



Coveo Platform 7.0

Jive 5/SBS/Clearspace Connector Guide

Notice

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1. Jive 5/SBS/Clearspace Connector

Deprecated

The Coveo connector for Jive 5, SBS, and Clearspace allows to index and integrate the content of your Jive, SBS and Clearspace communities into your Coveo unified index, making it easily searchable by end-users.

Note: The Jive 5/SBS/Clearspace connector was formerly known as the *Jive connector*. With the April 2013 monthly release, the new Jive connector must be used to index Jive 6+ content.

Features

The features of the Jive 5/SBS/Clearspace connector are:

- Content Indexing

The Jive connector retrieves and indexes following Jive object types:

- Spaces (also known as Communities)
- Projects (with related Tasks and Checkpoints)
- User profiles
- Social groups
- Private messages
- Documents (private and public)
- Discussions (private and public)
- Blog posts (for spaces, projects, users, social groups and system blogs)
- Announcements
- Polls
- Comments (for documents, blog posts, and polls)
- Attachments (for documents, blog posts, and discussions)
- Tags and categories (formerly known as tag groups)
- Phrase substitution

- Security

The connector indexes the permissions on Jive objects when the user and group names defined in Jive match entries in Microsoft Active Directory. Consequently, Coveo search results only contain Jive objects that the end-user can access within the Jive communities.

- Incremental refresh

The connector periodically queries Jive for the latest edits, keeping the index content up-to-date.

Feature history

CES version	Release	Features
7.0.5388+	April 2013	Connector renamed from <i>Jive</i> to <i>Jive 5/SBS/Clearspace</i> .
7.0.4855+	August 2012	<ul style="list-style-type: none"> • Can now manage phrase substitution • New option to crawl only published documents

What's Next?

Get familiar with the deployment steps (see "[Jive 5/SBS/Clearspace Connector Deployment Overview](#)" on page 3).

2. Jive 5/SBS/Clearspace Connector Deployment Overview

Deprecated

The following procedure outlines the steps needed to deploy the Jive 5/SBS/Clearspace connector. The steps indicate the order in which you must perform configuration tasks on both the Jive and Coveo servers.

1. Validate that your environment meets the requirements (see "[Jive 5/SBS/Clearspace Connector Requirements](#)" on page 5).
2. On the Jive server:
 - a. Choose a crawling account

You must choose which Jive account the Coveo connector uses to crawl the content of your Jive communities. The account must have read access to the whole Jive content that you want to index. You can use an administrator account such as `SysAdmin` but the best practice is to create a dedicated user with full read permissions.
 - b. Enable the web services

You must ensure that the native Jive web services used by the Coveo connector are enabled on your Jive server (see "[Enabling the Jive Web Services](#)" on page 6).
 - c. Upload the Coveo plugin

You must upload to your Jive server the Coveo plugin used by the connector (see "[Uploading the Coveo Plugin on your Jive Server](#)" on page 8).
 - d. Configure authentication

With SBS 3 and Clearspace 2.5 installations only, you must configure your SBS/Clearspace server to allow .NET web service authentication (see "[Configuring Authentication with Jive Web Services Using .NET](#)" on page 11).
3. On the Coveo server:
 - a. Create a user identity

You must enter in a user identity the credentials of the Jive crawling account that you selected (see "[Adding a User Identity](#)" on page 12).
 - b. Create a security provider

You must create security provider that the connector uses to map Jive users/groups to Microsoft Active Directory users/groups (see "[Configuring a Jive 5/SBS/Clearspace Security Provider](#)" on page 14).
 - c. Create and index a source

You must create a source describing the Jive community to index (see "[Configuring and Indexing a Jive 5/SBS/Clearspace Source](#)" on page 17).
 - d. Add support for CA SiteMinder

When your Jive server uses CA SiteMinder for user authentication, you need to add parameters to the connector (see ["Adding CA SiteMinder Parameters to the Jive 5/SBS/Clearspace Connector"](#) on page 29).

4. Troubleshooting

- a. Review known cases (see ["Troubleshooting Jive 5/SBS/Clearspace Connector Issues"](#) on page 31).
- b. Consider modifying some hidden source parameters to try resolving other issues (see ["Modifying Hidden Jive 5/SBS/Clearspace Source Parameters"](#) on page 23).

3. Jive 5/SBS/Clearspace Connector Requirements

Deprecated

Your environment must meet the following requirements to be able to use the Coveo connector for Jive 5/SBS/Clearspace communities:

- Coveo license for the Jive 5/SBS/Clearspace connector

Your Coveo license must include support for the Jive 5/SBS/Clearspace connector to be able to use this connector. You can see the currently supported connectors from the Administration Tool.

- Supported Jive products

The Jive connector works with Jive 5.0, Jive SBS 4.5, SBS 4.0, SBS 3.0, and Clearspace 2.5 (2.5.5 and 2.5.7).

Note: You need to use the new Jive connector to index Jive 6 content.

