

Q!Connections Admin Documentation

Version 1.50 Spring 1991

Contents

1. Installation	3
2. Configuration Backend	4
2.1 Licenses	4
2.2 Permission Sets	4
2.3 Remote Site Settings	5
2.4 Q!Connections OAuth Settings	5
2.4.1 IBM Connections Internal App	6
3. Configuration User Interface	9
3.1 Page Layouts	9
3.2 Home Widgets	11
3.2.1 Configuration	11
4. Translations	14
4.1 Adding new translations	14
5. Known Issues	16

1. Installation

At first you'll need to login to the Salesforce org on which you're about to install Q!Connections. For the next step go to the Q!Connections page on AppExchange:

[Q!Connections @ AppExchange](#)

ALL APPS
Q!Connections
By QKorn GmbH

Starting at €3 EUR per user per month
Discounts available for nonprofits

Get It Now

RATING
★★★★ (0)

LISTED ON
5/19/2018

LATEST RELEASE
5/19/2018

Connector between Salesforce and IBM Connections
Q!Connections connects your Social Collaboration Platform with Salesforce and makes it easier for your Salesreps to find relevant informations and specialists.

1 of 5: Introduction

Get It Now

Click on “Get It Now” and choose whether you want to install it into a production or sandbox environment. A confirmation window will pop up. Make sure you are installing to the right org. You also have to agree to the terms and conditions on this page. At this point we recommend installing the package for Admins only and then assign the user licenses in a later step. It should take less than a minute to install the package and you're good to go.

Notice:

The trial expires after 30 days. Please contact Qkom to extend this time.
To see the Expiration Date go to: Setup > Installed Packages.

2. Configuration Backend

2.1 Licenses

After the successful installation you'll land on the "Installed Packages" page from the Salesforce Setup. From there you want to click "Manage Licenses" on the Q!Connections entry and assign the licenses to your users.

2.2 Permission Sets

You are probably the person with the assigned task to install and roll out the Q!Connections app, but in case you are only the Salesforce Admin and want the Q!Connections Admin to be another user, you will have to assign them the proper Permission Set. This will enable the "IBM Settings" tab.

In Setup enter "Permission Sets" in the Quick Find Box and click on "Permission Sets". You will see a list of Permission Sets used in your organization. The Q!Connections app comes with two Permission Sets:

Q!Connections Administration	 Administrative Permissions for Q!Connections
Q!Connections User	Default User Permissions for Q!Connections

"Q!Connections Administration": Permission Set for the administrator to give access to the backend configuration.

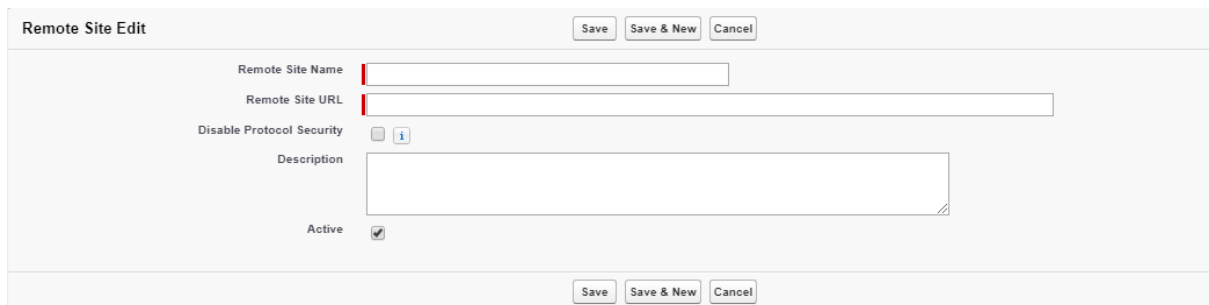
"Q!Connections User": Permission Set for every user to give access to the Lightning Components provided by Q!Connections.

2.3 Remote Site Settings

In order to grant Salesforce access to the IBM Connections endpoint we need to create a new Remote Site Setting. From the Setup enter “Remote Site Settings” in the Quick Find Box and click “Remote Site Settings”.

Click “New Remote Site”.

Enter a Name you find fitting. For the URI enter your IBM Connections URI. Click save. You are now done with the Remote Site Settings.



