Preparing for your SAP Jam Collaboration Custom Domain

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# Introduction

An SAP Jam Collaboration tenant may have a “Custom domain” defined, which gives them a unique domain name to access SAP Jam. Companies with a custom domain defined will still have their tenant deployed in one of the production data centers, however the URL to access the tenant will use the customer’s custom domain instead of the generic data center domain name as shown below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Data Center** | **Country** | **Old URL (Data Center Domain)** | **New URL (Custom Domain)** |
| DC2 Amsterdam | Netherlands | https://jam2.sapjam.com | https://{custom\_domain}  e.g. <https://example.sapjam.com>  <https://collab.example.com> |
| DC4 Chandler | USA | https://jam4.sapjam.com |
| DC8 Ashburn | USA | https://jam8.sapjam.com |
| DC10 Sydney | Australia | https://jam10.sapjam.com |
| DC12 Rot | Germany | https://jam12.sapjam.com |
| DC15 Shanghai | China | https://jam15.sapsf.cn |
| DC17 Toronto | Canada | https://jam17.sapjam.com |
| DC18 Moscow | Russia | https://jam18.sapjam.com |
| DC19 Sao Paulo | Brazil | https://jam19.sapjam.com |

# Who will handle the change

The change itself will be scheduled and handled by SAP, but there are some parts that only you are capable of doing.

# Change preparation

1. Precisely identify all the tenants that need to be changed, as well as exactly what the new custom domain for each should be. SAP recommends that customers with a preview and production tenant change both to use custom domains (which must be different, e.g. “example” and “example-preview”) to make it easier to be logged into both tenants at the same time for testing purposes.
2. Once a tenant is changed to use a custom domain, the tenant cannot be accessed by the previous generic data center domain name based URL. API calls to SAP Jam with the old URL will fail with a 401 error, and any web browser attempt to access SAP Jam from the old URL will redirect to the new one if the tenant is identifiable from the URL or cookie.
3. If a tenant is currently using a custom subdomain (e.g. [https://example.sapjam.com](https://example.sapjam.com/)) and it is changed to be a fully custom domain (e.g. [https://collab.example.com](https://collab.example.com/)), the previous custom subdomain will be removed from the DNS system entirely. It will not resolve, and any attempt to use it will result in a “404” error from the web browser.
4. Given the consequences of this change, the customer may want to notify employees and users before the change about it, as well as to provide information on some of the topics mentioned below.
5. For the purposes of validating, it is very useful to have the contact information for an employee from the customer’s company. Ideally, they would be available to validate the success of the change immediately when the tenant has been changed to ensure all users will be able to access the site successfully and core workflows for the customer work.
6. During the change, your source SAP Jam tenant will be unavailable for use. This process usually takes up to an hour for DNS changes to propagate through the Internet, and (if you choose to migrate company data) several hours but can be more or less time based on the amount of data in your tenant. After the switch is complete, the migrated tenant will be useable, with some consequences as described in this document.
7. Typically, the customer is also using SAP Cloud Platform Identity Authentication Service (IAS) and Identity Provisioning Service (IPS) or SuccessFactors foundation as the identity management and authentication provider for SAP Jam. This will need to be configured to reflect the new URL for the tenant.
8. If you plan to use a fully custom domain then either disable [“External Groups Creation”](https://help.sap.com/viewer/1cabd8ccb75644a4974b6be684ee7fad/LATEST/en-US/b1cf3bc67d4a1014ba05827eb0e91070.html) or make arrangements to use [“IAS Managed External Users”](#_Fully_Custom_Domain).

# Custom Domain Types

1. **Custom Subdomain**: A domain name that starts with the customer’s chosen name, and ends with “.sapjam.com”, such as [https://example.sapjam.com](https://example.sapjam.com/). SAP manages the SSL certificate and DNS entries for custom subdomains.
2. **Fully Custom Domain**: A domain name managed entirely by the customer, such as [https://collab.example.com](https://collaborate.example.com/). Using a fully custom domain requires more technical expertise, because the customer is responsible for creating the DNS entry and for obtaining (and renewing) the SSL certificate.

# Custom Subdomain Name Restrictions

The custom subdomain name must:

* be no more than 63 characters long
* start with a letter
* end with a letter or a digit
* contain only letters, digits, or a dash

In addition to these rules, custom domain names may be rejected at SAP’s discretion because they conflict with names already selected by other customers, or they may conflict with names needed for SAP Jam operations, or for any other reason.

