HCLSoftware U



HCL Domino

HCL Domino 14.5.1: AutoUpdate - Downloading, Distributing, and Installing Software Updates

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Objective

- Understand the HCL Domino AutoUpdate functionality and update workflow
- Learn best practices for configuring and managing AutoUpdate in Domino 14.5.x
- Understand how to plan and control software downloads, distribution, and updates
- Learn how to use deployment groups and scheduling for controlled updates
- Understand considerations for restricted and air-gapped environments
- Review common issues, troubleshooting approaches, and operational considerations
- Help administrators adopt a more centralized, controlled, and efficient update process instead of manual updates

What is AutoUpdate

- **Discovers & Notifies:** Automatically checks the My HCLSoftware Portal and notifies administrators of the latest HCL Domino, Notes client, Traveler, and Domino product family releases available
- **Downloads Software:** Downloads the software catalog and installation kits to a designated download server in your domain, storing them in the autoupdate.nsf database
- **Distributes Updates:** Pushes downloaded software to target servers or deployment groups across the Domino domain
- **Installs Automatically (14.5+):** Optionally performs automatic installation on Windows and Linux servers running Domino 14.5 or later, minimizing downtime

In short:

Discover → Download → Distribute → Install

Why AutoUpdate matters

The Challenge: Manual Update Management is Complex, Time-Consuming

- **Reduces manual effort:** Simplifies repetitive software update activities
- **Improves consistency:** Helps maintain Domino servers on approved update levels
- **Enables controlled rollouts:** Supports staged and targeted updates across server groups
- **Saves operational time:** Reduces the effort required to download and distribute updates manually
- **Supports flexible environments:** Provides options for controlled updates in restricted and air-gapped networks
- **Improves update management:** Provides a more centralized and structured approach to the Domino update lifecycle
- **Helps reduce update delays:** Makes it easier for administrators to plan and apply updates in a timely manner

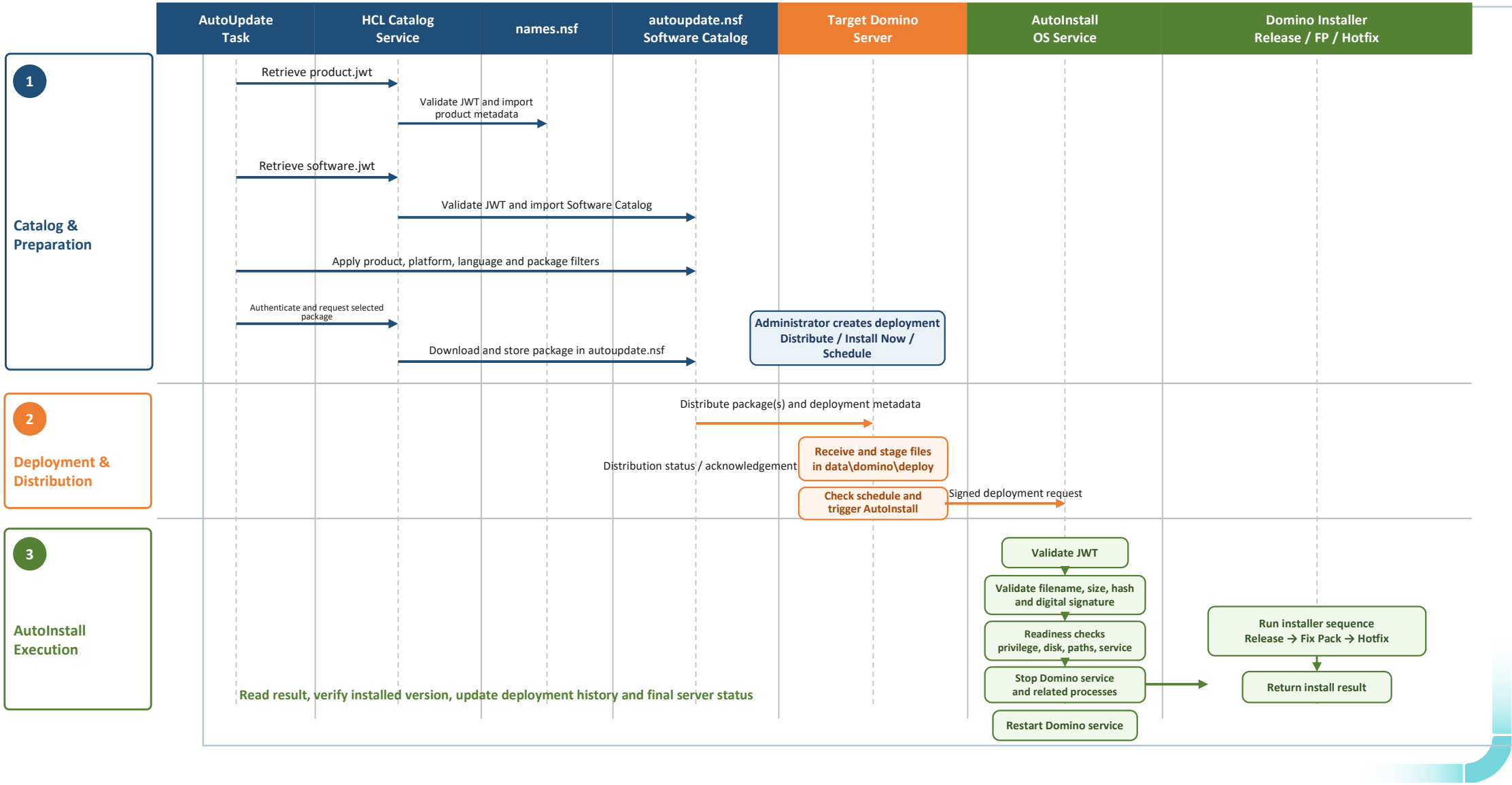
Key Benefits for Administrators

- **Centralized Management:** Control all software updates from a single interface instead of manual handling per server
- **Time & Effort Savings:** Eliminate manual downloads, uploads, and individual server updates
- **Full Visibility:** Track software versions, deployment status, and platform details for every target server in one place
- **Flexible Deployment:** Create deployment groups (e.g., clusters, AUT systems) and schedule updates at convenient times
- **Reduced Errors:** Automatic SHA-256 hash verification ensures downloaded software integrity
- **Future-Ready:** Deeply integrated into the Domino platform, evolving with each release

Contents

- Domino server AutoUpdate workflow
- Prerequisites
- Configuration steps
- Domino upgrade scenario
- Restricted and air-gapped network planning
- Troubleshooting
- References
- Q & A

Domino Server AutoUpdate Workflow



AutoUpdate Support by Domino Version.

Core Capabilities	**V12.x** (12.0.x)	**V14.0 & V14.0 FP1**	**V14.5, V14.5.1 & Later**
Software Distribution	✗ Not Supported	✓ Supported	✓ Supported
Automatic Installation (AutoInstall)	✗ Not Supported	✗ Not Supported	✓ Supported
AUT Catalog Integration	✗ Not Supported	✓ Supported (FP1)	✓ Supported
Admin Client Version recommended	N/A	14.5 +	14.5 +
Target Server Requirement	N/A	Domino 14.0 or later	Domino 14.5 or later

AutoUpdate Lifecycle and Platform Restrictions

Platform & Action	V12.x	V14.0	V14.5+
Windows – Distribute	✗	✓	✓
Windows – AutoInstall	✗	✗	✓ Service
Linux – Distribute	✗	✓	✓
Linux – AutoInstall	✗	✗	✓ systemd
AIX – Distribute	✗	✓	✓
AIX – AutoInstall	✗	✗	✗
OS/400 – Distribute / Install	✗	✗	✗

Key Lifecycle Updates

- **V12.x (Legacy):** AutoUpdate is not available on these versions. Administrator client 12.0.1+ is minimum requirement to configure AutoUpdate remotely for Domino 14+ targets.
- **V14.0 (Distribution introduction):** Introduces binary downloads from My HCLSoftware Portal. Note that **AutoInstall is not supported** in V14.0.
- **V14.5+ (Full Automation):** Introduces AutoInstall. Requires the modern Domino 14 design of `names.nsf` and targets must run as native Windows or Linux systemd background services.
- **Platform Restrictions:** AIX supports software package distribution only (no install automation). OS/400 (iSeries) and containerized/partitioned servers are unsupported.

Supported Platforms & System Prerequisites

Platforms:

- ✔ **Windows:** Distribute & Install (as Windows service).
- ✔ **Linux:** Distribute & Install (as systemd service).
- ✔ **AIX:** Distribute ONLY. No Install.
- ✔ **Supported:** Servers started as OS services.
- ✔ **Unsupported:** Partitioned, Containerized, or manually started servers.

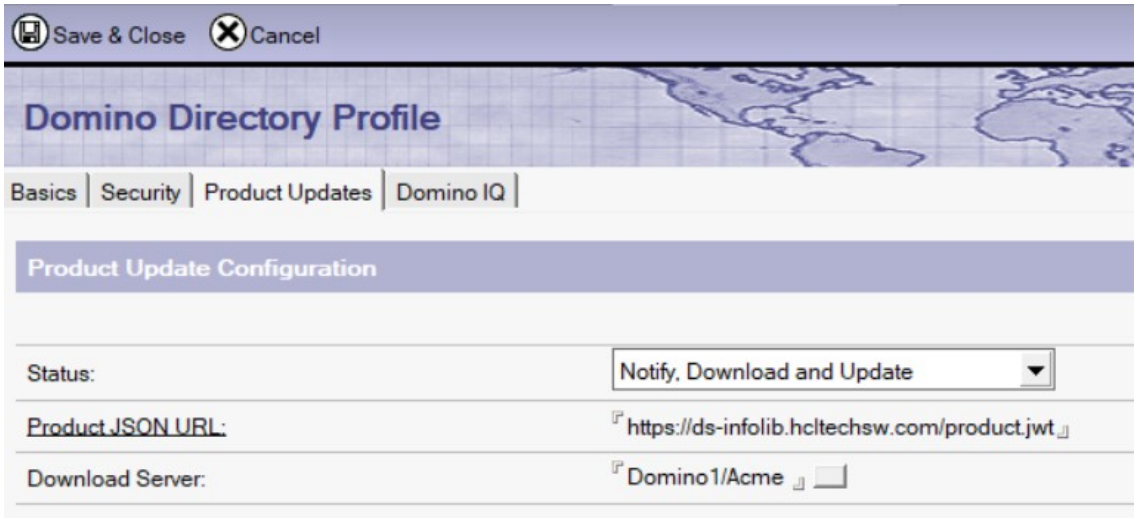
Prerequisites:

- ✔ **MHS Account:** Valid My HCLSoftware portal account with active entitlements.
- ✔ **OS Support:** Full AutoInstall supported on 64-bit Windows and Linux.
- ✔ **Connectivity:** Outbound HTTPS access to HCL download endpoints.
- ✔ **Baseline:** Servers must be running Domino 14.0 or higher to initiate.

Configuration Steps

Step 1: Enable AutoUpdate in Directory

- Open names.nsf using Administrator client
- Select Actions > Edit Directory Profile, then click the Product Updates tab
- **Set Status:** Disable/ Notify only/ Notify and Download/ Notify, Download and Update.
- **Select Download Server:** Pick the designated server.
- Save & Close the Directory Profile document.



