ESNA ILINK FOR WEBEX FOR JIVE

With Esna's unified communications solutions you can access and manage WebEx meetings directly from the Jive interface, and escalate discussion threads to a live WebEx meeting instantly. Esna iLink for WebEx for Jive turns Jive into a powerful collaboration hub.

- Access WebEx meeting capability from a convenient Jive App
- Escalate discussion threads to live WebEx collaboration
- Create one-on-one meetings through the People view inside Jive
- Launch WebEx meetings directly from the Jive interface
Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

“Documentation” means information published in varying mediums which may include product information, operating instructions and performance specifications that are generally made available to users of products. Documentation does not include marketing materials.

Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of Documentation unless such modifications, additions, or deletions were performed by or on the express behalf of Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or Document provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on Avaya hardware and software. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya’s standard warranty language, as well as information regarding support for this product while under warranty is available to Avaya customers and other parties through the Avaya Support website: [https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010](https://support.avaya.com/helpcenter/getGenericDetails?detailId=C20091120112456651010) under the link “Warranty & Product Lifecycle” or such successor site as designated by Avaya. Please note that if You acquired the product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to You by said Avaya Channel Partner and not by Avaya.

“Hosted Service” means an Avaya hosted service subscription that You acquire from either Avaya or an authorized Avaya Channel Partner (as applicable) and which is described further in Hosted SAS or other service description documentation regarding the applicable hosted service. If You purchase a Hosted Service subscription, the foregoing limited warranty may not apply but You may be entitled to support services in connection with the Hosted Service as described further in your service description documents for the applicable Hosted Service. Contact Avaya or Avaya Channel Partner (as applicable) for more information.

Hosted Service

THE FOLLOWING APPLIES ONLY IF YOU PURCHASE AN AVAYA HOSTED SERVICE SUBSCRIPTION FROM AVAYA OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE), THE TERMS OF USE FOR HOSTED SERVICES ARE AVAILABLE ON THE AVAYA WEBSITE, [https://support.avaya.com/licenseinfo](https://support.avaya.com/licenseinfo) UNDER THE LINK “Avaya Terms of Use for Hosted Services” OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, AND ARE APPLICABLE TO ANYONE WHO ACCESSES OR USES THE HOSTED SERVICE. BY ACCESSING OR USING THE HOSTED SERVICE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE DOING SO (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THE TERMS OF USE. IF YOU ARE ACCEPTING THE TERMS OF USE ON BEHALF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE AUTHORITY TO BIND SUCH ENTITY TO THESE TERMS OF USE. IF YOU DO NOT HAVE SUCH AUTHORITY, OR IF YOU DO NOT WISH TO ACCEPT THESE TERMS OF USE, YOU MUST NOT ACCESS OR USE THE HOSTED SERVICE OR AUTHORIZE ANYONE TO ACCESS OR USE THE HOSTED SERVICE.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [https://support.avaya.com/licenseinfo](https://support.avaya.com/licenseinfo) UNDER THE LINK “AVAYA SOFTWARE LICENSE TERMS (Avaya Products)” OR SUCH SUCCESSOR SITE AS DESIGNATED BY AVAYA, ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR Installs AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Avaya grants You a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License as set forth below in the Designated System(s) License (DS) section as applicable. The applicable number of licenses and units of capacity
for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to You. “Software” means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products, pre-installed on hardware products, and any upgrades, updates, patches, bug fixes, or modified versions thereto. “Designated Processor” means a single stand-alone computing device. “Server” means a set of Designated Processors that hosts (physically or virtually) a software application to be accessed by multiple users. “Instance” means a single copy of the Software executing at a particular time: (i) on one physical machine; or (ii) on one deployed software virtual machine (“VM”) or similar deployment.

License types
Designated System(s) License (DS). End User may install and use each copy or an Instance of the Software only: 1) on a number of Designated Processors up to the number indicated in the order; or 2) up to the number of Instances of the Software as indicated in the order, Documentation, or as authorized by Avaya in writing. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, Instance, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A “Unit” means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server or an Instance of the Software.

