HCL MT CH-MSP Product Documentation

Welcome to the HCL Connections 6.5 CR1a Muti-Tenant release

- **Understanding HCL Connections Multi-Tenant**

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HCL MT CH-MSP Product Documentation

Welcome to the HCL Connections 6.5 CR1a Muti-Tenant release
This release is reserved strictly for HCL's Cloud Hosting Partners.

This space is for you to reference HCL Connections 6.5 CR1a Muti-Tenant Product Documentation and collaborate with your fellow hosting partners, Connections engineers, and product management.

- Understanding HCL Connections Mult-Tenant
- Feature differences between HCL Connections MT and IBM Connections Cloud
- System Requirements
- Downloading HCL Connections Multi-Tenant packages
- Known Issues

Understanding HCL Connections Multi-Tenant

As an MST for Connections Multi-tenant, your responsibilities still include any that you

would have on-premises, for example, Connections does not do disk backups, DB

backups and so on. Connections MT expects an existing LDAP schema which HCL

provides and will then only read from LDAP. IBM Security Directory Server is

supported.

Delineation and separation of responsibilities between Connections MT and MSP:

It appears there is some confusion around the extend of the capabilities of Connections MT and where an MSP will need to provide additional APIs or wrapper layers. We've gone through the most important use cases and outlined the extend of what Connections can offer to accomodate that use case and where an MSP will need to build own tooling. Joseph is in the process of documenting the APIs associated with these Connections capabilities and will provide them via the forum as soon as he is ready (target is next week)

Use cases:

- Org registration
  - Connections MT registers organizations on a per-feature level. While this gives the highest degree of flexibility regarding entitlements, it means that in order to fully enroll an org into all capabilities of Connections you will need to trigger several regisitration APIs. They all follow the same format and can therefore easily be automated.
  - These APIs are all JSON based [Documentatio n](#) in this wiki

- User registration
  - Same as *Organization Registration*

- Revoking orgs
  - Same as *Organization Registration*

- Revoking/suspending users
  - Same as *Organization Registration*

- Org/entitlement management
  - Same as *Organization Registration*

- Access to orgs
  - Connections MT works with org-specific subdomains, e.g. abc.msp-cloud.com, xyz.msp-cloud.com
  - The association of these subdomains with the rightful customers will need to be validated and executed by the MSP. Since the MSP has a direct contractual relation with the customer, this validation is likely already happening. The key criterion here is that the subdomains is associated with the company which generally would be expected to be hosted under this

subdomain. E.g. hcl.msp-cloud.com can only be claimed by HCL, not by another company.
- ° The resulting registration of subdomains and generation of certificates is also the responsibility of the MSP

- Billing
  - ° As indicated above Connections MT has the capability to entitle on a per-feature level. Furthermore, you might want to segregate entitlements across product lines (Docs, ICEC, Sametime, Domino etc). Currently we don't have any read-APIs to check whether a user/org is enrolled for a certain feature.
  - ° MSPs will need to keep track of entitlements separately purely for the purpose of being able to assess the total user count entitled to a specific set of features and generate subsequent billing information

- Authentication
  - ° We will support either KeyCloak or Okta as IDPs with Connections cloud. These can then be integrated with many other Identity Providers.

- Customization
  - ° UI Customizations
    - Connections MT does not support JSP based customization
    - ° We recommend Connections Customizer
    for UI customizations, either global or per-
    tenant ProfileExtensions
      - ProfileExtensions can be imported on a per-tenant basis via a wsadmin task. Documentation: [TBD]
  - ° File Quota and Limits
    - MSPs have the ability to configure deployment-wide default limits MSPs can then call a
    - wsadmin
    API to change the quota of individual users Documentation:
    [TBD]

- User Roles
  - ° Connections MT knows specific user roles, which do not exist in Connections OnPrem, namely the org admin
  - ° In order to identify a user as an org admin, we require a particular set of headers to be provided as part of the authentication flow
  - ° Since the user record and the information whether a user is org admin or not, will likely come from the LDAP or some other MSP-specific database, we do not store this information and simply react to the headers indicating this elevated level of privileges
  - ° Documentation: [TBD]