Step 2: Restart AutoUpdate Task

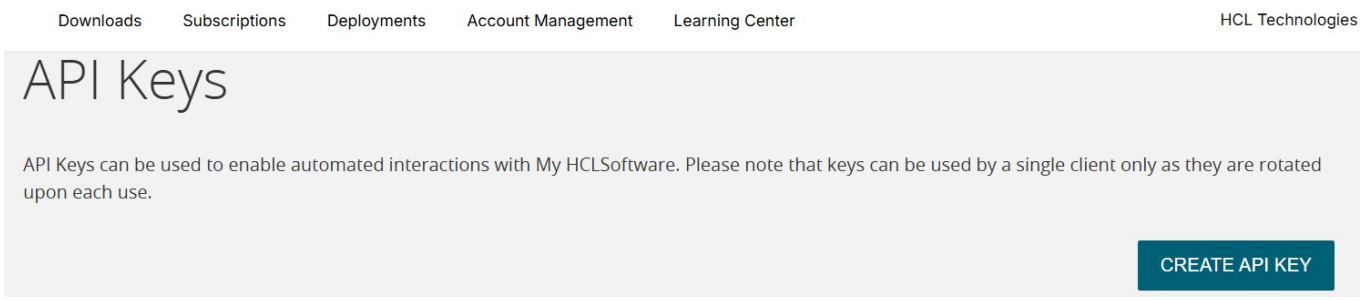
- Open the Domino console on the download server
  - Run the command: restart task autoupdate
- Autoupdate.nsf database is created automatically during task restart
- Enabled task polls for software changes periodically

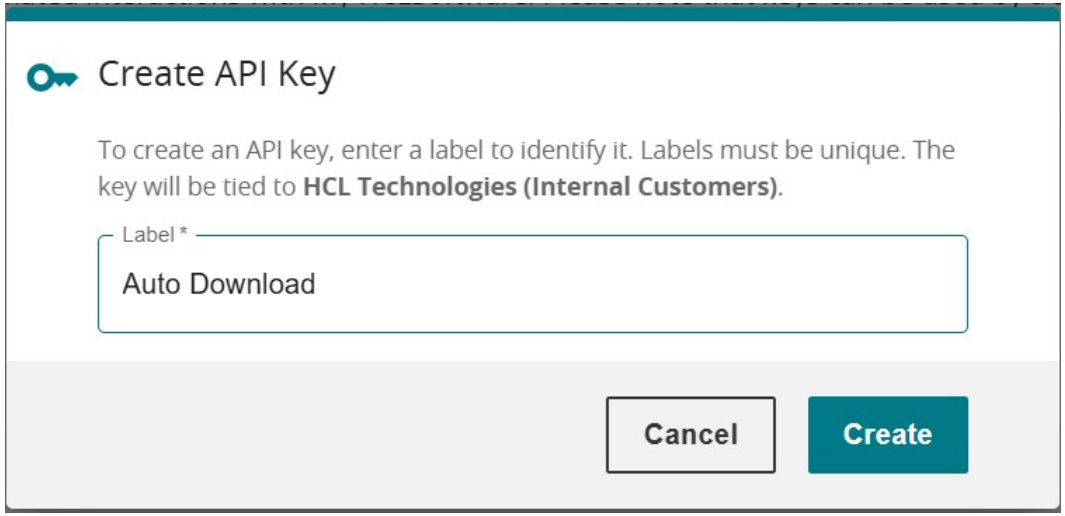
```
restart task autoupdate
[1794:0004-0A98] 07/07/2026 08:34:28 PM  AutoUpdate: Quit request received, shutting down...
[1794:0002-1288] 07/07/2026 08:34:28 PM  AutoUpdate: Shutdown complete

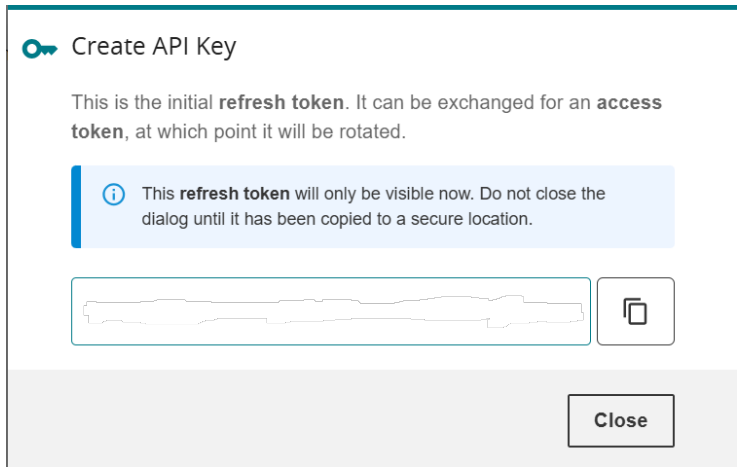
[02B4:0002-19DC] 07/07/2026 08:34:31 PM  AutoUpdate: Waiting for server to be ready
[02B4:0002-19DC] 07/07/2026 08:34:31 PM  AutoUpdate: Automatic notifications, downloads, distributions, and installs are enabled.
[02B4:0002-19DC] 07/07/2026 08:34:32 PM  AutoUpdate: Importing product information from [https://ds-infolib.hcltechsw.com/product.jwt] to [names.nsf]
[02B4:0002-19DC] 07/07/2026 08:34:45 PM  AutoUpdate: Importing software catalog from [https://ds-infolib.hcltechsw.com/software.jwt] to [autoupdate.nsf]
[02B4:0002-19DC] 07/07/2026 08:34:47 PM  DomDownload: No refresh token configured: Invalid arguments
[02B4:0002-19DC] 07/07/2026 08:34:47 PM  AutoUpdate: Software download error - No refresh token configured : Invalid arguments
```

Step 3a: Retrieve Access Token

- Navigate to: https://my.hcltechsw.com/tokens
- Click “CREATE API KEY” and copy the generated Key to configure in autoupdate.nsf

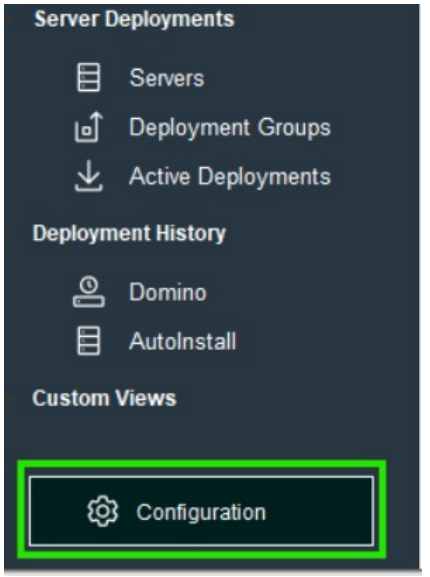


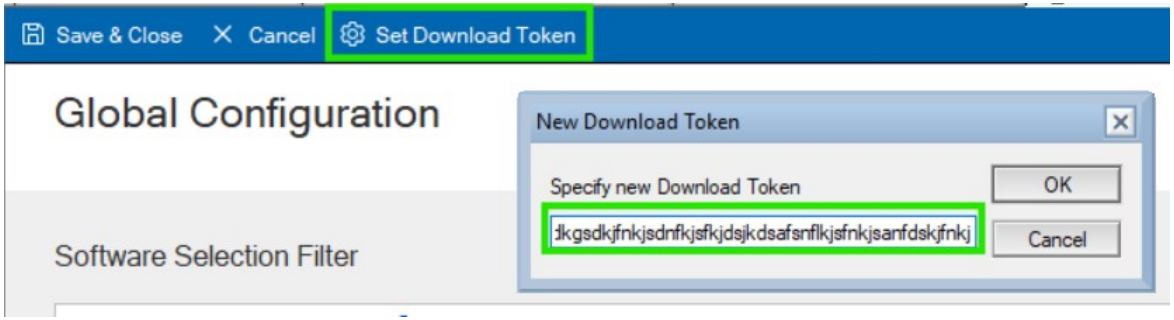




Step 3b: Global Config Overview

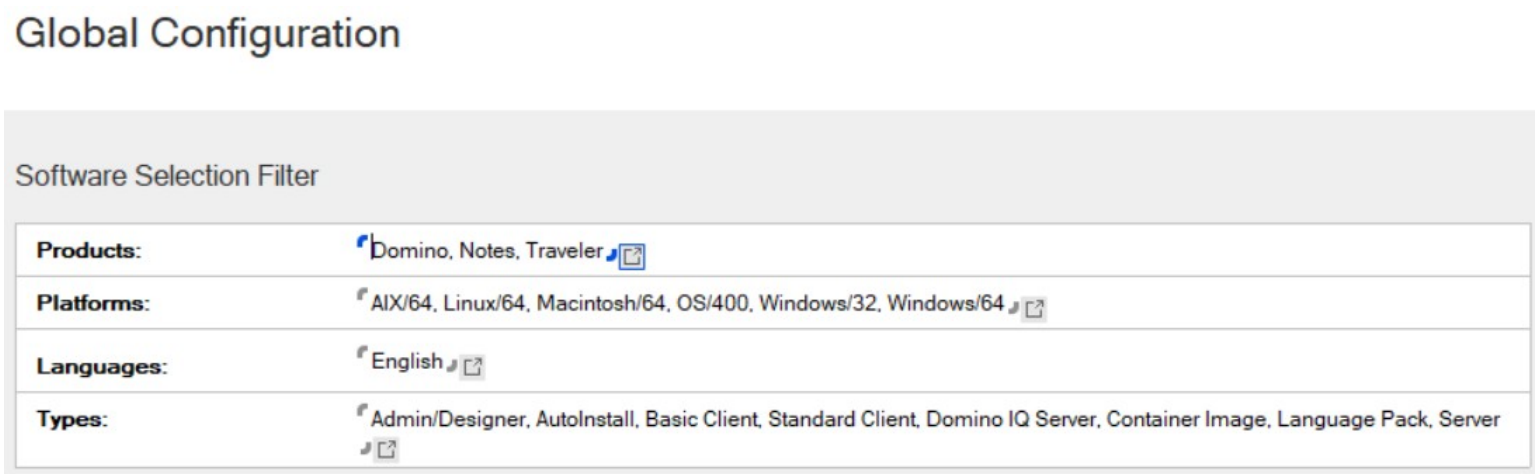
- **Access Token:** Open autoupdate.nsf -> Configuration -> Set Download Token
- **Set Download Token:** Paste your token and click OK