The screenshot shows the 'Remote Site Edit' form in Salesforce. It includes fields for 'Remote Site Name', 'Remote Site URL', 'Disable Protocol Security' (a checkbox with an information icon), 'Description' (a text area), and 'Active' (a checked checkbox). At the top and bottom of the form are buttons for 'Save', 'Save & New', and 'Cancel'.

Notice:

The IBM Connections Cloud Endpoints are as following:

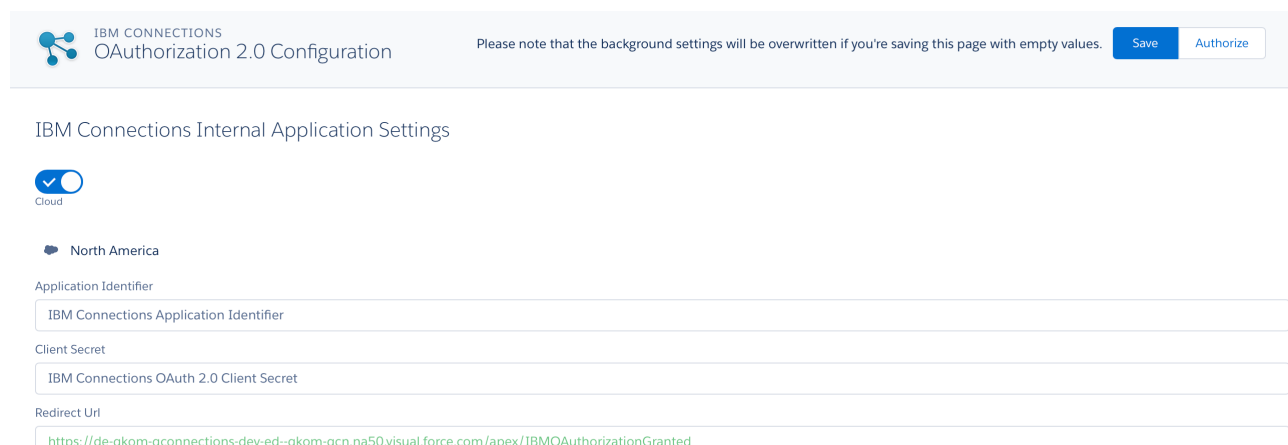
North America : <https://apps.na.collabserv.com>
Europe : <https://apps.ce.collabserv.com>
Asia : <https://apps.ap.collabserv.com>

2.4 Q!Connections OAuth Settings

Navigate to “IBM Settings” tab from the App Launcher



You'll be prompted with a page asking for the connection details depending on the “On Premise”/”Cloud”-Checkbox. Let's assume you choose to install the “Cloud” solution. The first thing you'll need is to choose the region for the cloud (North America, Europe or Asia) and copy the “Redirect URI” at the bottom of the list to your clipboard.



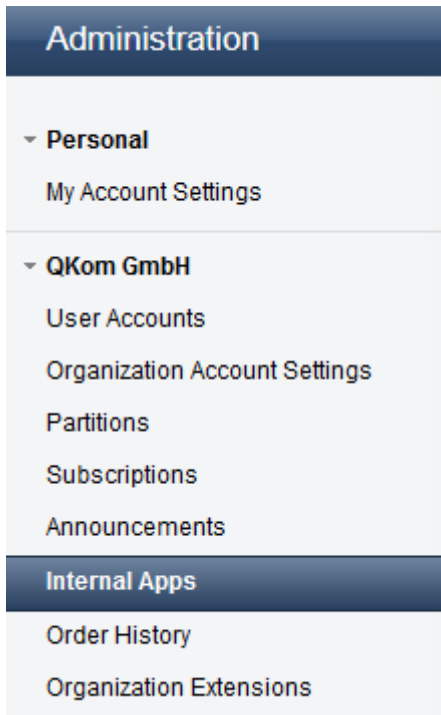
The screenshot shows the 'IBM CONNECTIONS OAuth 2.0 Configuration' page. At the top, there's a header with the IBM logo and a note: 'Please note that the background settings will be overwritten if you're saving this page with empty values.' Below this, there's a section for 'IBM Connections Internal Application Settings'. A 'Cloud' checkbox is checked. Under 'North America', there are fields for 'Application Identifier' (containing 'IBM Connections Application Identifier'), 'Client Secret' (containing 'IBM Connections OAuth 2.0 Client Secret'), and 'Redirect Url' (containing 'https://de-qkom-qconnections-dev-ed--qkom-qcn.na50.visual.force.com/apex/IBMOAuth20AuthorizationGranted'). At the top right of the configuration area are 'Save' and 'Authorize' buttons.

