

# GroupWise Messenger 1.0 Support Pack 3

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## Overview

The information in this Readme file pertains to Novell® GroupWise® Messenger 1.0 Support Pack 3. You must have GroupWise Messenger 1.0 installed before you install Support Pack 3.

GroupWise Messenger 1.0 Support Pack 3 brings together all three supported Messenger platforms (NetWare®, Linux\*, and Windows\*) into a single Support Pack. The NetWare and Windows software is provided in one set of downloads; the Linux software is provided in a separate set of downloads.

For information on the latest Support Pack issues, see the [Messenger 1.0 Support Pack 3 Readme Addendum \(http://support.novell.com/cgi-bin/search/searchtid.cgi?/10093964.htm\)](http://support.novell.com/cgi-bin/search/searchtid.cgi?/10093964.htm).

## 1.0 NetWare and Windows: Support Pack Installation

### 1.1 Messenger Version Information

Messenger 1.0 Support Pack 3 can be applied to the following Messenger versions:

- ◆ Messenger 1.0 (original version)
- ◆ Messenger 1.0.1 (Support Pack 1)
- ◆ Messenger 1.0.2 (Support Pack 2)

### 1.2 Prerequisites

Before installing Messenger 1.0 Support Pack 3:

- ◆ Ensure that the network login account used to apply the Support Pack has Read, Write, Create, and Erase rights to the Messenger installation directory.
- ◆ Ensure that users do not access the Messenger client software in the `\novell\nm\ma\software\client` directory during the update process.

### 1.3 Downloading the Support Pack

Messenger 1.0 Support Pack 3 is available in English or multilingual format for installing from a local or network drive. You can download the Support Pack from the [GroupWise Messenger Product Updates page \(http://support.novell.com/filefinder/17332/index.html\)](http://support.novell.com/filefinder/17332/index.html).

#### 1.3.1 Downloading the Windows/Netware Full Support Pack Version

- 1 In the list of Support Packs, click GW Messenger SP3.

- 2** Click the filename (gwm103e.exe for English only or gwm103m.exe for multilingual), then follow the instructions to download the file into a temporary directory.
- 3** Extract the .exe file into a directory at the root of your local drive or to a network server drive that can handle long pathnames.  
The compressed file contains directory paths that could exceed DOS limits.
- 4** Continue with **Installing the Windows/Netware Full Support Pack Version**.

### 1.3.2 Downloading the Windows Client Version

- 1** In the list of Support Packs, click GW Messenger SP3.
- 2** Click the filename (gwm103ce.exe for English only or gwm103cm.exe for multilingual), then follow the instructions to download the file into a temporary directory.
- 3** Extract the .exe file into a directory at the root of your local drive or to a network server drive that can handle long pathnames.  
The compressed file contains directory paths that could exceed DOS limits.
- 4** Continue with **Installing the Windows Client Version**.

## 1.4 Installing the Support Pack

### 1.4.1 Installing the Windows/Netware Full Support Pack Version

Use Windows to run the Messenger Installation program (setup.exe).

- 1** Click Start > Run > Browse.
- 2** Select the setup.exe file on the local or network drive.
- 3** Click OK to run the Messenger Installation program.
- 4** Follow the on-screen instructions provided in the Messenger Installation program to update the software.
- 5** After applying the Support Pack on NetWare servers where Messenger agents are running, restart the servers to ensure that all updated NLM™ programs are loaded.

This resolves any errors you might see during the update process.

For complete installation instructions, see the *Novell Messenger 1.0 Installation Guide* (NovellMessengerInstallationGuide.pdf), located in the /server/docs/en subdirectory of the Support Pack.

### 1.4.2 Installing the Windows Client Version

Use Windows to run the Messenger Installation program (setup.exe).

- 1** Click Start > Run > Browse.
- 2** Select the setup.exe file on the local or network drive.
- 3** Click OK to run the Messenger Installation program.
- 4** Follow the on-screen instructions provided in the Messenger Installation program to update the software.

For complete installation instructions, see the *Novell Messenger 1.0 Installation Guide* (NovellMessengerInstallationGuide.pdf), located in the /server/docs/en subdirectory of the Support Pack.

## 2.0 Linux: Support Pack Installation

### 2.1 Messenger Version Information

Messenger 1.0 for Linux Support Pack 3 can be applied to the following Messenger versions:

- ♦ Messenger 1.0 for Linux (original version)
- ♦ Messenger 1.0.2 for Linux (Support Pack 2)

### 2.2 Downloading and Installing the Support Pack

Messenger 1.0 Support Pack 3 is available as compressed tar files. You can download the full Support Pack as a single download. You can also download the Messenger Cross-Platform clients for Linux\* and Macintosh\* as separate downloads. You can download the Support Pack from the [GroupWise Messenger Product Updates page \(http://support.novell.com/filefinder/17332/index.html\)](http://support.novell.com/filefinder/17332/index.html).

#### 2.2.1 Downloading and Installing the Full Support Pack

The full Support Pack includes both administrative and client files.

