an illustration that shows what you'd click in the user interface.

To edit properties for a user, click Users/Groups > User Summary, then click the user's username.



## Setting Up Jive Forums

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

The first page of the setup tool prompts you to specify the location of your jiveHome directory:

Jive Forums Setup

Jive Forums

Setup Progress »
● [Install Checklist](#)
● Datasource Settings
● User System
● Email Settings
● Admin Account

### Installation Checklist

Welcome to Jive Forums Setup. This tool will lead you through the initial configuration process of the application. Before continuing, verify that your environment meets all the requirements below.

	Success	Error
<b>JVM &amp; Server-side Java Support</b>		
At least JDK 1.4 Found: JVM 1.5.0_07 - Apple Computer, Inc.	✓	
At least Servlet 2.3 API Appserver: Jetty/5.1.10, Supports Servlet 2.3 API and JSP 1.2	✓	
<b>Jive Forums Classes</b>		
jiveforums.jar / jivebase.jar Found Jive Forums	✓	
<b>Jive Forums Dependency Classes</b>		
All Jive Forums dependency classes were found and loaded successfully.	✓	
<b>The jiveHome directory</b>		
The jiveHome directory exists and is properly configured.	✓	
<b>Valid jive.license File</b>		
A valid Jive Forums jive.license file exists.	✓	

Continue

**Note:** The setup tool runs only once. If you need to re-run it, open the `jiveHome/jive_startup.xml` file, find the line `<setup>true</setup>`, and change the `true` value to `false`. Restart your application server, point your browser at Jive Forums using the URL above and rerun the setup tool.

**Installation Checklist** — Confirm the system settings that make up the Forums environment.

**Datasource Settings** — Specify how to connect to the database. You can use the embedded database that is included with the installation 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. See the Installation Guide for information on supported databases and connection values to use.

**Note:** The embedded database isn't recommended for production use.

**User System** — Specify the system 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 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). 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.

For more on LDAP integration, see LDAP Information (ldap.html), included with the Jive Forums distribution.

**Email Settings** — Specify defaults for email sent via the server. Forums can send email when an 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.

You can configure Forums to receive email, such as when a user posts a discussion response via email. To get these emails, Forums needs a client account; specify those details here.

**Admin Account** — Specify the system administrator's password. Be sure to change the admin email password from the default value, which is "admin".

## Forums Basics

If you're new to Jive Forums, it's a good idea for you to take a look at this section. It describes how Forums structures content, organizes users and groups, and exposes permissions. You'll find the following sections here:

[Community Hierarchy](#)

[Community Roles](#)

[Administrators and Moderators](#)

[Users and Groups](#)

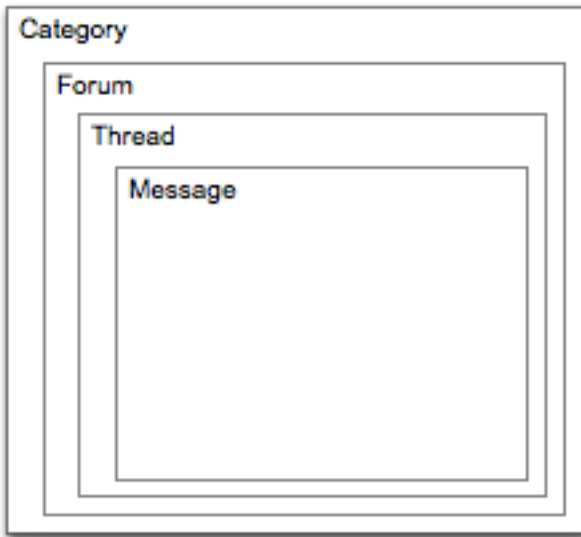
[Best Practices for Permissions](#)

[Plan Your Community](#)

### Community Hierarchy

A community typically corresponds to a group of people with a common set of interests and it usually has a single overall purpose. One community might focus on support, for example, while another might focus on human resources. Still another might provide customers with a place to trade product tips and solutions.

Jive Forums communities are built in a hierarchy to help provide easy, intuitive access to relevant information. The hierarchy looks something like this:



**Category** — A category is the broadest classification of content in a community. Categories may contain other categories, forums, threads, and messages. You can create as many categories as necessary. For more on creating and managing categories, see [Managing Category Setup](#).

**Forum** — A forum generally focuses on a single thread or a small group of associated threads, and is narrower in scope than a category. If you define a forum too broadly, message threads within the forum can quickly lose focus and become unwieldy and confusing. For more on managing forums, see [Managing Forum Setup](#). For information on moderating, see [Moderating Forum Content](#).

**Thread** — Threads are the individual questions or subjects discussed within the scope of a single forum. A thread is defined as an original message and all of its replies. Threads may run only a few messages long, or may include hundreds of messages. By their nature, threads tend to drift. Moderators may need to intervene to keep a thread focused on the subject for which it was created. They can do this by creating new threads when necessary and by moving content (messages and entire threads) from one location to another. For information on moderating, see [Moderating Forum Content](#).

**Message** — A message refers to a single question, discussion point or reply that is posted to a forum. Messages comprise a subject header, a message body, and sometimes a file attachment or attachments.

## Community Roles

Jive Forums uses roles to help you manage the kinds of things that users can do. Through built-in roles such as administrators, moderators, users, and groups, you fine tune responsibilities and level of access for each person in the community.

### Administrator and Moderator Roles

Administrators and moderators are responsible for setting up and maintaining a Jive Forums community. With broad permissions, system administrators maintain the entire system, including categories, forums, threads, and messages. With subsets of administrative permissions, category administrators, user administrators, and group administrators manage respective subsets of the community.

The five administrative roles available in a Jive Forums community can be exercised by one or more people and will have varying levels of permissions associated with them.

- **System Administrator** — Administers the entire instance (community) of Jive Forums. A system administrator has full access to administrative settings. This is a global role.

- **Category Administrator** — Administers categories to which they're assigned as administrators. A category administrator can add and remove categories and forums for the category they're administering. They can also edit settings for that category. This is a category-specific role.
- **Forum Administrator** — Administers forums in a given category. A forum administrator edit settings for the forum they're administering. This a forum-specific role.
- **User Administrator** — Manages user accounts. A user administrator has access to features through which they can add and remove users and edit user properties. This is a global role.
- **Group Administrator** — Manages the user group to which they're assigned as administrator, adding and removing users. This is a global role.
- **Moderator** — Manages content before and after it is posted to a moderated forum. A moderator reads new content (editing or removing if necessary), looks at new avatars, and so on. This is a category- or forum-specific role.

**Note:** You cannot edit the specific set of permissions assigned to these administrative roles. When a user logs in, the Admin Console user interface will indicate which features are available to them based on the scope of their permissions.

## Users and Groups

Jive Forums is set up so that you can manage users as individuals and as members of groups. By adding users to groups you can apply a set of permissions to all of those users by applying those permissions to the group they're in. To make the most of this, you should understand the four basic user types Forums provides to help you manage permissions.

Jive Forums includes two default user types that you can't delete: *Anyone* and *Registered Users*. Once a user registers, you can assign them permissions as a User or as part of a Group. This results in four categories of Forums users who can receive global permissions: Anyone, Registered, User, and Group.

- An *Anyone* user is simply anyone who visits the community. This parent user type is designed to be associated with a guest or to allow anonymous access. Anyone permissions are a blanket set of permissions for anyone who visits. Think hard about what you want people to be able to do anonymously, but weigh that against the need to engage people to encourage them to participate.
- A *Registered User* is someone who has entered your online community's required registration information. Registered Users permissions are globally assigned permissions you give to anyone who registers. Participants must be registered in order to participate in threaded discussions. Among registered users, Forums provides a way for you to assign permissions according to the following two categories:
  - A *User* is a registered individual.
  - A *Group* is a group of registered individuals.

**Note:** For information on specific tasks, see [Managing Users and Groups](#).

## User and Content Permissions

Working with the users and groups you've defined, you apply permissions at three levels:

- **Global** — These permissions affect the entire community, regardless of category or forum. These permissions can be added to or revoked at the category and forum levels.

**Note:** You can't revoke (set to negative) permissions at the global level. Setting an X in boxes at this level will have no effect.

- **Category** — These permissions affect a single category and all its related sub-categories and forums. Permissions you set here will override permissions set at the global level; also, you can add to or revoke these permissions at the sub-category and forum levels. See [Managing Category Setup](#) for more information.
- **Forum** — These permissions affect a single forum only. At this level, you can add to or revoke permissions set at the sub-category, category, and global levels. See [Managing Forum Setup](#) for more information.

In other words, you modify the global settings on a per-category and per-forum basis. For example, suppose your Jive Forums community is set up so that at the global level, there is no designated Category Administrator. You could still add a category administrator for a specific category by adding the administrative permission at the category level. Similarly, if you had a user with Category Administrator permissions for a certain category that had numerous subcategories, you could remove that person's permissions for particular subcategories.

Jive Forums checks permissions when a user accesses content, as follows:

1. The application examines the global user permissions — the permissions the user has within the entire Forums instance.
2. The application looks at Group permissions for groups the user belongs to.
3. The application applies content permissions at the following levels:
  - CategorySenderpermissions for all users when they log in and access category content. Add these permissions to users or groups at the category level.
  - Forum — Permissions for users in a forum. Jive Forums checks the user's permissions to see if they have been modified from the higher category permissions. If so, when the user accesses content in that forum, the forum permissions override the category permissions. Otherwise, category permissions are inherited by forums beneath the category.

### Best Practices for Permissions

- Rather than assigning permissions on a user by user basis, create user groups and assign permissions to the groups. This will make managing permissions easier.
- Define the user groups you'll need before launching the community. You can assign User and Group permissions on a category or forum basis.
- Before adding users (and spaces) to the system, you might find it useful to collect information about roles for those users who will have special permissions. As you create categories and forums using the Admin Console, you'll be prompted for this information.

### Plan Your Community

You're likely to have greater success with your discussion forums if you plan the general layout of the community in advance. This is especially true if you anticipate your community to be large and active. Jive Forums accommodates communities of all types and sizes. A discussion community is an evolving, organic structure that requires supervision and moderation. However, a little initial planning will save you later work in administration and maintenance.

As you're setting up your discussion forums, creating categories and forums, assigning permissions and designating moderators, give some thought to the following considerations:

- The initial hierarchy of categories and forums you need.
- The set of user groups and associated permissions that might be appropriate.