2.4.1 IBM Connections Internal App

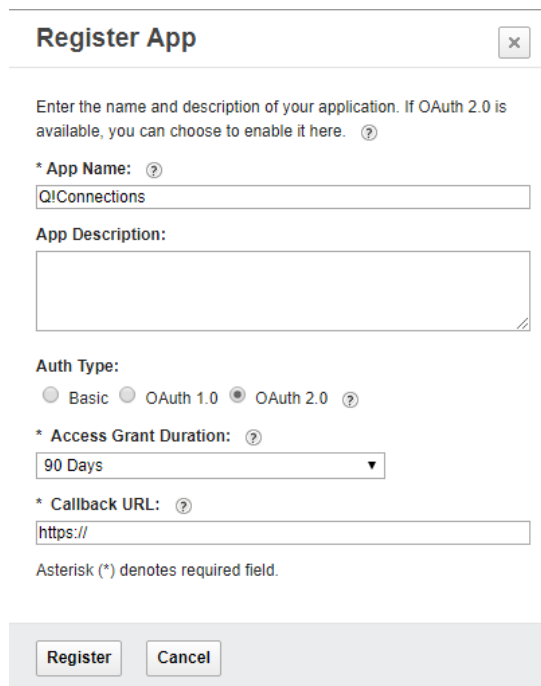
Now you need to switch over to IBM Connections and log in with your Account.



Via the admin tab in the top right corner, navigate to the admin UI and click on “Internal Apps” in the left side.



Click on “Register App”, give your app a name (e.g. Q!Connections), a description and check the “OAuth 2.0” checkbox. Give “Access Grant Duration” for a time fitting your company.



Register App [X]

Enter the name and description of your application. If OAuth 2.0 is available, you can choose to enable it here. ?

* App Name: ?
Q!Connections

App Description:

Auth Type:
☐ Basic ☐ OAuth 1.0 ☒ OAuth 2.0 ?

