opentext™

GroupWise Messenger
Installation Guide

October 2023

Legal Notices

Contents

About This Guide

This *GroupWise Messenger Installation Guide* helps you install a new GroupWise Messenger system. The guide is intended for network administrators who install and administer Messenger and is divided into the following sections:

- Chapter 1, "What Is GroupWise Messenger?," on page 7
- Chapter 2, "GroupWise Messenger Hardware and Software Requirements," on page 9
- Chapter 3, "Installing a GroupWise Messenger System," on page 13
- Chapter 4, "Installing the Messenger Client," on page 21
- Chapter 5, "Updates," on page 23

Audience

This guide is intended for GroupWise Messenger administrators.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the **comment on this topic** feature at the bottom of each page of the online documentation, or go to www.novell.com/documentation/feedback.html and enter your comments there.

Messenger Documentation

For the most recent versions of Messenger documentation, see the GroupWise documentation site.

Additional Documentation

For earlier versions of Messenger documentation, see https://www.novell.com/documentation/novell_messenger30/.

1 What Is GroupWise Messenger?

GroupWise Messenger is a corporate, cross-platform instant messaging product. Your Messenger system can be set up on Linux.

Messenger features include the following:

- Sending instant messages in a secure environment (user authentication through GroupWise, eDirectory, or Active Directory and SSL encryption of messages)
- Creating a contact list and displaying user information from the contact list
- 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
- Broadcasts
- Personal history
- Chat rooms

A Messenger system consists of three software components: Messaging Agent, Archive Agent, and Messenger administration through GroupWise. This *Messenger Installation Guide* lists system requirements, helps you plan and install your Messenger system, and describes the easiest way to distribute the GroupWise Messenger client software to users. The *GroupWise Messenger Administration Guide* describes your Messenger system in detail and helps you configure and manage your Messenger system to meet your users' needs.

2 GroupWise Messenger Hardware and Software Requirements

Reference the content in these sections for information about server, client, and network requirements for Messenger.

- "Messenger System Requirements" on page 9
- "Messenger Client Workstation Requirements" on page 11
- "Supported Environments" on page 12

Messenger System Requirements

Before installing Messenger, ensure that your system meets the following requirements:

- "GroupWise Requirements" on page 9
- "Messenger Server Requirements" on page 9
- "Installation User Rights Requirements" on page 10

GroupWise Requirements

GroupWise Messenger administration is done through GroupWise. You must have a GroupWise system installed with at least one domain and at least one GroupWise Post Office before installing Messenger. Once installed, Messenger uses the LDAP information (eDirectory, Active Directory, and GroupWise LDAP) and can incorporate users from GroupWise. For more information on installing GroupWise, see the *GroupWise Installation Guide*. In addition, you need the following configured in GroupWise:

- ❑ A license needs to be configured for GroupWise. For more information, see "Licensing" in the *GroupWise Administration Guide*.
- ❑ LDAP needs to be configured on the GroupWise Message Transfer Agent (MTA) for authentication. For information on configuring LDAP, see "Configuring the GroupWise LDAP Server" in the *GroupWise Administration Guide*.

Messenger Server Requirements

- ❑ Any of the following operating systems:
  - Open Enterprise Server (OES) 2018, plus the latest Support Pack
  - SUSE Linux Enterprise Server (SLES) 12, plus the latest Support Pack
  - (Messenger 18.1 or newer): SUSE Linux Enterprise Server (SLES) 15, plus the latest Support Pack

NOTE: When installing on SLES 15, you must have the following installed on the server before installing Messenger:

* Legacy module (For information on installing SLES 15 modules, see SUSE documentation, *Modules & Extensions Quick Start*.)
* insserv-compat package
* libopenssl1_0_0 package

IMPORTANT: The glibc-32bit RPM is required before installing the Messenger RPMs. Some versions of SLES do not have this RPM installed by default. If your server does not have this RPM installed, please do so before attempting to install the Messenger RPMs.

NOTE: Messenger 18 and later versions are not supported in a clustered environment.

❒ Hardware and Software requirements:

* x86-64 processor
* 2.2 GHz processor; multi-processor system recommended
* Static IP address
* 8 GB RAM
* 40 GB for the Messenger software and database.