Step 3c: Software Selection Filters

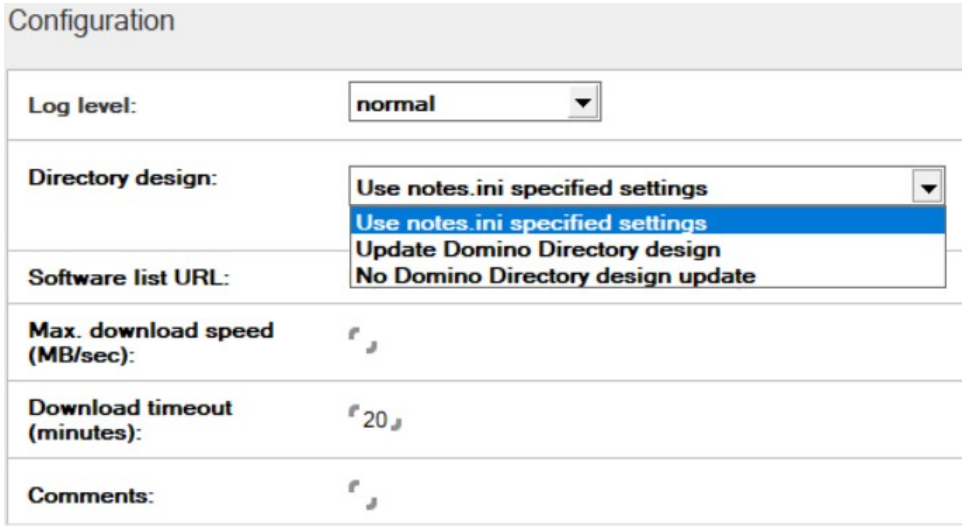
- Filter by **Products** (Domino, Sametime, etc.).
- Filter by **Platforms** (Win, Linux, AIX).
- Filter by **Languages**.
- Filter by **Types** (Server, Admin, Basic Client).
- Changes take ~5 minutes or use command: **tell autoupdate process all**

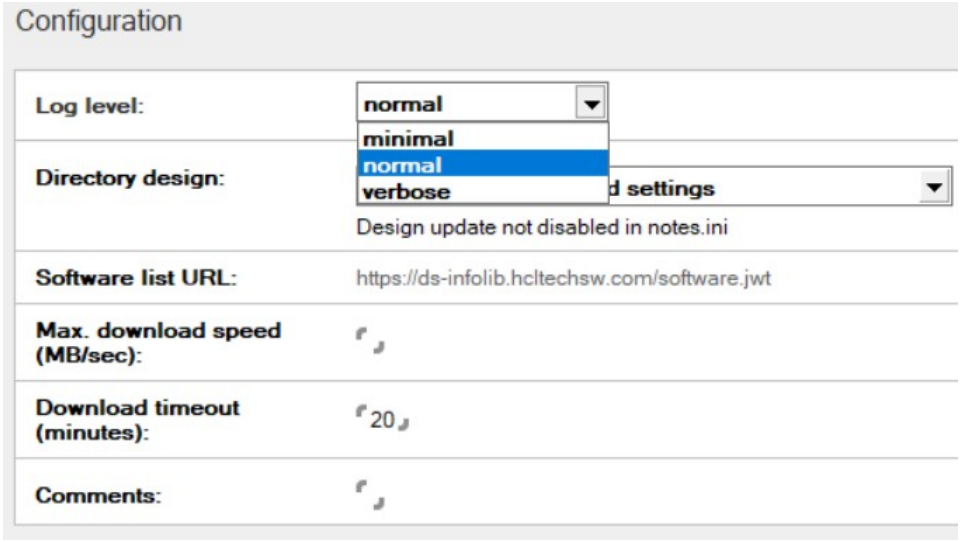


Step 3d: Configure Log Level and Directory Design Options

- **Log level:** minimal / normal / verbose
  Recommended: normal

- **Directory design:** Choose the option as per your requirement
  Note: Select **Update Domino Directory design** only for Domino administrator server





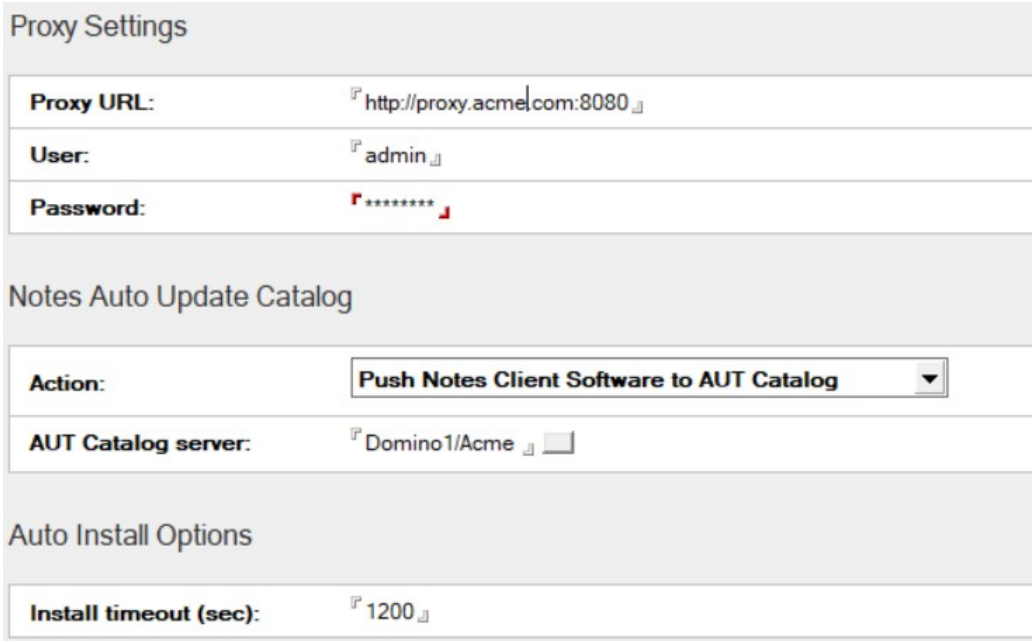
Step 3d: Configure Proxy, AUT Catalog, and Install Timeout

- **Proxy Settings:** Configure internet gateway if required.
- **Notes AutoUpdate Catalog settings :** select to integrate with with autcat.nsf
  In the Action field, select **Push Notes Client Software to AUT Catalog**

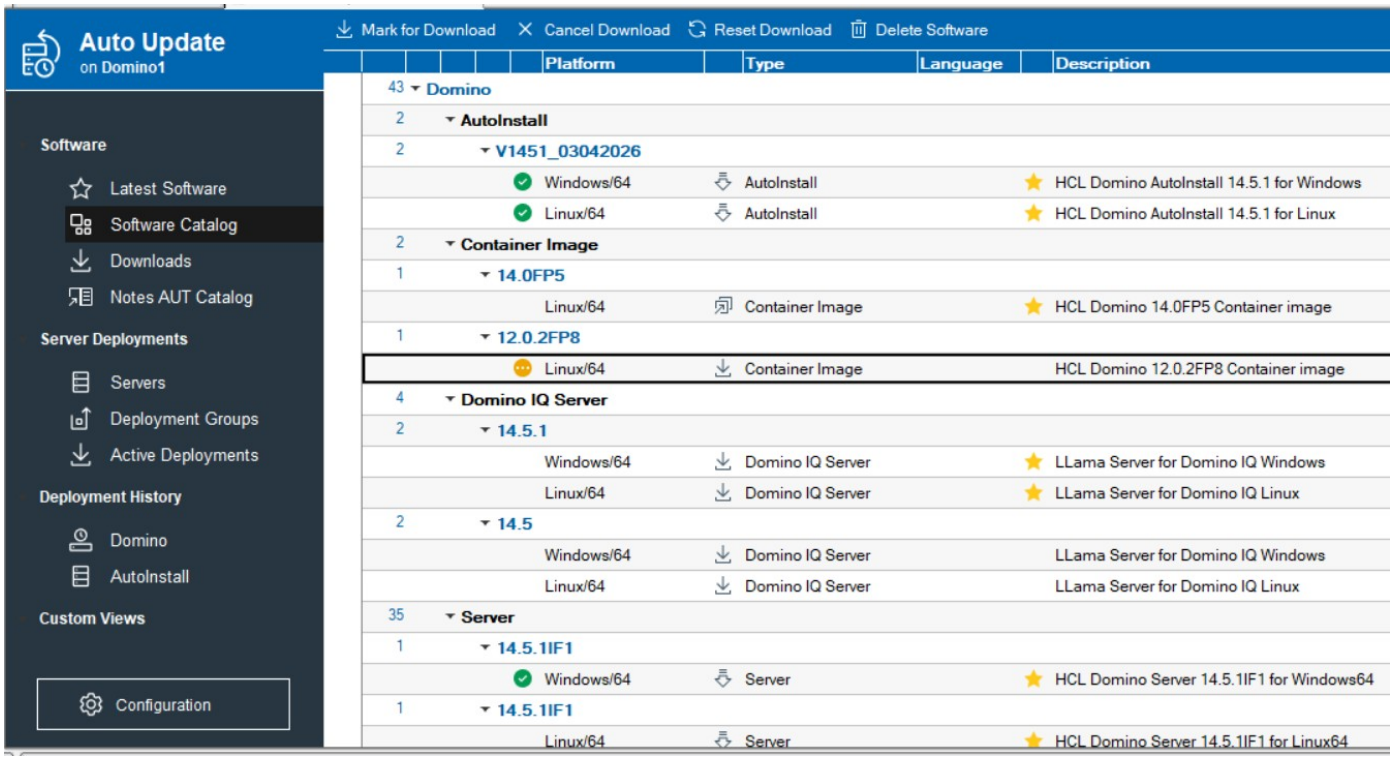
  Specify the **AUT Catalog server** if autocat.nsf is located on a different server than autoupdate.nsf

- **Install timeout (sec):** Duration to wait for installer completion. If timeout is exceeded, AutoInstall aborts and restarts Domino with current version to ensure availability.

- Click **Save & Close**.

