

HCL Sametime Community Server V11 – An easier way to collaborate!



HCL Sametime

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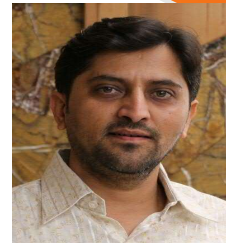
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Agenda

- Sametime Components
- Pre-requisites, Hardware and Software requirements
- What's new in HCL Sametime V11 and 11.0 FP1
- Migration approach
- Installation
- Configuration
- Commonly faced issues in Sametime 11
- Quick reference Links.



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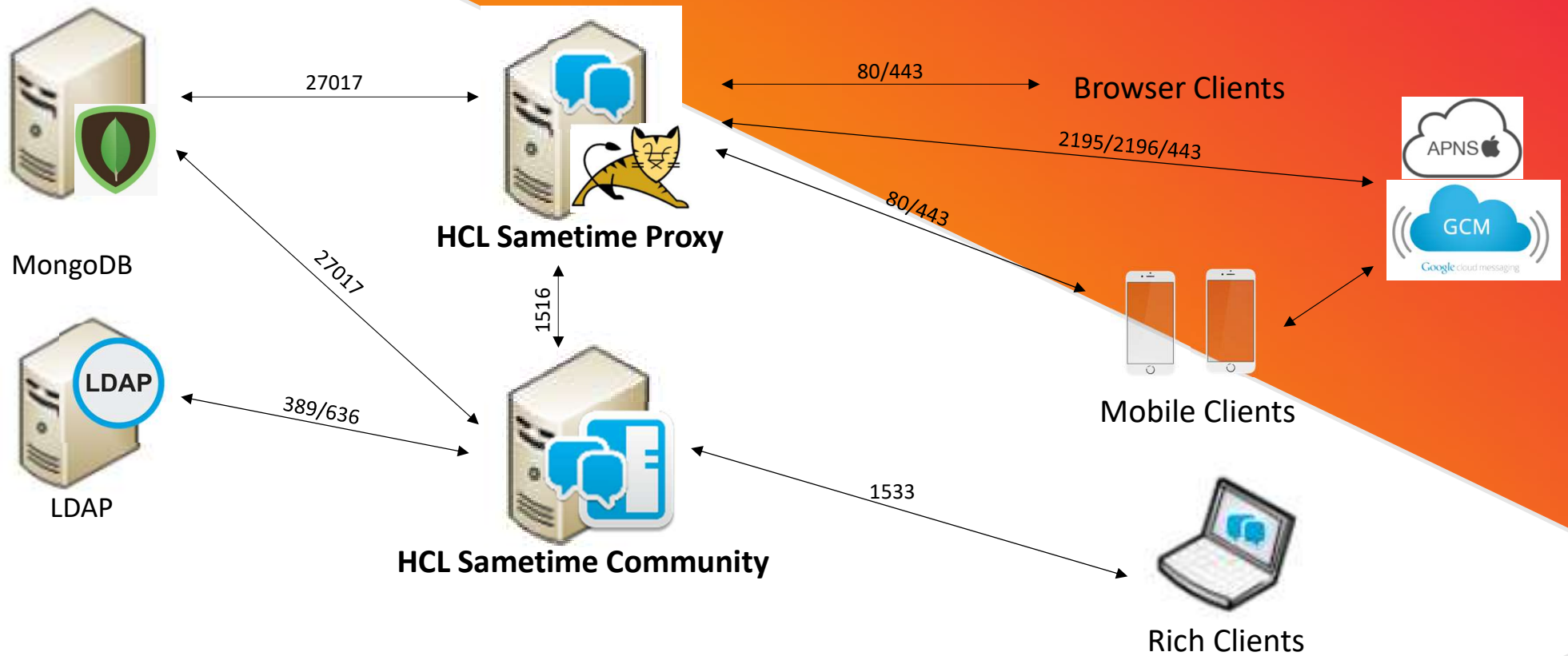
➤ Sametime Components

- ☐ Community Server
- ☐ Proxy Server
- ☐ Mongo DB
- ☐ Sametime Web Client
- ☐ Sametime Connect Client for Windows/MAC
- ☐ Notes V11 embedded client



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➤ Pre-requisites, Hardware and Software requirements

Minimum hardware specs

- ✓ 4 core, 8gb, 200gb Hard disk

Supported Linux versions

- ✓ RHEL/CentOS 7.4+ and 8
- ✓ SUSE 12 and 15*

Supported Windows Versions

- ✓ Windows 2016 and 2019

Pre-Requisites

- ✓ MongoDB 3.6.x *
- ✓ Domino 11



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➤ What's new in Sametime 11

- **HCL Sametime 11 Community Server - 64-bit**

- HCL Sametime 11 now support both Windows and Linux 64-bit community servers and fully supports HCL Domino® 11.