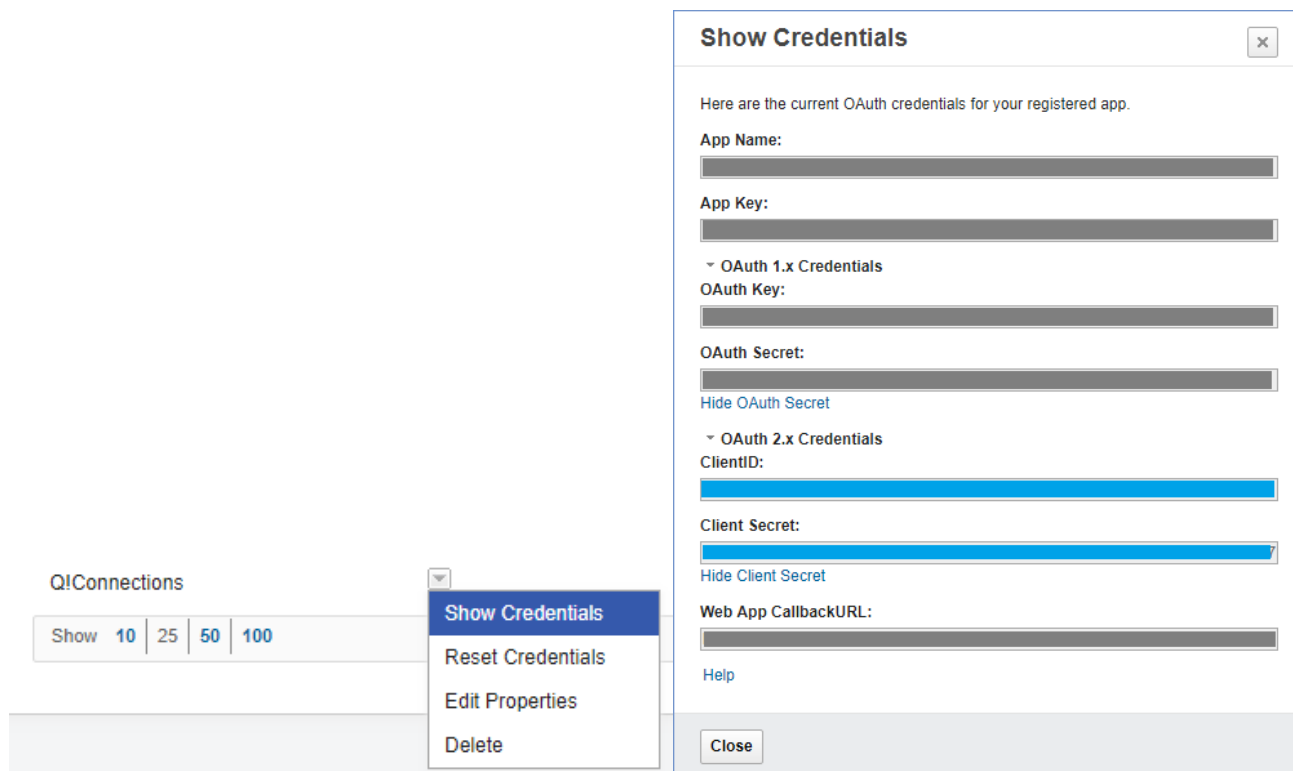
* Access Grant Duration: ?
90 Days

* Callback URL: ?
https://

Asterisk (*) denotes required field.

Register Cancel

For Callback URI paste the URI you copied in Salesforce and click “Register”. Search for the newly registered app in the list and click on “Show Credentials” from the drop-down menu.



Q!Connections

Show 10 25 50 100

Show Credentials
Reset Credentials
Edit Properties
Delete

Show Credentials [X]

Here are the current OAuth credentials for your registered app.

App Name:
[Redacted]

App Key:
[Redacted]

▼ OAuth 1.x Credentials

OAuth Key:
[Redacted]

OAuth Secret:
[Redacted]
[Hide OAuth Secret](#)

▼ OAuth 2.x Credentials

ClientID:
[Redacted]

Client Secret:
[Redacted]
[Hide Client Secret](#)

Web App CallbackURL:
[Redacted]
[Help](#)

Close

Leave the tab open in order to transfer the Application Identifier and Client Secret. Since you have chosen OAuth 2.0 you will need the second credentials in the overview.

Back in the Salesforce IBM Settings tab take note of the two fields missing solid information. Copy and paste both the Application Id and Client Secret you got from IBM Connections and click "Save".

The backend configuration is now done. You may now click on "Authorize" in order to set up your own user authorization to IBM Connections and test your configuration.

Notice:

If you are using IBM Connections on Premise you'll need to enter both the authorization endpoints and your home URI.

Notice:

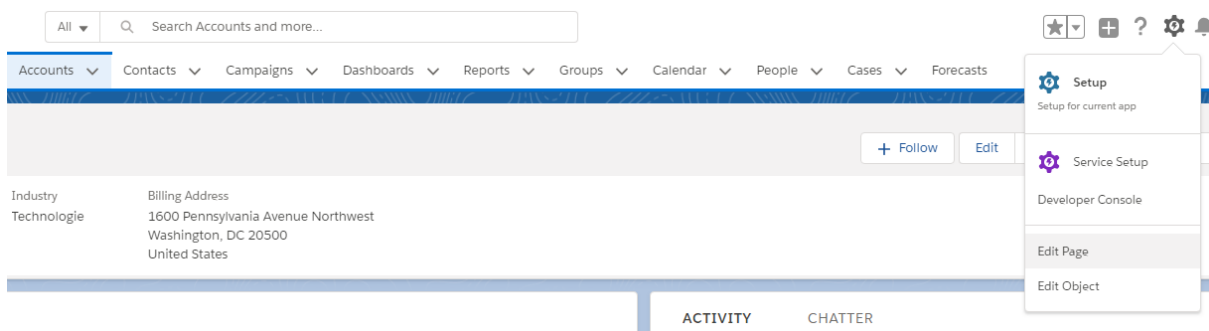
Note that the background settings will be overwritten if you're saving this page with empty values.