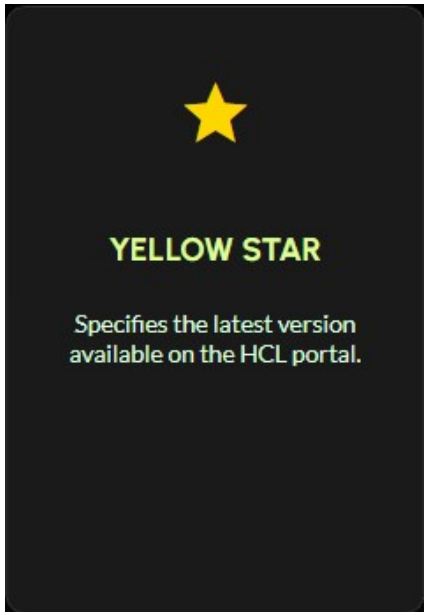


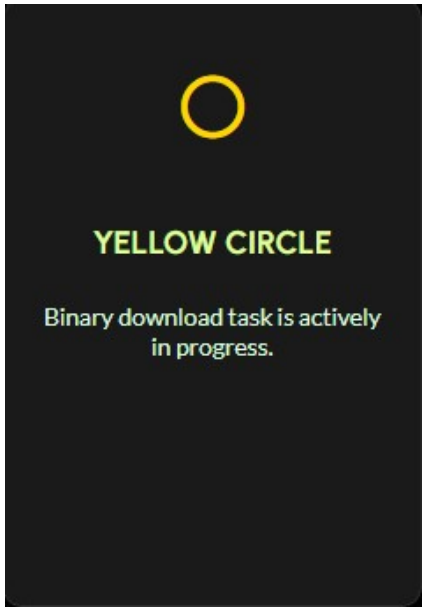
Verify AutoUpdate Software Catalog

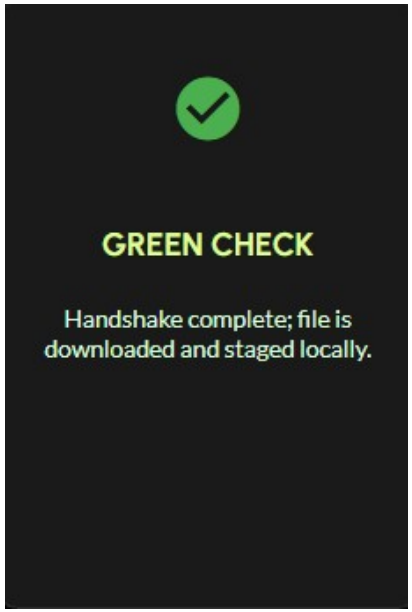


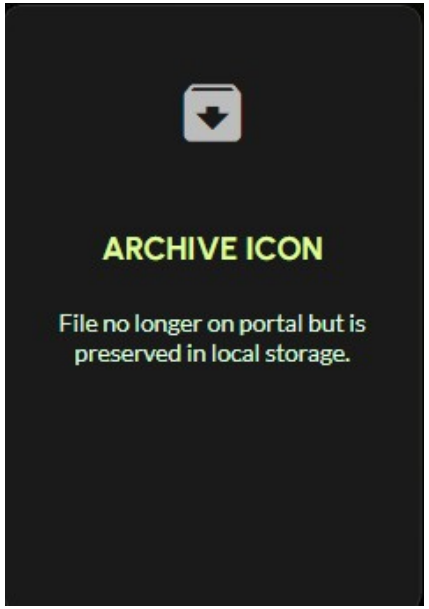
- The Software Catalog (autoupdate.nsf) serves as the synchronized repository database.
- It updates daily with releases, fix packs, and interim fixes pulled from the My HCLSoftware Portal based on filters established in the Global Configuration document
- The autoupdate.nsf database is instantiated exclusively on a designated Download Server
- Staged installation packages do not self-clean. The administrator must manually purge old software binaries from Domino server's path: data\domino\deploy\

Catalog Status Indicators



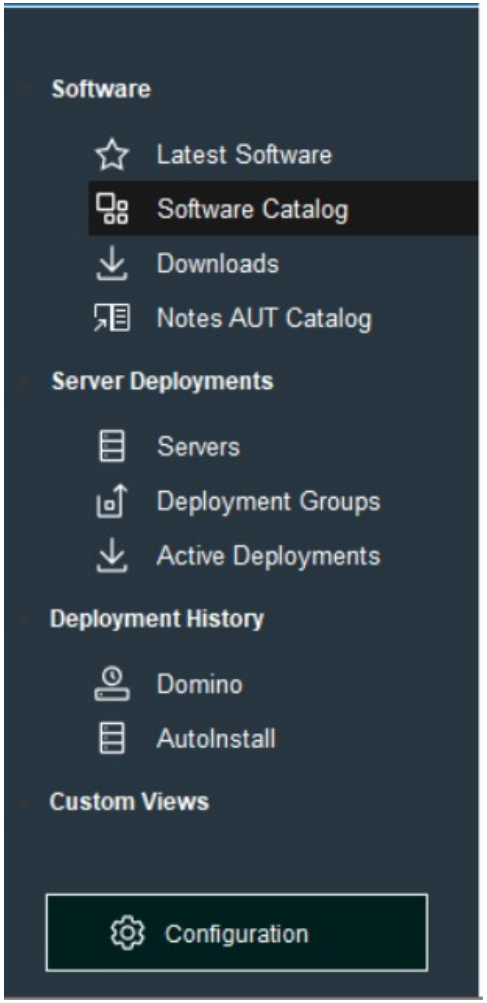






Using the Views in autoupdate.nsf

- **Software :** All available software packages available via JWT.
- **Server Deployments:** Eligible servers for deployment/autoinstall, Deployment groups and Active Deployments.
- **Deployment History:** Scheduled and completed deployments.
- **Custom views:** Custom views created in respective customer's environment.



Domino Upgrade scenarios

Deployment Groups

- What Are Deployment Groups?
  - ➢ A group of Domino servers that receive the same software distributions and updates together as a single unit

- Why Use Deployment Groups?
  - ✔ Ideal for Domino clusters or related servers updated in close succession
  - ✔ Distribute and install to a group instead of individual servers
  - ✔ Enable phased rollouts: UAT -> DR servers -> Production servers
  - ✔ Ensure consistent configurations across multiple servers
  - ✔ Reduce risk and minimize business impact

Creating Deployment Groups

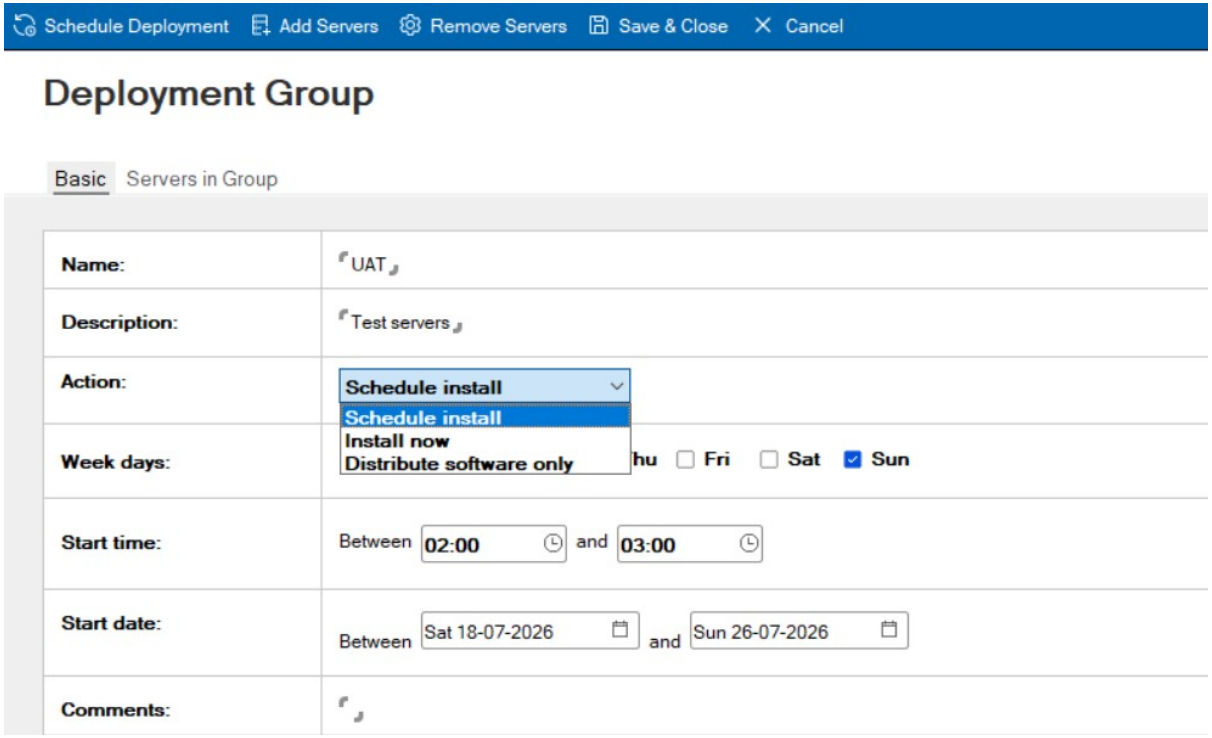
- How to Use Deployment Groups

  ✔ Create: autoupdate.nsf → Deployment Groups view → New Deployment Group

  ✔ Define: Provide a name and description

  ✔ Select Action: Choose the action to perform for servers in the group

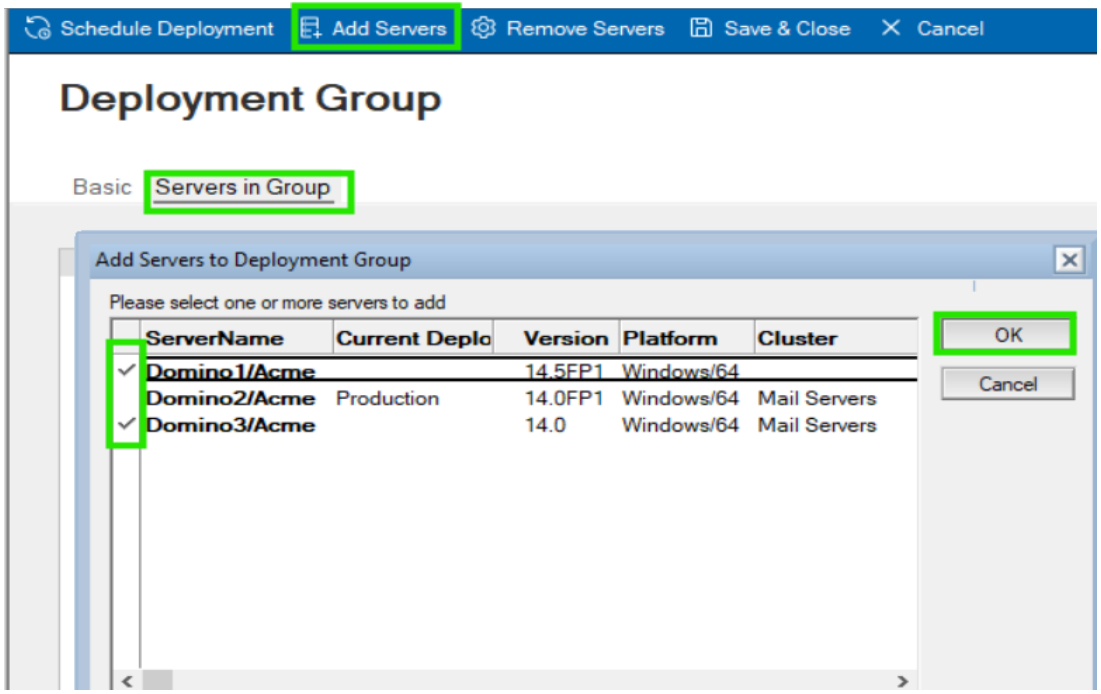
  ✔ Schedule: Configure weekdays and time range for the action



Add Servers to Deployment Groups

- Click Add Servers, select the servers, and click OK.
  Note: A server can belong to only one deployment group.

