

Novell Messenger 3 Support Pack 1

Readme

Novell.

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1 Overview

The information in this Readme file pertains to Novell Messenger 3 Support Pack 1.

Novell Messenger 3 Support Pack 1 offers enhanced functionality over prior Messenger versions:

- ♦ **SSL Connection Requirements:** Messenger now requires all communications except those to eDirectory to be secure. You can either use a publicly signed cert or Messenger will create the server certificate during the installation. For more information about using certificates in Messenger, see [Messenger System Security](#) in the [Novell Messenger 3.0 Installation Guide](#).
- ♦ **Modify SSL Cipher Suite:** You can modify the SSL cipher suite for Messenger. This allows you to disable certain cipher suites if they do not work in your environment. For more information, see [Modifying the SSL Cipher Suite](#) in the [Novell Messenger 3.0 Administration Guide](#).
- ♦ **PIN Support for iOS and Android Apps:** The Messenger app can now be locked with a PIN so only you can access it. Along with using the PIN, you can also use iOS TouchID to unlock the app. For more information, see [Turning on the Passcode](#) in the [Novell Messenger 3 Service Pack 1 Mobile Quick Start](#).
- ♦ **Custom Status Support for iOS and Android Apps:** You can now edit and create custom status' inside the apps. For more information, see [Creating a Custom Status](#) in the [Novell Messenger 3 Service Pack 1 Mobile Quick Start](#).
- ♦ **MobileIron Support:** MobileIron can be used to deploy and configure the server, port, username, and password for the apps. For more information, see [Managing Mobile Devices](#) in the [Novell Messenger 3.0 Administration Guide](#).

2 System Requirements

Novell Messenger 3.0 system requirements (including requirements for mobile devices) are listed in "[Novell Messenger Hardware and Software Requirements](#)" in the [Novell Messenger 3.0 Installation Guide](#).

3 Installation Instructions

Complete installation instructions are available in the [Novell Messenger 3.0 Installation Guide](#).

4 Administration Issues

- ♦ [Section 4.1, "Messaging Agent Does Not Always Start Automatically,"](#) on page 2
- ♦ [Section 4.2, "Cannot Search Messenger Archive for a User Whose eDirectory OU Contains the '&' Character,"](#) on page 2

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4.1 Messaging Agent Does Not Always Start Automatically

In some cases, the Messaging Agent does not start automatically even when the startup type has been set to Automatic, as described in [“Windows Server Options for the Windows Messenger Agents”](#) in the *Novell Messenger 3.0 Installation Guide*.

To work around this issue:

- 1 On the Windows server where the Messaging Agent is running, launch the Run application.
- 2 Type `services.msc`, then press Enter.
- 3 Right-click *Novell Messenger Messaging Agent*, then click *Properties*.
- 4 On the *Recovery* tab, in the *First failure* drop-down list, select *Restart the Service*.
- 5 In the *Second failure* drop-down list, select *Restart the Service*.
- 6 Click *OK*.

4.2 Cannot Search Messenger Archive for a User Whose eDirectory OU Contains the ‘&’ Character

You cannot search the Messenger Archive for conversations based on a user if that user resides in an eDirectory OU that contains the & (and) character.

4.3 ConsoleOne Fails to Start on SLES 12 Because of Missing Dependency

When running Messenger on SLES 12, ConsoleOne fails to start because the following dependency is missing:

```
libXtst6
```

Install the `libXtst6` package, then proceed to run Messenger.

4.4 Installation Location Cannot Contain Extended or Double-Byte Characters in the Path Name

When installing Messenger, the installation location where you plan to install Messenger cannot contain extended or double-byte characters.

4.5 Extending the eDirectory 8.8.5 Schema When Using LDAP Mode on Linux

When installing Messenger with eDirectory 8.8.5 with LDAP mode on Linux, you must manually extend the eDirectory schema.

How you extend the schema depends on whether eDirectory is installed locally or remotely.

- ♦ [Section 4.5.1, “Extending the eDirectory 8.8.5 Schema When eDirectory is Installed Locally on the Server,”](#) on page 3
- ♦ [Section 4.5.2, “Extending the eDirectory 8.8.5 Schema When eDirectory is Installed on a Remote Server,”](#) on page 3

4.5.1 Extending the eDirectory 8.8.5 Schema When eDirectory is Installed Locally on the Server

- 1 Choose direct mode, as described in [“Configuring Your Messenger System on Linux”](#) in [“Installing a Novell Messenger System”](#) in the *Novell Messenger 3.0 Installation Guide*.