3. Configuration User Interface

3.1 Page Layouts

To make Q!Connections accessible for everyone you'll need to add and configure the Lightning Component provided by the application to the designated Salesforce Standard and/or Custom Objects.

One way to access the Lightning App builder is by clicking the small Gear  in the top right corner and then on "Edit Page"



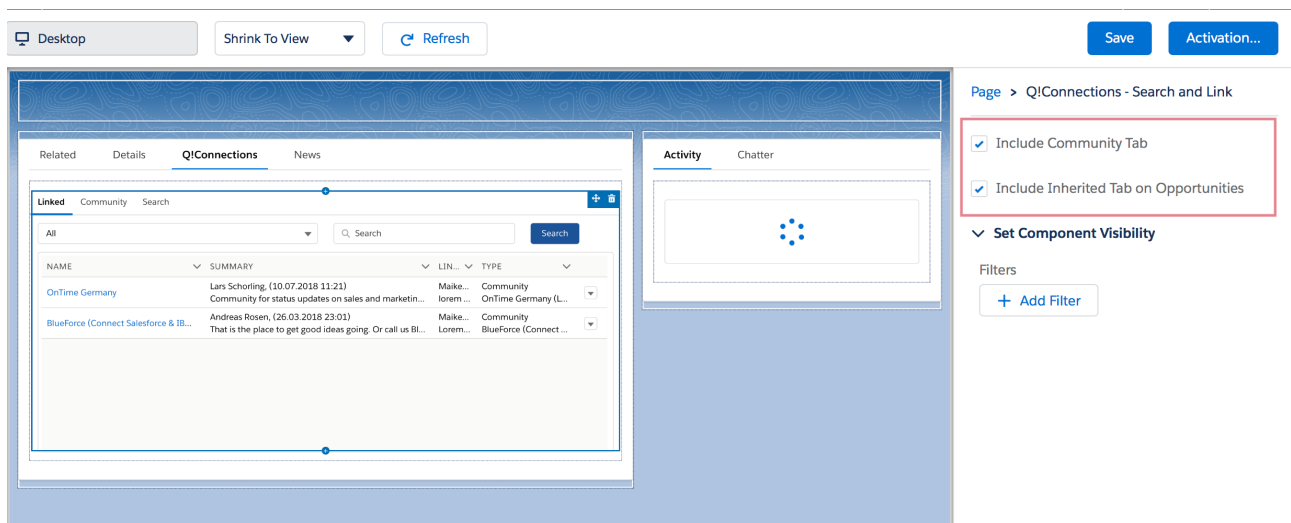
In the Lightning App Builder you find the Q!Connections Lightning Component you will use soon. It's on the left side at the "Custom – Managed" Components and is called "Q!Connections - Search and Link".

✓ Custom - Managed (2)

 Q!Connections - Search and ...

Before we actually Drag&Drop the component to our Page Layout we recommend to create a new tab which'll serve as our component container. Click on an existing tab like "Related" or "Details". You'll note the tab configuration popping up on the right side. Click on "Add new Tab" and change it's type from e.g. Details to "Custom". Give it a proper name like "Q!Connections" and click on it. Now Drag&Drop the Lightning Component into your new tab.

Note the two options coming up to the right side of the Lightning App Builder:



”Include Community Tab”: Enables the community tab when there is at least one existing relation to a community or sub-community.

Notice:

After creating a new community relation you’ll need to refresh the record page in order to enable the community tab.

“Include Inherited Tab on Opportunities”: On Opportunities, when there’s a relation to a Salesforce Product, it’ll enable the tab “Inherited” which shows you existing Q!Connections relation entries coming from each Product.

To finish the configuration click on Save and then hit Back.