Feature differences between HCL Connections MT and IBM Connections

Feature	HCL Connections MT	IBM Connections Cloud	Notes
Groups	Not supported	Supported	In IBM Cloud, Groups were available in Activities, Communities, and Files.
Invite guest from UI	Not supported	Supported	MT supports Visitor model, there is no concept of Guest Org in MT.
Contacts	Not supported	Supported	
Community Surveys	Not supported	Supported	Future support is planned for MT.
Encrypted Files (beyond disk encryption)	Not supported	Supported	In IBM Cloud, supported only with deployment-owned keys.
Journal log	Not supported	Supported	•
Reusable header bar (Connections banner)	Not supported	Supported	•
Footer links	*Needs MSP customization*	Supported	MSP can customize by changing footer template to provide links back to their 'support' or particular information.
BSS admin functions through UI (admin console)	*MSP responsibility*	Supported	In MT, MSP calls Connections APIs and creates UI for org management if desired.
Integration server feature	*MSP responsibility*	Supported	
Profiles/People app	Supported	Supported	In MT, the top menu item is Profiles and user can select My Profile, My Network, and Directory. In IBM Cloud, the item was People and user could select My Contacts, My Network, and <org name> Software Directory.
Language selector	Supported	Supported via	In MT, the language selector is readily available in the

		BSS	Connections menu bar. In IBM Cloud, the selector was located in Account Settings under the user profile photo.
External user (model from Connections on-premises)	Supported	Supported (via cross-Org collaboration)	In MT, external users: - Must be provisioned by MSP at request of org admin - Can be added to only only one org, no cross-org support - Can be added to communities as member but not owner - Cannot be added to standalone Activities - Can follow apps but not people For more information, see Establishing external users.
Connections Engagement Center - Full support	Supported	Supported	
Extensions	Supported	Supported	In MT, supported by Appreg v3 only. In IBM Cloud, supported by Appreg v1, 2, and 3.
Highlights app in Communities	Supported	Not supported	
Touchpoint onboarding app	Supported	Not supported	

System Requirements

- OS: Centos7
- DB: DB2 11.1.0
- OpenLdap - minimum 2.4.44+   OR   Directory Server: IBM Security Directory Server 6.4
- Http Server: IBM Http Server 8.5.5 fix pack 16

Additional information for on-premises products can found here: [HCL Connections, and Connections Docs System Requirements](#)

Downloading HCL Connections Multi-Tenant packages

Download the following HCL Connections Multi-Tenant packages from the HCL License & Delivery Portal. Refer to, [Downloading the latest Cumulative Refresh (CR) and related updates](#)

Name	Package	Download File	Link to HCL Download Portal
HCL Connections 6.5	HCL_Connections_6.5	HCL_Connections_6.5_lin.tar	https://hclsoftware.flexnetoperations.com/flexnet/operationsportal/DownloadSearchPage.action?search=HCL_Connections_6.5_lin.tar&resultType=Files&sortBy=relevance&listButton=Search
Component Pack for HCL Connections 6.5	HCL_Connections_6.5	ComponentPack_6.5.0.0.zip	https://hclsoftware.flexnetoperations.com/flexnet/operationsportal/DownloadSearchPage.action?search=ComponentPack_6.5.0.0.zip&resultType=Files&sortBy=relevance&listButton=Search
HCL Connections 6.5 CR1a	HCL_Connections_Multi-Tenant	HC6.5_CR1a.zip	https://hclsoftware.flexnetoperations.com/flexnet/operationsportal/DownloadSearchPage.action?search=HC6.5_CR1a.zip&resultType=Files&sortBy=relevance&listButton=Search
iFix for APAR LO00052	HCL_Connections_Multi-Tenant	6.5.0.0_CR1a-IC-Communities-IFLO100042.jar	https://hclsoftware.flexnetoperations.com/flexnet/operationsportal/DownloadSearchPage.action?search=6.5.0.0_CR1a-IC-Communities-IFLO100042.jar&resultType=Files&sortBy=relevance&listButton=Search
Component Pack for HCL Connections 6.5.0.1a	HCL_Connections_Multi-Tenant	ComponentPack_6.5.0.1a.zip	https://hclsoftware.flexnetoperations.com/flexnet/operationsportal/DownloadSearchPage.action?search=ComponentPack_6.5.0.1a.zip&resultType=Files&sortBy=relevance&listButton=Search
HCL Connections Docs 2.0	HCL_Connections_Docs_2.0	CN7ZLML.zip	https://hclsoftware.flexnetoperations.com/flexnet/operationsportal/DownloadSearchPage.action?search=CN7ZLML.zip&resultType=Files&sortBy=relevance&listButton=Search
HCL Connections Docs 2.0 iFix009	HCL_Connections_Docs_2.0_CRx	HCLConnectionsDocs_CR3_iFix009.zip	https://hclsoftware.flexnetoperations.com/flexnet/operationsportal/DownloadSearchPage.action?search=HCLConnectionsDocs_CR3_iFix009.zip&resultType=Files&sortBy=eff_date&listButton=Search