- **Big Savings on Infrastructure.**

- A simplified architecture, reduced server counts, No Websphere - No DB2 dependency.

- **Built with the latest technology**

- Sametime proxy running on Tomcat. Sametime V11 supports MongoDB.

- **Persistent Chat and Multiple Device Support**

- Chats flows seamlessly across desktop, web, and mobile devices. Chat history is available from any device. When you're logged on to multiple devices, chats sync across them all.



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What's new in Sametime 11

- **Simplified install for HCL Sametime 11 Proxy Server**
 - Amazingly simpler and lightweight installer for Sametime Proxy Server.
 - A single.zip file which includes everything that is needed to install Sametime proxy server
- **Click to meet feature.**
 - Available in both web chat client and rich client.
 - Lets you start a meeting through a Third-party conferencing application from the chat conversation.
 - The Launch Meeting and Send Invitation option appears as a button on the chat conversation window.
 - A pop-up window displays, to configure the External Meeting Provider.



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➤ What's new in Sametime 11.0 FP1

- **HCL Sametime Proxy support for Mobile clients**
 - Enables Mobile client support and updated APNS and Google certificates to support push notifications
- **New Mobile HCL Sametime 11 Clients on iOS and Android**
 - Extensive Language support. Full support for iOS emoticons. Multi Device and persistent chat support.
- **Stand-alone HCL Sametime Mux install**
 - Stand-alone Mux servers can support and managed user connections, allowing the Community Server to be more scalable.
 - MUX server supported on Windows as well as Linux server
- **Install support for Linux console and sample files for silent**
 - Added support for console installs. Sample files for silent installs are now provided.
- **Translation updates and Language support**
 - Additional language support for both servers and clients.



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Migration approach

■ Server:

- The upgrade from R9.0.x or R10.0.x to R11.0 is not supported.
- You should build parallel setup instead.
- Install and configure new Sametime server.
- You can copy VPUserinfo.nsf from an existing environment.
- If you are planning to upgrade from Sametime V11 to V11 FP1, you may refer this knowledge article : https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0077995

■ Client:

- For sametime client upgrade from R9.0.1 to R11.0 is not supported. You should uninstall earlier version and install Sametime R11 client. New Sametime client is branded with HCL LOGO and modern/rich look thus recommended to install in fresh directory.



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Installation – Sametime Community Server.

- Before we begin with Community server installation.....
 - Install and Configure MongoDB 3.6.x
 - You must have HCL Domino V11 installed and configured.
- Installing the V11 Sametime Community Server.

OS	Program Directory	Data Directory
Windows	C:\Program Files\HCL\Domino	C:\Program Files\HCL\Domino\Data
Linux	/opt/HCL/domino	/local/notesdata

Note:- For Linux servers, console-based installation is not supported. Either you can use **Silent mode**(./install.bin -l silent) or **GUI Mode**. For silent mode make sure parameters are rightly set in “**installer.properties**”



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➤ Deploying MongoDB

❑ Require MongoDB version 3.6.x

- CentOS/Rhel installs
 - <https://docs.mongodb.com/v3.6/tutorial/install-mongodb-on-red-hat/>
- SUSE
 - SUSE 12 supports version 3.6.x. SUSE 15 doesn't support 15 thus it must be installed separately.
<https://docs.mongodb.com/v3.6/tutorial/install-mongodb-on-suse/>
- Windows
 - Use the GUI installer from the link in the documentation
 - Once installed, you will have to create the windows service manually
https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0078330



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➤ Installation and Configuration of MongoDB

- Download the MongoDB server and Compass using below links.
 - MongoDB-->https://fastdl.mongodb.org/win32/mongodb-win32-x86_64-2008plus-ssl-3.6.5-signed.msi.
 - Compass--><https://www.mongodb.com/download-center/compass>
- Install Mongo DB and Compass separately.
- Use Mongo console to execute the server configuration.
- MongoDB Compass is kind of an administration tool for MongoDB.
- Create the database “Chatlogging” and collection named “Sessions” & “Events”
- Persistent chats are stored in chatlogging database.
- For detailed step by step installation, please refer below knowledge article.

https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0078330



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Installation – Sametime Community Server.