Notice:

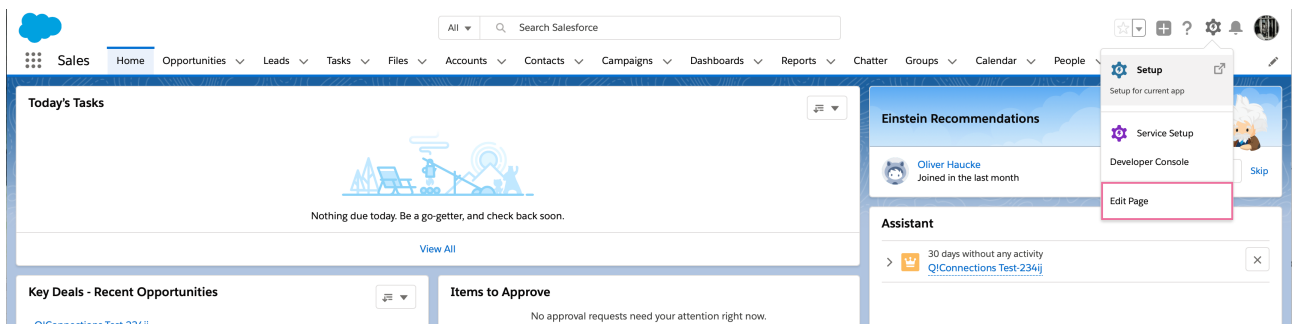
If this is the first edit of a Page Layout of this specific Object you'll be prompted to activate the changes. Just follow the on screen instructions and you'll be good to go.

3.2 Home Widgets

Q!Connections provide a number of Homepage Widgets designed for quick access of different personal contents from IBM Connections

3.2.1 Configuration

Navigate to your Home Tab in Salesforce. You want to access the Lightning App builder is by clicking the small Gear  in the top right corner and then hit “Edit Page”.



In the Lightning App Builder you find the Q!Connections Lightning Component we want to use. It's on the left side at the “Custom – Managed” Components and is called “Q!Connections Home Widgets”.

▼ Custom - Managed (2)

 Q!Connections Home Widgets

Just Drag&Drop the component to a designated area on your home page.

Note the pick list options which come up to the right side of the Lightning App Builder:

The screenshot shows the Lightning App Builder interface for configuring a widget. The widget is titled "Q!Connections Files (38)". It has two tabs: "Personal" (selected) and "Shared with me". Below the tabs is a search bar with a magnifying glass icon and a "Search" button. A table of files is displayed below the search bar. To the right of the widget, the "Widget Type:" pick list is open, showing "Personal Files" selected with a checkmark. Below it, "Home Menu" is also visible. A "Filters" section with a "+ Add Filter" button is at the bottom of the pick list.

NAME
Meeting report - Jul 21, 2017, 9.03.07 AM.rtf
Sales Planning__20160722184214.pptx
D3 Integration Adapter Produktinformationen__20160712124154..
qkom-logo-blue__20160607152025.png
qkom-logo-blue__20160530164823.png

"Personal Files": Quick access both your personal files and those which are shared with you.

The screenshot shows the "Q!Connections Files (38)" widget with the "Personal" tab selected. It features a search bar and a list of files. The files listed are:

- Meeting report - Jul 21, 2017, 9.03.07 AM.rtf
- Sales Planning__20160722184214.pptx
- D3 Integration Adapter Produktinformationen__20160712124154.txt
- qkom-logo-blue__20160607152025.png
- qkom-logo-blue__20160530164823.png
- Security Source Scanner Results.pdf
- D3 Integration Adapter Produktinformationen__20160422124902.txt
- markdown-cheatsheet-online__20160421130913.pdf
- qkom-logo-blue__20160421130527.png
- Meeting report - Apr 20, 2016, 11:41:28 AM.rtf

”Home Menu”: Quick Links to IBM Connections contents like Wikis, Join a Meeting, Files, etc.