Procedure

a. On the system where the Deployment Manager is installed, create temporary folders for

   downloading and extracting the files for this Multi-Tenant Release. For example:

   C:\Install\CONNECTIONS 6.5

b. Using a browser, go to the [HCL FlexNet software portal](#).

c. Search for each update you need and follow the online instructions to download and extract each package to the temporary folders you created.

HCL Connections 6.5 MT May Monthly Update

Download the following HCL Connections 6.5 MT May Monthly Update package from the HCL License & Delivery Portal.

Name	Package	Download File
HCL Connections 6.5 MT May Monthly Update	HCL_Connections_Multi-Tenant	LO100046-IC6.5.0.0_CR1a-Common-Fix.jar

The following table contains the Fix List for the Connections 6.5 MT May Monthly Update

Problem Description
Fixed an issue where incorrect errors were displayed when trying to add an External User to an internal Activity.
Users from one org can no longer be imported into a Community in a different org.
Addresses an issue where RTE code was setting the incorrect host header when using OIDC.
Suppressed the message that was displayed by the Personal Calendar link for Homepage Events.
Fixed an issue where an external user was removed but would still would appear in search results.

HCL Connections 6.5 MT June Monthly Update

Download the following HCL Connections 6.5 MT June Monthly Update package from the HCL License & Delivery Portal.

Name	Package	Download File
HCL Connections 6.5 MT June Monthly Update	HCL_Connections_Multi-Tenant	LO100059-IC6.5.0.0_CR1a-Common-Fix.jar

The following table contains the Fix List for the Connections 6.5 MT June Monthly Update

Problem Description
Address issue with External users who can not View or Edit files that are shared with them.
Address issue with selecting wikis/home does not redirect to communities correctly.
Allows the usage of Keycloak Identiity Providers with Mobile and Plugins

Follow these steps after the June Update is installed to allow the usage of Keycloak Identity Providers with Mobile and Plugins.

1. Replace mobile-config.xsd on the DMgr path with the version from /opt/IBM/WebSphere/AppServer/profiles/AppSrv01/installedApps/<serverName>/Mobile.ear/properties/mobile-config.xsd.
2. Review the topic, [Using Keycloak Identity Providers with Mobile and Plugins](#) to determine if you require the new <OAuthAuthorizationURL_Parameters> parameter. If so, edit mobile-config.xml from /opt/IBM/WebSphere/AppServer/profiles/Dmgr01 /config/cells/mtdemo1Cell01/LotusConnections-config/ and add the new XML tag <OAuthAuthorizationURL_Parameters>.
3. Restart the mobile application using the WebSphere administration console

Note: The MT monthly updates are not cumulative and the previous monthly updates should be installed before installing the latest update.

Known Issues

The following are known issues that you may encounter as you set up and test your multi-tenant environment.

Known Issues

- Issue: MT does not support IE11
  Work around: Please use another browser.

30 day Fixes

It is our intent to resolve these issues within 30 days of releasing the MT package.

- When a file is shared with an external user they are unable to view or edit the file. **- A fix has been provided in the Connections 6.5 MT June Monthly Update**

- Users may experience login problems after changing email address. We believe this is a keycloak configuration issue and are investigating. **- The keycloak issue has been investigated and determined to be a configuration issue.**