☐ Windows:

- The simplest way of installation using “InstallAnywhere”
- Select Directory type between “Domino Directory” or “LDAP Directory”
- If you wish to use TLS for LDAP connection, you must also install the GSKit, located in the GSKit subdirectory
- It allows you to select options between “Standard”, “Limited” and “Dynamic”
- “Dynamic” option is not supported for this release.
- Follow the GUI and complete the installation.

☐ Linux:

- It provides 3 kind of installation. “Console”, “GUI”, “Silent”
- In Sametime 11 “Console mode” is not supported, however sametime R11.0 FP1 supports “console mode” install
- For GUI mode, you can use VNC Server or any third party SSH client and perform the installation using root id
- For Silent mode install, create a file named “installer.properties” in the same directory as the ‘install.bin’ executable. Set the right variables and perform the installation. Execute ‘./install.bin -l silent’



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Configuration – Sametime Community Server

The primary methods for configuration are:

- Stconfig.nsf
 - Sametime.ini
 - Chatlogging.ini
-
- **Stconfig.nsf**
 - Primary application for Sametime configuration - A place to perform Sametime administrative tasks
 - Chat logging flag -> must be set to 'relax' after ST Community server installation
 - Can configure features like enable/disable file transfer, set file transfer size, Configure settings for Java Connect client, LDAP and Domino Directory related settings, Can define trusted IP list, Port Configurations, Enabling event logging and generating log output to STLog.nsf etc



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Configuration – Sametime Community Server

Stconfig.nsf

- A few captures from Sametime Configuration (stconfig.nsf) application

These settings are for the Java Connect Client:

Enable Auto-Login: true
Launch Connect link: false
Download Connect link: true
Allow file transfer: true
Maximum transfer file size: 1000
When to perform virus scan of transferred files: whenavailable
Allow unencrypted announcements: true
Enable server and proxy info editing: true

VPHMX_HOSTNAME HTTP Tunneling Host Name
VPHMX_PORT HTTP Tunneling Port 8082
VPHMX Is HTTP Tunneling supported? true
VPMX_HOSTNAME Direct TCP Host Name
VPMX_PORT Direct TCP Port 1533
VPHTTSMX_HOSTNAME HTTPS Host Name
VPHTTSMX_PORT HTTPS Port
Community Trusted IPS
VPMX_TLS_HOST
VPMX_TLS_PORT

These settings are for the Community Services directory component:

Directory browse chunk size: 100
Directory refresh interval (minutes): 60
Configuration refresh interval (minutes): 60
Delimiter between User name and User nickname: /
Enable Keep-Alive: true
Chat Logging Flag: relax
Capture Service Type: 0

These settings control how log data will be output:

Enable Logging to a Database: true
Name of Notes Database to use for logging: STLog.nsf
Purge Log database after specified number of days: true
Enable logging to a text File: false
Enable logging to the STLogEventSystem (used when the EMC is enabled): false



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Configuration – Sametime Community Server

- **Sametime.ini**

New Client IDs for Sametime V11:

You will need to add ST V11 client IDs to sametime.ini file as those are not present by default.

Use VPS_ALLOWED_LOGIN_TYPES to add new ST V11 client IDs. Modify this parameter if its already present

New Client IDs!

12A2 – Sametime V11 embedded in Notes V11

1312 – Sametime V11 Standalone

For detailed description of client ids, please visit below URL

https://hclpnpsupport.hcltech.com/csm?id=kb_article&sysparm_article=KB0024444



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Configuration – Sametime Community Server

- **Chatlogging.ini**

Pointing chat logging to MongoDB:

1. Install MongoDB as per documentation.
2. Open Sametime.ini and make sure below entry is present to update host and port details
[stconvomap]
MONGO_URI=mongodb://127.0.0.1:27017
3. Open chatlogging.ini file and make sure below entries are present to point chat logging to mongodb
 - CL_MONGO_HOST=127.0.0.1
 - CL_MONGO_PORT=27017
 - CL_MONGO_USER=sametimeUser
 - CL_MONGO_PASSWORD=sametime
 - CL_MONGO_HISTORY_TTL=x where x is number of days. Default is 90 Days.



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Configuration – Sametime Community Server

☐ Policy Configuration

- **Enable/Disable Persistent Chat Functionality:**

- Enabled by default as new feature.
- You can disable it from policies.users.xml file under Domino folder. To do so, modify the 'current-value' of im.persistentChatEnabled to "0" (for false) and save the file.

