

# Novell Messenger 1.0

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## 1.0 Novell Messenger Product Overview

Novell® Messenger 1.0 is a corporate instant messaging product that is based on Novell eDirectory™. Features include:

- ◆ Sending instant messages in a secure environment (user authentication through eDirectory and SSL encryption of messages)
- ◆ Creating a contact list and displaying user information from the contact list (all based on user information already available in eDirectory)
- ◆ Displaying user presence (online, busy, away, idle, and so on)
- ◆ Blocking others from seeing your presence
- ◆ Creating custom statuses to define your presence
- ◆ Participating in multi-user conversations
- ◆ Saving personal conversations
- ◆ Creating and searching a corporate-level conversation archive

The server side of this product is called Novell Messenger. The client side is called Novell GroupWise® Messenger because it has been customized to accompany the GroupWise product.

## 2.0 Novell Messenger Administration and Agents

### 2.1 System Requirements

For information about system requirements, see System Requirements in the Novell Messenger *Installation* guide (NovellMessengerInstallationGuide.pdf in the \docs\en subdirectory of the *Novell GroupWise Messenger CD*).

### 2.2 Installation

#### 2.2.1 Installing Novell Messenger Administration and Agents

- 1** Run setup.exe at the root of the *Novell GroupWise Messenger CD* to launch the Messenger Installation program.
- 2** Follow the on-screen instructions.
- 3** Click Installation Guide for detailed installation instructions.

## 2.2.2 Distributing the GroupWise Messenger Client from the Novell Messenger Download Page

- 1 Run the Novell Messenger Installation program. See “[Installing Novell Messenger Administration and Agents](#)” on page 2.
- 2 In your Web browser, enter the IP address of the Novell Messenger download page.  

This is the IP address and port of the Messaging Agent. By default, the Messaging Agent port is 8300. For example, if you installed to a server with an IP address of 13.45.67.89, the Novell Messenger download page would be <http://13.45.67.89:8300>.
- 3 Follow the instructions on the download page to install the GroupWise Messenger software.

## 2.3 Known Issues

The following sections described known issues for Messenger administration and agents.

### 2.3.1 No Long Name Space Support on NetWare

If you install the Messenger agents on NetWare<sup>®</sup>, the path to the installation directory must use directory names that do not exceed the 8.3 naming convention. This naming convention must also be used for all files used by the Messenger agents, such as startup files, certificate files, and key files.

### 2.3.2 No Special Characters in File and Directory Names

Do not use extended characters or international characters in file and directory names.

### 2.3.3 Messenger Agents on a NetWare Cluster

If you install the Messenger agents on a NetWare cluster, you must install them on every node in the cluster. Some files are automatically installed to the current sys:\system location, rather than to the shared cluster volume. By installing to every node, you ensure that the proper files are available no matter which cluster node the Messenger agents fail over to.

### 2.3.4 Messenger Agents in Protected Mode on NetWare

On a NetWare server, you cannot run the Messenger agents in protected mode unless you are using LDAP access to eDirectory.

### 2.3.5 Required Rights for eDirectory Access

Because Messenger is based on eDirectory, the Messenger agents must be able to access eDirectory with the rights necessary to perform their tasks. The simplest way to accomplish this is to let the Messenger agents log in to eDirectory as an Admin equivalent user.

If you do not want to let the Messenger agents log in to eDirectory as an Admin equivalent user, you must set up an eDirectory user for them that has the rights detailed in eDirectory Access and Authentication in *Installing a Messenger System* in the *Installation* guide.

### 2.3.6 Configuration Changes in ConsoleOne

When you change Messenger system and agent configuration settings in ConsoleOne<sup>®</sup>, you must restart the Messenger agents in order to put the new settings into effect.

When you change user-related settings, such as policy settings, users must log in again in order to put the new settings into effect. In the GroupWise Messenger client, users can click File > Log Out to easily log out and back in again.

### 2.3.7 LDAP Attributes in the Messenger Information List

The Messenger information list defines what user information is displayed when a user displays properties of a contact in the GroupWise Messenger client. ConsoleOne lists eDirectory attributes of type STRING and DN when you are configuring the information list. However, if you are using LDAP access to eDirectory, the LDAP attributes telephoneNumber and faxNumber can be manually added to the list, even though the eDirectory equivalent of these attributes is not of type STRING or DN.

Other LDAP attributes that do not correspond to eDirectory attributes can also be manually added to the information list.

### 2.3.8 Manual Update to the Attribute Mapping Table for Early Versions of eDirectory

Versions of eDirectory earlier than 8.5 do not have the ability to recognize all NDS<sup>®</sup> attributes. If you will be using such a version of eDirectory and want to implement LDAP access to eDirectory, you will need to manually add all the Messenger attributes in the nmschema.sch file to the LDAP attribute mapping table, located on the LDAP Group object in eDirectory.