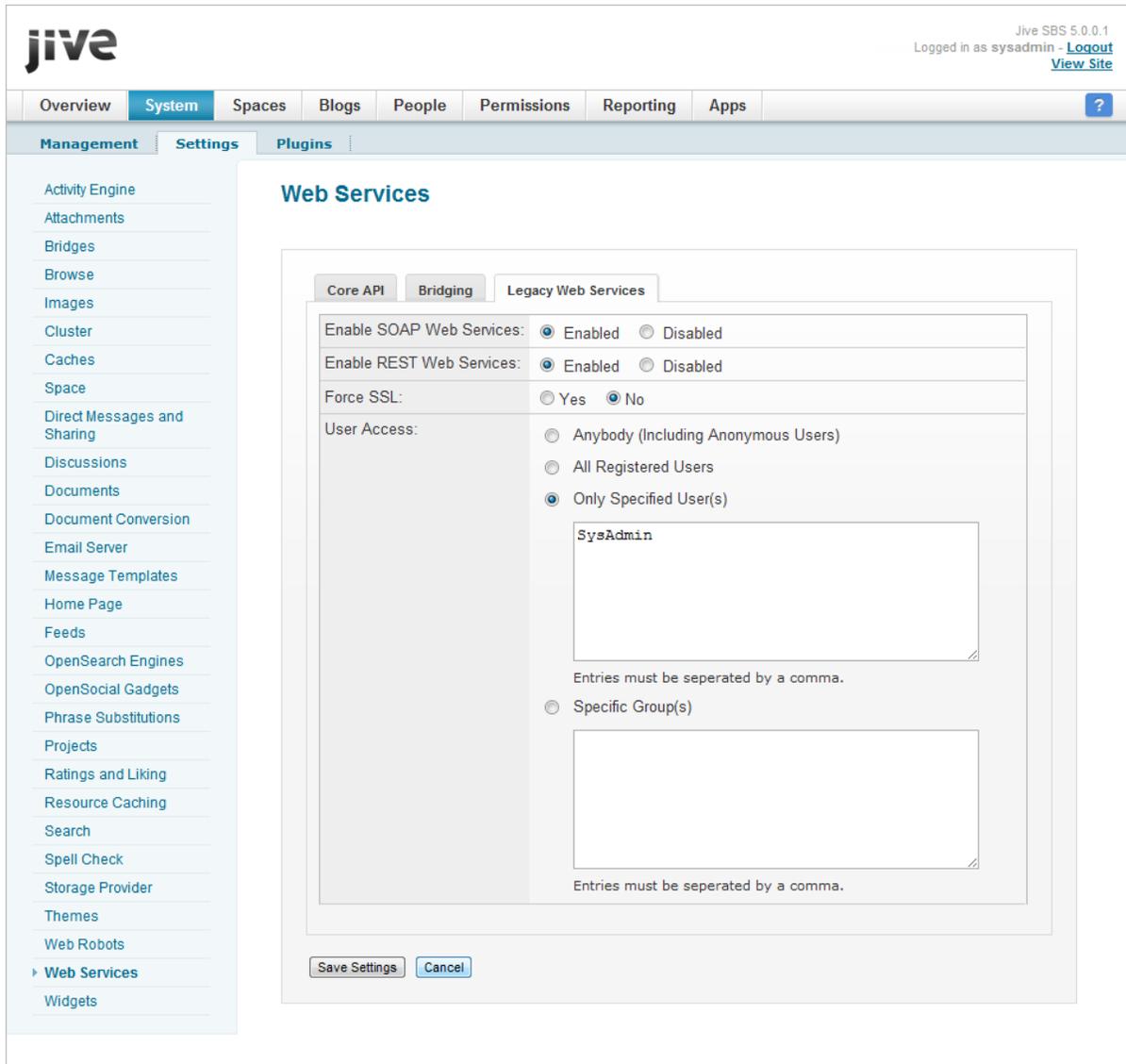
4. Enabling the Jive Web Services

Deprecated

The Jive 5/SBS/Clearspace connector uses the native Jive Web services to retrieve the content from the Jive communities. The Jive web services are disabled by default and must therefore be enabled in the Jive Administration Console.

To enable the web services in Jive

1. Using a browser, access the Jive Administration Console (using a URL in the `http://[MyJiveCommunity]/admin`).
2. In Administration Console, select **System > Settings > Web Services**.
3. In the **Web Services** page:



- a. Select **Enabled** for **Enable SOAP Web Services**.
- b. Under **User Access**, specify the Jive account that you chose to be used by the Coveo connector to crawl the Jive community content.
- c. Click **Save Settings**.

What's Next?

Upload to your Jive server the Coveo plugin used by the connector (see "Uploading the Coveo Plugin on your Jive Server" on page 8).

5. Uploading the Coveo Plugin on your Jive Server

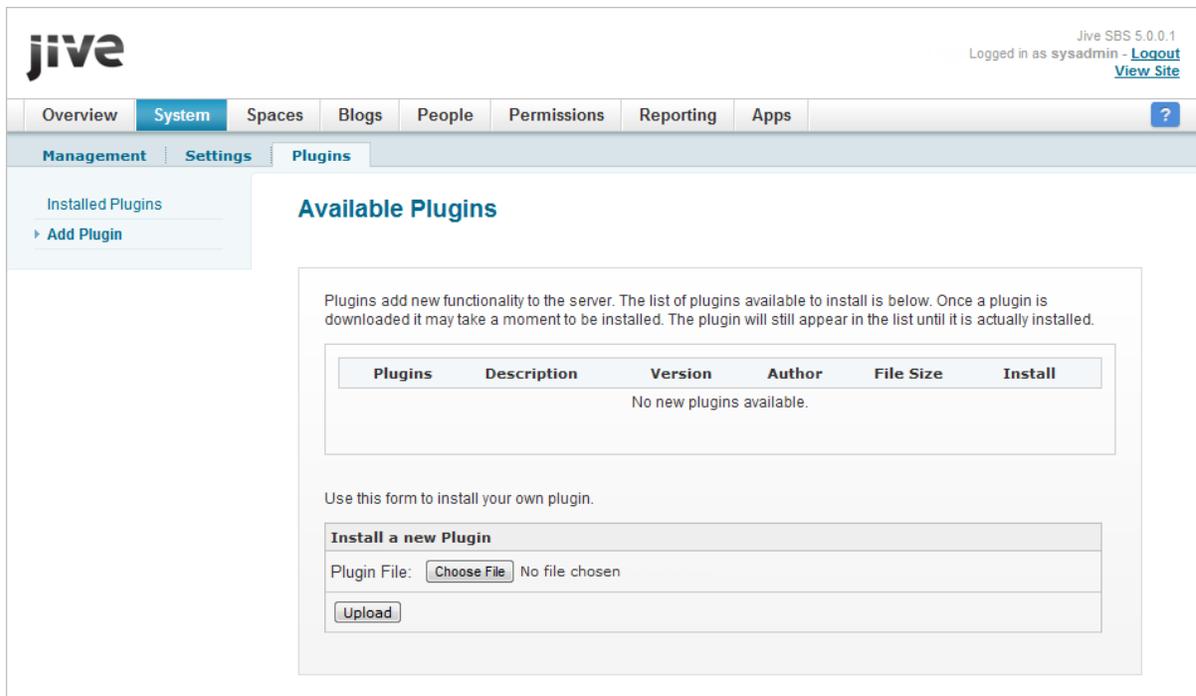
Deprecated

Jive has a plugin framework which can be used to call the Jive APIs. The Jive 5/SBS/Clearspace Coveo connector works with such a plugin to expose a custom web service that it uses to retrieve complementary information from Jive. You need to upload the Coveo plugin on your Jive server.

Important: When you are installing the plugin on a Jive server that was updated from Clearspace to SBS, before performing the following procedure, you must update the plugin database (see "Updating the Database Schema of the Coveo Plugin for Jive" on page 9).

To upload the Coveo plugin on Jive server

1. Using a browser, access the Jive Administration Console (using a URL in the `http://[MyJiveCommunity]/admin` form).
2. In Administration Console, select **System > Plugins > Add Plugin**.
3. In the **Available Plugins** page:



- a. Under **Install a new Plugin**, click **Choose File**.
- b. Browse to the `[CES_Path]\Bin` folder on the Coveo Master server and select the `Coveo.CES.CustomCrawlers.Plugin.[Platform].jar` plugin file corresponding to your Jive installation.

Jive installation	Plugin file
Jive 5	Coveo.CES.CustomCrawlers.Clearspace.Plugin.SBS50.jar
Jive SBS 4.5	Coveo.CES.CustomCrawlers.Clearspace.Plugin.SBS45.jar
SBS 4.0	Coveo.CES.CustomCrawlers.Clearspace.Plugin.SBS40.jar
SBS 3.0	Coveo.CES.CustomCrawlers.Clearspace.Plugin.SBS30.jar
Clearspace 2.5	Coveo.CES.CustomCrawlers.Clearspace.Plugin.CS25.jar

Example: For a Jive SBS 4.5 installation, browse to the `C:\Program Files\Coveo Enterprise Search 7\Bin\Coveo.CES.CustomCrawlers.Clearspace.Plugin.SBS45.jar` **plugin file**.