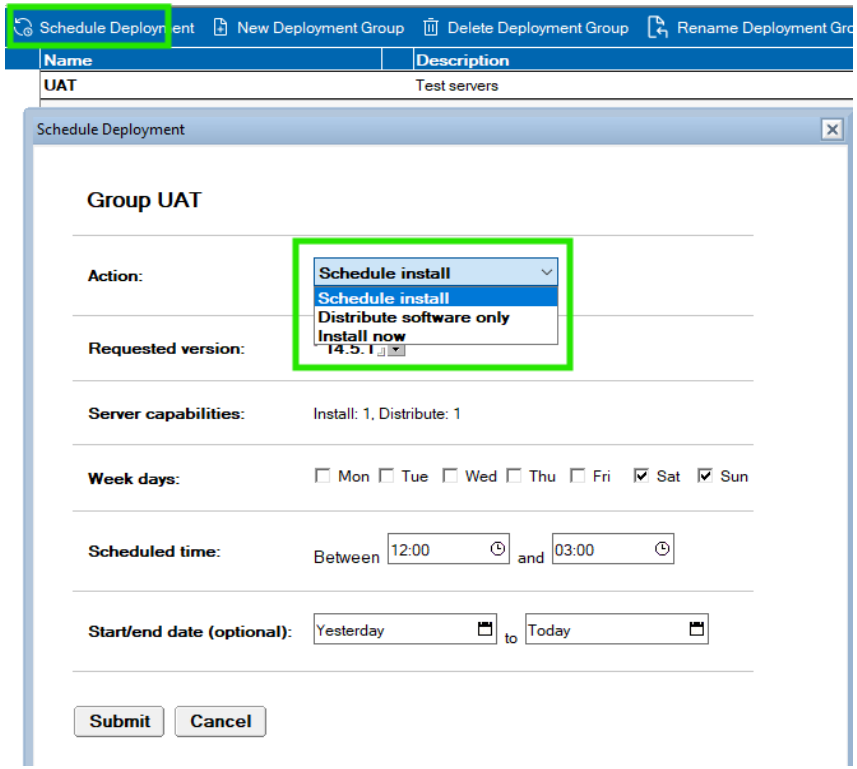
- For scaled infrastructure, administrators can assemble specialized Deployment Groups
  (e.g., separating DR nodes, test lab instances, and active production rings)

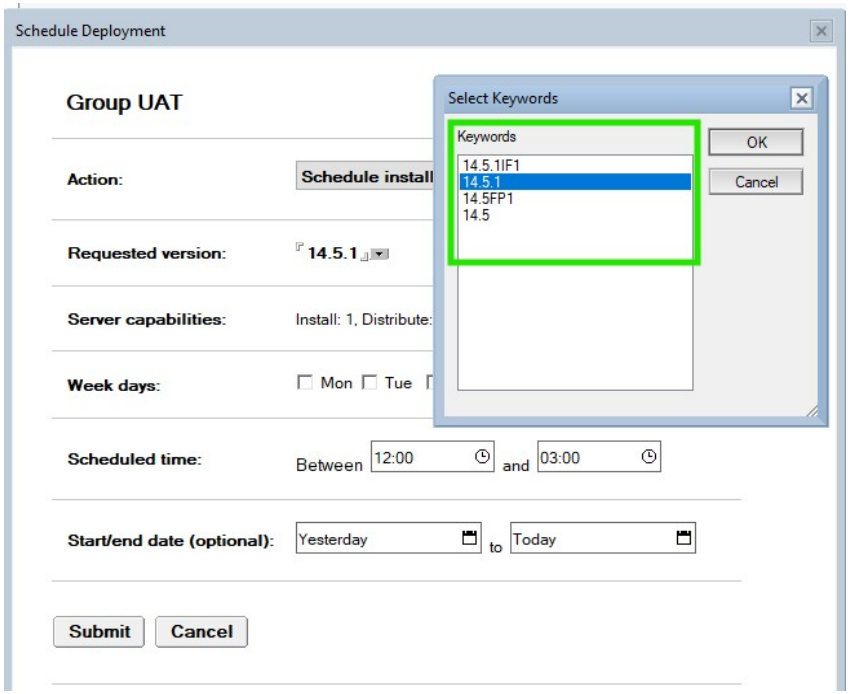




Scheduling deployments

- ✔ **Distribute software only**: Copy the software package to target servers for later manual installation, including servers that do not support AutoInstall.
- ✔ **Install now**: Apply urgent updates immediately or quickly test an update on a staging server.
- ✔ **Schedule install**: Automate installations during maintenance windows, support phased deployment, future scheduling, and retries for unavailable servers.





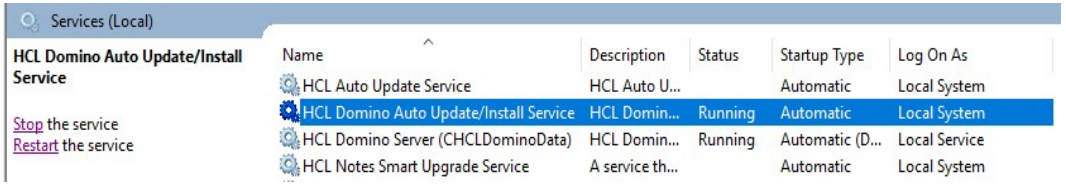
HCL Domino Auto Update/Install Service (autoinstall.exe)

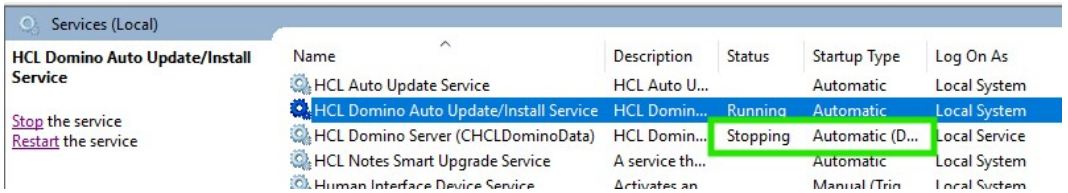
- AutoInstall Service and Security Controls

  ✔ **Dedicated installation service:** Deployment execution is handled by AutoInstall, a separate operating-system service named DominoAutoUpdateService (HCL Domino Auto Update/Install Service), keeping installation activity outside the core Domino task loop

  ✔ The autoinstall executable works with the Domino autoupdate task to validate requests and software, stop Domino, run the installer, and restart Domino.

  ✔ **Restricted execution scope:** AutoInstall can install only software packages registered in the verified Software Catalog. It does not run unregistered or external payloads

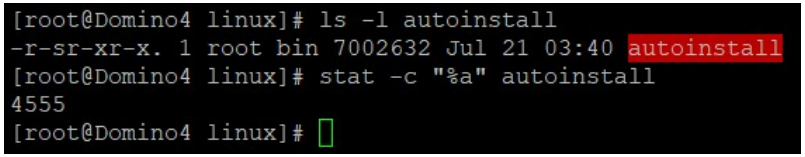


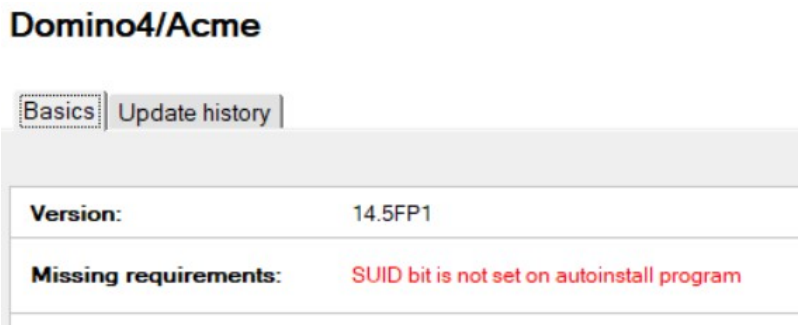


HCL Domino autoinstall (Linux)

AutoInstall on Linux: Service and Security Controls:

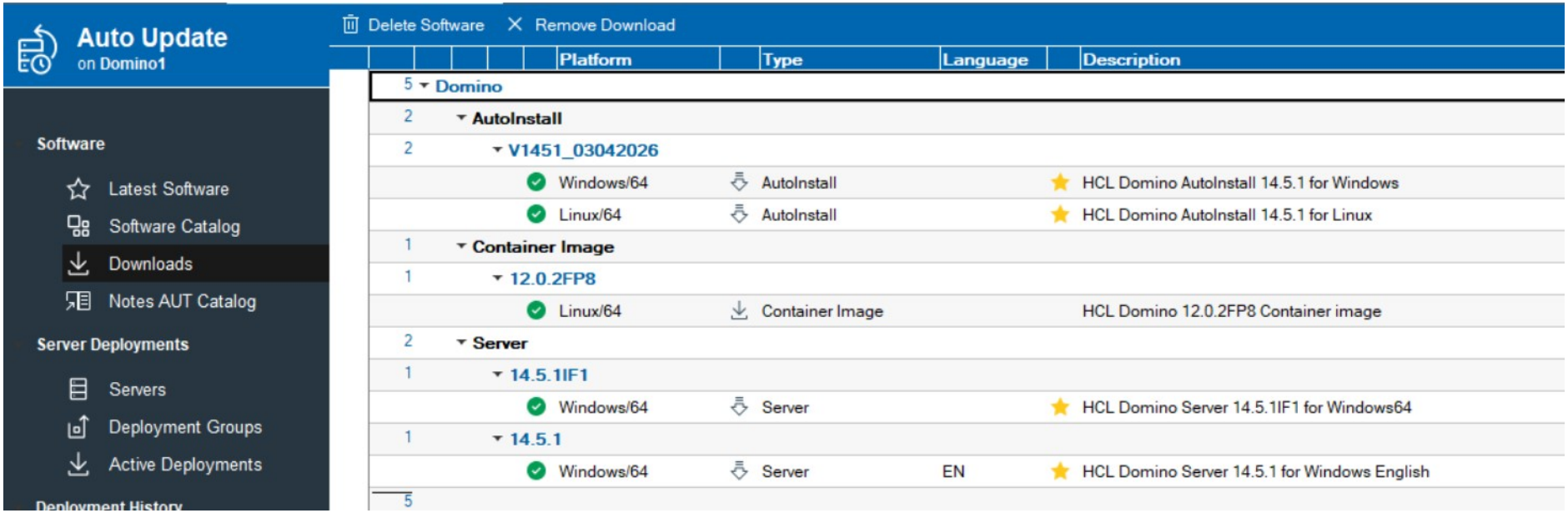
- **Root privilege through SUID:** The executable is installed with **root ownership/permissions and the SUID bit enabled**, allowing it to stop Domino, invoke the installer, restart Domino, and update itself.
- **Recommended permission:** Set autoinstall to 4555, ensuring the owner and users have execute permission, and the SUID bit is enabled.
- **Controlled use and self-update:** Removing the SUID bit disables installation capability, while approved AutoInstall updates are automatically downloaded and hot-swapped.