- How many user and group administrators you might need.
- How many system administrators and moderators you need for the number of categories and forums you're planning.
- What types of permissions these administrators and moderators need to have.
- The policies you might wish to enforce, such as attachment size limits or profanity words to filter.
- What your data archiving strategy should be, given how active your forums will be.

You can do most of the other community configuration once you're up and running, but planning this information in advance will make your initial setup smoother.

## Managing Category Setup

A category is the broadest classification of content in a community. Categories can contain other categories and forums. Use categories to provide the basic structure for your community. You should set up this structure before you can create users, groups, or set any global attributes for the community. This means creating and defining the categories, sub-categories, and forums that will make up your Jive Forums community. You can create as many categories as you need.

Jive Forums installs with a single default root category. The root category is special in that you can't delete it and it doesn't show up in the user interface your users use. The first category you create for your community will be a sub-category of the root category.

## Viewing, Adding and Deleting Categories

You can use the Category Summary to view a list of the categories and from that view you can add and delete categories.

To get to the Category Summary, click the Content tab.

**Jive Forums Admin Console** Jive Forums Gold 5.5.0 beta

System Settings **Content** Users/Groups User Interface Reports NNTF Expert Features Jump to: Logout [admin]

**Categories & Forums**

- Category Summary

**Moderation**

- Moderation Settings
- Moderation Summary
- Avatar Moderation

**Global Settings**

- Message Filters
- Autosave Settings

**Category Summary** Main » Category Summary » Sub Category

Below is an overview of the categories and forums in the system. From here you can navigate the categories and forums, edit their properties and create new categories and forums. If you click on a category name or forum name more options will appear to the left.

**Category: Clarity Support**

[Category Permissions](#) - [Category Admins](#) - [Category Properties](#) - [Message Filters](#)

CATEGORIES		Forums					
NAME / DESCRIPTION	ORDER	THREADS	MESSAGES	EDIT	DELETE	MOVE	
• <a href="#">Root Category</a>							
• <a href="#">Clarity Support</a>		0	0				
• <a href="#">Clarity Suggestions</a>							

Create New Forum Move...

**Sub-Categories**

NAME / DESCRIPTION	ORDER	FORUMS	CATEGORIES	EDIT	DELETE	MOVE
Create New Sub-Category						



Click the names of categories to view a list of their sub-categories and forums. Some of the things you can do here include:

- Add and delete categories. **Note:** Deleting a category will also delete all of the subcategories and forums associated with it. Consider making a backup of your data before deleting a category.
- Create sub-categories. You cannot move a category down in the hierarchy, however, which means that you cannot make a category a subcategory of one of its own subcategories.
- Create new forums. See [Managing Forum Setup](#) for information on forums.

## Editing Category Properties

Category properties range from very basic characteristics, such as a category's name and description, to lower level properties.

To edit a category's properties, click Content > Category Summary > category name > Category Properties.

**Jive Forums Admin Console** Jive Forums Gold 5.5.0 beta

System Settings Content Users/Groups User Interface Reports NNTP Expert Features Jump to: Logout [admin]

**Categories & Forums**

- Category Summary
- Category Options**
  - Category Settings
  - Admins/Moderators
  - Permissions
  - Extended Properties
  - Message Filters
- Moderation**
  - Moderation Settings
  - Moderation Summary
  - Avatar Moderation
- Global Settings**
  - Message Filters
  - Autosave Settings

**Category Settings: Clarity Support** Main » Categories & Forums » Category Settings

[Category List](#) » Clarity Support

Set the name and description of a category below. [Edit Category Extended Properties](#)

**General Information**

CATEGORY ID	FORUMS	SUB-CATEGORIES	CREATED ON	LAST MODIFIED
2	1	0	Mar 26, 2007 8:17 AM	Mar 26, 2007 8:17 AM

**Edit Name and Description**

Change the name or description of this forum using the form below.

Name:

Description:

Locale (optional):

**Note:** If you change a category name after your community is established and in use, remember to put in some sort of note to users so that they can find the forums associated with that category.

## Setting Category Administrators and Moderators

Category administrators have permission to add sub-categories and forums to a category. They can also make other administrative settings for moderation. Moderators can moderate forums in the category. For more on these roles, see [Administrator and Moderator Roles](#).

To set category admins, click Content > Category Summary > category name > Admins/Moderators. To add add administrators and moderators, click the Grant New Permissions tab.

## Managing Category Permissions

You can use permission settings to specify what users and groups of users can do with forum content in a category. Category permissions apply only to the current category and its forums. Global permissions are applied before category permissions. If the same permissions are defined at both global and category levels, they are applied twice. For more on permissions, see [Community Roles](#).

To set category permissions, click Content > category name > Permissions. To create new permissions, associating permissions with users or groups, click the Grant New Permissions tab.

The screenshot shows the Jive Forums Admin Console interface. The top navigation bar includes links for System, Settings, Content, Users/Groups, User Interface, Reports, NNTP, and Expert Features. The left sidebar contains a tree view with sections: Categories & Forums (Category Summary, Category Options), Moderation (Moderation Settings, Moderation Summary, Avatar Moderation), and Global Settings (Message Filters, Autosave Settings). The 'Permissions' link under Category Options is highlighted. The main content area is titled 'Grant New Permissions' and shows the breadcrumb 'Main » Categories & Forums » Grant New Permissions'. Below the title, there is a link to 'Category List » Clarity Support' and a note about editing category permissions. A detailed explanation of permissions (additive vs. negative) is provided, along with a note about the three states of checkboxes. The 'Grant New Permissions' section has two tabs: 'Permission Summary' and 'Grant New Permissions'. The 'Grant New Permissions' tab is active, showing a form with three steps: 1. Choose the permissions (with a list of checkboxes including 'Create Poll' and 'Create Announce' which are checked), 2. Choose a user or group to grant the permissions to (with 'A Specific User' selected and 'raoul' entered in the text box), and 3. Done (with 'Grant New Permission' and 'Cancel' buttons).

## Managing Forum Setup

A forum is a collection of associated threads narrower in scope than a category. Each forum belongs to a single category, although categories can have multiple forums. Forums are usually devoted to a concept that has multiple topics associated with it.

You can create a forum in any category, including the root category, if the category's permission settings allow it.

## Viewing, Adding and Deleting Forums

You can use the Category Summary to view a list of the forums for a category. From that page you can add and delete forums.

To get to the list of forums for a category, click Content > Category Summary > category name.

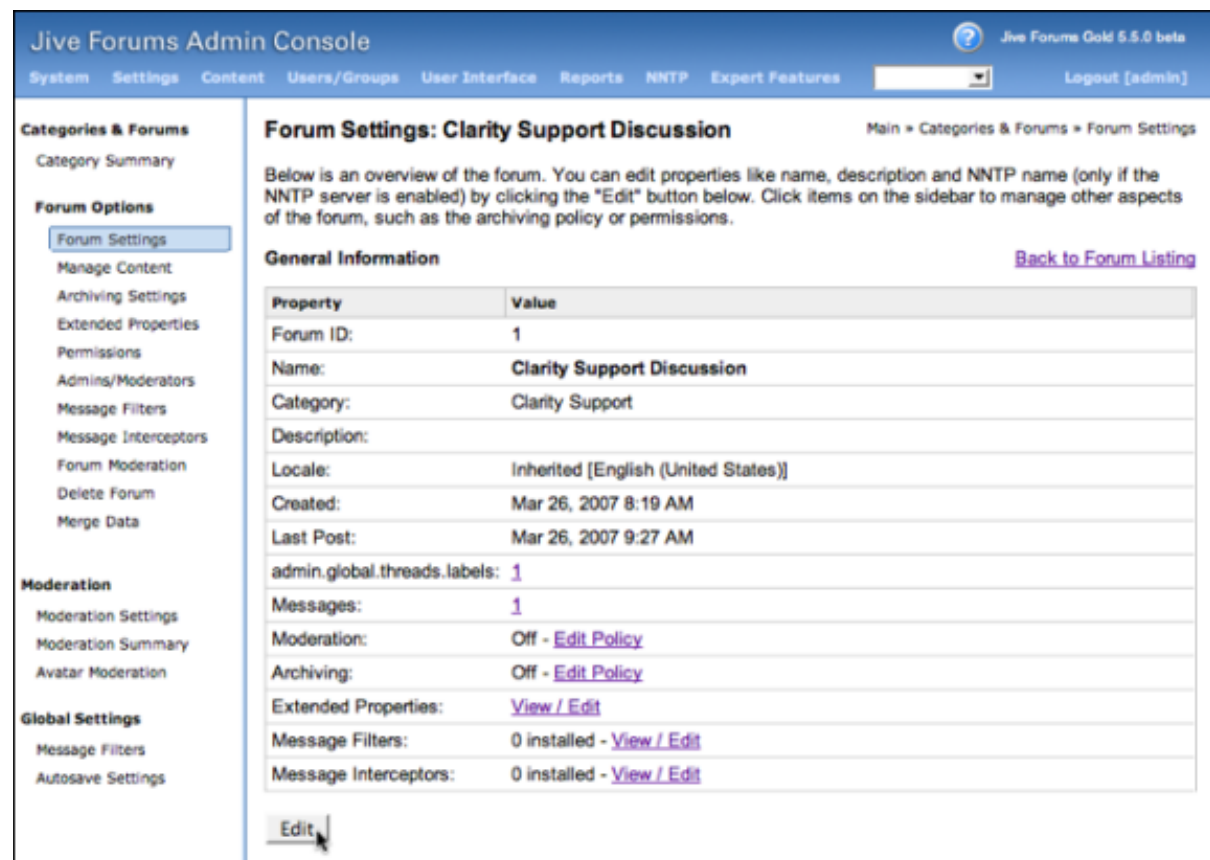
Some of the things you can do here include:

- Add and delete forums. **Note:** Deleting a forum will also delete all of the threads associated with it.
- Consider making a backup of your data before deleting a category.
- Create new forums.
- Move forums to another category.

## Editing Forum Properties

Forum properties range from very basic characteristics, such as a category's name and description, to lower level properties.

To view forum properties, click Content > Category Summary > category name > forum name.