- **Managed-Settings.xml via Policy Configuration:**

- There's a file named managed-settings.xml to centrally manage and define settings.
- This file is pushed to all clients at the time of login as per "Sametime update url Site" policy.
- Now Edit 'policies.users.xml' file and modify the 'current-value' of im.2012 to "http://example.com/updates" (the location that hosts the manage-settings.xml file)
- Rest all policy configuration is done from policies.users.xml file located under Domino folder.
- You need to modify this file to enable/disable any feature for users.



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Commonly faced issue in Sametime V11

> After setup and installations of Sametime V11, it has been observed that chat conversations appear empty.

Sol: This happens if chat logging flag is set of 'off' in stconfig.nsf -> communityconfig document. Change chat logging flat to 'relax', save the document and restart Sametime community server for changes to take effect. This resolves the problem.

> Is it possible to clear chat history when persistent chat is enabled?

Sol: As per current product design, that's not possible to clear the chat history however you can restrict chat history to certain number of days and then it will be recycled. There's an enhancement already submitted for this to HCL AHA portal.

> Users cannot send Announcement as this option appears disabled.

Sol: Announcement feature is part of Sametime standard server and should be enabled by default. If you are using Sametime Entry server then this feature is not available. You can verify by checking ST_BRANDING_INFO parameter in sametime.ini file.



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Commonly faced issue in Sametime V11

> **Screen capture and file sharing options appear disabled or greyed out in Sametime Chat windows.**

Soln: Make sure you are running Sametime Standard server, not an entry level server.

Enable screen capture option by modifying “policies.users.xml” file under Domino folder.

Update the values for “im.3000”, “im.2020”, “im.2005” and “im.1” from earlier 0 to 1 in policies.user.xml.

Please find the reference below.

```
<p:policy-attribute id="im.3000" visible="true" description="im.3000.desc" label="im.3000.label" possible-values="null" possible-value-labels="null" master-attribute-link="null" default-value="1" current-value="1" type="boolean"/>
```

```
<p:policy-attribute id="im.2005" visible="true" description="im.2005.desc" label="im.2005.label" possible-values="null" possible-value-labels="null" master-attribute-link="null" default-value="1" current-value="1" type="boolean"/>
```

```
<p:policy-attribute id="im.1" visible="true" description="im.1.desc" label="im.1.label" possible-values="null" possible-value-labels="null" master-attribute-link="null" default-value="1" current-value="1" type="boolean"/>
```

```
<p:policy-attribute id="im.2020" visible="true" description="im.2020.desc" label="im.2020.label" possible-values="null" possible-value-labels="null" master-attribute-link="null" default-value="1" current-value="1" type="boolean"/>
```



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Commonly faced issue in Sametime V11

- **Sametime community server v11 installation fails on Linux if Domino server is installed on an alternate directory.** Default path for Domino installation on linux is /opt/hcl/domino. If you install Domino server other than this path, for example at d01/ibm/domino d01/ibm/domino/data then Sametime community server installation fails.

Sol: Ideally installation shouldn't fail and should accept the alternative path too. This is already reported and being tracked as an internal defect for Sametime. As a work around, for Sametime v11 on Linux, If you installed Domino to alternate directories other than /opt/hcl/domino, or /local/notesdata you should create /opt/hcl/domino and /local/notesdata soft link(s).

- **HCL Sametime Community Server V11 as well as V11 FP1 is officially supported on Domino Server V11. If Domino Server V11 is upgraded to V11.0.1 then HCL Domino servlets fail to load.**

Sol: HCL Domino 11.0.1 upgrades from 11.0 will change the program directory which the HCL Sametime Community server uses. As a result, the HCL Sametime Community server will not be configured to use the correct Domino install directory. To resolve this issue, upgrade the HCL Sametime Community server to 11.0 FP1. The HCL Sametime Community 11.0 FP1 upgrade will correct the HCL Sametime Configuration to use the correct Domino program directory.



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Commonly faced issue in Sametime V11

- With Sametime v11, we have noticed a new prompt when you close a chat:
History is preserved and will display if you resume this conversation
Is it possible to suppress this prompt as its annoying sometimes to close the prompt every time?

Sol: This is fixed in V11 FP1. Now user has a choice to disable this prompt when they see it.

- On a linux platform, after installing Sametime v11 which appeared to install correctly, however no one can log in, and it was also noticed that STConfig.nsf was never created.

Sol: This can happen if you have installed the Linux OS other than 'en_US' locale. This issue doesn't happen if Linux OS is installed in the 'en_US' locale



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Commonly faced issue in Sametime V11

- HCL Sametime Community 11.0 FP1 install fails with an error "One or more newer versions of the product are already installed."