# Fully Custom Domain Restrictions

The SAP Jam collaboration tenant must have its own hostname which resolves to an SAP Jam collaboration DNS name. For example, <https://jam.example.com> is allowed, but <https://www.example.com/jam> is not possible.

The name must also be in a domain that the customer has control over. In the DNS system, the name must resolve to “custom-“ followed by the generic data center domain. For example, a customer in DC17 must ensure that the DNS entry for the fully custom domain is a CNAME record referring to “**custom-jam17.sapjam.com**”

You must also:

* supply an SSL certificate and private key for the requested fully custom domain name
* keep track of when this SSL certificate will expire
* upload a new certificate via the SAP Jam administration interface before this SSL certificate expires.

If the SSL certificate expires before it is replaced, any users trying to access the SAP Jam tenant will see an “expired certificate” error in their browser, and be unable to continue.

# Fully Custom Domain Limitations on External Users

If the SAP Jam collaboration tenant has external users (also known as “Extranet”), they will not be able to log into the tenant with a fully custom domain. In order to use the External User feature with a fully custom domain, the tenant must be using the “IAS Managed Extranet” feature (which requires the SAP Jam Customer Service and outbound program management team to configure). This will not work for tenants using SuccessFactors authentication without non-standard configuration by the SAP Identity Service team, which must be coordinated through the SAP Jam program management team.

# Effect on URLs

After the change, any URLs that refer to the old generic data center domain will need to be updated to refer to the new data center.

URLs you can choose to have automatically updated by the migration process are in the following SAP Jam textual content:

* wikis
* blogs
* comments
* forum discussions
* ideas or questions

URLs in all other textual content will not automatically update with the migration process. This includes textual content that may be uploaded to SAP Jam such as:

* Microsoft Word documents
* PDFs
* PowerPoint presentations
* external links
* existing email messages
* web browser bookmarks

If you choose to automatically update the links in textual content, that will require the migration process to take longer, and may delay the process as it requires scheduling the migration with the SAP Jam operations team. If you choose to not update these links automatically SAP Jam will automatically redirect to the new URL when following these links. However there are cases where this redirection cannot be done seamlessly, and your users may be unable to use those links.  
  
It is recommended that you assess the impact of what links need updating, and how to communicate this information to your SAP Jam users.

## Example 1 – Custom Subdomain (jam8.sapjam.com -> example.sapjam.com)

* **Tenant**: DC8 Ashburn (jam8.sapjam.com)
* **Old Data Center URL**: (Before migration) Link to a group overview page in your company intranet [https://**jam8.sapjam.com**/groups/about\_page/7fBjwieUYyo88d14EzrNZf](https://jam8.sapjam.com/groups/about_page/7fBjwieUYyo88d14EzrNZf)
* **New Custom Subdomain URL**: (After migration) Manually update the link in the company intranet to [https://**example**.sapjam.com/groups/about\_page/7fBjwieUYyo88d14EzrNZf](https://example.sapjam.com/groups/about_page/7fBjwieUYyo88d14EzrNZf)

## Example 2 – Custom Domain (jam8.sapjam.com -> collab.example.com)

* **Tenant**: DC8 Ashburn (jam8.sapjam.com)
* **Old Data Center URL**: (Before migration) Link to a group overview page in your company intranet [https://**jam8.sapjam.com**/groups/about\_page/7fBjwieUYyo88d14EzrNZf](https://jam8.sapjam.com/groups/about_page/7fBjwieUYyo88d14EzrNZf)
* **New Custom Domain URL**: (After migration) Manually update the link in the company intranet to [https://**collab.example.com**/groups/about\_page/7fBjwieUYyo88d14EzrNZf](https://collaborate.example.com/groups/about_page/7fBjwieUYyo88d14EzrNZf)

Note that in both examples the path part of the URL **/groups/about\_page/7fBjwieUYyo88d14EzrNZf** is unchanged. Only the root of the URL is changed:

* **jam8** is changed to **example**
* **jam8.sapjam.com** changed to **collab.example.com**.