Q!Connections

MENU

 Home

 Communities

 Files

 Activities

MEETINGS

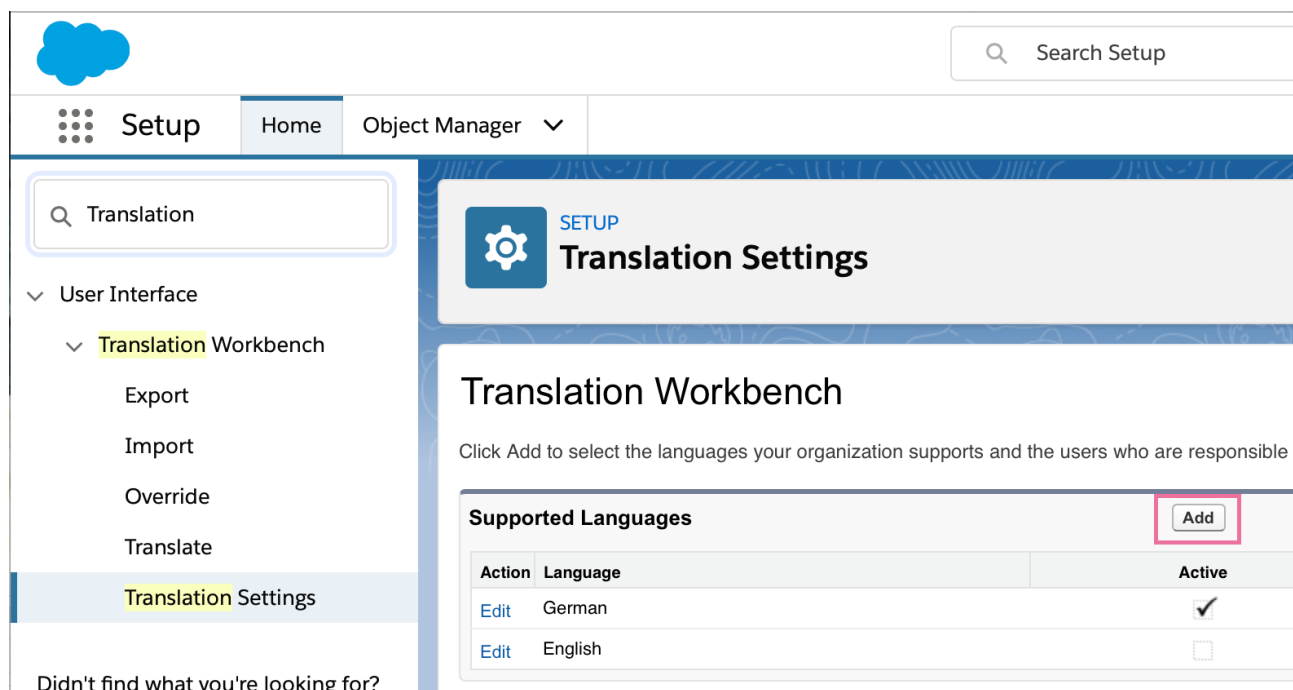
 Join Meeting

4. Translations

By default Q!Connections comes with English, German, French, Italian and Spanish translations. However you're free to add a new translation.

4.1 Adding new translations

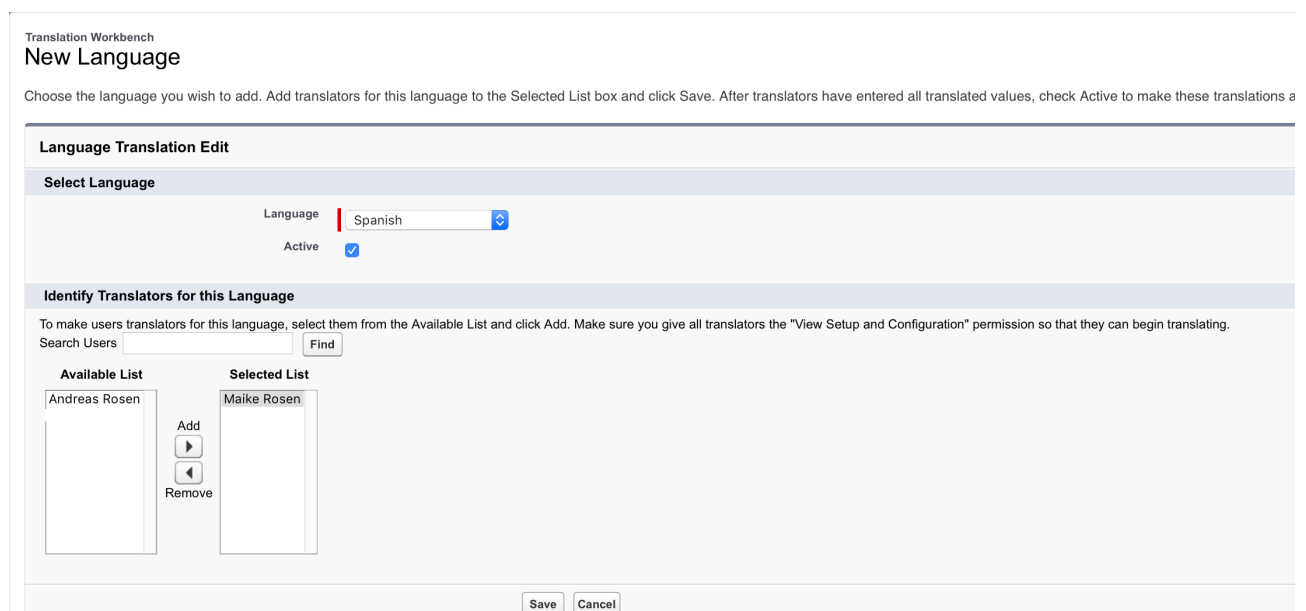
From the Salesforce Setup navigate to: Translation Workbench > Translation Settings
Click Add on the Supported Languages section.



