



IBM Content Collector
Version 4.0.1.11

Readme



IBM Content Collector 4.0.1 Fix Pack 11 Readme

Readme documentation for IBM® Content Collector 4.0.1 Fix Pack 11 including installation-related instructions, prerequisites and co-requisites, and information about fixes, changes, and limitations for IBM Content Collector for Email, IBM Content Collector for File Systems and IBM Content Collector for Microsoft SharePoint.

Readme file for:

IBM Content Collector

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New in this fix pack

This fix pack is majorly targeted towards SharePoint Online users.

1. Microsoft SharePoint Online support

Starting with IBM Content Collector 4.0.1 Fix Pack 11, IBM Content Collector now supports configuring and selecting Microsoft SharePoint Online as the collection source. IBM Content Collector for Microsoft SharePoint Online support enables user to archive, stub, view, or restore archived content for Microsoft SharePoint Online. It also allows to preview and restore the already archived documents for the migrated libraries that are migrated from Microsoft SharePoint On-premises to Microsoft SharePoint Online after running a specific Task Route.

Deployment footprint of Content Collector for Microsoft SharePoint Online (Newly added)

https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/installing/rafu_spo_deployment_footprint.htm

2. Server fix pack installer enhancements

With this release, following fix-pack installer enhancements have been introduced:

- a. The IBM Content Collector server installer was earlier using InstallAnywhere 2013. Due to IA 2013 incompatibility with Java 8, this needed the installer to run with compatibility mode on latest operating systems. The new IBM Content Collector server installer is now built with IA 2020 and no longer needs to be run with compatibility mode.
- b. With IBM Content Collector 4.0.1 Fix Pack 10 (4.0.1.10) and before, no installation log is generated if installation fails during pre-install phase. Starting with this release, separate log file will be generated to capture pre-install phase logs to help diagnose the failed MSI installation effectively.
- c. The IBM Content Collector server installer now allows to capture Verbose logs for internal MSI install/uninstall stages. The setting is configurable through an environment variable - "IccInstallDebug". If the variable is present and set to true, ICC will generate the verbose logs.
- d. Aborting the installation on first MSI failure - IBM Content Collector server fix pack installer internally uses multiple MSIs to install / upgrade various components / services. Currently on encountering the error on any MSI uninstall (upgrade phase), the Plugin still proceeds with remaining MSIs which may leave the Content Collector installation in more unstable mode. This logic is now updated to abort the uninstall sequence on first failure.

3. OAuth support

OAuth is an authorization protocol or a set of rules - that allows a third-party website or application to access a user's data without the user needing to share login credentials.

Starting with this release IBM Content Collector Supports OAuth for connecting to Microsoft SharePoint Online and Microsoft Exchange Online.

Prior to IBM Content Collector 4.0.1 Fix Pack 10 IF013, basic authentication was used to connect with Microsoft Exchange Online. For Exchange Online, IBM Content Collector 4.0.1 Fix pack 11 integrates the OAuth Support provided in IBM Content Collector 4.0.1 Fix Pack 10 Interim Fix 13 (4.0.1.10 Interim Fix 13). This is mainly applicable for automatic Task Route with collection source type "Mailboxes in Group".

For SharePoint Online, Content Collector uses Azure app for authentication. This fix pack provides the script to create and register this Azure app in Azure Active Directory portal with full rights to SharePoint Online.

Download location

The following files are available for download from the IBM Fix Central:

Download Content Collector 4.0.1 Fix Pack 11 fix files

<https://www.ibm.com/support/fixcentral/swg/selectFixes?parent=Enterprise%2BContent%2BManagement&product=ibm/Information+Management/Content+Collector&release=4.0.1.10&platform=ALL&function=fixId&fixids=4.0.1.10-IBM-ICC-FP011&includeRequisites=1&includeSupersede>

Product / Component name	Platform	File name
IBM Content Collector 4.0.1 Fix Pack 11 Readme https://www.ibm.com/support/pages/node/6386358	Not applicable	4.0.1.11-IBM-ICC-FP011.pdf
IBM Content Collector 4.0.1 Fix Pack 11 Server	Windows	4.0.1.11-IBM-ICC-Server-FP011.zip (\Server)
IBM Content Collector 4.0.1 Fix Pack 11 ICC App for SharePoint Online	Windows	4.0.1.11-IBM-ICC-SharePointOnline-FP011.zip (\SharePointOnline\ICC_App_for_SharePoint)
IBM Content Collector 4.0.1 Fix Pack 11 ICC WebApp for Link Handler (SharePoint Online)	Windows	4.0.1.11-IBM-ICC-SharePointOnline-FP011.zip (\SharePointOnline\ICC_WebApp_for_Link_handler)

Prerequisites and corequisites

The server package of this fix pack requires the server package of Content Collector 4.0.1 as a prerequisite.