Sol : This can happen if previous registry file created during the initial install attempted was not removed. As a result, when the HCL Sametime Community 11.0 FP1 install checks the registry it will identify a previous install. To resolve,

Run the uninstall program to remove Sametime from the registry if it exists under the Sametime Directory:

Windows: C:\Program Files\HCL\Domino\Data_HCL Sametime Server 11.0.0_installation

Linux: /local/notesdata/_HCL Sametime Server 11.0.0_installation

If after running the uninstall and this failure continues or the uninstall doesn't exist, you will need to manually delete the registry file from the operating system. The Global registry file entry can be found in the
\$SAMETIME_INSTALL_DIRECTORY\$_HCL Sametime Server 11.0 FP1_installation\installvariables.properties

Windows: IA_GLOBAL_REG_LOCATION=C:\Program Files\Zero G Registry\.com.zerog.registry.xml

Linux: IA_GLOBAL_REG_LOCATION=/var/.com.zerog.registry.xml

Deleting the **.com.zerog.registry.xml** file will allow you to install HCL Sametime Community 11.0 FP1. This will need to be performed after any failed installs.

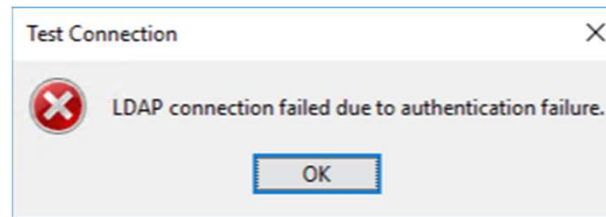
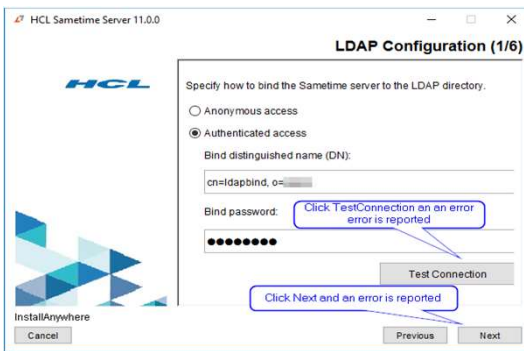


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Commonly faced issue in Sametime V11

- While trying to install Sametime community server V11 on Domino V11, if you select LDAP Directory and click Advanced LDAP configuration, you have an option to use either Anonymous access or Authenticated access, if you choose authenticated access, you need to enter the Bind distinguished name and password. When you click test the connection or press next, it fails with an error



Sol: This is a known issue and the workaround is to use anonymous (temporary disable LDAP security) and then enable it later by updating the LDAP document in stconfig.nsf with the LDAP bind credentials.



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Reference Links

HCL Sametime 11 System requirements:

https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB007445

HCL Sametime 11 Installation and Administration Guide:

https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0074599

HCL Sametime 11 Preferred Debug Data Collection:

https://support.hcltechsw.com/csm?id=kb_article&sysparm_article=KB0077124

HCL Knowledge Articles:

<https://hclpnpsupport.hcltech.com/csm?id=search&spa=1&t=kb&q=sametime%20v11>

HCL Sametime Documentation:

https://help.hcltechsw.com/sametime/sametime_welcome.html

HCL Sametime Forum:

https://hclpnpsupport.hcltech.com/community?id=community_forum&sys_id=e3c946d01b80841077761fc58d4bcb04



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Any Questions!!



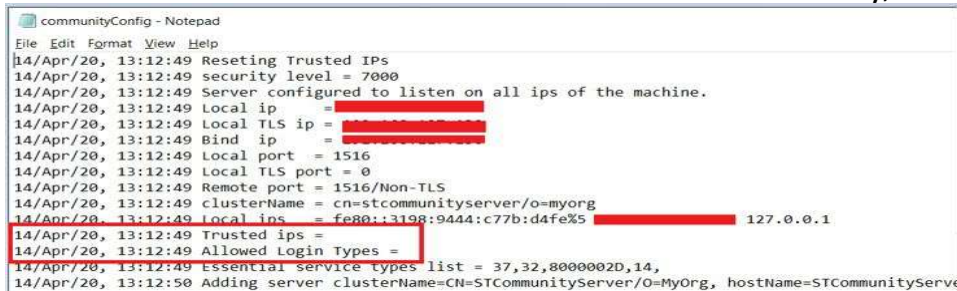
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Logging and Debugging