❒ Server Certificate requirements:

For a secure Messenger system, you should configure the server and agents to use TLS. We recommend you use commercially signed certificates from a Trusted Root Certificate Authority (CA). For example, GoDaddy, Digicert, and so forth). For your convenience, Messenger can generate certificates until you obtain your commercially signed certificates. When generating certificates, keep in mind the following certificate best practices for Messenger:

* If you obtain your certificates from an intermediate CA, the certificate for that intermediate CA and all other intermediate CAs leading to the Trusted Root CA must be appended to your certificate file.
* For TLS communication between the agents and server, the Fully Qualified Domain Name (FQDN) of the server should be used for the Subject Alternative Name (SAN) on the certificate. Also, the Messenger agents should be configured with the FQDN instead of the IP address.
* **IMPORTANT:** The certificates must be in PEM format for Messenger to use them. The private key for the PEM certificate does not have a password.
* Further guidance on creating certificates for GroupWise can be found in "Configuring Server Certificates and TLS" in the *GroupWise Administration Guide*.

Installation User Rights Requirements

You must have the following rights when you run the Messenger Installation program:

* Root rights to the server where the Messenger agents will be installed

Messenger Client Workstation Requirements

Messenger supports Windows, Linux, and Mac OS clients as well as mobile operating systems.

Windows Client

Any of the following desktop operating systems for the GroupWise Messenger Windows client:

- Windows 7
- Windows 8 and 8.1
- Windows 10
- Windows 11

Linux Client

Messenger supports SUSE Linux for clients.

Mac Client

Any of the following desktop operating systems:

- Mac OS 10.10 (Yosemite)
- Mac OS 10.11 (El Capitan)
- Mac OS 10.12 (Sierra)
- Mac OS 10.13 (High Sierra)
- Mac OS 10.14 (Mojave)

Mobile Clients

Native applications for GroupWise Messenger are available for mobile devices with the following operating systems:

- iOS 8 or later (available from the Apple iTunes App Store)
- Android 2.3 or later (available from the Google Play App Store, formerly Android Market)
- BlackBerry PlayBook and Z10 (the native application is available in the BlackBerry World app store)

Applications work on both phone and tablet devices.

For more information about using Messenger on your mobile device, see "Using GroupWise Messenger on Your Mobile Device" in the .

Supported Environments

Messenger supports IPv6 for network communications.

IPv6 Support

The Messaging Agent and Archive Agent support the IPv6 protocol. If you configure your Messenger system with IPv6, you must specify a DNS hostname as well.

3 Installing a GroupWise Messenger System

The following sections present the background information and installation instructions you need to successfully implement your GroupWise Messenger system.

- ◆ "Planning Your GroupWise Messenger System" on page 13
- ◆ "Installing and Setting Up Your GroupWise Messenger System" on page 16
- ◆ "Monitoring GroupWise Messenger with GroupWise Monitor" on page 17
- ◆ "What's Next" on page 17
- ◆ "GroupWise Messenger Worksheet" on page 18

Planning Your GroupWise Messenger System

The Messenger Installation program helps you install and set up your Messenger system. The Installation program also provides information to guide you through the process.

Review the following sections while filling out GroupWise Messenger Worksheet. The worksheet lists the information you are prompted for as you run the Installation program.

- ◆ "Planning the Messenger Agent Configuration" on page 13
- ◆ "Planning the Messenger Database Configuration" on page 15
- ◆ "Planning the MARS Configuration" on page 15

Planning the Messenger Agent Configuration

Your GroupWise Messenger system can include two agents:

- ◆ **Messaging Agent:** The Messenger client communicates with the database for messaging, presence, and searching for users to add to the Messenger Contact List. The Messaging Agent also manages the queue for archiving conversations.
- ◆ **Archive Agent:** The Archive Agent archives conversations, indexes conversations, and performs searches on the archive when contacted by an authorized Messenger user. You can disable archiving, but it must be done after the installation and configuration.