# Effect on Email Addresses

After the change, email that SAP Jam sends to your users (e.g. notification emails) will remain generic and continue to be from [noreply@sapjam.com](mailto:noreply@sapjam.com) because of DKIM and SPF requirements. Additionally, email to SAP Jam (status document updates via email functions) will continue to be sent to an email address at the old data center domain as shown below:

## Example 1 – (@collab.example.com -> @jam4.sapjam.com)

* document.QK3iitd1zzWfRE6NoVqJiY.d0DLOo8r5RFGtp0A9ND2dW@updates-jam4.sapjam.com

# SAP Jam tenant will be disabled during the change

Once your tenant migration is scheduled, SAP Jam will be unavailable during the change. Once it is completed, and the necessary configuration changes have been applied on the identity provider (SAP Cloud Platform IAS/IPS or SuccessFactors foundation), the customer will be able to use their newly migrated tenant.

# Effect on SAP Jam mobile users

After the migration, SAP Jam mobile users will need to deactivate their account within the mobile application and re-register to the new custom domain. They will need to use the most recent version of the SAP Jam mobile app to access custom domains. The SAP SuccessFactors mobile app does not support SAP Jam custom domains, and will not work after switching to a custom domain.

# Effect on external users

External users who log in via the SAP ID service access SAP Jam via a landing page will need to use the new custom subdomain or custom domain URLs:

## Example 1 – Custom Subdomain (jam8.sapjam.com -> example.sapjam.com)

* **Old Data Center Landing Page**: [https://**jam8**.sapjam.com/extranet/example.com](https://jam8.sapjam.com/extranet/example.com)
* **New Custom Subdomain Landing Page**: [https://**example**.sapjam.com/extranet/example.com](https://example.sapjam.com/extranet/example.com)

## Example 2 – Custom Domain (jam8.sapjam.com -> collab.example.com)

* **Old Data Center Landing Page**: [https://**jam8.sapjam.com**/extranet/example.com](https://jam8.sapjam.com/extranet/example.com)
* **New Custom Domain Landing Page**: [https://**collab.example.com**/extranet/example.com](https://collaborate.example.com/extranet/example.com)

As these users are not employees, you may want to notify them via an email of the new login URL.

# Effect on external users in fully custom domains

External users in fully custom domains will be affected as described in [Fully Custom Domain Limitations on External Users](#_Fully_Custom_Domain).

# Effect on integrations

SAP Jam supports many different types of integrations and extensions as outlined in the SAP Jam Collaboration Administrator Guide:

* <https://help.sap.com/admin_guide/sap_jam_admin_guide.pdf>
* <https://help.sap.com/viewer/u_admin_help>

Integrations that make calls to SAP Jam via a URL need to be updated to point to the new migrated location. For example, those under “**Integrations > OAuth Clients**” as well created via “**Integrations > Widget Builder**”.

Integrations that validate the source URL of SAP Jam may need updating to accept the new URL. For example, if a SAML assertion is sent from SAP Jam to an integration X, and X is expecting that it comes from <https://jam8.sapjam.com>, it will reject an assertion from <https://example.sapjam.com/>.

SAP itself will be able to update or provide information to the customer on how to update integrations between SAP products, such as SAP Jam, SuccessFactors foundation, SuccessFactors Learning Management System (LMS), SAP Hybris Cloud for Customer, and SAP Document Center. However, if an integration is with a third party then the customer themselves will need to update. For example, Microsoft Office365 will need an update on the Office365 side integration configuration to indicate the new SAP Jam location.

In some cases, such as Microsoft Office365 and Google Drive integrations, users will need to re-authenticate in these external systems after the migration. This is a security measure enforced by those products.

# Migration Process

Once you have decided to switch to a custom domain, the steps to follow are:

1. Contact your SAP Jam customer support representative to request the custom domain. They will give you this document, and discuss the process, and schedule the migration. Ensure customer support is aware of all the systems integrated with your SAP Jam tenant, and that there is a plan for updating the integrations. Customer support will be able to update some SAP integrations, but you may need to update any custom integrations you have.
2. For a fully custom domain:
   1. create the SSL certificate and the required DNS entry.
   2. give the SSL certificate and private key to SAP Jam customer support, who will install it. The private key must not be encrypted or password protected.
3. Before the scheduled date, inform your users that the URL used to access SAP Jam will change.
4. At the scheduled date, SAP Jam customer support and operations staff will switch your tenant to use the custom domain, and (if requested) update the URLs in your SAP Jam tenant. They will also update any integrations (such as with SAP Cloud Platform Identity Authorization Service and Identity Provisioning Service, or SuccessFactors) as planned in the initial discussion.
5. Update any custom integrations that remain.
6. Test all integrations to ensure they correctly use the new domain name

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