The screenshot displays the Jive Forums Admin Console interface. The top navigation bar includes links for System, Settings, Content, Users/Groups, User Interface, Reports, NNTP, and Expert Features, along with a search bar and a Logout button for the user 'admin'. The left sidebar contains a tree view with sections: Categories & Forums (Category Summary), Forum Options (Forum Settings, Manage Content, Archiving Settings, Extended Properties, Permissions, Admins/Moderators, Message Filters, Message Interceptors, Forum Moderation, Delete Forum, Merge Data), Moderation (Moderation Settings, Moderation Summary, Avatar Moderation), and Global Settings (Message Filters, Autosave Settings). The main content area is titled 'Forum Settings: Clarity Support Discussion' and shows a breadcrumb trail: Main » Categories & Forums » Forum Settings. Below the title, a text block explains that users can edit properties like name, description, and NNTP name. A table titled 'General Information' lists various forum properties and their values. At the bottom of the table is an 'Edit' button.

Property	Value
Forum ID:	1
Name:	Clarity Support Discussion
Category:	Clarity Support
Description:	
Locale:	Inherited [English (United States)]
Created:	Mar 26, 2007 8:19 AM
Last Post:	Mar 26, 2007 9:27 AM
admin.global.threads.labels:	1
Messages:	1
Moderation:	Off - <a href="#">Edit Policy</a>
Archiving:	Off - <a href="#">Edit Policy</a>
Extended Properties:	<a href="#">View / Edit</a>
Message Filters:	0 installed - <a href="#">View / Edit</a>
Message Interceptors:	0 installed - <a href="#">View / Edit</a>

## Setting Forum Administrators and Moderators

Forum administrators have permission to make administrative settings for the forums they're administering, including moderation settings. This includes most of the settings accessed under Forum Options.

Moderators can moderate the forum. For more on these roles, see [Administrator and Moderator Roles](#).

To set forum admins and moderators, click Content > Category Summary > category name > forum name > Admins/Moderators. To add administrators and moderators, click the Grant New Permissions tab.

To set moderation level, Content > Category Summary > category name > forum name > Forum Moderation.

## Managing Forum Permissions

Forums are created with default permissions they inherit from the category to which they belong and from global permissions. When you set permissions for a forum, those permissions apply to the current forum only and will override permissions set at the containing category or global level. For more on permissions, see [Community Roles](#).

To set forum permissions, click Content > Category Summary > category name > forum name > Permissions. To create new permissions, associating permissions with users or groups, click the Grant New Permissions tab.

## Moving and Merging Forums

You can rearrange forums, moving data from one to another or moving forums from one category to another. When you merge data from one forum to another, the original forum is deleted. (Merging might take several minutes, depending on the size of the original forum and the number of messages moved.)

To move a forum, click Content > Category Summary > category name, click the Move check box for the forum you want to move, then click the Move button.

**Note:** The forum ID will remain the same when you move a forum so bookmarks to the forum will not be broken.

To merge a forum, click Content > Category Summary > category name > forum name > Merge Data. Specify merge settings, then click the Merge Data button.

## Managing Forum Newsgroups

With the NNTP feature you can host your Forums community as a set of newsgroups to outside users. This maintains another view of your community that is identical in content to the internal forum, but delivered in another way. Users can post messages and respond to messages within the community just as they would for other Internet newsgroups.

The NNTP feature exposes all forums as newsgroups. To edit NNTP settings, click the NNTP tab.

Jive Forums Admin Console

?

Jive Forums Gold 5.5.0 beta

System

Settings

Content

Users/Groups

User Interface

Reports

**NNTP**

Expert Features

Jump to:

Logout [admin]

**NNTP Server Status**

Server Status

Network Settings

NNTP Features

**NNTP Management**

Connections

**Newsgroups**

**Newsgroups**

Main » Newsgroups

Below is a list of all forums in the system and the NNTP alias for each one. You can click on the forum name or category name to edit their NNTP aliases. Currently, all forums in the system are mirrored in NNTP.

**Note:** the NNTP server is ON. It is not recommended you edit NNTP group names while the server is on. Consider turning the server off, making the edits, then turn the server back on. Also, if a group is renamed users will no longer be able to access the group under the old name.

Total Forums: 2

Newsgroup	Forum	admin.topics.header	Messages
1. <a href="#">clarity_suggestions.brainstorm_(get_wacky)</a>	Clarity Suggestions » Brainstorm (Get Wacky)	0	0
2. <a href="#">clarity_support.clarity_support_discussion</a>	Clarity Support » Clarity Support Discussion	1	1

Reset NNTP Names

From this tab, you can:

- View server status — Server status settings tell you how long the server has been up since it was last shut down, the number of connected clients, and the number of available newsgroups. Some NNTP server changes will trigger an NNTP server restart. Restarting will close all current connections. **Note:** This will only restart the internal NNTP server, not the entire Forums installation.
- View network settings — These settings control the server name and port, and advanced settings such as session timeout and maximum number of connections.
- Edit NNTP features — These settings are specific to NNTP servers. They include authentication, attachment policies, newsgroup display policies, and so on.
- View connections — Displays active connections to the server.
- View or edit available newsgroups — Important: Do not edit NNTP group names while the server is on. Always stop the NNTP server, make the edits, and then restart the NNTP server. Keep in mind that if a group is renamed, users will no longer be able to access the group under the old name.

## Configuring Attachment Policies

You can determine whether attachments are allowed in forum messages. This is a global setting you make that applies to all forums in your community.

Jive Forums supports file attachments based on the MIME standard. Only users with the necessary permissions can attach a file to a message. Before permitting users to attach files, set the global attachment policy, which defines what file types and sizes are permitted.

Administrators define which file types are permitted as attachments. Several common file types are included by default, but you can add others.

To set attachment policies, click Settings > Attachment Settings.

Jive Forums Admin Console

?

Jive Forums Gold 5.5.0 beta

System

Settings

Content

Users/Groups

User Interface

Reports

NNTP

Expert Features

Jump to:

Logout [admin]

Global Settings

Admins/Moderators

Avatar Settings

Ban Settings

Community Settings

Gateway Settings

Global Interceptors

Global Permissions

IM Settings

Locale Settings

Maintenance Settings

Password Reset

Poll Settings

Plugin Settings

Read Tracking Settings

Registration Settings

Search Settings

Spell Check Settings

Status Level Settings

Virus Scan Settings

Watch Settings

Web Service Settings

Messages

Attachment Settings

Archiving Settings

Editing Policy

Private Messages

General Settings

Attachment Settings

Main » Attachment Settings

Edit attachment policies using the forms below. The enabling/disabling of attachments is permission based. So, if you wish to completely turn off attachments, remove all attachment permissions.

Attachment Directory Information

Directory: /Users/stevetraul/Documents/jive\_files/forums/source/trunk/target/run/jiveHome/attachments

Size: 442 bytes

General Attachment Settings

Save attachments in database: ☐ Yes ☒ No

Max number of attachments per message:

Max attachment size (KB):

Enable image previews: ☒ Yes ☐ No

Preserve image preview aspect ratio: ☒ Yes ☐ No

Max image preview dimension (pixels):

Save Settings

Content Types

☒ Allow all content types except those listed below.

☐ Disallow all content types except those listed below.

Save

DISALLOWED CONTENT TYPES	COMMON CONTENT TYPES
video/mpeg	application/msword
	application/octet-stream
	application/pdf
	application/postscript
	application/x-gzip-compressed
	application/x-zip-compressed
	application/zip
	audio/basic
	audio/mpeg
	image/bmp

Add Content Type:

Add

## Enabling Archiving

You can configure Jive Forums to periodically archive inactive content. Archiving preserves this content for later reference. You activate archiving globally, then specify archiving for individual forums separately. When you set a forum to be archive, you specify what should be done with its data (mark it, delete it, or move it to another forum).

To enable archiving globally, click Settings > Archiving Settings.

To enable archiving for a forum, click Content > Category Summary > category name > forum name > Archiving Settings.

## Getting Data In or Out of Jive Forums

Jive Forums provides a few ways through which you can exchange data between forums and other data sources and get data out of Forums for making backups.



## Synchronizing Forum Data Through Gateways

With gateways, you tell Jive Forums to synchronize data between the forum and an email, newsgroup, or Mbox data source. Contrast this periodic synchronizing with using an NNTP server to display your Jive Forums as newsgroups in real-time, without the need to synchronize.

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

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. If an email has already been imported, it won't be again, but any emails that came in late and were missed the last time the gateway ran will be imported. This redundancy helps insure 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 create a gateway, click Settings > Gateway Settings.

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.

## Exchanging Data as XML

You can export or import forum data as XML. You can use this feature to export or import data with a third-party system. All data is exported to files in the default import/export directory (`jiveHome/data`).

To export or import forum data as XML, click System > XML Import & Export.

All data objects are exportable in a single XML file. When you export data, you can choose what kinds of data to export (such as forums, threads, users, permissions, attachments) and which forums to export from, as well as encoding, filename, and location for the exported file.

The XML is exported in a Jive Software XML format; the XML's shape is defined in [a schema](#) from Jive Software.

## Enabling Access Through Web Services

Web services provide the ability for external applications to connect to your instance of Jive Forums. Through this connection, these applications can retrieve forum data for their own use. Note that all users connecting via web services will also be restricted to the same access rights that they would have accessing and modifying content through the normal web application.

You'll find information about programming web services to access Jive Forums in the Web Services Developer Guide (`web-services-developer-guide.html` in your Forums distribution).

To manage web services access, click Settings > Web Service Settings.

## Enabling Community Everywhere

Through Community Everywhere, users can embed Forums discussion threads directly into existing news articles, blog posts or other applications that would benefit from comments or discussions. Instead of forcing users to leave your other content to create a comment or view a discussion thread, Community

Everywhere enables your users to login or create an account and participate in discussions while on the page that contains your content.

For more information about setting up Community Everywhere, be sure to see the community-everywhere.html file located in the documentation director of your Jive Forums distribution.

To manage Community Everywhere settings, click Settings > Community Settings.

## Moderating Forum Content

Moderation is the ability for someone to review messages before or after they are posted. As a moderator, you can decide whether or not the content is allowed, then edit or delete the content as needed.

Moderation is especially useful in communities that deal with contentious subjects; many communities are not moderated.

When the moderation feature is on for a forum, it means that new threads and messages must be reviewed and approved by a moderator before they are posted to the general community. When a new message is posted in a moderated forum, the Forums user interface will tell the user that the message must be approved before being posted.

