

GroupWise Messenger 2 Support Pack 1

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1 Overview

GroupWise® Messenger 2 Support Pack 1 provides enhancements for IPV6 support for the agents and provides enhanced clustering support. In addition, you can now enable or disable auto-update in ConsoleOne®.

IMPORTANT: The new GroupWise Messenger 2 Support Pack 1 clients are unable to connect to any GroupWise Messenger system that is older than GroupWise Messenger 2 Support Pack 1.

2 System Requirements

The system requirements for GroupWise Messenger 2 Support Pack 1 are essentially the same as those listed in the *Novell Messenger 2 Installation Guide* (http://www.novell.com/documentation/nm2/nm2_install/data/a20gkue.html), with the following additional environments now supported:

- 64-bit SUSE® Linux* Enterprise Server 9 and 64-bit Novell® Linux Desktop 9, running in 32-bit mode
- PolyServe* cluster on Linux

3 NetWare/Windows: Support Pack Installation

- [Section 3.1, “NetWare/Windows: Server Installation Instructions,” on page 2](#)
- [Section 3.2, “Windows: Client Software Installation Instructions,” on page 2](#)

IMPORTANT: Do not install beta software in a production environment.

3.1 NetWare/Windows: Server Installation Instructions

- 1 Download the NetWare/Windows GroupWise Messenger 2 SP1 Beta Administration compressed executable file (`gwm201e.exe` for English only or `gwm201m.exe` for multilingual) to a temporary directory on your NetWare® or Windows* server.
- 2 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.
- 3 In Windows, click *Start > Run > Browse*, then locate the directory where you extracted the SP1 Beta administration files.
- 4 Select the `setup.exe` file, then click *OK* to run the GroupWise Installation program.
- 5 Click *Create or Update a GroupWise System*.
- 6 Follow the on-screen instructions provided in the Messenger Installation program to update the software.

For additional instructions, refer to the *Novell Messenger 2 Installation Guide* on the [GroupWise Messenger 2 Documentation Web site \(http://www.novell.com/documentation/nm2\)](http://www.novell.com/documentation/nm2).

3.2 Windows: Client Software Installation Instructions

- 1 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 172.16.5.18, the Novell Messenger Download page would be `http://172.16.5.18:8300`.
- 2 Follow the on-screen instructions to download the client.
- 3 In Windows, click *OK* to run the Messenger Installation program.
- 4 Follow the on-screen instructions provided in the Messenger Installation program to install the software.

4 Linux: Support Pack Installation

- [Section 4.1, “Linux: Server Installation Instructions,” on page 3](#)
- [Section 4.2, “Linux Cross-Platform Client Software Installation Instructions,” on page 3](#)
- [Section 4.3, “Macintosh Cross-Platform Client Software Installation Instructions,” on page 3](#)

IMPORTANT: Do not install beta software in a production environment.

4.1 Linux: Server Installation Instructions

- 1 Download the GroupWise Messenger 2 SP1 Beta Administration/Client compressed tar file (`gwm2011nx.tgz`) to a temporary directory on your Linux server.

The GroupWise Messenger administration/client RPMs include all languages, so there is no English-only download for Linux administration/client.

- 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:

```
tar -xz gwm2011nx.tgz
```

The result is a directory named `gwm2011nx`.

- 3 Change to the `gwm2011nx` directory.
- 4 Become `root` by entering `sux` and the `root` password.
- 5 Use the following command to start the GroupWise Messenger Installation program:

```
./install.sh
```

- 6 Follow the on-screen instructions to create your Messenger system.

For additional instructions, refer to the *Novell Messenger 2 Installation Guide* on the [GroupWise Messenger 2 Documentation Web site \(http://www.novell.com/documentation/nm2\)](http://www.novell.com/documentation/nm2).

4.2 Linux Cross-Platform Client Software Installation Instructions

- 1 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 172.16.5.18, the Novell Messenger Download page would be `http://172.16.5.18:8300`.

- 2 Follow the on-screen instructions to download the client.
- 3 Change to the directory where you downloaded the file.
- 4 Enter the following command:

```
sh ./nvlmsggr.bin
```

- 5 To start the Cross-Platform client after installation, click the Messenger icon on your Linux desktop.

4.3 Macintosh Cross-Platform Client Software Installation Instructions

- 1 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 172.16.5.18, the Novell Messenger Download page would be `http://172.16.5.18:8300`.

- 2 Follow the on-screen instructions to download the client.

- 3 To start the Cross-Platform client after installation, click the Messenger icon on your Macintosh* desktop.