- 1** Download the compressed tar file (gwm103lnx.tar.gz) to a temporary directory on your Linux server.
- 2** In a terminal window at your Linux server, change to the temporary directory, then use the following commands to uncompress and untar the downloaded file:

```
gzip -d gwm103lnx.tar.gz
tar -xvf gwm103lnx.tar
```

The result is a directory named gwm103lnx.

- 3** Change to the gwm103lnx/server.
- 4** Become root by entering **su** and the root password.
- 5** Start the Messenger Installation program:  

```
./install.sh
```
- 6** Follow the on-screen instructions to create your Messenger system.

For complete installation instructions, see the *Novell Messenger 1.0 Installation Guide* (NovellMessengerInstallationGuide.pdf), located in the /server/docs/en subdirectory of the Support Pack.

#### 2.2.2 Downloading and Installing the Cross-Platform Client for Linux

- 1** Download the compressed tar file (gwm103clnx.tar.gz) to a temporary directory on your Linux workstation.
- 2** In a terminal window at your Linux workstation, change to the temporary directory, then use the following commands to uncompress and untar the downloaded file:

```
gzip -d gwm103clnx.tar.gz
tar -xvf gwm103clnx.tar
```

The result is a directory named gwm103clnx.

- 3** Change to the gwm103clnx directory.
- 4** Become root by entering **su** and the root password.
- 5** Enter the following command:  

```
sh ./nvlmsgr.bin
```
- 6** To start the Cross-Platform client after installation, click the Messenger icon on your Linux desktop.

### 2.2.3 Downloading and Installing the Cross-Platform Client for Macintosh

- 1** Download the StuffIt file (gwm103cmac.sit) to a temporary directory on your Macintosh workstation.
- 2** At your Macintosh workstation, browse to the gwm103cmac.sit file.
- 3** Double-click gwm103cmac.sit to start the Messenger Cross-Platform client installation.
- 4** To start the Cross-Platform client after installation, click the Messenger icon on your Macintosh dock.

## 3.0 Administration Issues

### 3.1 All Platforms: Administration Issues

#### 3.1.1 Required Rights for eDirectory Access

Because Messenger is based on Novell® 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 *eDirectory 8.7.3 Installation Guide* (<http://www.novell.com/documentation/edir873/index.html>).

#### 3.1.2 Configuration Changes in ConsoleOne

When you change Messenger system and agent configuration settings in ConsoleOne®, 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 log out and back in again easily.

#### 3.1.3 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 telephoneNumbe 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.

### 3.1.4 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 are using such a version of eDirectory and want to implement LDAP access to eDirectory, you 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 the attributes with the nnm prefix are found (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.
- 9** In the NetWare server console, enter **unload nldap**.
- 10** In the NetWare server console, enter **load nldap**.

## 3.2 NetWare and Windows: Administration Issues

### 3.2.1 No Long Name Space Support on NetWare

If you install the Messenger agents on NetWare, 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.

### 3.2.2 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.

### **3.2.3 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.

## **3.3 Linux: Administration Issues**

### **3.3.1 NFS Not Supported**

Because of long-standing file lock issues with NFS, you cannot use an NFS mount to mount a server file system where ConsoleOne is installed. We recommend using an SMB mount instead.

### **3.3.2 SSL Connection Required**

The Messenger Cross-Platform client requires an SSL connection with the Messenger agents. If the Messenger agents are not configured for SSL, Messenger client users receive an 8922 error.

Use ConsoleOne to configure the Messenger agents for SSL. Provide an SSL certificate, key file, and password on the Security page of the Messenger Server object. For more information, see *Configuring the Messenger Agents for SSL in Setting Up a Messenger System on Linux in the Messenger 1.0 Installation Guide*.

## **4.0 Client Issues**

### **4.1 All Platforms: Client Issues**

#### **4.1.1 Compatibility with Other Instant Messaging Systems**

If you use Cerulean Trillian Pro to communicate between instant messaging systems, a GroupWise Messenger plug-in is available at the following URL:

[http://www.ceruleanstudios.com/downloads/downloads.php?d\\_type=plugins&componentID=163](http://www.ceruleanstudios.com/downloads/downloads.php?d_type=plugins&componentID=163)

An open source instant messaging connector called Gaim is available at the following URL:

<http://gaim.sourceforge.net/downloads.php>

#### **4.1.2 Archived Conversation View**

When viewing an archived conversation, only the first 65 KB of text are displayed in the Conversation window. However, if you save the archived conversation to disk, the entire conversation is saved and available for review.

### **4.2 Windows: Client Issues**

#### **4.2.1 Running on Windows 98**

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

#### 4.2.2 Running on Windows NT 4

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

#### 4.2.3 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. 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>).

## 5.0 International Issues

### 5.1 Mnemonics for Arabic, Hebrew, and Double-Byte Languages

Keyboard mnemonics for menu items work for characters a-z and A-Z, but not for other characters.