4.5.2 Extending the eDirectory 8.8.5 Schema When eDirectory is Installed on a Remote Server

- 1 Extend the schema using the Windows installer’s *Extend schema only* option, as described in [“Configuring Your Messenger System on Linux”](#) in [“Installing a Novell Messenger System”](#) in the *Novell Messenger 3.0 Installation Guide*.

4.6 Library Dependency on SUSE Linux Enterprise Server 11

When running Messenger on SUSE Linux Enterprise Server (SLES) 11, you need to install the `libstc++.so.5` or greater library.

4.7 Case-Sensitive Passwords Do Not Work with eDirectory 8.8

If you try to connect to eDirectory 8.8 from Novell Messenger with a case-sensitive password, eDirectory 8.8 might not recognize the case-sensitive password. For information on how to enable case-sensitive passwords in eDirectory 8.8, see [“How to Make Your Password Case-Sensitive”](#) in the *eDirectory 8.8 What’s New Guide* (<https://www.netiq.com/documentation/edir887/edir88new/data/brvwgsv.html>).

4.8 Encrypted Messenger Attributes in eDirectory 8.8

If you are storing any encrypted Novell Messenger attributes in eDirectory 8.8, you cannot see these attributes in ConsoleOne until they are unencrypted.

4.9 Server Object Security Settings

The Messenger install/upgrade now requires Security settings (SSL certificate and key) to be written to the Server object. If you have overwritten these settings on the Agent objects, the Security settings that are set during the install/upgrade will not apply to the Agents. If you want the Server object Security settings to apply to the Agents, go to the Agent object > *Security* in ConsoleOne and click *Reset to Defaults*.

5 Desktop Client Issues

- ♦ [Section 5.1, “Shared Filr Location for Message History of Multiple Clients Is Not Supported,” on page 4](#)
- ♦ [Section 5.2, “Changing Owner or Modifying Access Settings When Creating a Chat Room Results in an Error Message,” on page 4](#)

5.1 Shared Filr Location for Message History of Multiple Clients Is Not Supported

Messenger does not support storing the history files from multiple clients in a shared Filr storage location. Because Messenger supports simultaneous client connections, storing history information to a single Filr location for multiple clients can result in corrupt history files.

5.2 Changing Owner or Modifying Access Settings When Creating a Chat Room Results in an Error Message

When creating a chat room, changing the owner to someone other than yourself before the chat room is created results in an error message. The chat room is ultimately created, but not all configuration changes are saved. The new owner must then edit the chat room and make the equivalent changes.

6 Mobile Client Issues

- ♦ [Section 6.1, “Differences Between How the iOS App and the Android/Blackberry App Connect to the Server,” on page 4](#)

6.1 Differences Between How the iOS App and the Android/Blackberry App Connect to the Server

The iOS app and the Android/Blackberry app use different methods to connect to the Messenger server.

The Android/Blackberry app behaves the same way as the desktop clients. It uses a direct internet connection to the server and is in constant contact with the server. If the app cannot connect to the server, it attempts to reconnect in the background. After it reconnects to the server, it pulls down any queued messages.

The Messenger server uses Novell Push Notification Service, which uses Apple Push Notification, to push messages to the iOS app. This does not require the app to have constant communication with the Messenger server. If the iOS app is not used for 24 hours, it times out and you are logged out by the server. You then receive a notification that you have been logged out. If you were only logged into Messenger through the iOS app, you appear offline to others users in the system. To go online and receive messages again, simply open the app and login.

7 Compatibility with Other Instant Messaging Systems (on Linux and Mac)

IMPORTANT: The third-party messenger systems discussed in this section do not support the simultaneous client connections available with Messenger 3.0.

The Adium instant messaging application for Mac OS X is available at the [Adium website \(https://adium.im/\)](https://adium.im/).

The Pidgin (formerly Gaim) open source instant messaging connector is available at the [Pidgin website \(http://www.pidgin.im\)](http://www.pidgin.im).

The Kopete open source instant messaging plug-in is available at the [Kopete website \(http://kopete.kde.org/index.php\)](http://kopete.kde.org/index.php).

8 Messenger Documentation

The following sources provide information about Novell Messenger 3.0:

- ◆ Online product documentation: [Novell Messenger 3.0 Documentation website \(http://www.novell.com/documentation/novell_messenger30/\)](http://www.novell.com/documentation/novell_messenger30/).
- ◆ Product documentation included within Novell Messenger:
 - ◆ **Help System:** Click the *Help* menu in the upper-right corner of the Messenger client.

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