- c. Click **Upload**.
4. Stop and restart the Jive service (from the command prompt: `/etc/init.d/jive-application stop` and `/etc/init.d/jive-application restart`).

What's Next?

- With SBS 3 and Clearspace 2.5 installations only, configure your SBS/Clearspace server to allow .NET web service authentication (see "[Configuring Authentication with Jive Web Services Using .NET](#)" on page 11).

AND

- Create a user identity to hold the credentials of the Jive crawling account that you selected.

5.1 Updating the Database Schema of the Coveo Plugin for Jive

Deprecated

The Coveo plugin installed on the Jive server and used by the Jive 5/SBS/Clearspace connector creates a custom table on the Jive server database where it keeps track of deleted items. Following a server restart, this table is automatically created the first time the plugin is uploaded to the Jive server.

The definition of this table has been modified to support the SBS 4.0 platform. When your Jive server was updated from Clearspace 2.5 to SBS 4.0 and a Jive 5/SBS/Clearspace connector plugin for the Clearspace 2.5 platform was previously installed on that server, you may need to update the database. When this is the case, perform the following steps before you install the plugin for the SBS 4.0 platform.

To update the database schema of the Coveo plugin

1. Using an administrator account, connect to the Jive server.
2. Log on to the SBS server database.
3. Drop the `coveoDeletedItems` table.

4. Open the `JiveVersion` table and delete the `coveoDeletedItems` entry.

The new updated table named `CESLiveIndexing` will be available following a Jive server restart.

What's Next?

Upload the Coveo plugin on the Jive server (see "[Uploading the Coveo Plugin on your Jive Server](#)" on page 8).

6. Configuring Authentication with Jive Web Services Using .NET

Deprecated

For the Jive 5/SBS/Clearspace connector, with Clearspace 2.5 and SBS 3.0 installations, you must configure the SBS server to allow .NET proxy classes to be able to authenticate with SBS web services. The following instructions were taken from a discussion on the Jive Developers Forum and were successfully tested with both Clearspace 2.5 and SBS 3.0 (see [Generating Proxy Classes for Web Services](#)).

To configure authentication with Jive web services using .NET

1. Using an administrator account, connect to the SBS server.
2. Stop the SBS service (from the command prompt: `/etc/init.d/jive-application stop`).
3. Locate the main Clearspace/SBS library file on the Jive server, generally located in the `%SBSInstallationPath%\WEB-INF\lib\` folder. Depending on your platform, the library file will be named `clearspace-2.5.X.jar` or `jive-sbs-public-3.0.X.jar`.
4. Make a backup copy of this library file so you can revert any changes made at any time.
5. From the library, extract the `spring-wsContext.xml` file, and using a text editor:
 - a. Open the `spring-wsContext.xml` file.
 - b. Locate the following entry and remove `NoSecurity` from its value:

```
<entry key="action" value="UsernameToken Timestamp NoSecurity" />
```
 - c. Save the file.
6. Add the modified `spring-wsContext.xml` file into the library file, overwriting the original one.
7. Ensure that the Apache `wss4j.jar` file also located under `WEB-INF\lib` is the latest version. The Apache WSS4J file is available for download [here](#).
8. Restart the SBS service (from the command prompt: `/etc/init.d/jive-application restart`).

7. Adding a User Identity

A user identity is a set of credentials for a given repository or system that you enter once in CES and can then associate with one or more sources or security providers.

A user identity typically holds the credentials of an account that has read access to all the repository items that you want to index. It is a best practice to create an account to be used exclusively by the Coveo processes and for which the password does not change. If the password of this account changes in the repository, you must also change it in the CES user identity.

To add a user identity

1. On the Coveo server, access the Administration Tool.
2. In the Administration Tool, select **Configuration > Security**.
3. In the navigation panel on the left, click **User Identities**.
4. In the **User Identities** page, click **Add**.
5. In the **Modify User Identity** page:

- a. In the **Name** box, enter a name of your choice to describe the account that you selected or created in the repository to allow CES to access the repository.

Note: This name appears only in the Coveo Administration Tool, in the **Authentication** or **User Identity** drop-down lists, when you respectively define a source or a security provider.

- b. In the **User** box, enter the username for the account that you selected or created to crawl the repository content that you want to index.
- c. In the **Password** box, enter the password for the account.
- d. In the **Options** section, the **Support basic authentication** check box is deprecated and not applicable for

most types of repositories. You should select it only when you need to allow CES to send the username and password as unencrypted text.

- e. Click **Save**.

Important: When you use Firefox to access the Administration Tool and it proposes to remember the password for the user identity that you just created, select to never remember the password for this site to prevent issues with automatic filling of username and password fields within the Coveo Administration Tool.