**Note:** A Forums administrator (rather than a moderator) specifies moderation settings, such as whether a category or forum is to be moderated, as well as the kinds of content that must be moderated. See [Community Roles](#) for more information.

A moderator is any user of the community with permission to review, accept, and reject forum content. A moderator can be an administrator or simply a trusted user of the general community. Moderators review content through the Admin Console. If a user has moderator permissions only, all other administrative functions are disabled. You are given moderator permissions by an administrator.

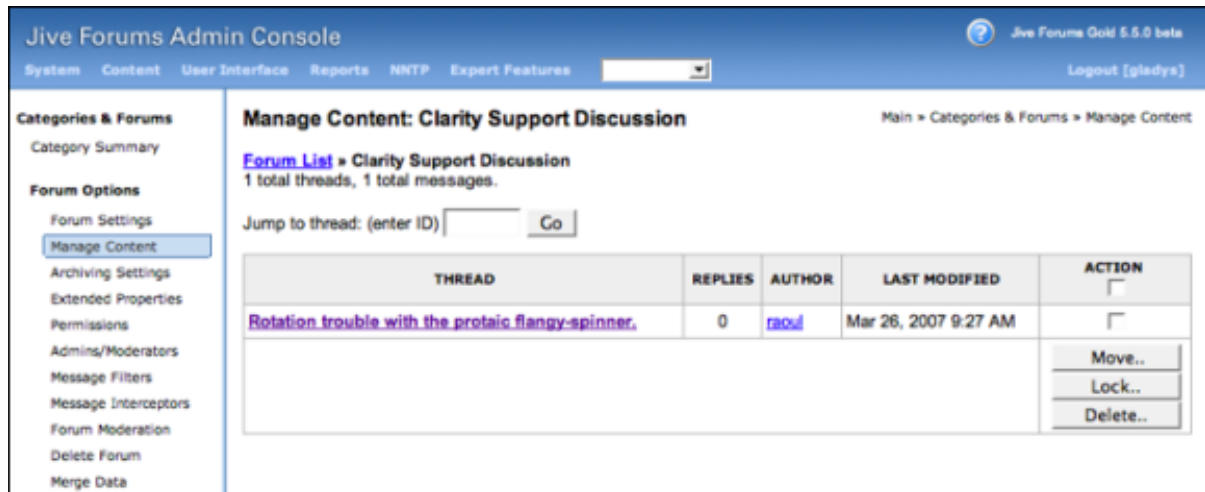
## Moderating Threads and Messages

You can use the Moderation Summary page to view the list of threads to be moderated. For moderated forums, that page lists threads and messages that are waiting for moderation. The Moderation Summary page lists all forums that contain pending content, the number of pending threads and messages, and when the forum was last updated.

A thread is a collection of messages and replies on a particular subject. Threads may run only a few messages long or may include hundreds of messages. Because thread topics can drift, you might need to intervene as a moderator to keep a thread focused on the subject for which it was created. You can do this by branching a thread, which creates a new thread based on the "off topic" message, and by moving content (messages and entire threads) from one location to another.

To move, or branch, a thread or message, you must first navigate to the thread by clicking Content > Category Summary > category name > forum name > Manage Content.





From here, you can:

- Move threads to another forum.
- Lock threads so that no more messages will be allowed.
- Delete threads.

Click the thread title to view or edit the original message, and to edit thread properties.

Creating threads through branching. Sometimes you may need to start a new thread from an established one if the some of the messages begin to go off on a tangent. You do this from the Forums application rather than through the Forums Admin Console.

To begin moderating messages, click Content > Moderation Summary.



From this page, you can:

- Accept, edit, or reject messages before they are viewable in the forum.

- Filter messages by moderation type, data range or user.
- View the text of a message.

## Moderating Avatars

If avatars are enabled for forums you're moderating, you can moderate them in much the same way you do content, rejecting or approving them as needed.

To begin moderating avatars, click Content > Avatar Moderation.

## Getting Stats and Reports

As a moderator, you can view stats and create reports for content in your forums.

Reports are summaries of user, group, forum, and message activity. Reports are essential when gathering metrics and for projecting future traffic patterns and system load. You can configure reports on various metrics within the Jive Forums system and create lists of reports to run at certain intervals.

To get started with stats and reports, click the Reports tab.

**Configure Reports** Main » Configure Reports

**Installed Reports**

Below is a list of the currently installed and configured reports. To install a new one, use the form at the bottom of the page.

Report	Description	Edit	
1. New Messages by Day of Week	New messages created by day of the week.		
2. Successful Searches Over Time Report	The number of searches per day over the given date range where the user clicks through at least one result.		
3. New Messages Over Time Report	New messages created over the specified time period.		

[Delete](#)

**Install Report**

Below is a list of reports in the system. Click on the report name to get more detail about the report. To install once, click the report then click "Install". After that, edit the reports properties by clicking on the property icon in the report list.

Report List	Report Information
<ul style="list-style-type: none"> <li>New Messages by Day of Week</li> <li>Posts by Group Report</li> <li>New Messages by Hour of the Day</li> <li>Message Length Report</li> <li>New Messages Over Time Report</li> <li><b>Replies per Thread Report</b></li> <li>Thread Lifespan</li> <li>Top Forums Report</li> </ul>	<p><b>Replies per Thread Report</b></p> <p>Name: Replies per Thread Report</p> <p>Version: 1.0</p> <p>Author: Jive Software</p> <p>Description: Number of replies that threads receive. Healthy forums generally have a higher number of replies per thread and a low number of threads with 0 replies.</p>

[Install Report](#)

**Install Report Class**

Use the form below to install a new report class. In the "class" field, enter the fully qualified class name of the report you wish to install. An example of a valid class name is: com.mysite.jive.MyReport.

Enter Report Classname:

[Install Class](#)

From the pages of this tab you can:

- Get a forum activity report — A snapshot of thread and message activity that provides basic statistics for the present day, the previous day, the past week, and the past month.

- **Run an installed report** — If there are no reports to view, you will receive an error message telling you to install reports first. Full-length reports are run manually and are output by default to `jiveHome/stats/reports`. The reports you added to the run list during report configuration will all be run at once.
- **Install a report class** — You can add your own Java report classes to Jive Forums. New report classes must reside in your application server's class path. If the class is not found or is not a valid Java class, the installation fails.
- **View generated reports** — The Report Archives page shows you a list of the locations of all the reports that have been run in the past. Because of browser security restrictions, you might need to copy the reports to a different location to read or download them.
- **Password protect reports** — To make reports available to people who do not have access to the Admin Console, you can password protect reports. To view a password-protected report from outside the Admin Console, navigate to the URL of the reports folder on your Jive Forums installation. For example: `http://yourserver/jive4/reports/`.
- **Edit report properties** — Some reports have editable properties while others do not. These instructions are for editing installed reports. To edit report properties, install the report and then click its edit icon.
- **Remove a report from the run list** — If you don't want a specific report to run, you can remove it from the list of reports without removing it from the system.

You can also delete a generated report, but you must delete it from your JiveHome directory.

For a complete list of your edition's reports, refer to the Reports List on the Configure Reports screen.

## Managing Users and Groups

When you're managing users and groups, you're essentially overseeing whether and how users interact with the Jive Forums system.

From the Forums perspective, users are individuals who interact with your forum community. They might be reading or posting messages, administering or moderating forums, and so on. Strictly speaking, it's not necessary for a user to be *in* the system with a user account in order to read and post messages; the default Anyone account is designed to handle these anonymous users if you allow them (by default the Anyone account allows only reading messages, not posting them).

To view a list of registered users, click Users/Groups > User Summary.

User groups are, not surprisingly, groups of users who have accounts in the system. By creating groups and adding users to them, you can associated permissions with a potentially large number of users without having to specify those permissions on a user-by-user basis. It often makes sense to create user groups based on shared area of interest, permission level, product knowledge, and so on. The Registered Users account, like the Anyone account, is a default account; it is designed to group users who have an account on the system.

To view a list of registered groups, click Users/Groups > Group Summary.

You use user and group accounts primarily to manage access to Jive Forums features. By asking users to create accounts (rather than post anonymously), you can ask for information about the user such as their email address and display profile information such as a status level. And when the user has an account on the system, their login credentials give you a way to manage what they can do in your community and what features they have access to. For example, only a user with an account can administer or moderate forums.

## Adding and Deleting Users and Groups

Unless you're allowing all users to access the system anonymously, you'll be administering user and group accounts. As described below, you can configuring Jive Forums to let users register themselves, but you'll create groups yourself (although you can also designate group administrators to manage their membership).

### Methods to Provide Access to New Users

You can provide access to users in three ways:

- Anonymous users can post messages along with users with authorized accounts.
- New users can register themselves.
- New users must receive an account from an authorized administrator.

#### Allowing Anonymous Users

You specify permissions for anonymous users through the settings you make to the Anyone user. Click Settings > Global Permissions to view and edit these.

#### Enabling User Self-Registration

This is enabled by default (click User Interface > Features > New Account Creation Enabled to view the setting). You specify details for how users create their own accounts by clicking Settings > Registration Settings. There, you'll find these options:

- **Human Input Validation** — Select **Enabled** to require new users to enter in the text of a random image that is displayed during the registration process.
- **Email Validation Settings** — Select **Enabled** to send out an email asking new users to complete the registration process by clicking on a URL to validate themselves as a new user. You can customize the email template with the sender's name, email address, subject, and the body of the email. Ensure the \$(link) string is used within the body of the email.
- **Terms & Conditions** — Select **Enabled** to display a section in the new user registration screen that will prompt the new user to view and agree to the terms and conditions. Specify the URL for the terms & conditions page, which should just be a static HTML page. The act of agreeing to the terms and conditions is embedded into the new user registration page when this feature is enabled.

#### Requiring an Account from an Administrator

By disabling the self-registration feature and not allowing anonymous access, you're can create a situation in which users must contact you in order to receive an account. This assumes, of course, that they know how to do so (such as through an email address in your user interface).

To disable self-registration, click User Interface > Features, then scroll to New Account Creation Enabled and click Disabled.

To deny anonymous user access, click Settings > Global Permissions, and then clear all of the check boxes for the Anyone user type.

### Creating and Deleting User Accounts

To create a new user account, click Users/Groups > Create User.

To delete a user, click Users/Groups > User Summary, then click the Delete icon for the user you want to remove.

**Note:** Deleting a user does not delete the user's messages from the forum. When the user is deleted, any messages they posted will be marked as guest posts.