5 Administration Issues

- Section 5.1, “All Platforms: Administration Issues,” on page 4
- Section 5.2, “NetWare and Windows: Administration Issues,” on page 5
- Section 5.3, “Linux: Administration Issues,” on page 6

5.1 All Platforms: Administration Issues

- “Required Rights for eDirectory Access” on page 4
- “GroupWise Messenger and GroupWise Presence Integration” on page 4
- “LDAP Attributes in the Messenger Information List” on page 4
- “Manually Updating the Attribute Mapping Table for Early Versions of eDirectory” on page 5
- “Case-Sensitive Passwords Do Not Work With eDirectory 8.8” on page 5
- “Encrypted Messenger Attributes in eDirectory 8.8” on page 5

5.1.1 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 Rights in the *eDirectory 8.7.3 Installation Guide* (<http://www.novell.com/documentation/edir873/index.html>).

5.1.2 GroupWise Messenger and GroupWise Presence Integration

The GroupWise distinguished name must be part of the address in the GroupWise address book for GroupWise Messenger presence to work properly.

To add the distinguished name to the address book:

- 1 In ConsoleOne, right-click the Domain object and select *Properties*.
- 2 Click *GroupWise > Address Book*. Select the distinguished name in the *Available Fields* section, then click the left-arrow to move the name to the *Address Book Fields* section.
- 3 Click *OK* to save the changes. Repeat the steps for every Domain object in your eDirectory tree.

5.1.3 LDAP Attributes in the Messenger Information List

The Messenger information list defines what user information is shown 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.

5.1.4 Manually Updating 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[®] 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`.

5.1.5 Case-Sensitive Passwords Do Not Work With eDirectory 8.8

If you use a case-sensitive password to connect to eDirectory 8.8 from GroupWise Messenger, eDirectory 8.8 might not recognize the case-sensitive password. For information on how to enable case-sensitive passwords in eDirectory 8.8, see the [eDirectory 8.8 Documentation Web site \(http://www.novell.com/documentation/edir88/\)](http://www.novell.com/documentation/edir88/).

5.1.6 Encrypted Messenger Attributes in eDirectory 8.8

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

5.2 NetWare and Windows: Administration Issues

- “No Long Name Space Support on NetWare” on page 5
- “Messenger Agents in a NetWare Cluster” on page 6
- “Messenger Agents in Protected Mode on NetWare” on page 6

5.2.1 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.

5.2.2 Messenger Agents in a NetWare Cluster

If you install the Messenger agents in 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.

5.2.3 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.

5.3 Linux: Administration Issues

- “NFS Not Supported” on page 6
- “SSL Connection Required” on page 6

5.3.1 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.

5.3.2 SSL Connection Required

The Messenger Cross-Platform client, Gaim, and Kopete all require an SSL connection with the Messenger agents. If the Messenger agents are not configured for SSL, Messenger client users receive an error reading, “The client is unable to establish a secure connection with the specified server; a secure connection is required.”

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* (http://www.novell.com/documentation/nm1/pdfdoc/nm1_install/nm1_install.pdf).

6 Client Issues

- Section 6.1, “All Platforms: Client Issues,” on page 6

6.1 All Platforms: Client Issues

- “Compatibility with Other Instant Messaging Systems” on page 6
- “Archived Conversation View” on page 7

6.1.1 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/>

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

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

An open source instant messaging plug-in called Kopete is available at the following URL:

<http://kopete.kde.org/index.php>

6.1.2 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.

7 International Issues

- [Section 7.1, “Mnemonics for Arabic, Hebrew, and Double-Byte Languages,” on page 7](#)

7.1 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.

8 Common Defect Fixes

- [Section 8.1, “Administrative Fixes,” on page 7](#)
- [Section 8.2, “Client Fixes,” on page 7](#)
- [Section 8.3, “Agent Fixes,” on page 8](#)

8.1 Administrative Fixes

- Fixed the defect that prevented the Messaging Agent > *Messaging* tab in ConsoleOne from inheriting from system level settings.
- Fixed the defect that prevented a user from being deleted from the *Used by* field of the policy.
- Fixed the defect that prevented the expanded or collapsed settings for the Contact list to save when the Contact list locked up.

8.2 Client Fixes

- When users change their status to "Appear Offline," they are now automatically logged out of all conversations.
- Fixed the defect that caused the distinguished names to appear in an exported contact list.
- You can now remove entries from the invitee list when inviting users to join a chat room.
- Fixed the defect that prevented users from being added to a group conversation after they rejected the initial invitation.
- Fixed the defect that displayed the wrong initiator for saved conversations.
- Removed the *Help > Check for New Version* menu item when Auto-Update is disabled in ConsoleOne.