The screenshot shows the Salesforce Setup interface. In the left sidebar, the 'Setup' menu is open, and 'Translation Settings' is highlighted under the 'Translation Workbench' section. The main content area displays the 'Translation Settings' page. At the top, there's a 'SETUP Translation Settings' header. Below it, the 'Translation Workbench' section is visible, with a sub-header 'Supported Languages'. A table lists the supported languages: German (Active) and English (Active). An 'Add' button is highlighted in the top right corner of the 'Supported Languages' section.

Action	Language	Active
Edit	German	☒
Edit	English	☐

Select the new Language you want to add and assign a Translator and click Save. You are now done in the Translation Settings section.



The screenshot shows the 'New Language' dialog in the Translation Workbench. The dialog is titled 'New Language' and has a sub-header 'Language Translation Edit'. It contains a 'Select Language' section with a dropdown menu set to 'Spanish' and an 'Active' checkbox checked. Below this is the 'Identify Translators for this Language' section, which includes a search bar and a 'Find' button. The 'Available List' shows 'Andreas Rosen' and the 'Selected List' shows 'Maike Rosen'. There are 'Add' and 'Remove' buttons between the lists. At the bottom, there are 'Save' and 'Cancel' buttons.

Language: Spanish
Active: ☒

Identify Translators for this Language

To make users translators for this language, select them from the Available List and click Add. Make sure you give all translators the "View Setup and Configuration" permission so that they can begin translating.

Search Users: Find

Available List: Andreas Rosen
Selected List: Maike Rosen

Add Remove

Save Cancel

Now, still from the Salesforce Setup, navigate to "Custom Labels".

Pick a label from Q!Connections by clicking on its name. In the next screen click on "New Local Translations / Overrides".

The screenshot shows the Salesforce Custom Label detail page for the label 'datatable_header_linked_by'. The page is titled 'Custom Label: datatable_header_linked_by (Managed)'. A yellow banner at the top states: 'This Custom Label is managed, meaning that you may only edit certain attributes. [Display More Information](#)'. Below this, there are tabs for 'Local Translations / Overrides (0)' and 'Packaged Translations (0)'. The 'Custom Label Detail' section includes an 'Edit' button and a table with the following information:

Short Description	Datatable header linked by		
Language	English	Name	datatable_header_linked_by
Namespace Prefix	qkom_qcn	Protected Component	✓
Installed Package	Q!Connections		
Categories			
Value	Linked by		
Created By	Maïke Rosen, 28.02.2019 13:14		Modified By: Maïke Rosen, 28.02.2019 13:14

Below the detail section, there is a 'Local Translations / Overrides' section with a 'New Local Translations / Overrides' button highlighted by a red box. A yellow banner below this button states: 'These translations were created by administrators in your company. Local translations override packaged ones.' At the bottom, it says 'No records to display'.

In here you can easily add the new Label Translation by selecting the newly added language.

Click Save and you've successfully added the new Label Translation.

Notice:

You may also override existing translations in case there's a naming scheme more fitting to your company. For further information please reference the Salesforce documentation on translations:

[Add Translated Languages and Translators](#)

[Translate Custom Labels](#)

5. Known Issues

Error	Reason	Solution
Read timed out	You will run into this issue from time to time. This is caused by the IBM Connections Search API and therefore not under our control.	Just search again. Refresh the record page if the error persists.
Infinite Loading	This is very likely caused by corrupted settings.	Check your settings. Fill in the Internal App credentials again.