The following sections prepare you to supply the information required when installing the Messenger agents:

- ◆ "System Objects" on page 14
- ◆ "Agent Network Address" on page 14
- ◆ "TLS for Agents and Database" on page 14
- ◆ "System User for Messenger Services" on page 15

System Objects

The system objects are used in the database to designate the Messenger system and the Messenger server. The default values for these are `MessengerService` and the name of your server. If you want the objects to have different names, you can specify them during the installation.

WORKSHEET

Under Messenger System Objects, specify the Messenger system and server object names if you do not want to use the default.

Agent Network Address

The Messenger Installation program obtains the IP address and DNS hostname of the server where you want to install the Messenger agents based on the agent software location you provide. If the server has multiple IP addresses and DNS hostnames associated with it, you can specify different information from what the Installation program obtained automatically. You can also have the services bind to that IP address if you desire.

If you are using IPV6 for your Messenger agents, you must use the DNS hostname instead of the IP address for the agents.

WORKSHEET

Under Agents IP address, list the IP address or DNS hostname of the server where you want to install the Messenger agents. Also specify if you want to bind the agents to that address.

TLS for Agents and Database

The agents and the database are configured with the same certificates. You can use your own certificates for the server or you can have Messenger configure the certificates. If you decide to have Messenger configure your certificates, you need to specify the DNS name or IP address that you want used for the certificate.

When using external certificates, you need to have the certificates on the Messenger server and point to them during the installation. If your external certificates are self-signed, then you need to enable weak certificates during the installation for them to work or the agents and database will not run.

IMPORTANT: Make sure your certificates follow the Server Certificates requirements in the Messenger Server Requirements.

Under Security Configuration, specify if you are using internal or external certificates. If you are using external, specify the path to the certificate files. If you are using external self-signed certificates, than weak certificates needs to be enabled. If you are using internal certificates, specify the DNS name or IP address you want to be used for the certificate.

Under Server Certificate path, specify the path to store the TLS certs if you do not want to use the default.

System User for Messenger Services

Messenger requires a system user for the services. The installation can create the user for you, or you can create a user manually. The default user is `gwmsgr`.

Under System user for Messenger service, specify a user for the Messenger agents if you do not want to use the default. If the user does not exist, the installation can create the user.

Planning the Messenger Database Configuration

The Messenger database stores all of the Messenger objects. Messenger uses ArangoDB for the database. When you install Messenger, you are prompted for a database address, password, and port. The database password is only created once and cannot be changed after the installation. Do not lose the database password. The default port is `8320`.

Under Database address specify either the DNS name or the IP address of the Messenger server.

Under Database password, specify the password to by used by the database.

IMPORTANT: This password cannot be recovered or changed after the installation, so do not lose the password.

Under Database Port <8320>, specify the port for the database to use if you do not want to use the default.

Planning the MARS Configuration

MARS is the Messenger Admin Rest Service. The user name, password, and port specified here are used by GroupWise to connect to and manage Messenger. The default user name is `GWAdmin`. The default port is `8315`.

Under MARS Configuration, specify the user name, password, and port if you do not want to use the default user name and port. You must specify a password.

Installing and Setting Up Your GroupWise Messenger System

You should have already reviewed Planning Your GroupWise Messenger System and filled out the worksheet. The following sections guide you through the installation process:

- ◆ "Installation Prerequisites" on page 16
- ◆ "Installing and Setting Up Messenger" on page 16

Installation Prerequisites

Before starting the Messenger Installation program, ensure that your system has been prepared for the Messenger system configuration for which you have planned. In addition to this list, ensure that the server requirements have been met.

Installing and Setting Up Messenger

Reference these sections to install and configure Messenger.

- ◆ "Starting the Messenger Installation Program" on page 16
- ◆ "Configuring Your Messenger System" on page 16
- ◆ "Starting the Messenger Services" on page 17

Starting the Messenger Installation Program

To start the Messenger installation program:

1. Download the GroupWise Messenger `tar` file and extract the files.
2. In a terminal, become `root` by entering `su` and the root password.
3. Browse to the `server` directory in the previously extracted directory.
4. Run the following command:

   `./install.sh`

5. Follow the prompts to install the Messenger files.
6. Continue with Configuring Your Messenger System.

Configuring Your Messenger System

To configure Messenger:

1. After the packages are installed, enter `y` to configure the Messenger system.
2. Select **Create or update a system**.
3. Use the GroupWise Messenger Worksheet and follow the prompts to configure Messenger.