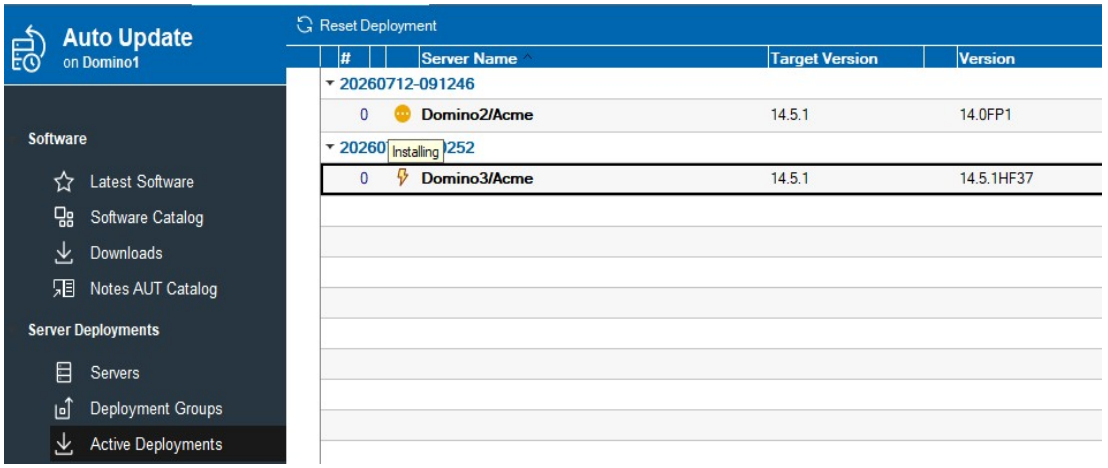
AutoInstall Self-Updates

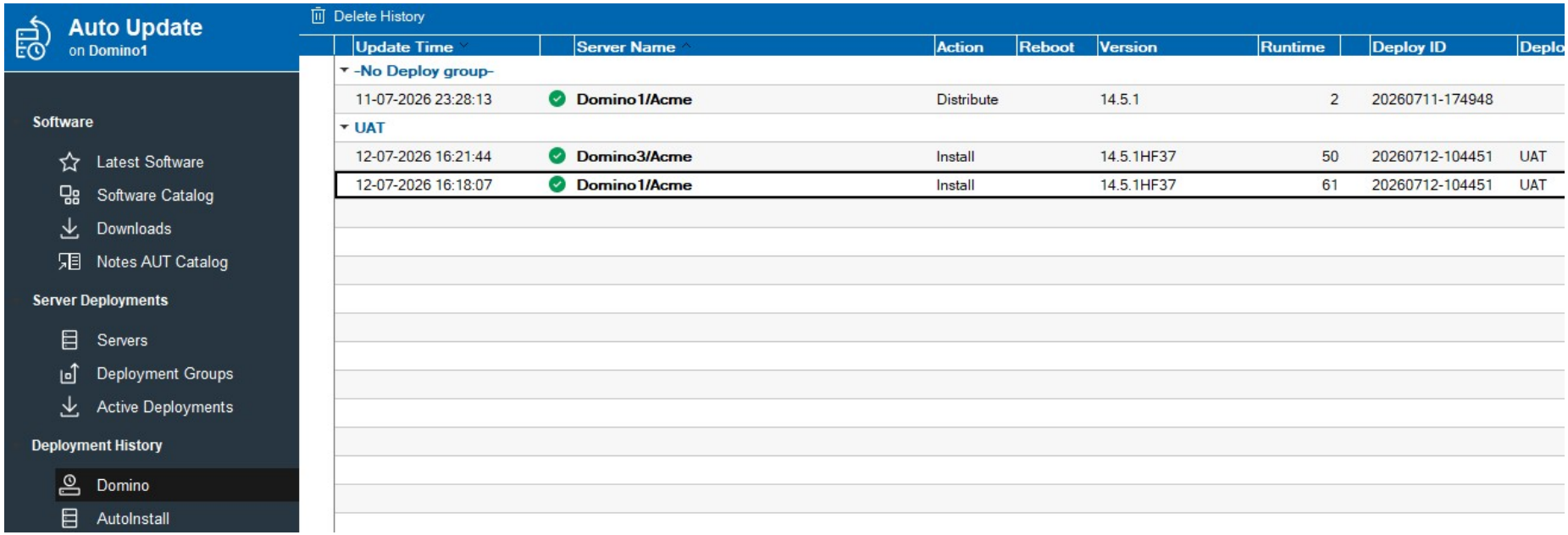
- AutoInstall tool can update itself via the framework.
- **Disable via Notes.ini:** AUTOUPD_DISABLE_SELF_INSTALL=1



Monitoring Deployment Status

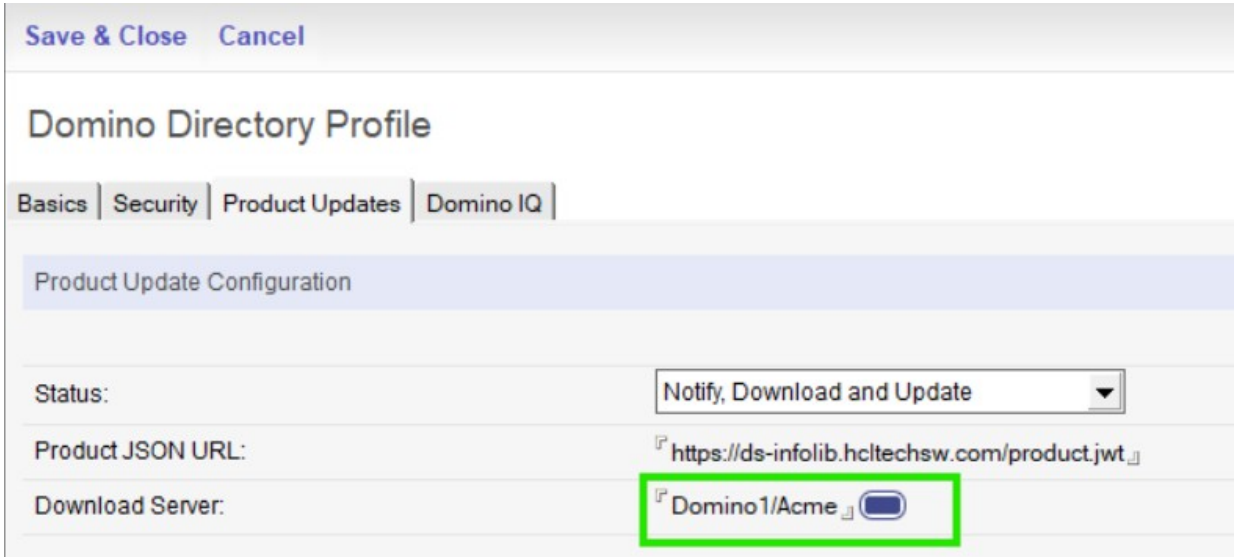
- ✔ Track progress in Active Deployments.
- ✔ Review completed or failed updates in Deployment History.
- ✔ Confirm the server returns to Unscheduled after successful upgrade.





Changing the Download Server

- Open Directory → Configuration → Product Updates.
- Select new Download Server & Save.
- Replicate names.nsf across other servers in Domain
- On new server: restart task autoupdate.
- Verify local autoupdate.nsf creation.



AutoUpdate Tell Commands

Run these commands on the **designated AutoUpdate download server**. Commands are not case-sensitive. (HCL Software Help)

tell autoupdate help
Displays the available AutoUpdate command options.
Use it to confirm the supported command syntax on the installed Domino version.

tell autoupdate update products
Immediately retrieves the latest product information.
Updates the **Product Info** documents in the Domino Directory (names.nsf) when changes are available.
Use when new Domino product-release information is not appearing or after resolving catalog connectivity issues.

tell autoupdate update software
Immediately retrieves the latest Software Catalog information.
Creates or updates software documents in autoupdate.nsf when new catalog data is available.
Use when a release, Fix Pack, Interim Fix, or other software package is not appearing in the catalog.

tell autoupdate process all
Immediately processes all pending high- and low-priority AutoUpdate work.
Use after configuration changes, catalog refreshes, package selections, distribution requests, or deployment updates.

tell autoupdate process high
Immediately processes pending high-priority work.
Typically useful for administrator-initiated operations such as software downloads, distributions, and deployments.
Use when you do not want to wait for the normal high-priority processing interval.

tell autoupdate process low
Immediately processes pending low-priority background work.
Typically useful for catalog, server-information, and routine background processing.
Use when testing configuration changes or troubleshooting delayed background updates.

Notes.ini Configuration Options

- **AUTOUPD_LOW_PRIO_DL_INTERVAL_MINS**
  - Controls how often low-priority AutoUpdate tasks are processed.
  - Includes catalog refresh and server-information updates.
  - Default: 60 minutes.
  - Reduce only when faster background processing is required.

- **AUTOUPD_HIGH_PRIO_DL_INTERVAL_MINS**
  - Controls how often high-priority requests are processed.
  - Includes package download, distribution, and deployment activity.
  - Default: 5 minutes.
  - Reduce for faster response in test or urgent scenarios.

- **AUTOUPD_LOG_LEVEL**
  - Controls the amount of AutoUpdate logging.
  - Values: 1 minimal, 2 normal, 3 verbose.
  - Default: 2.
  - Use 3 temporarily for troubleshooting.

Notes.ini Configuration Options

- **AUTOUPD_DISABLE_SERVER**
  - Disables AutoUpdate processing on a specific server.
  - 0 enables AutoUpdate; 1 disables it.
  - Useful during maintenance or issue isolation.
  - Do not use on the designated AutoUpdate server.

- **AUTOUPD_MIN_FREE_SPACE_MB**
  - Defines the minimum disk space required for installation.
  - Prevents AutoInstall from starting with insufficient space.
  - AutoUpdate normally calculates the requirement automatically.
  - Set a higher value when additional disk-space reserve is needed.

- **AUTOUPD_DISABLE_SELF_INSTALL**
  - Controls AutoInstall component self-update.
  - 0 allows self-update; 1 disables it.
  - Useful when component updates require separate approval.
  - Normally keep the default value 0.

Restricted and air-gapped network planning

Restricted and Air-Gapped Network Planning

✔ **Use a designated AutoUpdate server:** Centralize catalog retrieval, software downloads, package staging, and deployment management on one approved Domino server.

✔ **Configure proxy-based HTTPS access:** Permit the designated server to make outbound TCP 443 connections to:

- https://ds-infolib.hcltechsw.com - Product and catalog JWT data
- https://id.hcltechsw.com - Authentication
- https://api.hcltechsw.com - Software downloads through API requests

✔ **Use temporary access when required:** Enable controlled internet access only long enough to retrieve the catalog and download required software packages, then disable it.

✔ **Download and stage packages:** Select and download the required Domino releases, fix packs, or interim fixes.

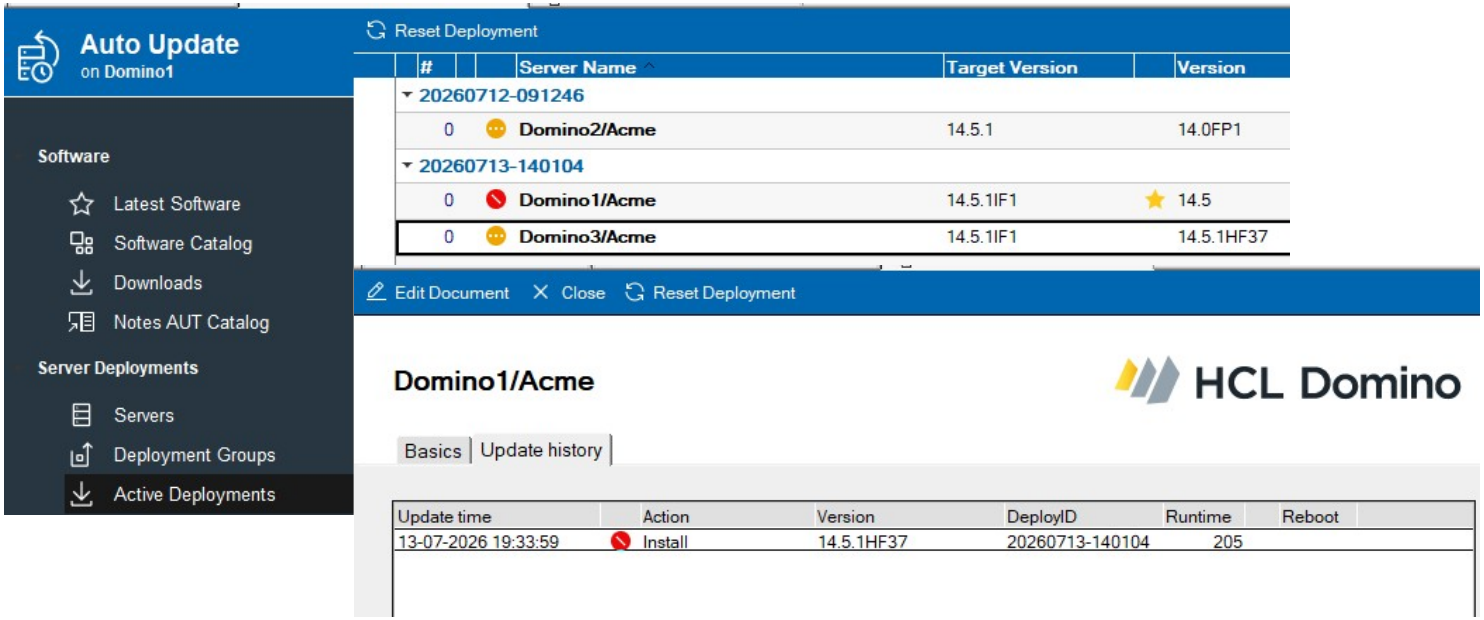
✔ **Plan deployment:** Distribute and install software using deployment groups or selected individual servers during approved maintenance windows.