- 1** In ConsoleOne, right-click the LDAP Group object for the server you want to update, then click Properties.
- 2** Click Attribute Mappings > Add.
- 3** Select the NDS attribute drop-down list and scroll down until you find the attributes with the nnm prefix (for example, nnmAgentSettings).  
Attributes names that start with lowercase letters sort after all attribute names that start with uppercase letters.
- 4** Select one of the nnm-prefixed attributes (for example, nnmAgentSettings).
- 5** In the Primary LDAP attribute edit box, type the name of the nnm-prefixed attribute (for example, nnmAgentSettings).
- 6** Click OK.
- 7** Repeat **Step 3** through **Step 6** for each nnm-prefixed attribute in the NDS Attribute list (through nnmWorkPath).
- 8** Click Apply or OK to save the Messenger attributes.

## 3.0 GroupWise Messenger Client

### 3.1 Installation

- 1** In a Web browser, enter the IP address of the GroupWise Messenger download page.  
You can get this information from your system administrator.
- 2** Follow the instructions on the download page to install the GroupWise Messenger client.

## 3.2 Client Features

For information about GroupWise Messenger client features, click Help > Help in GroupWise Messenger.

## 3.3 Integration with the GroupWise Client

GroupWise Messenger can run simultaneously with the GroupWise client.

**IMPORTANT:** The username and password you use to log in to GroupWise Messenger is your directory (NDS/eDirectory) username and password, which might or might not be the same as your GroupWise username and password. Check with your system administrator.

There are several integration points in the GroupWise client if GroupWise Messenger is installed:

- ◆ You can send an instant message from the GroupWise client by clicking File > New > Instant Message.
- ◆ You can display the GroupWise Messenger contact list from the GroupWise client by clicking Tools > Messenger > Contact List.
- ◆ You can specify whether or not to start GroupWise Messenger when you start the GroupWise client. In the GroupWise client, click Tools > Options, then double-click Environment. On the General tab, select or deselect Launch Messenger At Startup.
- ◆ You can open GroupWise Messenger settings from the GroupWise client. Click Tools > Messenger > Preferences.

## 3.4 Known Issues

The following sections described known issues for the GroupWise Messenger client.

### 3.4.1 Running on Windows 98

When you run the GroupWise Messenger client on Windows\* 98, you need to have Internet Explorer 5 or higher installed.

### 3.4.2 Running on Windows NT 4

When you run the GroupWise Messenger client on Windows NT\* 4, status images will not appear next to status items in the menus.

### 3.4.3 RichEdit 3.0 Required for Text Size Changing

In the GroupWise Messenger client, you can click View > Text Size to select a larger or smaller text size in the Conversation window. However, unless your workstation has RichEdit 3.0 installed, selecting a text size does not change the size of the text in the Conversation window.

RichEdit 3.0 is part of newer Windows operating systems. If your Windows operating system is still using RichEdit 2.0, you can update to RichEdit 3.0 by installing the Microsoft\* [Windows Installer Redistributable](http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=CEBBACD8-C094-4255-B702-DE3BB768148F) (<http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=CEBBACD8-C094-4255-B702-DE3BB768148F>).

### 3.4.4 Archived Conversation View

When you view an archived conversation, only the first 65 KB of text are displayed in the Conversation window in the GroupWise Messenger client. However, if you save the archived

conversation to disk as a text file, the entire conversation is saved and available for review in a text editor.

## 4.0 Additional Documentation

### 4.1 Readme Files

You can find readme files in the following locations on the *Novell GroupWise Messenger* CD:

Administration: \server\readmeen.txt

Client: \client\win32\readmeen.txt

For information on the latest Novell Messenger issues, see the Novell Messenger Readmes at the [GroupWise 6.5 Documentation Web site \(http://www.novell.com/documentation/lg/gw65/index.html\)](http://www.novell.com/documentation/lg/gw65/index.html).

### 4.2 Installation Guide

For detailed installation instructions, see the Novell Messenger *Installation* guide (NovellMessengerInstallationGuide.pdf), which is available from the Messenger Installation program.

The Installation guide is also in the \server\docs\en directory on the *Novell GroupWise Messenger* CD.

To view this guide properly, you will need to have Adobe Acrobat Reader 5.0 installed on your machine. If you need to update Adobe Acrobat Reader, see the [Adobe Web site \(http://www.adobe.com/products/acrobat/readstep2.html\)](http://www.adobe.com/products/acrobat/readstep2.html).

### 4.3 Administration Guide

For additional Novell Messenger documentation, see the Novell Messenger *Administration* guide on the [GroupWise 6.5 documentation Web site \(http://www.novell.com/documentation/lg/gw65/index.html\)](http://www.novell.com/documentation/lg/gw65/index.html).

## 5.0 Documentation Conventions

In this documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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