8.3 Agent Fixes

- Fixed the defect that caused a second instance of the Archive agent to hang and not shutdown after the port in use error.
- Fixed the defect that allowed users to start a conversation with users that were not part of that user's scope.
- Fixed the defect that let a user know that a contact wasn't really offline by displaying different capabilities for the contact.
- Fixed the defect that prevented broadcast messages to individuals from being archived.
-

9 NetWare and Windows: Defect Fixes

- [Section 9.1, "Windows Client Fixes," on page 8](#)
- [Section 9.2, "NetWare and Windows Agent Fixes," on page 9](#)

9.1 Windows Client Fixes

- If the GroupWise Messenger client crashes suddenly, the conversation history is now saved.
- You can now use `nim:joinChat?roomname=(roomname)` to join a chat room from the command line.
- Fixed the defect that when white space was after a chat room name prevented a user from joining a chat room using Actions > Join Chat Room.
- Fixed the defect that when a new chat room was created and the default rights were changed after creation, it gave a new user the default rights change. The new user should have the newly created rights, not the default rights.
- Fixed the defect that saved the old password for re-created chat rooms.
- Fixed the defect that prevented the help from display when typing F1.
- Fixed the defect that caused multiple error messages to appear.
- Fixed the defect that prevented the status of a user from displaying in the Conversation window if the other user was using the Cross-Platform client.
- Fixed the defect that caused the whole conversation to not print for long conversations.
- Fixed the defect that caused broadcasts that are sent from the command line to not display in the Broadcast Viewer window.
- Fixed the defect that prevented an import of contacts from the command line.
- Fixed the defect that caused the presence in GroupWise to appear as *Offline* for contacts that have you in their Blocked list.
- Fixed the defect that prevented users from accessing offline contacts by using the keyboard.
- Fixed the defect the prevented a user from adding a status if all statuses were removed.
- Fixed the defect that had the same hotkey for two items in the History Options window.
- Fixed the defect that prevented JAWS* from reading the word *minutes* after the *Show me as idle when I am inactive for* selection of the General Options window.
- Fixed the defect that caused the Windows client to crash if you cancelled the archive log in.

- Fixed the defect that prevented special characters from being used on the command line interface.
- Fixed the defect that caused JAWS to read users in a Send Message dialog box out of order.
- Fixed the defect that prevented hyperlinks in the Broadcast window from displaying.
- Fixed the defect that caused the Privacy Options window to become unresponsive to the keyboard if you selected *Apply* by using the keyboard.
- Fixed the defect that prevented hyperlinks in the History window from displaying.
- Fixed defect that caused an exception in the Cross-Platform client when special characters were used in the Windows History window.
- Fixed the defect that prevented JAWS from reading the alerts when navigating events.
- Fixed the defect that prevented JAWS from reading the description for the *Play Alert* button in the Options window.

9.2 NetWare and Windows Agent Fixes

- Added a better error message for when you try to run the Messaging Agent in protected memory in direct mode.

10 Linux: Defect Fixes

- [Section 10.1, “Cross-Platform Client Fixes,” on page 9](#)
- [Section 10.2, “Linux Agent Fixes,” on page 10](#)

10.1 Cross-Platform Client Fixes

- Fixed the defect that prevented the Cross-Platform client for Linux installation file from being pre-populated with the server address and port number. This is currently not working for the Macintosh Cross-Platform client.
- Fixed the defect that caused com.novell.messenger.client.Messenger to display in the Notification area instead of the window name.
- Fixed the defect that prevented the welcome message of a chat room from displaying in the chat room’s properties window.
- Fixed the defect that caused a null pointer exception when trying to join a chat room.
- Fixed the defect that displayed chat rooms that users do not have rights to join.
- Fixed the defect that prevented the Show Control Panel option in the View menu from updating properly.
- Fixed the defect that caused the conversation to obtain focus when you press Enter on a contact in a Contact list.
- Fixed the defect that caused the Enter key to continue sending messages when you select to turn off the Enter key.
- Fixed the defect that caused the directory to not be created when saving a conversation to a directory that does not exist.
- Fixed the defect that might cause the client to hang when several conversation windows are open at the same time.

- Fixed the defect that caused the *Always accept invitations* option to not work.
- Fixed the defect that prevent users from importing .nmx files.
- Fixed the defect that prevented the *Participants* list from being displayed for sent broadcasts.
- Fixed the defect that caused the History window to be empty for contacts that are not in your Contact list.

10.2 Linux Agent Fixes

- Fixed the defect that prevented the default LDAP root certificate from being copied to the `/opt/novell/messenger/certs` directory.
- Fixed the defect that prevented the agents from running on Open Enterprise Server (OES) Linux Support Pack 2.
- Fixed the defect that prevented the object name from being added to the `gwha.conf` file.

11 Documentation

The following sources provide information about GroupWise Messenger 2:

- Product documentation included with the software in the `\server\docs\en` directory:
 - *Quick Start* (`NovellMessengerQuickStart.pdf`)
 - *Installation Guide* (`NovellMessengerInstallationGuide.pdf`)
- Online product documentation: [GroupWise Messenger 2 Documentation Web Site \(http://www.novell.com/documentation/nm2\)](http://www.novell.com/documentation/nm2)

For the latest Readme and documentation see the [GroupWise Messenger 2 Documentation Web Site \(http://www.novell.com/documentation/nm2\)](http://www.novell.com/documentation/nm2).

12 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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