Named User License (NU). You may: (i) install and use each copy or Instance of the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use each copy or Instance of the Software on a Server so long as only authorized Named Users access and use the Software. “Named User”, means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya’s sole discretion, a “Named User” may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Copyright
Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, Hosted Service, or hardware provided by Avaya. All content on this site, the documentation, Hosted Service, and the product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization
The following applies if the product is deployed on a virtual machine. Each product has its own ordering code and license types. Note, unless otherwise stated, that each Instance of a product must be separately licensed and ordered. For example, if the end user customer or Avaya Channel Partner would like to install two Instances of the same type of products, then two products of that type must be ordered.

Third Party Components
“Third Party Components” mean certain software programs or portions thereof included in the Software or Hosted Service may contain software (including open source software) distributed under third party agreements (“Third Party Components”), which contain terms regarding the rights to use certain portions of the Software (“Third Party Terms”). As required, information regarding distributed Linux OS source code (for those products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the products, Documentation or on Avaya’s website at: https://support.avaya.com/Copyright or such successor site as designated by Avaya. The open source software license terms provided as Third Party Terms are consistent with the license rights granted in these Software License Terms, and may contain additional rights benefiting You, such as modification and distribution of the open source software. The Third Party Terms shall take precedence over these Software License Terms, solely with respect to the applicable Third Party Components to the extent that these Software License Terms impose greater restrictions on You than the applicable Third Party Terms.

The following applies only if the H.264 (AVC) codec is distributed with the product. THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD (“AVC VIDEO”) AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE.
ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP://WWW.MPEGLA.COM.

Service Provider

THE FOLLOWING APPLIES TO AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS OR SERVICES. THE PRODUCT OR HOSTED SERVICE MAY USE THIRD PARTY COMPONENTS SUBJECT TO THIRD PARTY TERMS AND REQUIRE A SERVICE PROVIDER TO BE INDEPENDENTLY LICENSED DIRECTLY FROM THE THIRD PARTY SUPPLIER. AN AVAYA CHANNEL PARTNER'S HOSTING OF AVAYA PRODUCTS MUST BE AUTHORIZED IN WRITING BY AVAYA AND IF THOSE HOSTED PRODUCTS USE OR EMBED CERTAIN THIRD PARTY SOFTWARE, INCLUDING BUT NOT LIMITED TO MICROSOFT SOFTWARE OR CODECS, THE AVAYA CHANNEL PARTNER IS REQUIRED TO INDEPENDENTLY OBTAIN ANY APPLICABLE LICENSE AGREEMENTS, AT THE AVAYA CHANNEL PARTNER'S EXPENSE, DIRECTLY FROM THE APPLICABLE THIRD PARTY SUPPLIER.

WITH RESPECT TO CODECS, IF THE AVAYA CHANNEL PARTNER IS HOSTING ANY PRODUCTS THAT USE OR EMBED THE G.729 CODEC, H.264 CODEC, OR H.265 CODEC, THE AVAYA CHANNEL PARTNER ACKNOWLEDGES AND AGREES THE AVAYA CHANNEL PARTNER IS RESPONSIBLE FOR ANY AND ALL RELATED FEES AND/OR ROYALTIES. THE G.729 CODEC IS LICENSED BY SIPRO LAB TELECOM INC. SEE WWW.SIPRO.COM/CONTACT.HTML. THE H.264 (AVC) CODEC IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO: (I) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (II) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION FOR H.264 (AVC) AND H.265 (HEVC) CODECS MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE HTTP://WWW.MPEGLA.COM.

Compliance with Laws

You acknowledge and agree that it is Your responsibility for complying with any applicable laws and regulations, including, but not limited to laws and regulations related to call recording, data privacy, intellectual property, trade secret, fraud, and music performance rights, in the country or territory where the Avaya product is used.

Preventing Toll Fraud

“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company’s behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If You suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: https://support.avaya.com or such successor site as designated by Avaya.

Security Vulnerabilities

Information about Avaya's security support policies can be found in the Security Policies and Support section of https://support.avaya.com/security.