Microsoft SharePoint Online as a source system

For detailed information about prerequisites for installing the SharePoint Online component, refer to:

Prerequisites for installing SharePoint Online component (Newly added)

https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/installing/c_af_u_sponline_prereq.htm

For information about hardware and software compatibility, see the detailed system requirements document at:

Prerequisites for IBM Content Collector 4.0.1 - <https://www.ibm.com/support/pages/node/614445>

IBM Content Collector component matrix

The following is a list of the latest versions of other components which can be installed with this fix pack:

Components	Content Collector version	What's new
Outlook Web Application (OWA)	4.0.1.10-IBM-ICC-IF004	Microsoft Exchange OWA 2019 support
SharePoint extension	4.0.1.10-IBM-ICC-IF004	Microsoft SharePoint 2019 support
Outlook extension (32-bit or 64-bit)	4.0.1.10-IBM-ICC-IF001	APAR fix <u>HE12884</u> : Detection of .Net Framework 4.8 and higher
CM8 Text Search support	4.0.1.9-IBM-ICC-FP009	All platforms (AIX, Linux, Windows, zLinux)
Notes client	4.0.1.2-IBM-ICC-FP002	The Content Collector stubbing function is available for a Notes encrypted document
P8 Content Search Services support	4.0.1.3-IBM-ICC-FP003 (AIX, Linux, zLinux) 4.0.1.5-IBM-ICC-FP005 (Windows)	APAR fixes <u>HE12586</u> : Some SMTP emails with long header fail to be indexed <u>HE12626</u> : Content Collector CSS SUPPORT plugin does not fully indexing multivalued custom headers from SMTP email
Legacy support	4.0.1.1-IBM-ICC-FP001	

Known issues / Limitations

As opposed to Content Collector for SharePoint on-premise, the Content Collector for SharePoint Online has some limitations as listed below:

1. Some factors impact the Content Collector for SharePoint Online performance. For more information, refer to the following:

Performance of Content Collector for Microsoft SharePoint Online (Newly added)

https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/installing/r_afu_spo_performance.htm

2. Microsoft SharePoint Online has throttling limit for 5000 docs in a view. For detailed information, refer to the following:

Manage large lists and libraries

<https://support.microsoft.com/en-us/office/manage-large-lists-and-libraries-in-sharepoint-b8588dae-9387-48c2-9248-c24122f07c59>

Content Collector for SharePoint Online supports multiple libraries with more than 5000 documents in total for archiving but if single Library with 5000 documents is selected, SharePoint online gives throttling error.

3. Similar to Content Collector for SharePoint on-premise, Content Collector for SharePoint Online supports Classic blogs sites. However, the New / Modern blog template which is introduced by Microsoft SharePoint Online recently is currently not supported in this release.

Other known problems, restrictions, and solutions that affect the administration and usage of fix packs are documented as techdocs in the product support knowledge database.

Installation information

You can either apply this fix directly on Content Collector 4.0.1 or on any of the 4.0.1 fix packs from 1 to 10.

Installing this fix

The installation of this fix pack is divided into two sections; one for the IBM Content Collector server and the for Content Collector for Microsoft SharePoint Online component.

A. Installing the IBM Content Collector server

Prerequisites

1. Ensure that you have a complete backup or a snapshot of your system so that you can roll back the fix pack installation should any problem arise.
2. If you modified any configuration files, take a backup of the modified files including any configuration changes in the AFUWeb directory and files such as **afumessage.properties** and **custom_label.properties**.
3. On Windows: The firewall might prompt you to block the program alerts (pop-up windows). Mark them 'Trusted' and add them into the network access trust list.

Installing

1. Back up your configuration store.
2. If you are migrating from Fix Pack 10 Interim Fix 6 (4.0.1.10 Interim Fix 6) or earlier, back up the Liberty keystores (p12 files) present in the following location:

```
ICC_Install_Dir\AFUWeb\wlp\usr\servers\AFUWeb\resources\security
```

3. Make sure all the IBM Content Collector services are stopped.
4. Install IBM Content Collector server 4.0.1 Fix Pack 11.