8. Configuring a Jive 5/SBS/Clearspace Security Provider

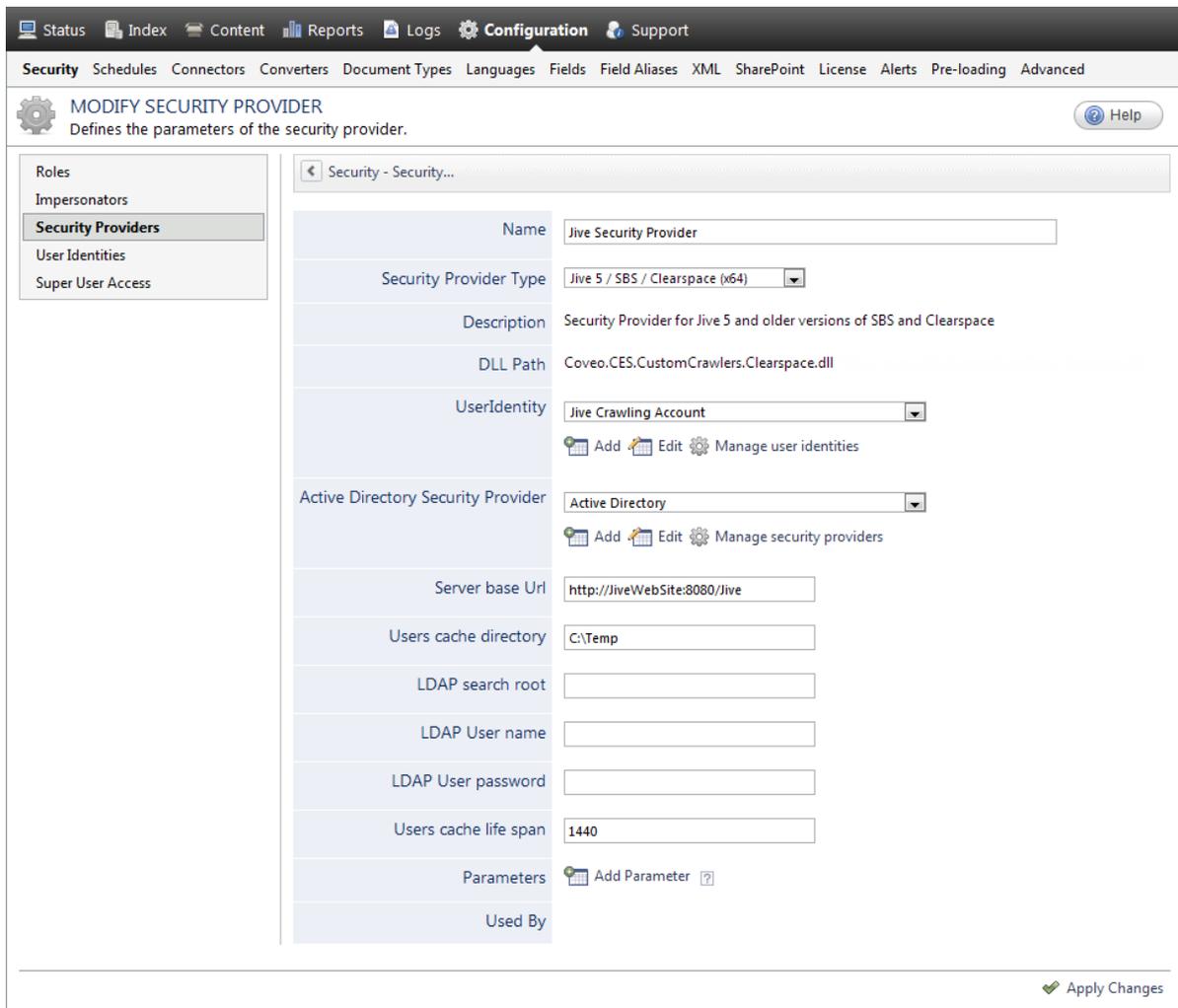
Deprecated

The Jive 5/SBS/Clearspace connector needs a security provider to resolve mappings between users and groups defined in Jive and Microsoft Active Directory. The security provider is required even when your Jive server uses LDAP to perform user authentication.

Note: You can get familiar with how Coveo components deal with permissions on documents both at indexing and query time.

To configure a Jive 5/SBS/Clearspace security provider

1. On the Coveo server, access the Administration Tool.
2. Select **Configuration > Security**.
3. In the navigation panel on the left, click **Security Providers**.
4. In the **Security Providers** page, click **Add** to create a new security provider.
5. In the **Modify Security Provider** page:



- a. In the **Name** box, enter a name to identify this security provider.

Example: Jive Security Provider

- b. In the **Security Provider Type** drop-down list, select **Jive 5 / SBS / Clearspace (x64)**.
- c. In the **User Identity** section:
 - i. In the drop-down list, select the user identity that you selected or created previously.
 - ii. When needed, click **Add**, **Edit**, or **Manage user identities** respectively to create, modify, or manage user identities.
- d. In the **Active Directory Security Provider** section:
 - i. In the drop-down list, select the Active Directory security provider that the Jive security provider will use to map Jive users and groups to Windows users and groups.

- ii. When needed, click **Add**, **Edit**, or **Manage security providers** respectively to create, modify, or manage security providers.
- e. In the **Server Base URL** box, enter the base address of the Jive server.

Example: `http://JiveWebSite:8080/Jive`

- f. In the **Users Cache Directory** box, enter the folder where the user cache files are saved. Jive users are saved in a local cache on the Coveo server to improve performances on large Jive communities.

Example: `C:\Temp`

- g. In the **LDAP Search Root** box, enter the LDAP root address under which the security provider attempts to find Jive users.

Example: `LDAP://OU=JIVE,DC=CORP,DC=DOMAIN,DC=COM`

- h. In the **LDAP Username** box, enter the username to use to authenticate with LDAP.

Note: The LDAP credentials are only required when the Windows Identity under which CES is running is not from the same domain as the Jive users.

- i. In the **LDAP Password** box, enter the password to use to authenticate with LDAP.
- j. In the **Users Cache Life Span** box, consider changing the time interval between user cache refreshes, determining the cache validity period. Any value in minutes. The default is 1440 minutes (24 hours).
- k. In the **Parameters** section, in rare cases the [Coveo Support](#) could instruct you to click **Add Parameters** to specify other security provider parameter names and values that could help to troubleshoot security provider issues.
- l. Leave the **Allow Complex Identities** option cleared as it does not apply to this type of security provider.
- m. Click **Apply Changes**.

What's Next?

Configure and index a Jive source (see "[Configuring and Indexing a Jive 5/SBS/Clearspace Source](#)" on page 17).

9. Configuring and Indexing a Jive 5/SBS/Clearspace Source

Deprecated

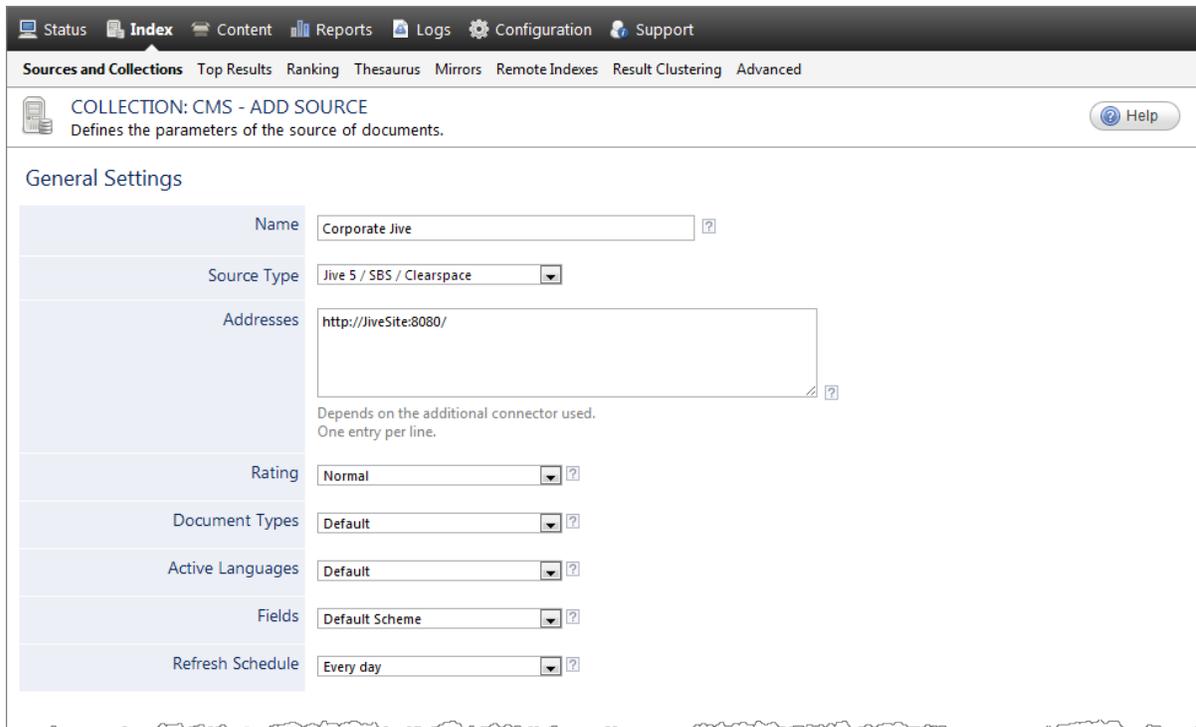
A source defines a set of configuration parameters for a specific Jive 5/SBS/Clearspace server.