Suspected Avaya product security vulnerabilities are handled per the Avaya Product Security Support Flow (https://support.avaya.com/css/P8/documents/100161515).

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: https://support.avaya.com, or such successor site as designated by Avaya.

Contact Avaya Support

See the Avaya Support website: https://support.avaya.com for product or Hosted Service notices and articles, or to report a problem with your Avaya product or Hosted Service. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: https://support.avaya.com (or such successor site as designated by Avaya), scroll to the bottom of the page, and select Contact Avaya Support.

Trademarks

The trademarks, logos and service marks ("Marks") displayed in this site, the Documentation, Hosted Service(s), and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, its licensors, its suppliers, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation, Hosted Service(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.
Introduction

With Esna’s unified communications solutions you can access and manage WebEx meetings directly from the Jive interface, and escalate discussion threads to a live WebEx meeting instantly. Esna iLink for WebEx for Jive turns Jive into a powerful collaboration hub.

● Access the WebEx meeting capability from a convenient Jive App.
● Escalate discussion threads to a live WebEx collaboration.
● Create one-on-one meetings through the People view inside Jive.
● Launch WebEx meetings directly from the Jive interface.

Pre-Requisites

Before starting the installation of the Esna iLink for WebEx for Jive app, several pre-requisites must be completed.

● A corporate Jive account must be configured and operating.
● A WebEx account for your company must be available.

Configuring the WebEx Server

The administrator must configure the WebEx server before end-users can install Esna iLink for WebEx for Jive.

1. Log in to the WebEx corporate account with administrator credentials.
2. Open Common Site Settings and enable the iCalendar option.
Installing the Esna iLink for WebEx for Jive App

1. Open a web browser and enter the address for the Corporate jive site created for your company. For example: yourcompany.jive.com

2. At the login screen, enter your Jive account credentials. Typically, this will be your corporate email address and a password.

   Click Log in when finished.

3. From the main page, click on your account icon and select Add-Ons.
4. Click the Available button, and select **WebEx Connector for Jive** by **Esna Technologies**. Click **Install**.

5. Confirm the installation. Click **Install now**.

6. The Add-On is installed.
7. **WebEx Connector for Jive** appears in the list of **Apps**. Click the icon to launch the Add-On.
Using the WebEx Connector for Jive

The Esna WebEx Connector for Jive add-on is available in several places throughout Jive. It will launch a WebEx Internet based conference call with the selected contacts. Connect with individual contacts, or simultaneously invite groups of contacts to join in the conversation.

Instant Meetings

To start an instant WebEx meeting:
1. Open the Apps menu and select WebEx Connector for Jive.

2. Select Launch WebEx Connector.

**User WebEx Site**: Enter the URL for your corporate WebEx server.

**Create Notification with meeting info**: Enable this checkbox to have Jive send an alert to each person that is invited to attend the meeting. The alert includes all of the meeting details.
**Direct Message meeting info to attendees:** Enable this checkbox to have Jive send an instant message to each person that is invited to attend the meeting. The message includes all of the meeting details.

**Note:** WebEx will send an email with all of the meeting details to each of the invitees without regard to the settings made here.

**Force the login in to the WebEx site with Zang:** This option allows you to login using your Esna account's Single Sign On credentials.

**Note:** This option will only appear if you are using Jive for Cloud. If your company is using Air Gapped Jive (on-prem, no Internet), this item is not available.

3. On the **Required Info** tab, enter the details for the meeting.

![Required Info Tab](image)

**Template:** Templates can be created to automatically fill-in these fields. If you have a recurring meeting with a common format, create and apply a template to the meeting to use the same settings each time. To create a template, setup the meeting as you normally would making sure to include a name for the meeting, then click **Save As Template** at the bottom of the window.

**Topic:** Give the meeting a name to help invitees prepare.

**Scheduled Meeting:** If you want to setup the meeting for some time in the future, enable this checkbox and select a day and time. **Duration** allows you to specify how long the meeting is expected to last.