Important:

- a. Do not change the hostname of the IBM Content Collector web application during installation. Changing the host name will make all previously created stub links unusable.
 - b. Do not run the Initial Configuration wizard.
5. If you run the IBM Content Collector in a cluster and use the Cluster Tool afuClusterTool.exe file to configure the cluster, run afuClusterTool.exe file with the appropriate options to make sure that the cluster is configured to fit your environment. For example, ensure the first and secondary configuration hosts are set correctly.

For verifying whether SolidDB is set up successfully in Content Collector cluster, refer to the following:

SolidDB setup in an IBM Content Collector cluster

<https://www.ibm.com/support/pages/node/261685>

6. Go to the **Configuration Web Service** section in the **General Settings** tab of the Configuration Manager and click **Reconfigure**.
7. Restart the Task Routing Engine.

Post-installation

- If you are migrating from Fix Pack 10 Interim Fix 6 (4.0.1.10 Interim Fix 6) or earlier, restore the Liberty keystores (p12 files) you backed up in the Prerequisites step 2 of the Installing this fix section of this document, in the following location:
ICC_Install_Dir\AFUWeb\wlp\usr\servers\AFUWeb\resources\security
- With the recent Apache Struts 2.5.22, the IBM Content Collector web application Liberty service (20.0.0.6) does not auto start because the installation script extracts the required web applications and is not dependent on the IBM Content Collector web application Liberty service (20.0.0.6). Hence, it is not started automatically post the installation.
- In case you face any issues during the configuration process; for example, during search or preview or cluster setup, go to the **Configuration Web Service** section in the **General Settings** tab of the Configuration Manager and click **Reconfigure** again.

B. Installing the Content Collector for Microsoft SharePoint Online component

The detailed procedure for installing the components and apps for Content Collector for Microsoft SharePoint Online are provided on the following IBM Knowledge Center topics:

Prerequisites

Prerequisites for installing SharePoint Online component (Newly added)

https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/installing/c_afu_sponline_prereq.htm

Installing

1. Installing or upgrading Content Collector for Microsoft SharePoint Online (Newly added)

https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/installing/t_afu_installing_iccsp_online.htm

2. Installing IBM Content Collector apps (Newly added)

https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/installing/c_afu_installing_iccspo_iccapps.htm

3. Setting up Azure Active Directory app (Newly added)

https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/installing/t_afu_installing_iccspo_azure_ad.htm

4. Installing Link Handler web application (Newly added)
https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/installing/c_a_fu_installing_iccspo_link_handler.htm
5. Generating new client secret for Restore App post expiry (Newly added)
https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/installing/t_a_fu_installing_iccspo_secret.htm

Configuring

6. Configuration worksheets for the Content Collector source systems (Updated)
Refer to the tables under 'Microsoft SharePoint Online configuration' section.
https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/overview/r_a_fu_source_system_checklist.htm
7. Configuring Microsoft SharePoint Online (Newly added)
https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/installing/t_a_fu_initial_config_spo.htm
8. Microsoft SharePoint site collection filtering (Updated)
https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/collectors/r_a_fu_sp_site_connection_level_depth.htm

Migrating

9. Tips for migrated libraries and lists (Newly added)
https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1/com.ibm.content.collector.doc/task_routes/t_a_fu_installing_iccspo_migrating.htm

Fixes and changes

Fixed defect

APAR HE13017: SMTP Connector service does not stay up and running when the catalog created in Content Collector prior to 4.0.1 Fix Pack 9 (4.0.1.9) is made active in 4.0.1.9 or later.

Solution: The Task Routing Engine service starts the dependent SMTP Connector services successfully when the Catalog is created, or Content Collector is upgraded from 4.0.1 Fix Pack 8 (4.0.1.8) or lower to Fix Pack 9 or higher.

Documentation

- Download Content Collector 4.0.1 Fix Pack 11 (Readme document)
<https://www.ibm.com/support/pages/node/6386358>
- Download IBM Collector 4.0.1 Fix Pack 11 from IBM Fix Central (Fix files)
<https://www.ibm.com/support/fixcentral/swg/selectFixes?parent=Enterprise%2BContent%2BManagement&product=ibm/Information+Management/Content+Collector&release=4.0.1.10&platform=ALL&function=fixId&fixids=4.0.1.10-IBM-ICC-FP011&includeRequisites=1&includeSuperse>
- IBM Software Product Compatibility Reports
<https://www.ibm.com/software/reports/compatibility/clarity/index.html>
- IBM Content Collector 4.0.1 Knowledge Center
https://www.ibm.com/support/knowledgecenter/SSAE9L_4.0.1

Note: All the newly added and updated topics links from the IBM Knowledge Center are provided in the relevant sections of this document.

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18 December 2020	Original version published