Note: In an environment with more than one Jive 5/SBS/Clearspace server, you need to define one source for each Jive 5/SBS/Clearspace server that you want to index.

To configure and index a Jive 5/SBS/Clearspace source

1. On the Coveo server, access the Administration Tool.
2. Select **Index > Sources and Collections**.
3. In the **Collections** section:
 - a. Select an existing collection in which you want to add the new source.OR
 - b. Click **Add** to create a new collection.
4. In the **Sources** section, click **Add**.

The **Add Source** page that appears is organized in three sections.
5. In the **General Settings** section of the **Add Source** page:



a. Enter the appropriate value for the following required parameters:

Name

Enter a descriptive name of your choice for the connector source.

Example: Corporate Jive

Source Type

CES 7.0.7814+ (August 2015) Select the connector used by this source. In this case, select **Jive 5 / SBS / Clearspace (deprecated)**.

Notes:

- CES 7.0.7711– (June 2015)** Select **Jive 5 / SBS / Clearspace**.
- If you do not see **Jive 5 / SBS / Clearspace (deprecated)**, your environment does not meet the requirements (see "[Jive 5/SBS/Clearspace Connector Requirements](#)" on page 5).

Addresses

Enter the root address of the Jive community from which to start indexing in the form:

http://[JiveserverName]:[port]/

where you replace [JiveserverName]:[port] by the host name and port of your Jive community. The default port is 8080. The port is optional when equal to 80.

Example: To index:

- All communities: `http://JiveSite:8080/`
- Community A: `http://JiveSite:8080/ CommunityA`
- Community C: `http://JiveSite:8080/CommunityA/CommunityB/CommunityC`

Refresh Schedule

Select the time interval at which the source is automatically refreshed to keep the index content up-to-date. The recommended **Every day** option instructs CES to refresh the source everyday at 12 AM.

Note: You can create new or modify existing source refresh schedules.

- b. Review the value for the following parameters that often do not need to be modified:

Rating

Change this value only when you want to globally change the rating associated with all items in this source relative to the rating to other sources.

Example: When a source replaces a legacy system, you may want to set this parameter to **High**, so that in the search interface, results from this source appear earlier in the list compared to those from legacy system sources.

Document Types

If you defined a custom document type set for this source, select it.

Active Languages

If you defined custom active language sets, ensure to select the most appropriate for this source.

Fields

If you defined custom field sets, ensure to select the most appropriate for this source.

6. In the **Specific Connector Parameters & Options** section of the **Add Source** page:

Specific Connector Parameters & Options

Number of Refresh Threads	<input type="text" value="2"/>
Theme used for phrase substitutions	<input type="text" value="custom"/>
Locale used for phrase substitutions	<input type="text" value="default"/>
Only retrieve published items	<input type="checkbox"/>
Use phrase substitutions	<input type="checkbox"/>
Index Communities content	<input checked="" type="checkbox"/>
Index Projects content	<input checked="" type="checkbox"/>
Index Social Groups content	<input checked="" type="checkbox"/>
Index System Blogs content	<input checked="" type="checkbox"/>
Index Users content	<input checked="" type="checkbox"/>
Parameters	Add Parameter
Option	<input checked="" type="checkbox"/> Index subfolders <input type="checkbox"/> Index the document's metadata <input type="checkbox"/> Document's addresses are case-sensitive <input checked="" type="checkbox"/> Generate a cached HTML version of indexed documents <input type="checkbox"/> Open results with cached version

a. The following parameters generally do not need to be changed:

Number of Refresh Threads

Enter the number of simultaneous downloads handled by the connector. The default value is 2.

Theme used for phrase substitutions

When you use phrase substitutions in your Jive community (see the Jive document [Substituting Phrases in the UI](#)), enter the phrase substitution theme that the connector should use, and then select the **Use Phrase Substitutions** check box. The default theme is `custom`. This parameter is available with CES 7.0.4855+.

Locale used for phrase substitution

When you use phrase substitutions in your Jive community (see the Jive document [Substituting Phrases in the UI](#)), enter the phrase substitution locale that the connector should use, and then select the **Use Phrase Substitutions** check box. The default locale is `default`, meaning that the actual machine locale is used. This parameter is available with CES 7.0.4855+.

Enter the locale in any of the following three formats:

- language only (ex: `en`)
- Language and country (ex: `en_US`)
- Language, country, and variant (ex: `en_US_NY`)

b. Select the type of Jive content to index using the following options:

Only retrieve published items

Select to only index Jive items for which the status is `Published`. Items with other statuses (such as `Draft`, `Scheduled`, `Awaiting Moderation`, `Rejected`, `Abuse Hidden`, `Abuse Visible`, `Archived`, `Expired`, `Pending Approval`, `Deleted`, `Processing`, `Error`, `Unknown`) are not indexed. This parameter is available with CES 7.0.4855+.

Note: Incremental refresh catches Jive item status changes and respects the configuration of this parameter.

Use phrase substitutions

Select to index phrase substitutions. The substituted value is saved in the `csPhraseSubstitution` field for each document. This parameter is available with CES 7.0.4855+.

Note: The default phrase substitution feature is designed for an English user interface. When your Jive community includes user interfaces in other languages with phrase substitutions for localized names, the connector cannot directly index these substitutions.

Example: When you are using a French interface, `Space` is called `Espace`. If you add a phrase substitution for `Espace`", the connector searches for `Space` and does not find it.

You can use advanced source parameters to provide a pattern to search for the specific item type (see "[PhraseSubstitutionsAnnouncementPattern \(String\)](#)" on page 25).

Index Communities content

Select to index the Jive communities and any item they contain. Selected by default.

Index Projects content

Select to index the Jive projects and any item they contain. Selected by default.

Index Social Groups content

Select to index the Jive social groups and any item they contain. Selected by default.

Index System Blogs content

Select to index the Jive system blogs and any item they contain. Selected by default.

Index User content

Select to index the user profiles, personal blogs, and private items (messages, documents and discussions). Selected by default.

- c. Click **Add Parameter** when you want to show and change the value of advanced source parameters (see "[Modifying Hidden Jive 5/SBS/Clearspace Source Parameters](#)" on page 23).
- d. The **Option** check boxes generally do not need to be changed:

Index Subfolders

Keep this check box selected (recommended). By doing so, to recursively index all communities found under the community specified in **Addresses**.