Starting the Messenger Services

To start the services manually, use `systemctl`. You must login as the root user to manually run the Messenger services:

- **ArangoDB:** `systemctl start|stop|status|restart arangodb3.service`
- **Messaging Agent:** `systemctl start|stop|status|restart gwm-nmma.service`
- **Archive Agent:** `systemctl start|stop|status|restart gwm-nmaa.service`
- **MARS:** `systemctl start|stop|status|restart gwm-mars@gwmsgr.service`

Messenger log files are created in the `/var/opt/novell/log/messenger` directory.

Monitoring GroupWise Messenger with GroupWise Monitor

GroupWise Monitor is a monitoring and management tool that allows you to monitor GroupWise agents and GroupWise Messenger agents from any location where you are connected to the Internet and have access to a browser. Some agent administration can also be performed from your browser. For information on how to install and configure GroupWise Monitor, see "Planning GroupWise Monitor" in the *GroupWise Installation Guide*.

What's Next

After you have created your Messenger system and installed the Messenger software, you are ready to continue with the following configuration and administration tasks that are covered in the *GroupWise Messenger Administration Guide*:

- Set up corporate-level conversation archiving. See "Enabling and Managing Archiving."
- Customize the functionality of the GroupWise Messenger client. See "Setting User Policies".
- Decide how to most efficiently distribute the GroupWise Messenger client software to users. See "Distributing the Messenger Client Software".
- "Configuring Messenger for Mobile Devices".
- Add users and enable automatic account creation to create new GroupWise users in Messenger. See "Adding Users to Your Messenger System".

GroupWise Messenger Worksheet

The GroupWise Messenger Installation program helps you create your Messenger system and install the Messenger software. The Installation program prompts you for the information in the worksheet. Print the worksheet and fill in the information for your Messenger system before you start the Messenger Installation program.

Item	Explanation	Value
Messenger System Objects	Specify the Messenger and Server object names that are used in the database.	
◆ MessengerService	See System Objects	
◆ *server_name*		
Agents IP address Bind(Y/N)	Specify the IP address of the local machine and if you want the agents to bind to the IP address. See Agent Network Address	
Security Configuration	Choose whether you are going to use internal or external certificates for Messenger. If external, specify the certificate file, key file, key password, and if you are using self-signed or weak certificates.	
◆ Internal or External Certificate?		
◆ Internal: Hostname or IP address for certificate:	See TLS for Agents and Database	
◆ External: Certificate file: Key file: Key password: Allow self-signed certs:		
Server Certificate path	Specify the path where you want certificates to be stored on the server. The default is `/opt/novell/messenger/certs`. See TLS for Agents and Database	

Item	Explanation	Value
Database address	Specify the DNS name or the IP address of the Messenger server. See Planning the Messenger Database Configuration	
Database password	The default user name for the database is messenger. Please create a password for this user. See Planning the Messenger Database Configuration	
Database Port <8320>	Specify the port you want the database service to use. See Planning the Messenger Database Configuration	
MARS Configuration ◆ Username: <GWAdmin> ◆ Password: ◆ Port: <8315>	Specify the user name, password, and port used by GroupWise to connect to Messenger See Planning the MARS Configuration	
System user for Messenger service	Specify a user for the Messenger agents to use. See System User for Messenger Services	

4 Installing the Messenger Client

You can easily install the GroupWise Messenger client from the Messenger client download page. After installation, it is easy to start the Messenger client from your desktop. Administrators can employ more automated installation methods if necessary.

- "Downloading and Installing the Messenger Client from Your Web Browser" on page 21
- "Starting the Messenger Client" on page 21
- "Additional Client Installation Methods" on page 22

Downloading and Installing the Messenger Client from Your Web Browser

After you create your Messenger system, you can use the GroupWise Messenger Download page to install the Messenger client software.

1 Ensure you have installed the Messenger system. See Installing and Setting Up Your GroupWise Messenger System.

2 Ensure you have started the Messaging Agent.

3 In your browser, enter the IP address of the GroupWise 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 GroupWise Messenger download page would be https://172.16.5.18:8300.