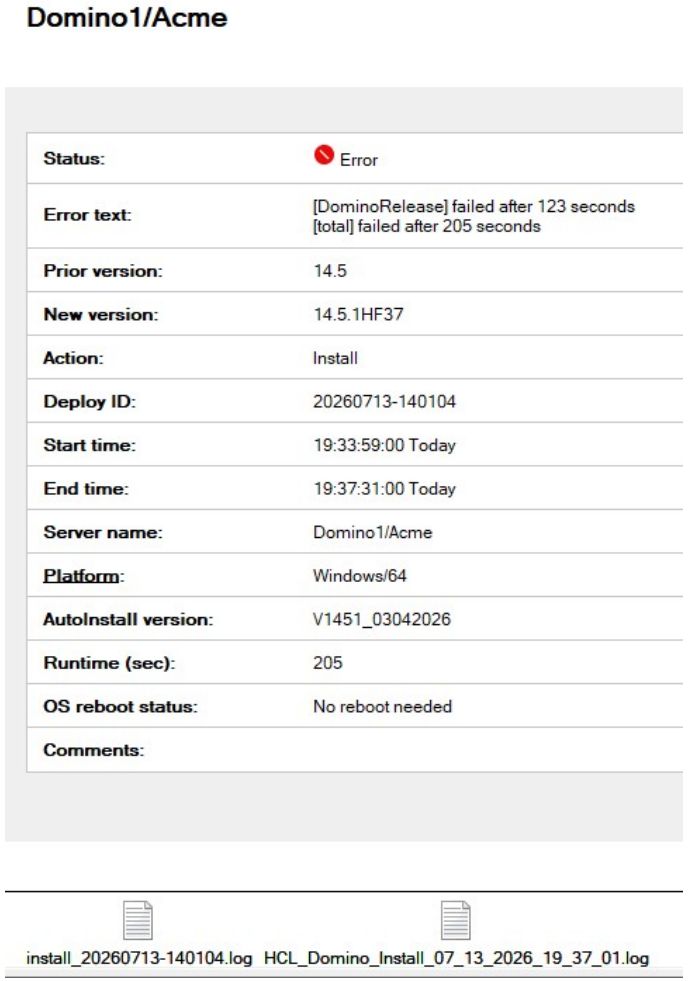
✔ For strict air gaps, AutoInstall requires a trusted autoupdate.nsf, valid signed metadata, verified software.jwt, and matching package hash and signature. Copying installers is not sufficient; use a manual upgrade when no supported catalog-transfer process is available.

Troubleshooting

Handling errors

- ✔ Open the affected server document and select Update history.
- ✔ Open the failed deployment entry to review the error details and attached logs.
  - The install_* log contains AutoInstall process details.
  - The HCL_Domino_Install_* log contains Domino installer execution details.
- ✔ Review both logs together to identify the failure point and determine the required corrective action.





Install_* Log Key Checks

Key Checks in the install_* Log

- ✔ **Deployment details:** Request Information, [Job], [Config]
- ✔ **System readiness:** IsAdmin : 1, Checking free space
- ✔ **Package validation:** JWT Signature VERIFIED!, Hash successfully validated
- ✔ **Installer verification:** File signed and the signature was verified, Embedded Signature verified
- ✔ **Shutdown preparation:** Installers require server stop, Stopping Domino

```
--------------------------------------------------------------------------------
2026.07.13 19:37:28  C:\HCL\Domino\Data\domino\deploy\install_20260713-140104.txt
--------------------------------------------------------------------------------
[checksoftware]
softwarefile=C:\HCL\Domino\Data\domino\deploy\software.jwt
failed=0
status=SUCCESS

[DominoRelease_Prepare]
type=DominoRelease
version=14.5.1
status=SUCCESS

[DominoHotfix_Prepare]
type=DominoHotfix
version=14.5.1HF37
status=SUCCESS

[ShutdownDomino]
type=Service
status=SUCCESS

[DominoRelease]
type=DominoRelease
logfile=C:\HCL\Domino\_HCL
Domino_installation\Logs\HCL_Domino_Install_07_13_2026_19_37_01.log
restartneeded=0
version=14.5.1
runtime=123
status=FAILED

[total]
success=0
failed=1
runtime=205
autoinstallversion=V1451_03042026
restartneeded=0
rebootstatus=0
status=FAILED
```

HCL_Domino_Install_* Log Key Checks

Key Checks in the HCL_Domino_Install_ Log*

- ✔ **Installer environment:** Silent-install arguments, Java runtime, OS platform, architecture, and execution account
- ✔ **Disk space validation:** Required and available disk space
  Check Disk Space ... Status: SUCCESSFUL
- ✔ **Existing installation detection:** Current Domino version, install type, program path, data path, partition, and service details
- ✔ **Process readiness check:** Verifies whether Domino, scontroller, and jconsole are fully stopped
- ✔ **Installation result and error:** Records installer summary, success/error counts, and the exact failure reason

HCL_Domino_Install_* Log Key Checks

==========STDOUT ENTRIES==========

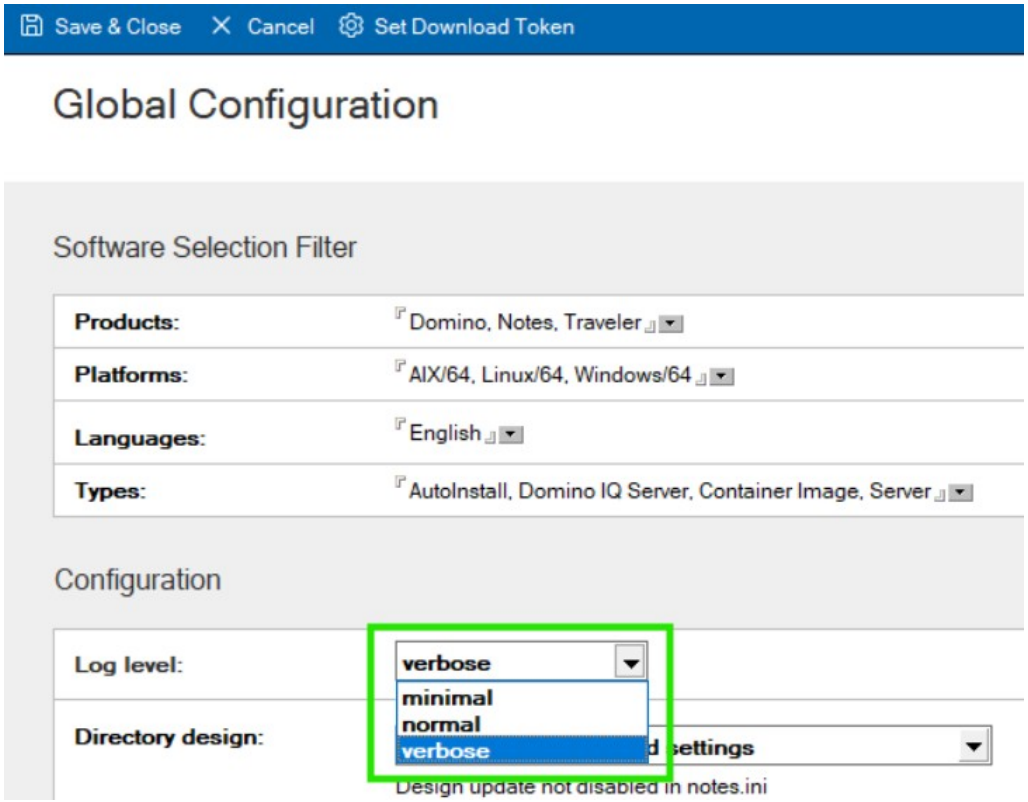
ExtractToFile: target = C:\Windows\TEMP\721952.tmp\domdir.exe
ExtractToFile: extractWhatURL = jar:file:/C:/Windows/Temp/I1783951516/InstallerData/Execute.zip!/$LAYOUTMISCDIR$/domdir.exe
ExtractToFile: target = C:\Windows\TEMP\721952.tmp\vcredist_2022_x64.exe
ExtractToFile: extractWhatURL = jar:file:/C:/Windows/Temp/I1783951516/InstallerData/Execute.zip!/$LAYOUTMISCDIR$/vcredist_2022_x64.exe
ExtractToFile: target = C:\Windows\TEMP\721952.tmp\removeFiles.txt
ExtractToFile: extractWhatURL = jar:file:/C:/Windows/Temp/I1783951516/InstallerData/Execute.zip!/$LAYOUTMISCDIR$/removeFiles.txt
GetOSInfo::install: nowarning =
DetectPreviousInstall::install: Starting installation of HCL Domino

Partition parameter passed as C:\HCL\Domino\Data
dataLocation resolved as C:\HCL\Domino\Data
tmpDataLocation = C:\HCL\Domino\Data
tmpDataLocation = CHCLDominoData

DetectPreviousInstall::install: Detected previous install as non-partition server
DominoRegistry:: DominoRegistry::getUserName: defaultUser = NT AUTHORITY\LocalService
DominoRegistry:: getRegistryKeyItemValue: SOFTWARE\Lotus\Domino:UserName:LOCAL SERVICE
DominoRegistry:: DominoRegistry::getUserName: UserName = LOCAL SERVICE
DetectPreviousInstall::install: UserName = LOCAL SERVICE
DetectPreviousInstall::install: user = LOCAL SERVICE
DetectPreviousInstall::install: IA_USERNAME = LOCAL SERVICE
DetectPreviousInstall::isDominoProcessRunning: Checking C:\HCL\Domino\nstrings.dll
DetectPreviousInstall::isDominoProcessRunning: Checking C:\HCL\Domino\scontroller.exe
DetectPreviousInstall::isDominoProcessRunning: Checking C:\HCL\Domino\jconsole.exe
Error: Domino is running. Please stop all server processes (including scontroller and jconsole) before proceeding with the install.
DetectPreviousInstall::isDominoProcessRunning: err -Domino is running. Please stop all server processes (including scontroller and jconsole) before proceeding with the install.
DetectPreviousInstall::isDominoProcessRunning: err - ServiceException
DominoCustomCodeAction::ExitWithError: error code: 1
DominoCustomCodeAction::ExitWithError: Aborting the install because Domino is running. Please stop all server processes (including scontroller and jconsole) before proceeding with the install.