## 6.0 Documentation Issues

### 6.1 Right-to-Left Text in Cross-Platform Client Help

Languages that display right-to-left display left-justified rather than right-justified. See “[Cross-Platform Client Fixes](#)” on page 5 for additional information.

### 6.2 Web Link in ConsoleOne Help

The link from the ConsoleOne help to the Novell GroupWise documentation Web site does not work. This problem will be addressed in a future version of ConsoleOne. In the meantime, you can copy the URL from the ConsoleOne help topic into your browser window in order to access the GroupWise documentation Web site.

## 7.0 All Platforms: Defect Fixes

### 7.1 Agent Fixes

- ♦ Fixed various problems when testing the Messaging Agent and Archive Agent using the Nessus remote security scanner.
- ♦ Fixed startup files to remove bad characters that cause syntax errors when the Messaging and Archive Agents start.
- ♦ Added a check for invalid contexts during a scope processing loop. If the context is bad, the context is reported in the error log and console and ignored during the processing.

## 8.0 NetWare and Windows: Defect Fixes

### 8.1 Windows Client Fixes

- ◆ Radio button accessibility has been improved.
- ◆ Command button accessibility has been improved.
- ◆ The client no longer crashes when a conversation window is open and the server goes down.
- ◆ Moved the Show Contact List further away from Exit in the taskbar on the status notification area.
- ◆ The correct local IP address is being used to connect to the GroupWise Messenger agent by the GroupWise Messenger client.
- ◆ A dialog box no longer appears asking users to change their passwords if they do not have rights to change their passwords.
- ◆ When a screen reader is detected, online and offline are added to the contact list when needed.
- ◆ Changed the tab order of the offline dialog box.
- ◆ The Enter key can now be used to select a font size.
- ◆ A screen reader continues reading from that last thread in the conversation window.
- ◆ Added the Jaws files for GroupWise Messenger to the CD image as well as making them available at the [download page \(http://support.novell.com/filefinder\)](http://support.novell.com/filefinder). For information on how to install the Jaws files, see the GroupWise Messenger client Help files.
- ◆ If a user is already logged in and tries to log in again, the user receives an error message and is disconnected.

### 8.2 Messaging Agent Fixes

- ◆ When the Messaging Agent is running on a multiprocessor NetWare server, a large number of users can log in simultaneously.
- ◆ Fixed an abend that was caused by Kopete.

## 9.0 Linux: Defect Fixes

### 9.1 Installation Fixes

- ◆ The installation procedure correctly shuts down the GroupWise Messenger agent, then restarts the agent.
- ◆ The installation procedure creates a backup of the options in the startup file.
- ◆ Fixed the location of the download page for Windows and Netware Messenger clients.
- ◆ Fixed the configuration script to properly handle command line arguments in the agent startup files.
- ◆ Messenger installation program now installs the LDAP libraries to /opt/novell/messenger/lib. For LDAP mode, the agent only loads the LDAP libraries from /opt/novell/messenger/lib. For direct mode, the agent attempts to load the libraries from /opt/novell/eDirectory/lib first, then attempt to load the libraries using the defined load library path.

## 9.2 Cross-Platform Client Fixes

- ◆ Moved the Show Contact List further away from Exit in the system tray icon menu.
- ◆ A carriage return is added to longer error messages.
- ◆ Improved internationalization for the client.
- ◆ Fixed an abend that occurred during auto-update of client.
- ◆ Fixed Check for New Version to connect to the proper auto-update location.
- ◆ Fixed auto-update to work properly.
- ◆ Fixed the Archive Search and Archive Results screens so they now read right-to-left in Arabic and Hebrew.
- ◆ Fixed the participants window to show when a participant is pending.
- ◆ Improved detection for KDE or Gnome.
- ◆ The client shows that the participant has stopped typing if they close their client.
- ◆ Fixed a broken link in the download page for Messenger.
- ◆ If a user is already logged in and tries to log in again, the user receives an error message and is disconnected.
- ◆ You can use your userid@host (if configured) instead of a user name when you send a message to another user.
- ◆ Emoticons can now be disabled.

## 9.3 Cross-Platform Agent Fixes

- ◆ If a user is already logged in and tries to log in again, the user receives an error message and is disconnected.

## 10.0 Additional Documentation

In addition to this Support Pack Readme file, the following sources give information about the Support Pack:

- ◆ For a list of known issues, see nm1\_iss.txt located at the root of the Support Pack.  
**NOTE:** The Readmes available from the Messenger Installation program are the original Messenger 1.0 Readmes. They do not contain Support Pack issues.
- ◆ For the latest GroupWise Messenger documentation, see the [GroupWise 6.5 Documentation Web site \(http://www.novell.com/documentation/nm1\)](http://www.novell.com/documentation/nm1). It has been updated to correspond to Messenger 1.0 Support Pack 3.

## 11.0 Documentation Conventions

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

A trademark symbol (®, ™, etc.) denotes a Novell trademark; an asterisk (\*) denotes a third-party trademark.

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