**Use my Personal Room to meet now:** Enable this option to automatically link to your WebEx account's private room with all of its settings included.

If the meeting is to happen on a regular basis, open the **Recurring** tab, enable **Repeat**, and setup the ongoing schedule for the meeting. Choose how often the meeting is to be scheduled (every week, two weeks, three weeks, four weeks), and on which day(s) of the week. If a series of meetings is to conclude on a certain date, enable the
Ending checkbox and pick the date on which to finish.

4. Move to the Participants tab. Enter the email address of a contact you want to attend the meeting and hit Enter. Repeat until all contacts have been added. You can also click the Directory button and choose the people to invite from the list provided.

Optional: Open the Additional Options tab and change any of these parameters.

Note: Some options will not appear unless the corresponding software has been installed.
**Type** - Leave this value at Default unless you have the corresponding Cisco platform installed at your site.

**Meeting Password / Confirm Password** - To make the meeting more secure, enter a password here to ensure that only those who have been invited can enter the meeting space.

**Attendees can join before start time** - Enable this item to allow the people invited to attend to enter the meeting room before the chosen time, and before the organizer arrives. If this is disabled, invitees cannot enter the room until the specified time, and only after the organizer has created it.

**Select Audio Conference** - If an audio component is required for this meeting, select the desired connection method from the dropdown list.

When you have joined the meeting, you can add an audio component by clicking the Connect Audio icon. This will launch the Audio and Video Connection window. Choose an Audio connection method from the dropdown list.
**Call In (I Will Call In)** - Select this option to offer a list of telephone numbers that invitees can use to listen to the meeting. When a user enters the meeting, they will be shown the numbers that can be used to join. Dial one of the numbers, enter the access code and password if required and you will be connected to the meeting's audio stream.

**Call Back (Call Me)** - When this item is selected, the invitees enter their contact number and the server will dial that number and connect them to the meeting's audio stream.

**Use VoIP only** - Select VoIP to enable embedded voice conferencing in the meeting. All participants will have the option to voice audio to the meeting through their internet connection (using microphone and speakers on the computer or device). Click Audio Conference in the main Meeting window to connect.

**Other teleconference service** - If you have a teleconferencing service setup, enter instructions for users to connect to the service. Include the telephone number and any access codes or PIN numbers here. Once the meeting has started, clicking the Audio Conference icon will display these instructions. The contact must connect to this service through conventional means (i.e. desktop telephone, cellphone).

5. Click **Start Meeting Now** to begin the meeting.

If this meeting is scheduled to start at some time in the future, the button is **Schedule Meeting**.
6. The meeting summary is shown. Select **Click to Start** to launch WebEx and create the meeting space. Choose **Cancel Meeting** to return to the Connector to make changes.

![WebEx Meeting](image)

**Note:** Click **My WebEx** to open the program web page. Login to review your calendar, get support, and to create and manage meetings.

7. If you are not already logged in to WebEx, you will be prompted to do so now. WebEx supports Single Sign-On (SSO) so you can login using your Google, Office365, Salesforce or Avaya Cloud credentials.
8. The **WebEx Meeting Center** window provides full control over the meeting to the **Host**.

9. Contacts who were invited will receive an email which contains a link to join the meeting. They may also receive an alert or an instant message within Jive if those settings were configured. When a contact joins the meeting, they will appear in the meeting window.

**Hint**: Additional contacts can be invited at any time using the **Invite & Remind** button.

10. When the meeting is over, click **End Meeting** to dismiss all attendees and close the Meeting Center window.
Jive People

Esna iLink for WebEx for Jive allows a WebEx meeting to be launched directly from the **People** menu.

1. Click **Browse** and select **People** to open a list of your Jive contacts.

2. Click the WebEx icon to open the meeting window.
3. Continue with the process outlined above under Using the WebEx Connector for Jive on page 15.
Jive Groups and Places

Esna iLink for WebEx for Jive can start a meeting with all members of a group at the same time.

