

GroupWise Messenger 2

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1.0 Overview

The main emphasis of GroupWise[®] Messenger 2 is the enhancement of functionality for GroupWise Messenger.

- ◆ The client has added functionality for chat rooms, broadcasts, personal history, custom online status, and support for Windows* XP themes.
- ◆ Additional support has been added for presence in GroupWise. You can now see what a user's presence is in the GroupWise Windows client and send a message directly from the Quick Info message area.

Some feature enhancements in the area of GroupWise Messenger administration are also included in GroupWise Messenger 2.

- ◆ You can now control who can use the Remember Password feature, who can print and save conversations, who can use the Personal History feature, and who can create chat rooms.
- ◆ A new chat container has been added to hold chat rooms that are created.
- ◆ You can search for chat rooms in ConsoleOne[®].
- ◆ There is enhanced GroupWise Messenger WebConsole functionality.

For a complete listing of all major enhancements and new features in the GroupWise Messenger components, See What's New in Update in the *GroupWise Messenger 2 Installation Guide*. (http://www.novell.com/documentation/beta/nm2/pdfdoc/nm2_install/nm2_install.pdf)

2.0 NetWare/Windows: GroupWise Messenger System Installation Instructions

To install GroupWise Messenger 2 on NetWare[®] or Windows:

- 1** Run setup.exe at the root of the *GroupWise Messenger 2 (NetWare/Windows)* CD.

The GroupWise Installation program lets you view the Readme, the Quick Start, and the Installation Guide before you start installing GroupWise Messenger.

- 2** Click Install Server.
- 3** Follow the on-screen instructions.

For detailed system requirements, installation and update instructions, and a complete list of new features, see the *GroupWise Messenger 2 Installation Guide* (NovellMessengerInstallationGuide.pdf) in the \server\docs\us directory on the *GroupWise Messenger 2 (NetWare/Windows)* CD or on the [GroupWise Messenger 2 Documentation Web site](http://www.novell.com/documentation/nm2) (<http://www.novell.com/documentation/nm2>).

3.0 Linux: GroupWise Messenger System Installation Instructions

- 1 At the server where you want to create your GroupWise Messenger system, open a new terminal window, then become root by entering **su**x and the root password.
- 2 Change to the \server directory of the *GroupWise Messenger 2 (Linux)* CD.
- 3 Start the GroupWise Messenger installation:

```
./install.sh
```
- 4 Follow the on-screen instructions.

For detailed system requirements, installation and update instructions, and a complete list of new features, see the *GroupWise Messenger 2 Installation Guide* (NovellMessengerInstallationGuide.pdf) in the \server\docs\us directory on the *GroupWise Messenger 2 (Linux)* CD or on the [GroupWise Messenger 2 Documentation Web site \(http://www.novell.com/documentation/nm2\)](http://www.novell.com/documentation/nm2).

4.0 GroupWise Messenger Client 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.

5.0 Administration Issues

5.1 All Platforms: Administration Issues

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 \(http://www.novell.com/documentation/edir873/index.html\)](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 it 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`.

5.2 NetWare and Windows: Administration Issues

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

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).

6.0 Client Issues

6.1 All Platforms: Client Issues

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 plugin 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.

7.0 International Issues

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.

8.0 Documentation Issues

8.1 Right-to-Left Text in Cross-Platform Client Help

Languages that display right-to-left are left-justified rather than right-justified.

8.2 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.

9.0 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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