## Creating and Deleting Group Accounts

You generally create a group account when you want to group users because they will have the same set of permissions. When you create a group, you might also want to designate a group administrator who can manage the group's membership (this could be a member of the group itself). Adding a user to a group does not affect their personal permission settings. Deleting a group does not affect group users' individual accounts.

To create a group account, click Users/Groups > Create Group, enter a name and description, then click Create Group. Click Add Members

The screenshot shows the Jive Forums Admin Console interface. The top navigation bar includes links for System, Settings, Content, Users/Groups, User Interface, Reports, NNTP, and Expert Features. The left sidebar contains a tree view with categories: Users (User Summary, Create User, User Search), Groups (Group Summary, Create Group), Group Options (Edit Group, Members & Admins, Extended Properties, Delete Group), and Profile (Manage Profiles). The main content area is titled 'Group Members: Support Wizards' and includes a breadcrumb trail: Main > Group Summary > Group Members. Below the title, it says 'Add members and administrators to this group using the form below.' The 'Group Members' section features a table with columns 'Username' and 'Remove'. The first row shows a member with the username 'gladys'. Below the table is a form to 'Add Member' with a text input field containing 'raou', a 'Pick User' button, an 'Add' button, and a 'Remove' button. A note below the form says 'Enter multiple usernames or IDs separated by commas.' The 'Group Administrators' section has a similar table and form, but it currently shows 'No admins for this group.' with an 'Add Admin' form below it.

To delete a group account, click Users/Groups > Group Summary, then click the Delete icon for the group you want to remove.

## Editing User and Group Properties

You can get information about a user's activity in the system.

To edit settings for a user, click Users/Groups > User Summary, then click the Edit icon for the user. You can also search for the user by clicking Users/Groups > User Search.

Jive Forums Admin Console

?

Jive Forums Gold 5.5.0 beta

System

Settings

Content

Users/Groups

User Interface

Reports

NNTF

Expert Features

Logout [admin]

Users

User Summary

Create User

User Options

Edit User

Change Password

View Messages

View Watches

Extended Properties

Delete User

User Search

Groups

Group Summary

Create Group

Profile

Manage Profiles

User Summary: gladys

View and edit user properties using the form below. Other useful information is provided as well such as last post time and group memberships.

» Change Password

» View Messages

» User Email Notifications

» User Properties

» Delete User

User Properties

User ID:	2
Username:	gladys
Password:	<a href="#">Change Password</a>
Posts:	0
Watches:	0
Member Since:	Mar 26, 2007
Last Post:	No posts.
Name:	Gladys Kravitz
Email:	gladys@example.com
Name visible:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Email visible:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Groups	<a href="#">Support Wizards</a>
Location:	
Occupation:	
Homepage:	
Biography:	

Save

Cancel

From this page, you can view or edit characteristics for a user, including changing their password, viewing messages they've posted, and viewing the email notifications they've requested. Note that you can't change a user's login name; instead, you must delete the user and then recreate the user under a different login name. Extended properties include any relevant information not included in the basic properties, such as a user's area of expertise, department number, location, or any other metadata you want to add.

## Banning Users

You can block a user's access to your forum community. For example, if a user becomes abusive in their messages (or moderating them is too time-consuming), you might want to ensure that they can't post any more. You can ban a user through their login credentials or their IP address ([IP tracking](#) must be enabled for the latter).

To ban a user, click Settings > Ban Settings. On the Ban Settings page, you can set the specifics of the ban.

## Managing User Avatars

Avatars are small icons through which users can identify themselves in forums. If you enable avatars, users can choose an avatar icon in their Forum control panel. You can add and delete avatar images and

you can control avatar image size. You can also allow users to upload their own avatars (though you might want to consider [moderating them](#)).

To configure avatar settings, click Settings > Avatar Settings.

## Tracking IP Addresses

You can have Jive Forums keep track of users' IP addresses. When this setting is enabled, Jive Forums records a user's IP address when a message is posted. This setting is ideal for tracking abusive users and adds an extra layer of security, especially when anonymous guest logins are permitted.

IP addresses are stored as an extended property for messages. To view these, click Content > Category Summary > category name > forum name > thread title > edit icon, then click Edit Extended Properties. The Edit Message Properties page will display the IP address for the user who posted the message.

To track IP addresses, click User Interface > Features, then scroll to Track IPs and click On.

## Enabling Password Resetting

By enabling password resets, you're allowing users to request their own new passwords. This is a common and convenient feature for users who forget their password. When a user requests a password change, Jive Forums sends a form email with a link to a page where the user can reset the password. A unique token is sent along as part of the link to identify the user's request. If this feature is disabled, users must contact an administrator to change passwords.

To manage password resetting, click Settings > Password Reset.

## Configuring Content Controls

On the chance that you don't want to read (and potentially edit) every message your users want to post, Jive Forums provides a few features through which you can have automated management over how the system handles content. You can also configure other content-related features to provide the best experience for your users. Content includes forum messages, of course, but also avatars, polls, and private messages. These features are in addition to any hands-on moderating you might do.

In particular, you can:

- Define filters to format message content before it's posted.
- Define interceptors to apply actions to messages before they're added to the system.
- Turn on virus scanning and configure it to send email when it finds something.
- Configure the dictionaries used for the spell check feature.
- Configure content search so that it's best suited your community.
- Add polls to get the pulse of your community.
- Enable private messages between users.

## Filters and Interceptors

Filters and interceptors provide ways for you to keep an eye on message traffic and to potentially take certain actions in certain instances. For example, you might want to watch for profanity in messages or watch for messages from a particular IP address.

Jive Forums comes with pre-installed filters and interceptors, but you can add your own. A new filter or interceptor class must reside in your application server's class path. You specify the fully-qualified



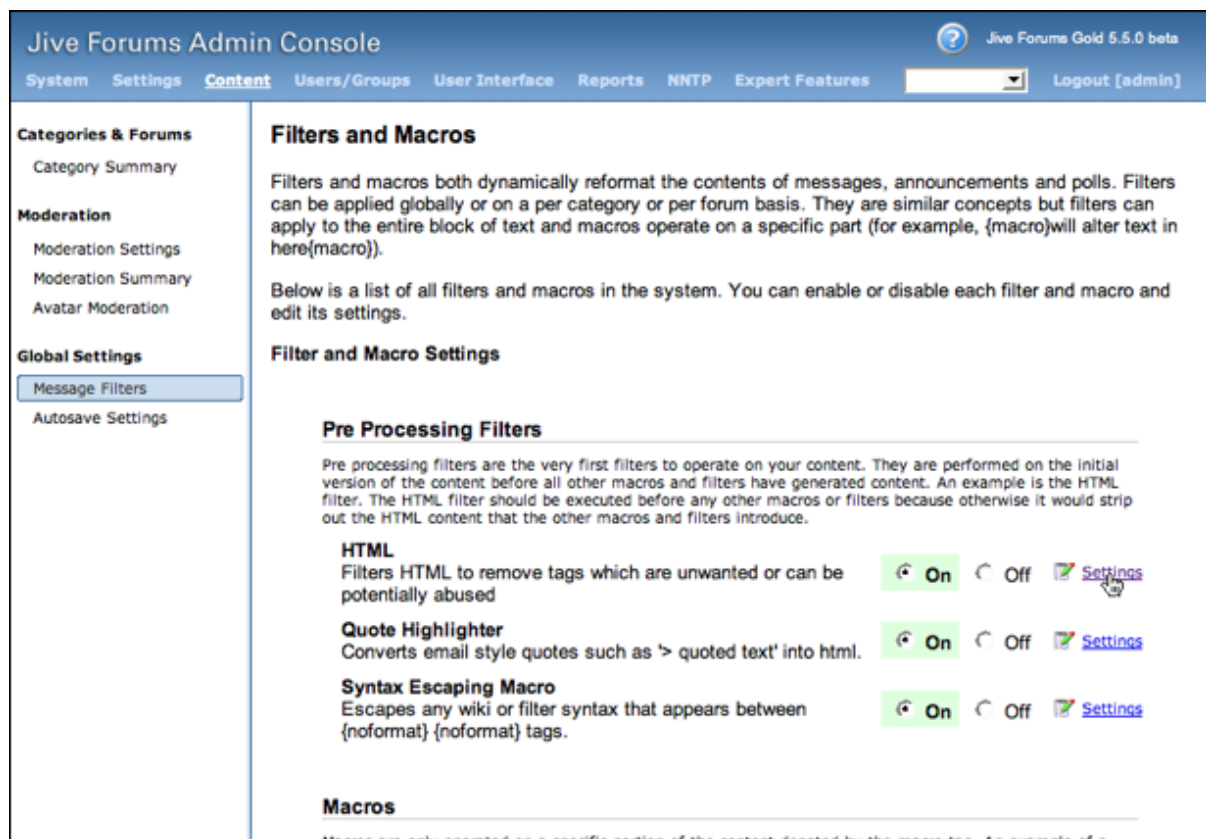
class name on a page where you configure filters or interceptors. Once the system locates it, the filter or interceptor will appear in the list of available interceptors.

## Filters

Filters are designed to look at message content for particular characteristics and reformat the content according to certain rules. For example, one popular filter converts email addresses into a form that spammers can't use. The HTML filter removes potentially malicious HTML and scripting, and the Newline filter converts linefeeds to HTML newlines for proper display in a browser.

You can apply filters both globally and to individual forums; global filters are applied before forum filters. If the same filter is defined at both global and forum levels, the filter is applied twice.

To configure filters for use globally, click Content > Message Filters (under Global Settings).



On this page you can turn filters on or off. You can also tailor each to your needs by editing its specific settings.

The system always applies filters in the order they appear in the list, top down. They can be used to filter message subjects, bodies, and properties.

To configure filters for use with all forums in a category, click Content > Category Summary > category name, then click Message Filters. By default, categories and forums use the global filter stack. Click Copy Global Filters to display the list of filters, where you can customize each for use in this category.

To configure filters for use with specific forums, click Content > Category Summary > category name > forum name, then click Message Filters (under Forum Options). As with filters applied at the category level, you might need to copy global filters before you can separately configure filters.



## Interceptors

Interceptors, well, "intercept" messages and perform specified actions. For example, an interceptor might limit the rate at which messages can be posted or scan attachments for viruses. An interceptor can either pass the message unmodified, modify the message, or reject it. The list of current interceptors in a forum's Message Interceptors screen shows you which interceptors are currently enabled.