4 Follow the instructions to download and install the client.

NOTE: You must install the client with a user account that has administrator rights.

5 Skip to Starting the Messenger Client.

Starting the Messenger Client

These sections contain instructions for starting the Messenger Client in the different operating systems the GroupWise Messenger supports.

- "For the Windows Client" on page 22
- "For the Linux Cross-Platform Client" on page 22
- "For the Mac Cross-Platform Client" on page 22

For the Windows Client

To start the Windows Messenger Client:

1 Double-click the Messenger client icon on your Windows desktop.

2 Specify your user name and password, then click **Advanced**.

3 Specify the IP address and port number of your GroupWise Messenger server and click **OK**.

   If you do not know the IP address or port number for your GroupWise Messenger server, contact your system administrator.

For the Linux Cross-Platform Client

To start the Linux Cross-Platform Client:

1 Click the GroupWise Messenger icon on your Linux desktop.

2 Specify your user name and password, then click **Advanced**.

3 Specify the IP address and port number of your GroupWise Messenger server and click **OK**.

   If you do not know the IP address or port number for your GroupWise Messenger server, contact your system administrator.

For the Mac Cross-Platform Client

To start the Max Cross-Platform Client:

1 Click the GroupWise Messenger icon on your Mac desktop.

2 Specify your user name and password, then click **Advanced**.

3 Specify the IP address and port number of your GroupWise Messenger server and click **OK**.

   If you do not know the IP address or port number for your GroupWise Messenger server, contact your system administrator.

Additional Client Installation Methods

Additional Messenger client installation methods can be found in "Distributing the Messenger Client Software" in the *GroupWise Messenger Administration Guide*.

5 Updates

Read the this section to understand the process for updating Messenger to a GroupWise Messenger 18 or later version from a pre-18 version.

Understanding the Update Process

Before you begin updating your Messenger system to a GroupWise Messenger 18 or later version from a version that predates GroupWise 18.0, you should review the following sections. These sections, which describe the process to follow when updating, help you plan and implement a successful update strategy:

* "Installing the GroupWise Messenger Software" on page 23
* "Updating the GroupWise Messenger Client" on page 23
* "Updating the GroupWise Messenger Agents" on page 23

Installing the GroupWise Messenger Software

The GroupWise Messenger 18 and later-version software requirements are different from previous GroupWise Messenger software requirements. To review the requirements, see Messenger System Requirements.

GroupWise

GroupWise Messenger is administered through GroupWise, using the version listed in Messenger System Requirements.

Updating the GroupWise Messenger Client

After you have updated the version of your agents, users can run GroupWise Messenger 18 or later version Windows clients or Cross-Platform clients on workstations listed in Messenger Client Workstation Requirements. If necessary, they can also continue to run their older GroupWise Messenger clients.

Updating the GroupWise Messenger Agents

To update the GroupWise Messenger Agents, you need to run the setup program. For information on running the setup program, see Installing a GroupWise Messenger System.

Migrating the Archive from 18.0 to 18.1 or Later

When you upgraded from 3.x to 18.0, if you wanted to keep your archived data, you manually moved it to a store location on your 18.0 server. To migrate the archive data to the Messenger database or Retain, run the following command in a terminal:

```
/opt/novell/messenger/bin/arcmigrate -a 127.0.0.1 -u root -p <database user
password> -s <Messenger Service Name> -f <path to store>
```

The Messenger Service Name default is `MessengerService`. You can view the Messenger Service Name in the GroupWise Admin Console > **Messenger**. The default store path is `/var/opt/novell/messenger/aa/store`. If you are using self-signed certificates, you must use the `-l` option. If you didn't use the default database port of `8320`, use the -z option and specify the database port.

6 Migration

This section is designed for those who are migrating from Novell Messenger 3.0 or earlier to GroupWise Messenger 18 or later.

- "Planning Your GroupWise Messenger System" on page 25
- "Migrating Your GroupWise Messenger System" on page 27
- "What's Next" on page 29
- "GroupWise Messenger Worksheet" on page 29

Planning Your GroupWise Messenger System

The Messenger Installation program helps you install and set up your Messenger system. The Installation program also provides information to guide you through the process.