Index the document's metadata

When selected, CES indexes all the document metadata, even metadata that are not associated with a field. The orphan metadata are added to the body of the document so that they can be searched using free text queries.

When cleared (default), only the values of system and custom fields that have the **Free Text Queries** attribute selected will be searchable without using a field query.

Example: A document has two metadata:

- `LastEditedBy` containing the value `Hector Smith`
- `Department` containing the value `RH`

In CES, the custom field `CorpDepartment` is bound to the metadata `Department` and its **Free Text Queries** attribute is selected.

When the **Index the document's metadata** option is cleared, searching for `RH` returns the document because a field is indexing this value. Searching for `hector` does not return the document because no field is indexing this value.

When the **Index the document's metadata** option is selected, searching for `hector` also returns the document because CES indexed orphan metadata.

Document's addresses are case-sensitive

Leave the check box cleared. This parameter needs to be checked only in rare cases for systems in which distinct documents may have the same name but different casing.

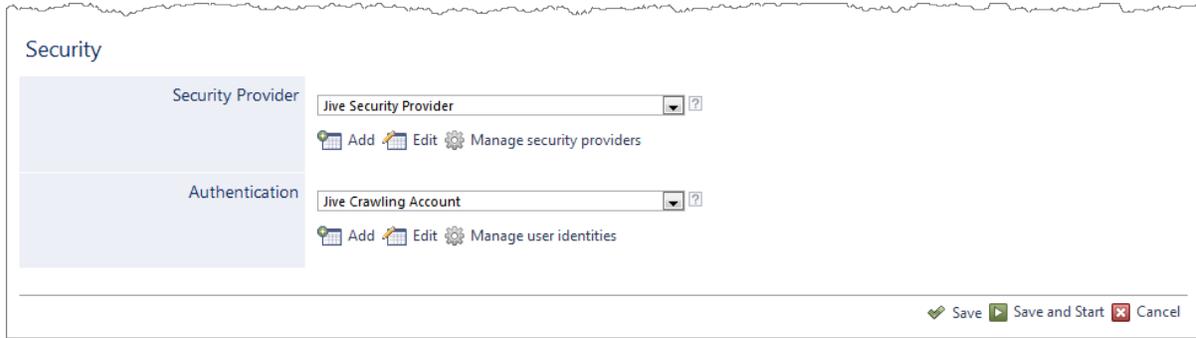
Generate a cached HTML version of indexed documents

When you select this check box (recommended), at indexing time, CES creates HTML versions of indexed documents. In the search interfaces, users can then more rapidly review the content by clicking the Quick View link rather than opening the original document with the original application. Consider clearing this check box only when you do not want to use Quick View links or to save resources when building the source.

Open results with cached version

Leave this check box cleared (recommended) so that in the search interfaces, the main search result link opens the original document with the original application. Consider selecting this check box only when you do not want users to be able to open the original document but only see the HTML version of the document as a Quick View. In this case, you must also select **Generate a cached HTML version of indexed documents**.

7. In the **Security** section of the **Add Source** page:



- a. In the **Security Provider** drop-down list, select the security provider that you created for this source (see ["Configuring a Jive 5/SBS/Clearspace Security Provider" on page 14](#)).
 - b. In the **Authentication** drop-down list, select the user identity that you created for the Jive community.
 - c. Click **Save** to save the source configuration.
8. In the navigation panel on the left, click **General**. In the **General** page:
 - a. Modify the **Title Selection Sequence** so that **Use the filename** is the first option from the list.
 - b. Click **Apply Changes**.
 9. When you are ready to start indexing the Jive 5/SBS/Clearspace source, click **Rebuild**.
 10. Validate that the source building process is executed without errors:
 - In the navigation panel on the left, click **Status**, and then validate that the indexing proceeds without errors.
 - OR
 - Open the CES Console to monitor the source building activities.

What's Next?

Set an incremental refresh schedule for your source.

When your Jive 5/SBS/Clearspace server uses CA SiteMinder for user authentication, add parameters to the connector (see ["Adding CA SiteMinder Parameters to the Jive 5/SBS/Clearspace Connector" on page 29](#)).

9.1 Modifying Hidden Jive 5/SBS/Clearspace Source Parameters

Deprecated

The **Add Source** and **Source: ... General** pages of the Administration Tool present the parameters with which you can configure the connector for most Jive 5/SBS/Clearspace setups. More advanced and more rarely used parameters are hidden. You can choose to make one or more of these parameters appear in the **Add Source** and **Source: ... General** pages of the Administration Tool so that you can change their default value. Consider changing values of hidden parameters when you encounter issues.

The following list describes the advanced hidden parameters available with Jive 5/SBS/Clearspace sources. The parameter type (Integer, String, Boolean) appears between parentheses following the parameter name.

ServiceTimeout (Integer)

The time the connector waits for a web service request to complete. Any value in seconds. The default is 120 seconds.

ServiceBatchSize (Integer)

The number of items to retrieve in a single call to the Jive web services. The default value is 25.

UserCacheLifeSpan (Integer)

The connector keeps a local cache of all the Jive users. This way the connector does not have to retrieve all users from Jive on every full or incremental refresh run. This parameter controls the amount of time (in minutes) this user cache remains valid. When this delay expires, all users are fetched again, instead of being taken out of the cache. The default value is 1440 minutes (24 hours).

ItemTypesToIgnore (String)

List of Jive item types to ignore while indexing. Possible values are: Announcement, Blog, Discussion, Document, Poll, ProjectCheckPoint, ProjectTask, PrivateMessage

DownloadUserProfilePictures (Boolean)

When set to true, the connector downloads the images associated with each user profile and adds them as thumbnails to the CES documents.

PhraseSubstitutionsAnnouncementPattern (String)

PhraseSubstitutionsBlogPattern (String)

PhraseSubstitutionsCheckpointPattern (String)

PhraseSubstitutionsCommentPattern (String)

PhraseSubstitutionsCommunityPattern (String)

PhraseSubstitutionsDirectMessagePattern (String)

PhraseSubstitutionsDiscussionPattern (String)

PhraseSubstitutionsDocumentPattern (String)

PhraseSubstitutionsMessagePattern (String)

PhraseSubstitutionsPollPattern (String)

PhraseSubstitutionsPrivateMessagePattern (String)

PhraseSubstitutionsProjectPattern (String)

PhraseSubstitutionsSocialGroupPattern (String)

PhraseSubstitutionsSystemBlogPattern (String)

PhraseSubstitutionsTaskPattern (String)

PhraseSubstitutionsUserPattern (String)

CES 7.0.4855+ (August 2012) When your Jive community includes a non-English user interface with phrase substitutions for localized names and the **Use phrase substitutions** source option is selected, the connector cannot directly index these substitutions. Use these parameters to provide a pattern to search for the specific item type. The default value for the above parameters are respectively: `Announcement`, `Blog`, `Checkpoint`, `Comment`, `Space`, `Direct Message`, `Discussion`, `Document`, `Message`, `Poll`, `Private Message`, `Project`, `Social Group`, `System Blog`, `Task`, and `User`.