An interceptor is different from a filter in that an interceptor accepts, modifies, or rejects an incoming message before it enters the community, based on specified criteria. Like filters, interceptors apply both globally and to individual forums.

To configure interceptors for use globally, click Settings > Global Interceptors.

The screenshot shows the Jive Forums Admin Console interface. The top navigation bar includes links for System, Settings, Content, Users/Groups, User Interface, Reports, NNTP, and Expert Features. The left sidebar lists various settings categories, with 'Global Interceptors' highlighted under 'Global Settings'. The main content area is titled 'Global Message Interceptors' and contains the following sections:

- Global Message Interceptors**: A header section with a breadcrumb 'Main » Global Message Interceptors'.
- Interceptors examine messages before they enter the system, and can modify or reject them. Use the forms below to install and customize global interceptors.**
- Current Interceptors**: A table listing installed interceptors.
- Install Interceptor**: A section for selecting and installing new interceptors.
- Add Interceptor Class**: A form to add a custom interceptor class.

ORDER	NAME	DESCRIPTION	EDIT	DELETE
1	Virus Scanner	Scans message attachments for viruses.		

**AVAILABLE INTERCEPTORS**

NAME	VERSION	AUTHOR	DESCRIPTION
Message Governor	1.0	Jive Software	
Ban User			
Keyword			Takes various actions when keywords in a message are found.
Moderation Controller			
Gateway Privacy Manager			
IP Address			
Virus Scanner *			

(A \* denotes the interceptor is already installed. You can install the same interceptor more than once.)

**Install**

**Add Interceptor Class**

Class Name:  **Add Interceptor**

On this page you can choose to install from the list of available interceptors. Click each available interceptor to see descriptive information about it. Once you install the interceptor, you'll be able to edit its properties by clicking its Edit icon.

To configure interceptors for use with a particular forum, click Content > Category Summary > category name > forum name, then click Message Interceptors (under Forum Options).

**Note:** Some interceptors are available only in the Jive Forums Gold edition. For example, the interceptor that lets you limit users' posting rates is not available with the Silver edition. For more information about which features are available with which Jive Forums editions, refer to the Jive Forums Feature Comparison Chart available on the Jive Software Forums website.

## Virus Scanning

You can have Jive Forums scan message attachments for viruses. You can specify the scanner URI, along with the email addresses of those who should be notified if a virus is found. You can also notify the posting user by email if a virus is found in their attachment.

For more information on configuring virus scanning, be sure to see the Virus Scanning guide ([virus-scanner.html](#)) included with the Jive Forums distribution.

**Important!** If you opt to use virus scanning, you must install the Virus Scan interceptor. If you enable virus scanning without the Virus Scan interceptor installed, messages will not be scanned for viruses. If you install the Virus Scan interceptor without also enabling virus scanning, messages will get hung up in the scan queue. To install the virus scan interceptor, click Settings > Global Interceptors, then click Virus Scanner (under Available Interceptors) and click Install.

To configure virus scanning, click Settings > Virus Scan Settings.

**Note:** Virus scanning is available only in the Jive Forums Gold edition.

## Spell Check

You can specify the main dictionary to be used globally for checking spelling in messages. Jive Forums features several expandable language dictionaries used to check message text for correct spelling. The dictionaries are English (US/UK), French (France/Canada), German, Italian, and Spanish. The main dictionary is accessed to whenever a user requests a spell check. The default main dictionary is United States English.

You can also add a dictionary of technical terms as well as create a custom dictionary for adding private names, initials, acronyms, and nonstandard terminology. The technical dictionary includes commonly used Internet and software terms and acronyms, such as HTML, bitstreams, blog, ASP, bluetooth, scalability, and so on. You might want to Include this dictionary to prevent the spell checker from flagging these terms as misspellings.

**Tip:** To edit the technical dictionary's contents, refer to the Knowledge Base article available at the Jive Software Support website: in the Search Support Center field, type "custom dictionary" and then click Go. Select the article "Customizing the Spelling Dictionary."

The custom dictionary is for nonstandard terms that are not included in the main dictionary, such as private names, initials, acronyms, and so on. Keep in mind that the custom dictionary is global and is not customizable on a per-user basis. Any words you add will affect all users.

To configure spell check, click Settings > Spell Check Settings.

## Search Settings

You can configure the Jive Forums search engine to ensure that searches are efficient and useful.

Jive Forums includes the powerful Jakarta Lucene search engine. The all-Java engine optimizes performance and query speed by processing new messages and then storing the data in a database index. This index must be updated on a regular basis, otherwise recent content will not be included in search queries. If you've enabled auto-indexing, the index is periodically updated with the latest content. Messages won't appear in search results until they're added to the index, so be sure to choose an indexing interval that is appropriate for the pace of your community.

**Note:** The Search Attachments option is only available in the Gold edition of Jive Forums.

To configure the search engine, click Settings > Search Settings.

**Jive Forums Admin Console** Jive Forums Gold 5.5.0 beta

System **Settings** Content Users/Groups User Interface Reports NNTP Expert Features Jump to: Logout [admin]

**Global Settings**

- Admins/Moderators
- Avatar Settings
- Ban Settings
- Community Settings
- Gateway Settings
- Global Interceptors
- Global Permissions
- IM Settings
- Locale Settings
- Maintenance Settings
- Password Reset
- Poll Settings
- Plugin Settings
- Read Tracking Settings
- Registration Settings
- Search Settings**
- Spell Check Settings
- Status Level Settings
- Virus Scan Settings
- Watch Settings
- Web Service Settings

**Messages**

- Attachment Settings
- Archiving Settings
- Editing Policy

**Search Settings**

Manage search settings using the forms below.

**Search Status**

☒ On ☐ Off

Index Location: */Users/steven/Local Documents/workfiles/jiveforums/source/trunk/target/trunk/*

Index Size: 0.00 MB in 1 file s

Last Updated: Mar 23, 2007 4:10:37 PM

**User Search Status**

☒ On ☐ Off

Index Location: */Users/steven/Local Documents/workfiles/jiveforums/source/trunk/target/trunk/*

Index Size: 0.00 MB in 3 file s

Last Updated: Mar 23, 2007 4:10:37 PM

**Search Settings** **Index Tasks** **Stop Words** **Synonyms**

Use the settings below to enable or disable search features.

A search index will automatically be built and maintained for fast searching. New content will not appear in search results until it is added to the index, so choose an indexing interval that is appropriate for the pace of your community.

Automatically index new content: ☒ Yes ☐ No

Index update time (in minutes):

Log search queries: ☒ Yes ☐ No

On this page you can enable or disable search of content and user data. If you have another search technology installed on your website that you want to use, you can disable the default Jive Forums search engine.

As you configure the search ending with settings available on the Search Settings tab, keep in mind the particular needs of your community:

- **Automatically index forum content** — If enabled, the index update time value must also be specified. If you disable this, be sure to regularly update the index manually.
- **Index update time (in minutes)** — The amount of time between automatic search index cycles. This value is ignored when automatic indexing is disabled.
- **Indexer type** — This value specifies which language indexer is used. "Stemming" means the engine searches for all possible variations of a query. For example, a query of "talk" matches "talk," "talked," "talking," and the like. All non-Asian languages support stemming. English is available both with and without stemming support.
- **Allow wildcards in search queries** — Enable support for Lucene wildcards to dramatically extend search refinement and capability with special characters and search formatting.
- **Group search results by thread** — This switch determines if multiple search results from the same thread are displayed together. If enabled, the most relevant result from the thread is returned as representative of the thread when there are multiple results from the same thread.

- Automatically index content — This index must be updated on a regular basis; otherwise, recent content will not be included in search queries. Set Jive Forums to automatically update the search index at regular intervals.

Using other tabs available on this page, you can:

- Rebuild the index — You might find it sometimes necessary to index all content, and not just the most recent. You do this by rebuilding the index from the Index Tasks tab.
- Optimize large indexes for faster searches — In communities with large data sets, you might find that it saves time to optimize the index without updating or rebuilding it.
- Specify search index "stop" words — Stop words are commonly used words such as "the," "of," "or," and "and." Commonly used words create problems for searching because they often produce results that aren't of interest. You can specify which words the search engine should ignore.
- Define search index synonyms — Use search index synonyms to include search results that may not contain the exact search query words but similar or related words. For example, a search for "big" might include results with "large" in them if that synonym is defined in search index synonyms.

## Managing Polls

Polls are a voting mechanism through which you can get user preferences. The polls feature allows you to set up a voting poll in the global system, a category, forum, thread, or message, to gauge user response.

**Note:** Only global-, category-, and forum-level polls are supported in the default user interface.

To configure polls, click Settings > Poll Settings.

## Enabling Private Messages

You can set up Jive Forums to allow private messages between users. These messages are not posted to forums, but operate like a posted email exchange between Jive Forums users through the Forums interface. Private messages are not displayed to any user except the one to whom they are addressed. Private message permissions can be set only at the global level.

To configure private messaging, click Settings > General Settings (under Private Messages).

# Configuring and Optimizing the System

## Getting Information About the System

You can view information about your Jive Forums installation by using the pages listed on the System tab. This information is especially helpful when you are seeking product support or maintenance.

This section describes some of these pages in more detail.

## Configuring the Forum Data Cache

Jive Forums maximizes performance by caching frequently used data in memory. Application performance improves as more data is cached. Less cache is better for systems that host multiple applications or have less available RAM. Disabling cache is **not** recommended.

To configure caching, click System > Cache Settings.

Jive Forums Admin Console

System

Settings

Content

Users/Groups

User Interface

Reports

NNTF

Expert Features

Jump to:

Logout [admin]

Forum System

Overview

Cache Settings

Email Settings

System Properties

License Information

System Information

XML Import & Export

Monitoring

Logs

DB Queries

Cache Settings

Main » Cache Settings

Jive Forums relies on its cache to process forum data efficiently. Use this panel to monitor and modify your cache settings.

Cache Performance Summary

Below is a summary of all caches. To edit cache sizes or cache expiration, click the "Edit Caches" link below. To clear out the contents of a cache, click the checkbox next to the cache you want to clear and click "Clear Selected" below.