Review the following sections while filling out GroupWise Messenger Worksheet. The worksheet lists the information you are prompted for as you run the Installation program.

- "Planning the Messenger Agent Migration" on page 25
- "Planning the Messenger Database Configuration" on page 27
- "Planning the MARS Configuration" on page 27

Planning the Messenger Agent Migration

The following sections prepare you to supply the information required when migrating Messenger:

- "Old Messenger System Information" on page 25
- "Agent Network Address" on page 26
- "SSL for Agents and Database" on page 26

Old Messenger System Information

The Messenger migration connects to your old Messenger system to migrate the objects stored in eDirectory to the new database. You need to know the following information about your old Messenger system so the migration can migrate your users and configuration:

- IP address eDirectory server where your Messenger system is stored.
- Port number used by the eDirectory server.
- If your eDirectory LDAP server is using SSL, you need a copy of the Trusted Root certificate so the migration can connect to the LDAP server. You can use iManager to export the Trusted Root certificate using the steps found in "Exporting a Trusted Root or Public Key Certificate" in the *NetIQ Certificate Server Administration Guide*.

IMPORTANT: The certificate must be in DER or B64 format with a `.der` or `.b64` extension.

- ◆ The Directory Name of your Messenger system in eDirectory. This is the main directory in eDirectory where the Messenger objects are stored. You need the full path to the Messenger system. An example of the Messenger Directory Name is as follows:

  `ou=messenger,o=novell`

- ◆ A user name and password of a user that has rights to read all the objects in the Messenger system and has read rights to the Messenger users.

WORKSHEET

Under Messenger System Objects, specify the LDAP server, if you are using SSL, the port, root SSL certificate, DN for the Messenger system, and user DN and password to connect to old Messenger system.

Agent Network Address

The Messenger Installation program obtains the IP address and DNS hostname of the server where you want to install the Messenger agents based on the agent software location you provide. If the server has multiple IP addresses and DNS hostnames associated with it, you can specify different information from what the installation program obtained automatically. You can also have the services bind to that IP address if you desire.

If you are using IPV6 for your Messenger agents, you must use the DNS hostname instead of the IP address for the agents.

WORKSHEET

Under Agents IP address, list the IP address or DNS hostname of the server where you want to install the Messenger agents. Also specify if you want to bind the agents to that address.

SSL for Agents and Database

The agents and the database are configured with the same certificates. You can use your own certificates for the server or you can have Messenger configure the certificates. If you decide to have Messenger configure your certificates, you need to specify the DNS name or IP address that you want used for the certificate.

When using external certificates, you need to have the certificates on the Messenger server and point to them during the migration. If your external certificates are self-signed, then you need to enable weak certificates during the migration for them to work or the agents and database will not run.

Under Security Configuration: Specify if you are using internal or external certificates. If you are using external, specify the path to the certificate files. If you are using external self-signed certificates, weak certificates needs to be enabled. If you are using internal certificates, specify the DNS name or IP address you want to be used for the certificate.

Under Server Certificate path, specify the path to store the SSL certificates if you do not want to use the default.

Planning the Messenger Database Configuration

The Messenger database stores all of the Messenger objects. When you install Messenger, you are prompted for a database password and port. The database password is only created once and cannot be changed after the installation. Do not lose the database password. The default port is `8320`.

Under Database password, specify the password to by used by the database.

IMPORTANT: This password cannot be recovered or changed after the installation, so do not lose the password.

Under Database Port, specify the port for the database to use if you do not want to use the default.

Planning the MARS Configuration

MARS is the Messenger Admin Rest Service. The user name, password, and port specified here are used by GroupWise to connect to and manage Messenger. The default user name is `GWAdmin`. The default port is `8315`.

Under MARS Configuration, specify the user name, password, and port if you do not want to use the default user name and port. You must specify a password.

Migrating Your GroupWise Messenger System

You should have already reviewed Planning Your GroupWise Messenger System and filled out the worksheet. The following sections guide you through the installation process:

IMPORTANT: Migrating your Messenger System does not move your archive data. You must follow the steps found in Migrating the Archive from 3.x to 18.1 or Later after you have run the migration to move the archive to your new server.