Enabling Verbose Logging

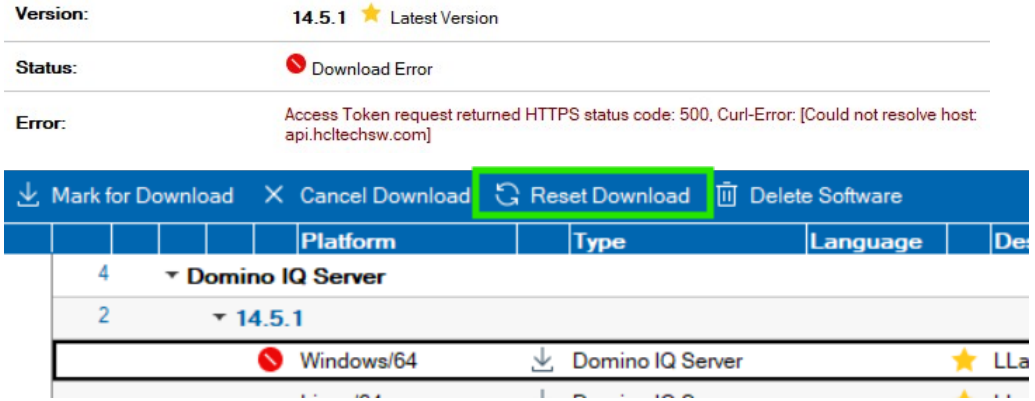
- Open Global Config in autoupdate.nsf.
- Change **Log level** to **Verbose**.
- Save & Close.
- Pick-up interval: 5 minutes.



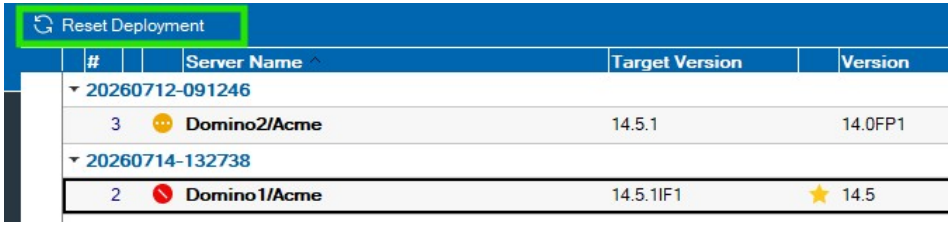
AutoUpdate FAQ

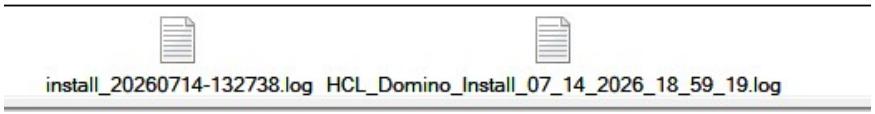
Q: What if the server does not show Install capability?
Action:
Confirm the server runs Domino 14.5 or later.
Run Domino as a supported Windows service or Linux systemd service with admin privileges.
Use distribution-only or manual installation for unsupported platforms and prior 14.5 versions.

Q: What if software package download fails?
Action:
Open the failed software package document and review the recorded error.
Verify network, proxy, DNS, and repository connectivity.
Reset the failed download and retry the package download.



Q: What if software installation fails?
Action:
The Domino server will start automatically if the auto-install fails.
Open the failed deployment document and review the recorded error.
Review the install_* and HCL_Domino_Install_* logs to identify the failure stage and root cause.
Correct the reported issue, reset the failed deployment, and retry the deployment again for failed server.
Contact Support with the relevant logs if further analysis is required.



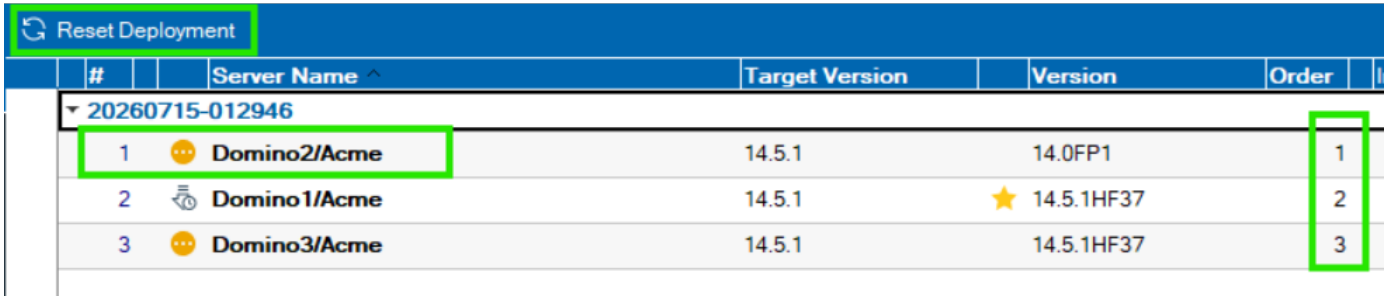


AutoUpdate FAQ

Q: What happens if Domino does not shut down cleanly after AutoInstall initiates the shutdown?

Ans: AutoInstall initiates the shutdown and waits for Domino to stop.
If shutdown stalls, Domino's shutdown monitor activates after five minutes and can terminate the server; the AutoInstall wait timer is reset while shutdown continues to make progress. After Domino is fully stopped, AutoInstall proceeds with the installation.

Q: What if deployment-group servers stop progressing?
Action:
Review the deployment order.
Check whether an earlier-order server failed.
Reset/Resolve the pending/failed deployment before expecting later-order servers to continue.



AutoUpdate FAQ

Q: Why does the Linux server still show Distribution only after enabling SUID on autoinstall?
Ans: The autoinstall executable must also have execute permission for **others**.
Verify the file permissions and set them to: -r-sr-xr-x (4555), and restart autoupdate task on respective server.

Q: Can I use the same API key generated in the HCL Software Portal in another Domino domain?
Ans: No. Each Domino domain requires a separate API key.
The API key is generated from the HCL Software Portal, as explained in Slides 13 and 14. However, when the key is configured for AutoUpdate, it is associated with the specific Domino domain where the AutoUpdate configuration is performed.
Therefore, the same API key cannot be shared or reused across different Domino domains.

For example:
Domino Domain A → API Key A
Domino Domain B → API Key B
Domino Domain C → API Key C

So, if you have multiple Domino domains, you must generate and configure a unique API key for each domain.

References

AutoUpdate overview and prerequisites
https://help.hcl-software.com/domino/14.5.1/admin/enabling_autoupdate.html
Covers enablement, designated download server, supported versions, and AutoInstall prerequisites.

Configure the AutoUpdate Global Configuration document
https://help.hcl-software.com/domino/14.5.1/admin/configuring_the_global_configuration_document.html
Covers software filters, download settings, proxy configuration, logging, and deployment defaults.

Software Catalog and server documents
https://help.hcl-software.com/domino/14.5.1/admin/using_the_views_in_autoupdate_nsf.html
Explains Latest Software, Software Catalog, Downloads, Servers, Deployment Groups, and Distribution Status views.

Distribute software to target servers
https://help.hcl-software.com/domino/14.5.1/admin/distributing_software_to_target_domino_servers.html
Explains package distribution and the target staging location under data\domino\deploy.

Install software on target servers or deployment groups
https://help.hcl-software.com/domino/14.5.1/admin/update_software_on_target_dom_servers.html
Covers Install Now, scheduled installation, automatic distribution, deployment order, and reboot handling.

References

Install software on target servers or deployment groups
https://help.hcl-software.com/domino/14.5.1/admin/update_software_on_target_dom_servers.html
Covers Install Now, scheduled installation, automatic distribution, deployment order, and reboot handling.

AutoInstall self-update and processing
https://help.hcl-software.com/domino/14.5.1/admin/autoinstall_self_updates.html
Explains how AutoInstall validates software, stops Domino, invokes the installer, and restarts Domino.

AutoUpdate console commands
https://help.hcl-software.com/domino/14.5.1/admin/autoupdate_process_tell_commands.html
Lists commands used to refresh catalogs and process download or deployment activity.

AutoUpdate Notes.ini parameters
https://help.hcl-software.com/domino/14.5.1/admin/notes_ini_configuration_options_for_autoupdate.html

Known Issues & Operational Considerations

SPR# DNADDKFN2Y

Issue: Save conflicts in the AutoUpdate Global Configuration document can affect AutoUpdate processing.
Impact: Configuration changes may not be applied reliably when multiple replicas or administrators update the document.
Resolution: Fixed in Domino 14.5.1.
Reference:
https://support.hcl-software.com/csm?id=kb_article&sysparm_article=KB0123333

SPR# SJOIDTE9RY

Issue: Upgrading to Domino 14.5.1, manually or through AutoUpdate, can overwrite a manually upgraded Verse 3.2.6 IF1 installation with the bundled Verse 3.2.6 version.
Impact: Previously installed Verse interim-fix files may be replaced during the Domino upgrade.
Status: Reported to HCL Engineering and under investigation.
Reference:
https://support.hcl-software.com/csm?id=kb_article&sysparm_article=KB0130376

AutoUpdate catalog retrieval fails — CA certificate import error
Issue: AutoUpdate cannot retrieve product.jwt or software.jwt and reports:
AutoUpdate: Cannot get product list (HTTP Status: 500)
Curl-Error: [error importing CA certificate blob]
Impact: Product information is not imported into names.nsf, and the Software Catalog in autoupdate.nsf cannot be refreshed.
Recommendation: Review the trusted CA certificate configuration used for outbound HTTPS connections. Correct or replace the affected CA certificate, restart the AutoUpdate task, and retry the catalog update commands.

https://support.hcl-software.com/csm?id=kb_article&sysparm_article=KB0112527

Known Issues & Operational Considerations

AutoUpdate SSL certificate validation error :
Issue: AutoUpdate fails to connect to the HCL catalog service and reports:
SSL certificate problem: unable to get local issuer certificate
Impact: AutoUpdate cannot retrieve product.jwt or software.jwt, preventing product and Software Catalog updates.
Recommendation: Verify the complete certificate chain presented by the HCL endpoint, proxy, firewall, or SSL-inspection device. Add the required root and intermediate CA certificates to the Domino trusted certificate configuration, restart AutoUpdate, and retry the catalog update.
Reference:
https://support.hcl-software.com/csm?id=kb_article&sysparm_article=KB0111935

AutoUpdate Notify option behavior :
Behavior: The **Notify** option checks for available product updates and imports product information for administrator notification.
Scope: Notify mode does not download software packages, distribute installers, or initiate AutoInstall deployments.
Recommendation: Use **Notify** when update awareness is required but software deployment remains manual. Select **Notify, Download and Update** when package download, distribution, and installation functions are required.
Reference:
https://support.hcl-software.com/csm?id=kb_article&sysparm_article=KB0113303

My HCLSoftware license acceptance requirement :
Issue: Domino software downloads through AutoUpdate may fail when the applicable product license agreement has not been accepted in the My HCLSoftware portal.
Impact: Package download can fail even when the download token, network, proxy, and HTTPS connectivity are correctly configured.
Recommendation: Sign in to My HCLSoftware using the entitled account, accept the applicable Domino license terms, reset the failed software download, and retry.
Reference:
https://support.hcl-software.com/csm?id=kb_article&sysparm_article=KB0115215

HCLSoftware U

hclsoftwareu.hcltechsw.com