1. Go to Browse > Places to open a list of your Jive groups.

2. Click on one of the groups to open the page with its details. Go to Actions, and click Start WebEx.
3. Continue with the process outlined above under Using the WebEx Connector for Jive on page 15.
Jive Discussions

Starting a WebEx meeting from an ongoing discussion.

1. Open a chat session. Click the Start WebEx link to the right side.

2. Continue with the process outlined above under Using the WebEx Connector for Jive on page 15.
Create Menu

You can launch a WebEx meeting from the Create menu anywhere it appears throughout Jive.

1. Click the Create icon and select Create WebEx.

2. Continue with the process outlined above under Using the WebEx Connector for Jive on page 15.
Alternate Login Configuration: SSO

When connecting to WebEx through Jive, the program sends explicit credentials to the WebEx server in order to log you in to the corporate site. However, some WebEx sites are configured to block explicit credentials so an alternate method must be used.

This section is optional and only for use on sites where WebEx is configured to block explicit credentials.

**Warning:** This section is intended solely for site administrators.

Certificate

The program requires a certificate to operate. The one provided with the program is X.509 compliant and has already been installed onto the authentication server.

If you want to use your own certificate, please forward a copy to the Esna technical support team so that it can be installed onto the server.

WebEx Configuration

The changes to the corporate site require contact with WebEx Support personnel.

The site administrator must contact WebEx and request a change to the site to support the IdP Flow (Identity Provider) login process. This requires support to add a Partner SAML entry to the site configuration.

WebEx support will need the following information.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>WebEx Site name</td>
<td>Provide your company's WebEx site name (i.e. yourcompany.webex.com)</td>
</tr>
<tr>
<td>Federation Protocol</td>
<td>SAML 2.0</td>
</tr>
<tr>
<td>Partner Issuer (IdP ID)</td>
<td>ZangSSO</td>
</tr>
<tr>
<td>Partner Name</td>
<td>ZangSSO</td>
</tr>
<tr>
<td>NameID Format</td>
<td>email</td>
</tr>
<tr>
<td>AuthenContextClassRef</td>
<td>urn:oasis:names:tc:SAML:2.0:ac:classes:PasswordProtectedTransport</td>
</tr>
<tr>
<td>WebEx SAML Issuer (SP ID)</td>
<td><a href="https://www.webex.com">https://www.webex.com</a></td>
</tr>
<tr>
<td>Partner User Login URL</td>
<td><a href="https://manage1.esna.com/esnasso">https://manage1.esna.com/esnasso</a></td>
</tr>
</tbody>
</table>

Once configured, the WebEx site administrator should see an SAML Partner entry from the admin console.
Go to **Configuration > Common Site Settings > Partner Authentication.**
Client Login Configuration

With this configuration, each client's software must also be setup. This must be done once for each client account.

**Note:** This section is for all users of the Jive for WebEx Connector.

1. Open and login to Jive. Launch the WebEx connector app.

2. On the **User Preferences** tab, enable the **Force the login in to the WebEx site with Zang** checkbox. Click **Save**.
3. Go to the **Global Preferences** tab and enter the address for your corporate WebEx site if it has not already been entered for you. Click **Save Global Preferences**.

![WebEx Connector for Jive](image)

4. When launching a WebEx event, the client will login to the server using the Avaya Cloud site. Enter your Avaya Cloud username and password to login.

![AVAYA CLOUD](image)

**Note:** If you do not have an account with Avaya Cloud, you can create one now. Enter your email address and the system will respond with a **Yes, Sign me Up!** button. Click to create your account.

![Create Account](image)

**Important:** The account used to login to Avaya Cloud must have the same email address as the account used to login to WebEx.
## APPENDIX A: REVISION HISTORY

<table>
<thead>
<tr>
<th>DATE</th>
<th>ISSUE</th>
<th>CHANGE SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 July, 2018</td>
<td>10.7 (1)</td>
<td>Initial Document Release</td>
</tr>
<tr>
<td>8 April, 2019</td>
<td>10.7 (2)</td>
<td>Rebranded for Avaya.</td>
</tr>
</tbody>
</table>