Migration Prerequisites

Before starting the Messenger Installation program, ensure that your system has been prepared for the Messenger system configuration for which you have planned. In addition to this list, ensure that the server requirements have been met.

Migrating Messenger

Follow these instructions to download, install, and configure the Messenger system.

 • "Starting the Messenger Installation Program" on page 28
 • "Configuring Your Messenger System" on page 28

Starting the Messenger Installation Program

NOTE: If you are migrating from an old Messenger server to a new Messenger server and have archive data, you must move it manually if you want to keep the archive data in your new Messenger system. Follow the steps in Migrating the Archive before running Messenger.

1 Download the GroupWise Messenger `tar` file and extract the files.
2 In a terminal, become `root` by entering `su` and the root password.
3 Browse to the `server` directory in the previously extracted directory.
4 Run the following command:

    ./install.sh

5 Follow the prompts to install the Messenger files.
6 Continue with Configuring Your Messenger System.

Configuring Your Messenger System

To configure Messenger:

1 After the packages are installed, enter `y` to configure the Messenger system.
2 Select **Migrate a 3.x or earlier system**.
3 Use the GroupWise Messenger Worksheet and follow the prompts to configure Messenger.

Migrating the Archive from 3.x to 18.1 or Later

If you want to keep your archive data, you need to copy the archive files to your new 18.1 or later server and then run a utility to copy the data into the Messenger database or Retain:

1 Stop the Archive Agent on the 3.x Messenger server.

2 Copy the files from the `store` directory from your 3.x server to `/var/opt/novell/messenger/aa/store` on your 18.x or later server.

3 In a terminal, browse to `/opt/novell/messenger/bin`. Run the following command to import the Archive:

```
./arcmigrate -a 127.0.0.1 -u root -p <database user password> -s <Messenger Service Name> -f /var/opt/novell/messenger/aa/store
```

The Messenger Service Name default is `MessengerService`, and was set during the installation. You can view the Messenger Service Name in the GroupWise Admin Console > Messenger. If you are using self-signed certificates, you must use the `-l` option. If you didn't use the default database port of `8320`, use the -z option and specify the database port.

4 Begin using the Archive Agent on your 18.x or later server.

What's Next

After you have migrated your Messenger system, perform the following tasks found in the *GroupWise Messenger Administration Guide*:

- Link your Messenger and GroupWise users, see "Linking GroupWise Users to Migrated Messenger 3.x Users".
- Update your clients to Messenger 18 or later, see "Distributing the Messenger Client Software".

GroupWise Messenger Worksheet

The GroupWise Messenger Installation program helps you migrate your Messenger system and install the Messenger software. The Installation program prompts you for the information in the worksheet. Print the worksheet and fill in the information for your Messenger system before you start the Messenger Installation program.

Item	Explanation	Value
Old Messenger System: ◆ LDAP server address: ◆ SSL for LDAP (y/n): ◆ LDAP port: ◆ LDAP SSL certificate: ◆ Old Messenger service DN: ◆ User and password to connect to old Messenger system:	Specify the information used to connect to your old Messenger system. See Old Messenger System Information	
Agents IP address Bind (Y/N)	Specify the IP address of the local server and if you want the agent to bind to that address. See Agent Network Address	
Security Configuration: ◆ Internal or External Certificate? ◆ Internal: Hostname or IP address for certificate: ◆ External: Certificate file: Key file: Key password: Allow self-signed certs:	Choose whether you are going to use internal or external certificates for Messenger. If external, specify the certificate file, key file, key password, and if you are using self-signed or weak certificates. See SSL for Agents and Database	

Item	Explanation	Value
Server Certificate path	Specify the path where you want certificates to be stored on the server. The default is `/opt/novell/messenger/certs`. See SSL for Agents and Database	
Database password	The default user name for the database is messenger. Please create a password for this user. See Planning the Messenger Database Configuration	
Database Port	Specify the port you want the database service to use. See Planning the Messenger Database Configuration	
MARS Configuration ◆ Username: <GWAdmin> ◆ Password: ◆ Port: <8315>	Specify the user name, password, and port used by GroupWise to connect to Messenger See Planning the MARS Configuration	