Example: When you are using a French interface, `Space` is called `Espace`. If you add `Communauté` as a phrase substitution for `Espace`, add the `PhraseSubstitutionsCommunityPattern` source parameter with the value `Espace` to allow the connector to index the phrase substitution for the item type.

Use the following procedure only when you want to modify one or more of the above hidden source parameters.

To modify hidden Jive 5/SBS/Clearspace source parameters

1. Refer to ["Adding an Explicit Connector Parameter"](#) on page 26 to add one or more Jive 5/SBS/Clearspace hidden source parameters.
2. For a new Jive 5/SBS/Clearspace source, access the **Add Source** page of the Administration Tool to modify the value of the newly added advanced parameter:

- a. Select **Index > Sources and Collections**.
 - b. Under **Collections**, select the collection in which you want to add the source.
 - c. Under **Sources**, click **Add**.
 - d. In the **Add Source** page, edit the newly added advanced parameter value.
3. For an existing Jive 5/SBS/Clearspace source, access the **Source: ... General** page of the Administration Tool to modify the value of the newly added advanced parameter:
 - a. Select **Index > Sources and Collections**.
 - b. Under **Collections**, select the collection containing the source you want to modify.
 - c. Under **Sources**, click the existing Jive 5/SBS/Clearspace source in which you want to modify the newly added advanced parameter.
 - d. In the **Source: ... General** page, edit the newly added advanced parameter value.
 4. Rebuild your Jive 5/SBS/Clearspace source to apply the changes to the parameters.

9.2 Adding an Explicit Connector Parameter

Connector parameters applying to all sources indexed using this connector are called explicit parameters.

When you create or configure a source, the Coveo Enterprise Search (CES) 7.0 Administration Tool presents parameters with which you can configure the connector for most setups. For many connectors, more advanced and more rarely used parameters also exist but are hidden by default. CES then uses the default value associated with each of these hidden parameters.

You can however choose to make one or more of these parameters appear in the **Add Source** and **Source: ... General** pages of the Administration Tool so that you can change their default value.

To add an explicit connector parameter

1. On the Coveo server, access the Administration Tool.
2. Select **Configuration > Connectors**.
3. In the list on the **Connectors** page, select the connector for which you want to show advanced hidden parameters.
4. In the **Parameters** section of the selected connector page, click **Add Parameter** for each hidden parameter that you want to modify.

Note: The **Add Parameter** button is present only when hidden parameters are available for the selected connector.

5. In the **Modify the parameters of the connector** page:

The screenshot shows the 'Configuration' tab in the Coveo Administration Tool. The main heading is 'MODIFY THE PARAMETERS OF THE CONNECTOR. Defines the parameters of this connector.' Below this is a breadcrumb 'Connectors - Active...'. The form contains the following fields and options:

- Type:** A dropdown menu currently set to 'String'.
- Name:** A text input field with a help icon.
- Default Value:** A text input field with a help icon.
- Label:** A text input field with a help icon.
- Quick Help:** A text input field with a help icon.
- Option:** A section containing three checkboxes:
 - Optional parameter
 - Sensitive information [?](#)
 - Validate as an email address
- Maximum length:** A text input field with a help icon.

At the bottom right of the form are 'Save' and 'Cancel' buttons.

- In the **Type** list, select the parameter type as specified in the parameter description.
- In the **Name** box, type the parameter name exactly as it appears in the parameter description. Parameter names are case sensitive.
- In the **Default Value** box, enter the default value specified in the parameter description.

Important: Do not set the value that you want to use for a specific source. The value that you enter here will be used for all sources defined using this connector so it must be set to the recommended default value. You will be able to change the value for each source later, in the **Add Source** and **Source: ... General** pages of the Administration Tool.

- In the **Label** box, enter the label that you want to see for this parameter.

Example: To easily link the label to the hidden parameter, you can simply use the parameter name, and if applicable, insert spaces between concatenated words. For the **BatchSize** hidden parameter, enter `Batch Size` for the label.

Note: To create multilingual labels and quick help messages, use the following syntax: `<@ln>text</@>`, where *ln* is replaced by the language initials—the languages of the Administration Tool are English (en) and French (fr).

Example: `<@fr>Chemin d'accès du fichier de configuration</@><@en>Configuration File Path</@>` is a label which is displayed differently in the French and English versions of the Administration Tool.

Tip: The language of the Administration Tool can be modified by pressing the following key combination: Ctrl+Alt+Page Up.

- e. Optionally, in **Quick Help**, enter the help text that you want to see for this parameter when clicking the question mark button  that will appear beside the parameter value.

Tip: Copy and paste key elements of the parameter description.

- f. When **Predefined values** is selected in the **Type** parameter, in the **Value** box that appears, enter the parameter values that you want to see available in the drop-down parameter that will appear in the Administration Tool interface. Enter one value per line. The entered values must exactly match the values listed in the hidden parameter description.
- g. Select the **Optional parameter** check box when you want to identify this parameter as an optional parameter. When cleared, CES does not allow you to save changes when the parameter is empty. This parameter does not appear for **Boolean** and **Predefined values** parameter types.
- h. Select the **Sensitive information** check box for password or other sensitive parameter so that, in the Administration Tool pages where the parameter appears, the typed characters appear as dots to mask them. This parameter appears only for the **String** type.

Example: When you select the **Sensitive information** check box for a parameter, the characters typed appear as follows in the text box:



- i. Select the **Validate as an email address** check box when you want CES to validate that the text string that a user enters in this parameter respects the format of a valid email address. This parameter appears only for the **String** type.
 - j. In the **Maximum length** box, enter the maximum number of characters for the string. This parameter appears only for the **String** type. When you enter 0, the length of the string is not limited.
 - k. Click **Save**.
6. Back in the **Connector** page, click **Apply Changes**.

The hidden parameter now appears in the **Add Source** and **Source: ... General** pages of the Administration Tool for the selected source. You can change the parameter value from these pages. Refer to the documentation for each connector for details.

Note: When you want to modify a hidden source parameter, you must first delete it, and then redefine it with the modified values.

10. Adding CA SiteMinder Parameters to the Jive 5/SBS/Clearspace Connector

Deprecated

When the Jive 5/SBS/Clearspace server that you want to index uses CA SiteMinder to perform user authentication, you must add parameters to the Jive 5/SBS/Clearspace connector to support communications with the Jive web services.

To add CA SiteMinder parameters to the Jive 5/SBS/Clearspace connector

1. Identify the complete URL to the SiteMinder form login page, also known as the Forms Credential Collector (FCC).

Example: `https://www.MyJiveServer.com/siteminderagent/forms/login.fcc`

2. Identify the POST action of the SiteMinder FCC, which is the text string that is submitted when a login attempt is made.