❑ Server Logging

- VP_TRACE_ALL=1. Recommended trace to collect general diagnostics. Add this under DEBUG section of sametime.ini file. Detailed logs will be generated under Domino\Trace directory.
- Collecting Sametime server Diagnostics using STDiag utility as below :
 - Windows: C:\Program Files\ibm\Domino\stdiagzip.bat
 - AIX/Linux : /local/notesdata> sh stdiagzip.sh
- Output file will be named as stdiags_hostname_MM_DD@hh_mm.zip under TRACE directory.
- Communityconfig.txt is an important file that records Sametime community server configuration including allowed login types, trusted IP list details. Auto builds when the server starts and shows the list of servers in the Community, their FQHN and their ip addresses Sample communityconfig.txt file :



```
communityConfig - Notepad
File Edit Format View Help
14/Apr/20, 13:12:49 Resetting Trusted IPs
14/Apr/20, 13:12:49 security level = 7000
14/Apr/20, 13:12:49 Server configured to listen on all ips of the machine.
14/Apr/20, 13:12:49 Local ip = [redacted]
14/Apr/20, 13:12:49 Local TLS ip = [redacted]
14/Apr/20, 13:12:49 Bind ip = [redacted]
14/Apr/20, 13:12:49 Local port = 1516
14/Apr/20, 13:12:49 Local TLS port = 0
14/Apr/20, 13:12:49 Remote port = 1516/Non-TLS
14/Apr/20, 13:12:49 clusterName = cn=stcommunityserver/o=myorg
14/Apr/20, 13:12:49 Local ips = fe80::3198:9444:c77b:d4fe%5 [redacted] 127.0.0.1
14/Apr/20, 13:12:49 Trusted ips = [redacted]
14/Apr/20, 13:12:49 Allowed Login Types = [redacted]
14/Apr/20, 13:12:49 essential service types list = 37,32,8000002D,14,
14/Apr/20, 13:12:50 Adding server clusterName=CN=STCommunityServer/O=MyOrg, hostName=STCommunityServe
```



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Logging and Debugging

☐ Server Logging

- Data to collect for support review
 - Entire Trace Directory
 - Sametime.ini file
 - Sametime.log
 - Communityconfig.txt file
 - stlog.nsf, stconfig.nsf, stcenter.nsf
 - chatlogging.ini file
 - User IDs used to re-produce the problem and date/time of re-producing the problem



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Logging and Debugging

❑ Client Logging

- Enable traces to rcinstall.properties file as per below path

Connect Client : C:\Users\user_name\AppData\Roaming\HCL\Sametime\.config\rcinstall.properties

Embedded Client : C:\Program Files\HCL\Notes\Data\workspace\.config\rcinstall.properties

- Varieties of traces available to be used based on type of problem you are troubleshooting. Here is the sample of rcinstall.properties file with few general traces enabled for login issues from Sametime client:



```
rcinstall.properties - Notepad
File Edit Format View Help
#Tue Apr 14 13:36:40 IST 2020
vmarg.Dorg.eclipse.swt.fixCitrix=-Dorg.eclipse.swt.fixCitrix=false
handlers=java.util.logging.ConsoleHandler com.ibm.rcp.core.internal.logger.boot.RCPLogHandler com.ibm
java.util.logging.ConsoleHandler.formatter=com.ibm.rcp.core.internal.logger.boot.RCPFormatter
-Dclipse.registry.nulltoken=true
com.ibm.rcp.core.locale=en
com.ibm.collaboration.realtime.community.internal.level=FINEST
com.ibm.collaboration.realtime.im.community.level=FINEST
org.apache.commons.httpclient.level=FINE
com.ibm.rcp.internal.security.auth.module.level=FINEST
com.ibm.collaboration.realtime.login.level=FINEST
com.lotus.sametime.community.level=FINEST
com.ibm.rcp.internal.security.level=FINEST
com.ibm.rcp.security.level=FINEST
com.ibm.esupport.client.product.SSC4INF.utils.level=INFO
-Dcom.ibm.pvc.webcontainer.useLocalAddress=true
-Dautond.logfile.regenerations=3
```



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Logging and Debugging

❑ Client Logging

- Data to collect
 - You can collect logs using Help > Support > Collect Support Data. It will create a zip file that you can submit to support for review.
 - Find the link below which includes all the traces need to be enable for troubleshooting.

https://help.hcltechsw.com/sametime/9.0.1/trouble/trbl_client_log_trace.html



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