Edit Caches

Auto-Refresh: Off

View: Advanced

Cache Name	Max Size	Current Size	Percent Used	Effectiveness*	Objects	Hits / Misses	
Poll	0.06 MB	0.00 MB	0.0%	N/A	0	0 / 0	
Read Tracking	0.25 MB	0.00 MB	0.0%	N/A	0	0 / 0	
Status Level ID Map	0.06 MB	0.00 MB	0.0%	N/A	0	0 / 0	
Tag	0.50 MB	0.00 MB	0.0%	N/A	0	0 / 0	
Avatar ID Cache	0.06 MB	0.00 MB	0.0%	N/A	0	0 / 0	
User Email Map	0.06 MB	0.00 MB	0.0%	N/A	0	0 / 0	
User ID Map	0.06 MB	0.00 MB	0.0%	N/A	0	0 / 0	
Online Users	Unlimited	0.00 MB	0.0%	N/A	0	0 / 0	
Watches	0.12 MB	0.00 MB	0.0%	N/A	0	0 / 0	
Reward	0.12 MB	0.00 MB	0.0%	N/A	0	0 / 0	
Tag ID Map	0.06 MB	0.00 MB	0.0%	N/A	0	0 / 0	
Reverse Active Avatar	0.06 MB	0.00 MB	0.0%	N/A	0	0 / 0	

A cache's *effectiveness* is an indicator of how well the cache is working. When a cache is full, Jive Forums must swap data out of that cache segment. If that data is later requested, it must reload the data from the database, decreasing overall performance.

High effectiveness means data is being read from the cache more often than from the database. To achieve maximum performance, you should carefully tune cache settings over time and monitor their effectiveness. While a low effectiveness rating may indicate a cache segment is too small, an oversized cache does not always increase performance.

If your system isn't working efficiently, you can change the amount of memory allotted for each cache segment. You can also set the expiration rate for each cache.

**Important:** Never set the total cache size to more than half of the total memory (heap) allocated to the Java Virtual Machine (JVM). The default Java heap is 64MB on most systems.

## Cache Features and Tools

Scroll to the bottom of the Cache Settings page to view the Cache Features and Cache Tools sections. You can manage the cache with the features in these sections:

**Short-term query cache** — By default, Jive Forums purges the data in its query cache as many times per second as users post new content. This can degrade performance in sites with heavy traffic. You can improve performance by configuring Jive Forums to purge the query cache once every five or ten seconds. However, new content will take longer to become available to users.

**Note:** Short-term query caching is only available with the Jive Forums Gold edition.

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Clustering — Jive Forums supports grouping multiple application servers together in a cluster for increased scalability and fault tolerance. To improve performance, you may wish to enable clustered caching as well. Once enabled, it may take 30 seconds or so for clustered caching to become effective.

Cache warm-up task — This loads the cache with the forum content users are most likely to access. This is useful when you first start the server or after flushing the cache. Although cache warm-up runs in the background, the process may degrade database performance temporarily. Jive Software recommends running cache warm-up when most users are offline.

If you use the short-term query cache, it's important that the system time across cluster nodes match closely (within one second); otherwise, the cache will not work correctly. You should set the system time on each cluster node to match other cluster nodes' settings as closely as possible.

**Note:** Clustering is only available with Jive Forums Gold edition.

The Java memory monitor — memory performance indicator includes a memory meter displaying the total available JVM memory and the percentage of memory in use. It is normal for this value to fluctuate from time to time. The JVM will "garbage" collect unused objects from time to time, which causes the fluctuations.

## Configuring System-Handled Email

You can configure email settings for the community. At a minimum, each community should identify an SMTP address.

To configure system email, click System > Email Settings.

## Setting System Properties

System properties specify fine-grained system characteristics. You can edit the properties listed or add your own property/value pairs.

To configure system properties, click System > System Properties.

## Managing System Tasks

The System Tasks screen displays the current state of the Jive Forums task engine and shows any scheduled system tasks and the number of resources allocated to these tasks. You can also use this screen to add your own custom system tasks.

To configure system tasks, click System > System Information > System Tasks.

## Setting System Locale

Locale settings determine how content text, dates, and timestamps are formatted.

To configure locale settings, click Settings > Locale Settings.

## Managing Maintenance Settings

You can start maintenance mode immediately or set it to start and stop at specific times. You can also configure how users should be alerted when the system is in maintenance mode.

To configure maintenance mode, click Settings > Maintenance Settings.



## Archiving Content

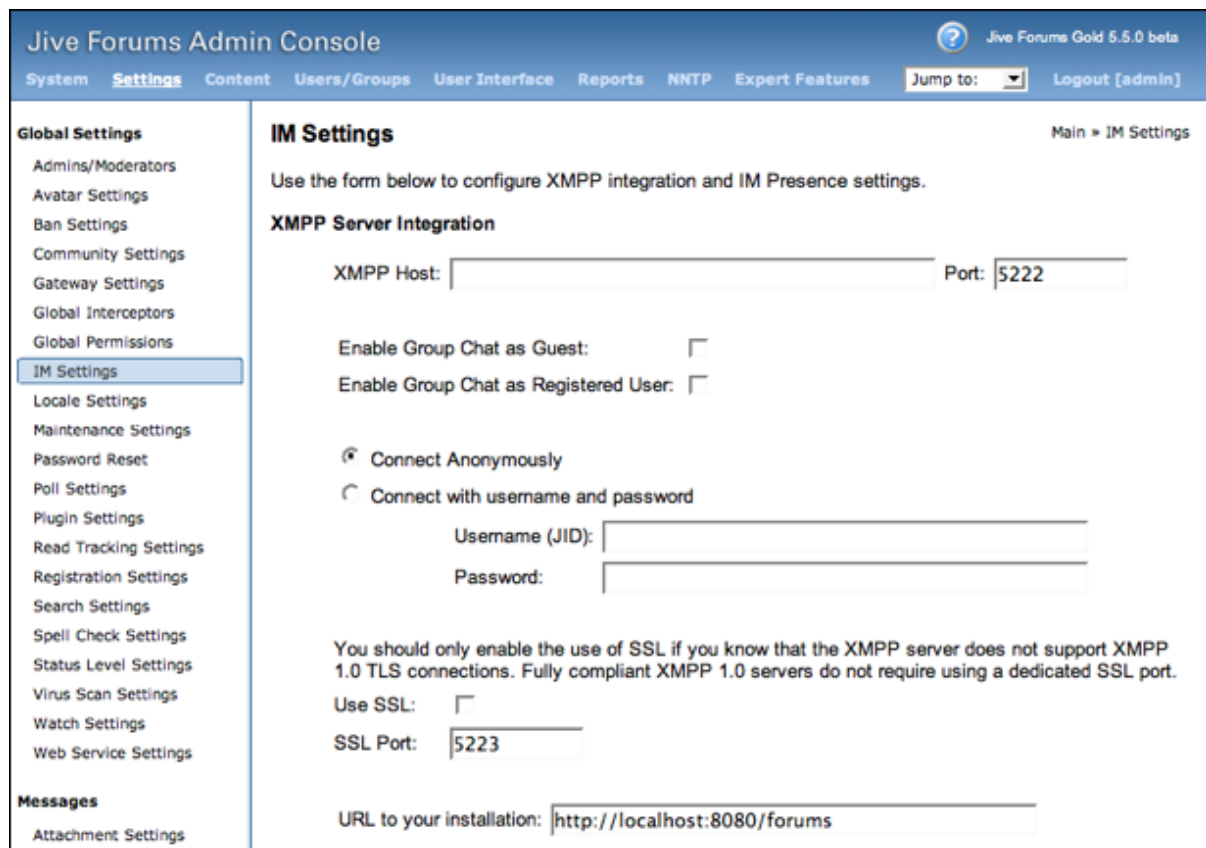
You can enable or disable automatic archiving. With archiving enabled, you can specify the number of hours between each archiving task.

To configure archiving, click Settings > Archiving Settings.

## Managing Chat and Instant Messaging

Users are able to insert their XMPP JID and/or AOL screen name to display presence within the Jive Forums environment. These fields are located at the bottom of the users' profile page.

To configure chat and IM settings, click Settings > IM Settings.



The screenshot shows the Jive Forums Admin Console interface. The top navigation bar includes links for System, Settings (selected), Content, Users/Groups, User Interface, Reports, NNTP, and Expert Features. A 'Jump to:' dropdown and a 'Logout [admin]' link are also present. The left sidebar lists various settings categories, with 'IM Settings' highlighted under 'Global Settings'. The main content area is titled 'IM Settings' and includes a breadcrumb 'Main » IM Settings'. It contains instructions to configure XMPP integration and IM Presence settings. The 'XMPP Server Integration' section has fields for 'XMPP Host' and 'Port' (set to 5222). There are checkboxes for 'Enable Group Chat as Guest' and 'Enable Group Chat as Registered User'. Two radio buttons are present: 'Connect Anonymously' (selected) and 'Connect with username and password'. The latter has fields for 'Username (JID)' and 'Password'. A note states: 'You should only enable the use of SSL if you know that the XMPP server does not support XMPP 1.0 TLS connections. Fully compliant XMPP 1.0 servers do not require using a dedicated SSL port.' Below this are checkboxes for 'Use SSL' and a field for 'SSL Port' (set to 5223). At the bottom, there is a field for 'URL to your installation' with the value 'http://localhost:8080/forums'.

## Configuring the Server

By default, group chat and IM presence are not enabled. In order to enable XMPP connectivity, you must set up the server. The following assumes you're using the open source Openfire XMPP server.

1. Enter the hostname of an Openfire server instance (for example, jivesoftware.com). The port field is auto-populated with the default XMPP port. You can change this field as necessary for your firewall settings.
2. Check either or both of 'Enable Group Chat...' check boxes. These control whether forums users need to be registered with the Openfire server to participate in group chat.
3. Leave the 'Connect Anonymously' radio button selected unless your Openfire instance doesn't allow anonymous login.

4. The URL to your forums installation should be auto-populated. If your forums installation is configured differently, you'll need to adjust this value.
5. Select the check boxes for either of the IM services for which you want Forums to show presence. The Openfire admin port field should be auto-populated with 9090, which is the default port that the Openfire Admin Console listens on. If your Admin Console is configured differently, you'll need to adjust this value.
6. Click submit to finalize the configuration process.

## Customizing Jive Forums

### Customizing Look and Feel

You can customize the look and feel of your Forums community by editing the default look and feel or by creating your own theme.

#### Edit the Default Theme

You can customize the default theme that creates the look and feel of your Jive Forums community by controlling how messages and screens appear.