The text string is a concatenation of the field ID and value pair of some of the fields from the FCC presented in the following table.

Field Id	Field Value	Example
USER	User name used to authenticate with SiteMinder.	jdow
PASSWORD	Password used to authenticate with SiteMinder.	qwerty
SMAUTHREASON	The code associated with a login failure.	Always use 0 (zero)
TARGET	The URL of the page performing the authentication. To find this value, inspect the source code of the FCC. This URL must be escaped.	<code>https%3A%2F%2Fwww.MyJiveServer.com%2Authenticate.aspx</code>

Example: `USER=jdow&PASSWORD=qwerty&SMAUTHREASON=0&TARGET=https%3A%2F%2Fwww.acme.com%2Authenticate.aspx`

3. On the Coveo server, access the Administration Tool.
4. In the Administration Tool, select **Configuration > Connectors**.
5. In the **Connectors** page, click **Jive 5 / SBS / Clearspace**.
6. In the **Jive 5 / SBS / Clearspace Connector** page, click **Add Parameter**.
7. In the **Modify the parameters of the additional connector** page:

The screenshot shows the 'MODIFY THE PARAMETERS OF THE CONNECTOR' configuration page. The breadcrumb trail is 'Connectors - Jive...'. The form contains the following fields and options:

- Type:** String (dropdown menu)
- Name:** SiteMinderFormLoginAction
- Default Value:** https://www.MyJiveServer.com/siteminc
- Label:** SiteMinder Form Login Action
- Quick Help:** (empty text box)
- Option:**
 - Optional parameter
 - Sensitive information
 - Validate as an email address
 - Maximum length: (empty text box)

Buttons: Save, Cancel

a. For each parameter specified in the following table, enter the parameter information.

Type	Name	Default Value	Label	Option
String	SiteMinderFormLoginAction	The complete URL to the SiteMinder FCC	SiteMinder Form Login Action	Optional parameter
String	SiteMinderFormLoginPage	The POST action of the SiteMinder FCC	SiteMinder Form Login Page	Optional parameter

b. Click **Save**.

11. Troubleshooting Jive 5/SBS/Clearspace Connector Issues

Deprecated

The following sections describe general issues you may encounter while using the Jive 5/SBS/Clearspace connector and attempts to provide the best course of action to resolve them.

11.1 Group Permissions

Changes to some group permissions within Jive are not effective in CES, even after security the cache was updated

Permissions in Jive are flexible. They support users and groups, use inheritance to propagate through sub-communities, and support a hierarchy of precedence so an explicit permission always overrides an inherited one, whether it is denied or allowed.

Since permissions in CES only support denied and allowed entries, a denied entry always overrides an allowed entry for a user or a group, with no regard to whether the allowed permission was inherited or explicitly set. For that reason, when group permissions are used in Jive, in some cases these groups have to be expanded and permissions have to be set on group members to make sure CES permissions mirror those from Jive.

Example: Consider the following situation.

Group A contains three members: member 1, member 2 and member 3.

For a given Jive community, Group A is denied the `View Documents` permission through an inherited permission but member 1 is explicitly allowed the `View Document` permission.

When you look at the final permissions in CES, you see that member 1 is effectively allowed on any document from that community and that member 2 and member 3 are denied. There will be no denied permission set on Group A since doing so would deny all members from the group, including member 1.

Therefore, expanding groups and setting permissions on group members rather than on the groups themselves is not effective in CES until a refresh operation is performed.

11.2 Incremental Refresh

Incremental refresh is not detecting modifications made to Jive permissions

Modifications made to permissions in Jive do not impact the last modification date of objects affected by the permission modification. Since incremental refresh is using this last modification date to retrieve objects to update, the permission modification is not detected.

When Jive permissions are frequently modified, schedule a source refresh weekly or more often to keep the index permissions synchronized with Jive permissions.

Incremental refresh is not detecting new users added to the Jive server

The Jive 5/SBS/Clearspace connector keeps a local cache of all active Jive users for faster access and to

improve indexing performances. New Jive users are detected by incremental refresh and added to CES only when this local cache of users expires and is refreshed.

By default, the user cache is refreshed every 24 hours but can be refreshed more often by adding the `UserCacheLifeSpan` parameter to your source and setting its value (in minutes) accordingly (see "[Modifying Hidden Jive 5/SBS/Clearspace Source Parameters](#)" on page 23).

Note: The `UserCacheLifeSpan` parameter is also available on the security provider and its value should always match the value set on its associated source (see "[Configuring a Jive 5/SBS/Clearspace Security Provider](#)" on page 14). If a security provider is used by more than one source, make sure the `UserCacheLifeSpan` parameter on the security provider matches the lowest value of this parameter among all its associated sources.

Incremental refresh is not retrieving items that were deleted more than two weeks ago

The connector needs to keep track of items that were deleted from Jive in order for incremental refresh to keep the index up-to-date. Every time a incremental refresh run completes, items that were deleted more than two weeks ago are removed from the deleted history.

If incremental refresh was disabled on a source for a period greater than two weeks and you have more than one source performing incremental refresh on the same Jive server, you should perform a source refresh on the source where incremental refresh was disabled to make sure your index is fully up-to-date.

11.3 Secure Addresses

When clicking on search results within a CES search page, you are taken to a secure Jive connection (e.g.: <https://JiveSite:8443/docs/DOC-1001>) even though the starting address specified on the source is not (e.g.: <http://JiveSite:8080>)

If the web server hosting Jive is configured so that SSL is enabled for Jive, you should always use the secure starting address.

11.4 Error during Refresh or Rebuild

When refreshing or rebuilding a Jive source, the following error is displayed and the operation is aborted:

```
Jive Error: Client found response content type of 'text/html;charset=ISO-8859-1', but
expected 'text/xml'. The request failed with the error message:--<!DOCTYPE HTML PUBLIC
"-//W3C//DTD HTML 4.0 Transitional//EN"><html><head><title>System Error</title>
<style> body { font-family : arial, helvetica, sans-serif; font-size: 81.25%;} td, th,
p, div, span, li, a { font-size : 1em; } h1 { font-size : 1.72em; } code { font-family
: courier new, monospace;font-size : .8em;}} </style></head><body><div id="jive-
header" class="jive-clearfix"> <h1>System Error</h1></div><p>We're sorry but a serious
error has occurred in the system.</body></html>--
```

This is the typical error message returned by Jive when an internal error occurs on the Jive server. While there is not much that you can do to prevent these errors from occurring, it is recommended to restart the Jive service if the errors occur frequently.

When refreshing or rebuilding a Jive source, the following error is displayed and the operation is aborted:

```
Jive Error: PermGen space.
```

A PermGen related error means the Jive server was temporarily out of memory. If this error occurs repeatedly, ensure your Jive JVM settings follow the recommendation and, if required, increase the PermGen Heap space to at least 512 MB (see the Jive document [Adjusting the Java Virtual Machine \(JVM\) Settings](#)).