To configure default look and feel settings, click User Interface > Edit Default.

You can customize:

- Text font, size, and color — The font settings determine the typefaces Jive Forums uses to format text sent to the user's browser. The setting tells the browser which fonts to look for on the user's computer, in order of preference, and the display size. Fonts are listed in order of preference, in lower case, separated by commas. Font sizes are specified using any valid Cascading Style Sheet (CSS) size tag (such as pt, %, and em). Try to use only fonts that are found on most computers, such as Times, Arial, Courier, Tahoma, Helvetica, or Verdana. If the user's computer has none of the specified fonts, the browser will revert to the default serif or sans-serif font. Each font list should end with either serif or sans-serif.
- Screen background color — Environment colors are assigned as standard HTML color codes, such as #000000 for black and #FFFFFF for white. Colors are assigned to multiple skin components. Experiment with colors until you find an ideal match.
- Table border and row colors
- Header and footer images — You can use custom images and colors for the headers and footers of your community's pages. The header image is a graphic file that appears at the top of all community web pages. This image can be formatted text, a corporate brand, or picture file. All standard web image formats are supported.
- Community name — One way to customize your community is to give the community a custom name (the default is "Support Forums").
- Welcome message — You can customize your community's welcome message so that it reflects what the community is about.

#### Editing and Changing Themes

Themes provide a way for a single Jive Forums instance to display multiple look-and-feel configurations and locales. Various themes can be customized and deployed without compiling or even restarting the forums instance. These themes can then be mapped to categories, forums, and even URL patterns in the Admin Console. Simply reload the page and the new, customized theme will be displayed. Whether you



want to distinguish various forums by providing unique themes to each, or want one forum in English and another in Chinese, theme support can solve these challenging problems gracefully and with ease.

To configure themes, click User Interface > Custom Themes.

You'll find information on developing themes in the `forums-themes-dev-guide.html` file included with the Jive Forums distribution.

**Note:** While adding a new theme requires you to restart the server, a modification will be picked up without a restarted.

## Configuring Features for Users

User features are functions that are available to users through the Forums interface. These features allow users some self-management and the ability to customize how they view forums.

### Syndicating Through RSS

RSS (Real Simple Syndication) is a way make forum data available so that users can be notified when the data changes, such as when new posts are made. If you enable RSS, a user can choose to set up syndication of forum content to a personal homepage, a blog, or other website. They can also read the contents of the RSS data (known as a feed) in an "RSS aggregator," a tool that presents the data and links back to its source.

For more information about RSS features in Jive Forums, refer to the `rss.html` file located in the documentation directory in your Jive Forums product distribution.

To manage RSS settings, click User Interface > RSS Feeds.

### Read Tracking Settings

With read tracking enabled, users can track which threads and messages they've read. Because read tracking information is stored in the database, the feature can cause high database load on busy sites. As a result, consider disabling read tracking for very large forum deployments.

To enable or disable read tracking, click Settings > Read Tracking Settings.

### Status Level Settings

Status levels give you a way to rank users based on scores or group membership. Users accrue status points as they participate in forums. Scores are calculated on users according to a specific algorithm. A standard algorithm is to use the number of messages a user has posted as the basis for the ranking. A status level indicates a range of scores for a user. For example, you can designate users with scores of 0-10 be ranked as "Beginners" and users with scores of 400-500 be "Golds".

You can also base status levels on the group to which a user belongs. This supersedes the point ranking system because all a user has to do to attain the rank is be a member of the group. This is useful if you want community participants to be recognized by their function. For example, members of the Developers group could be given the rank "Developers." You can associate an icon with this group that will appear next to the user's name in forum postings so that other users will be able to instantly recognize this person as a member of that group.

You can enable or disable status levels. You can also choose the type of status level system you want.

To configure status level settings, click Settings > Status Level Settings.

## Watches

A watch enables a user to track certain categories, forums, or threads, and receive a notification by email if any content in that category, forum or thread is added, moved, or removed. Configure global email (SMTP) settings before enabling watches.

If you chose to enable watches, you can change the default watch settings.

To configure watches, click Settings > Watch Settings.

Each watch level (thread, forum, category, user) has its own email template. Jive Forums dynamically replaces several tokens in the email template with actual values when placed in the body of an email to a user.

## Message Editing

You can specify whether users should be able to edit the messages they post after they post them.

To configure message editing, click Settings > Editing Policy.

## Other Display Options

You can customize other features of the user experience by click User Interface > Features. The following settings are available on that page:

- Thread mode — Whether messages are displayed at a list, indented, or in a tree shape.
- "Last Post" link — When this feature is enabled, information about the person who made the last post in a thread is displayed on the thread summary page. You may want to disable this feature if your UI layout doesn't leave room for this information.
- Locale settings — If your Jive Forums community spans different countries and languages, you can allow users to set their own locale. A user-set locale overrides the one set globally for the community.
- Full names — You can allow the system to display users' full names instead of only usernames.

**Note:** If users have chosen in their user preferences to hide their full name, then their full names will not be displayed.

- GUI editor use — You can set up your installation so that supported browsers will use a GUI editor where possible.

## Adding Plugins

To add new plugins, click Settings > Plugin Settings.

## Managing Clustered Deployments

Jive Forums (Gold edition) supports clustered deployments. In a clustered community, several application servers work together to distribute heavy traffic evenly. This increases scalability and provides fault tolerance if one or more servers fail. Clusters configure themselves, have no single point of failure, and provide near-linear scalability when additional servers are added.

Clustering support in Jive Forums is described in Clustering Information (clustering.html), included with the Jive Forums distribution.

To enable clustering, click System > Cache Settings. Scroll to the end of the page, where you'll find the Clustering setting. Click Enabled for that setting, then click Save Settings.

# Localizing Jive Forums

## Translating the Jive Forums Interface

Jive Forums text sets are stored in files, called resource bundles, that contain key/value pairs. The default skin uses the keys to load the text based on the configured locale settings (English values are used for English locales, French values for French locales, and so on). Key/value pairs in the U.S. English resource bundle might look like the following:

```
skin.yes=Yes
skin.no=No
skin.topic=Topic
skin.message=Message
```

The German resource bundle contains the same keys with different values:

```
skin.yes=Ja
skin.no=Nein
skin.topic=Thema
skin.message=Beitrag
```

Extract `jive_forums_i18n.properties` from the `jiveforums.jar` file in the Jive Forums distribution. Use the `jar` tool (part of the standard Java distribution) to extract the file:

```
jar -xf jiveforums.jar jive_forums_i18n.properties
```

Next, rename the file to reflect the locale. For example, the German resource bundle is named `jive_forums_i18n_de.properties` because "de" is the language code for German. A list of language codes is available at: <http://www.ics.uci.edu/pub/ietf/http/related/iso639.txt>.

## International Characters

Many languages feature special characters not found in the English ASCII character set, such as the German *ä*, *#*, and *ß*. Compose the character set in a text editor that supports special characters. The `native2ascii` tool, built in to Java, then converts international characters to the ASCII format.

Here's how you use the `native2ascii` tool (the `my_translation.properties` file is the input file; the `jive_forums_i18n_YY.properties` file is the output file):

```
native2ascii -encoding XXX my_translation.properties jive_forums_i18n_YY.properties
```

The `-encoding XXX` parameter is optional. If the value is unspecified, Java uses the default encoding value from System property `file.encoding`. If specified, the encoding (XXX) must come from the first column of the supported encodings table at <http://java.sun.com/j2se/1.3/docs/guide/intl/encoding.doc.html>.

## Testing the Translation

Save a translated resource bundle (such as `jive_forums_i18n_de.properties`) to the `jiveHome/WEB-INF/classes` directory. If Jive Forums is not installed as a webapp, the properties file must reside in the application server's classpath.

1. Restart your application server and then log in to the Jive Forums admin tool.
2. Click the Settings tab.
3. Click Locale Settings on the left navigation bar.

4. Locate "Change Locale Settings" and select the appropriate language from the list of available locales. For example, to test a German resource bundle, choose a locale that starts with "German".
5. Save the settings and then launch Jive Forums. If user interface buttons, column headers, and other features appear translated, then the bundle is loaded. If the text is English, the bundle is likely named incorrectly or your application server wasn't able to load it.

## Locale-Specific Categories and Forums

There are five places a locale can be configured. There is the default locale for the forums instance, configurable in the Admin Console. All pages that do not have another locale set will default to this value. Also, users can set their preferred locale in the user settings page. If this locale is set, it will be displayed to the user instead of the default locale. For additional customization, forums and categories can be bound to a specific locale. All pages associated with the forum or category will display its locale, overriding the user's locale and the default locale. Forums and categories will inherit the locale from their parent objects, by default. The final place a locale can be set is on a specific theme.

1. If the request is associated with a specific theme, and that theme specifies a locale, that locale will be displayed to the user.
2. If the request has a handle on a forum object (forum, thread, message, poll, etc) then the locale for the forum (or its parents) will be returned.
3. If the request has a handle on a category object (forum, thread, message, announcement, poll, and so on) then the locale for the category (or its parents) will be returned.
4. If the user has a specific locale set, that locale will be returned.
5. Finally, the default locale will be returned.

## Getting Information for Troubleshooting

You can use log information kept by Jive Forums if you need to troubleshoot your Forums installation. Jive Forums keeps four logs of system errors and information. These logs are stored as plain (ASCII) text files and are viewable from the Jive Forums Admin Console (or in the directory `jiveHome\logs\`):

- Error log — A log of critical system errors (filename: `jive.error.log`).
- Warn log — A log of non-critical system warnings, such as low disk space (filename: `jive.warn.log`).
- Info log — A log of basic information and system events, such as system startups and shutdowns (filename: `jive.info.log`).
- Debug log — An optional log that can be enabled and disabled at any time. When enabled, the log presents information about specific events that help troubleshoot system problems (filename: `jive.debug.log`).

To view logs in the console, click System > Logs.

The log viewer presents all logs in a sortable, tabulated format. The log file output is sortable from newest to oldest and vice-versa. The viewer can display all items in the log, or only the most recent 500, 250, 100, and 50 items. The refresh pull-down menu specifies a time cycle by which the viewer rescans the file.

## Database Query Statistics

Database query statistics are useful when monitoring or debugging database performance issues. Avoid leaving the query statistics gathering function enabled at all times, however, because it will impact performance.

