

GroupWise Messenger 2 Support Pack 3

November 20, 2007

1 Overview

The information in this Readme file pertains to Novell® GroupWise® Messenger® 2 Support Pack 3. This Support Pack contains updates for all components contained in the Messenger 2 product.

This Support Pack includes updates for the NetWare®, Linux*, and Windows* Messenger 2 software. The NetWare and Windows software is provided in one set of downloads; the Linux software, including the Cross-Platform client for Linux and Macintosh*, is provided in a separate set of downloads.

IMPORTANT: The GroupWise Messenger 2 Support Pack 2 clients and later 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 3. 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:

- ♦ XEN virtualization on SUSE® Linux Enterprise Server (SLES) 10
- ♦ Heartbeat 2.0 clustering on SLES 10
- ♦ Microsoft* Windows Vista for the GroupWise Messenger Windows client

3 NetWare/Windows: Support Pack Installation

- ♦ [Section 3.1, “NetWare/Windows: Server Installation Instructions,” on page 1](#)
- ♦ [Section 3.2, “Windows: Client Software Installation Instructions,” on page 2](#)

3.1 NetWare/Windows: Server Installation Instructions

- 1 Download the NetWare/Windows GroupWise Messenger 2 SP3 Administration compressed executable file (`gwm203e.exe` for English only or `gwm203m.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 administration files.
- 4 Select the `setup.exe` file, then click *OK* to run the GroupWise Installation program.

- 5 Click *Install Server*, then click *Yes* to accept the license agreement.
- 6 Select *Create or Update a System*, then click *Next*.
- 7 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: Operating System Update,” on page 2](#)
- ♦ [Section 4.2, “Linux: Server Installation Instructions,” on page 7](#)
- ♦ [Section 4.3, “Linux Cross-Platform Client Software Installation Instructions,” on page 8](#)
- ♦ [Section 4.4, “Macintosh Cross-Platform Client Software Installation Instructions,” on page 8](#)
- ♦ [Section 4.5, “Compatibility with Other Instant Messaging Systems,” on page 8](#)

4.1 Linux: Operating System Update

If you are updating your version of Linux as well as updating Novell Messenger, perform the Linux operating system upgrade first. In addition, when you upgrade on a server where GroupWise Monitor is installed, you need to run a script that reconfigures the Monitor Application for the new Apache and Tomcat configuration and directory structure.

- ♦ [“Upgrading Open Enterprise Server 1 to Open Enterprise Server 2” on page 2](#)
- ♦ [“Upgrading SUSE Linux Enterprise Server 9 to SUSE Linux Enterprise Server 10” on page 4](#)
- ♦ [“Updating the Monitor Application after the Operating System Upgrade” on page 6](#)

4.1.1 Upgrading Open Enterprise Server 1 to Open Enterprise Server 2

When you upgrade from Open Enterprise Server (OES) 1 to OES 2 with Novell Messenger installed on your OES server, you encounter package conflicts that must be resolved. A pop-up message appears immediately before the Installation Settings screen that informs you that the *Delete Unmaintained Packages* option is selected under *Update Options*. OES 2 considers Novell

Messenger an “unmaintained package.” This means that, by default, your Novell Messenger software will be deleted as part of the upgrade process, unless you follow the instructions below.

- 1** Read the pop-up warning carefully, then click OK to close the pop-up.

The pop-up describes three possible actions you can take to resolve the Novell Messenger status as an unmaintained package. This procedure steps you through the second of the three possible actions. This alternative works most efficiently for preserving your Novell Messenger installation.

- 2** When ConsoleOne® is installed on the server:

The following message displays below the *Packages* link on the Installation Settings screen:
Cannot solve all conflicts. Manual intervention is required.

- 2a** Click the *Packages* link.

The upgrade process checks for package conflicts, then displays the following message:
NOVLc1-1.3.6-1.i386 is locked and cannot be uninstalled.

- 2b** Select *Keep NOVLc1*, then click *OK - Try Again*.

The upgrade process checks again for conflicts for NOVLc1 and displays one or more package-related warnings, providing you with alternatives for how to handle each conflict. The specific warnings you receive depend on the packages installed on the server you are upgrading. Therefore, warnings vary. Here are some examples:

- ◆ NOVLc1-1.3.6-1.i386 cannot be installed due to missing dependencies.
- ◆ novell-eguide-2.1.32.noarch cannot be installed due to missing dependencies.

The messages fall into two categories of problems:

- ◆ Missing dependencies for ConsoleOne (the NOVLc1 package)
- ◆ Missing dependencies for some other product package besides ConsoleOne (for example, eGuide)

The following steps help you decide which action to take for each type of message.

- 2c** If the message indicates missing dependencies for ConsoleOne (NOVLc1), select *Ignore This Requirement Just Here*.
- 2d** If the message indicates missing dependencies for some other product package besides ConsoleOne, and you are sure that you do not want that product package, select *Delete package_name*.

WARNING: ConsoleOne is dependent on a variety of packages. Delete packages only when you are certain that they are not required by ConsoleOne. If in doubt, select *Keep package_name*.

- 2e** When you have selected an action for each conflict message, click *OK - Try Again*.

The upgrade process checks again for conflicts for NOVLc1. Additional messages might be displayed for you to select actions to resolve the conflicts. This cycle repeats until all conflicts have been resolved, then you successfully reach the Packages page.

- 3** On the Packages page, select *Search* in the *Filter* field.
- 4** Search for the Novell Messenger packages that are installed on the server by typing the following in the *Search* field:

novell

5 Click *Search*.

Depending on what Novell Messenger components are installed on the server, the search results include some of the following packages:

```
novell-messenger-agents
novell-messenger-software
novell-groupwise-gwmon
novell-groupwise-monitor
```

6 Right-click each of the Novell Messenger and GroupWise Monitor packages in the list, then click *Keep*.

This changes the status of the Novell Messenger and GroupWise Monitor packages from *Delete* to *Keep*.

7 Search for the NOVLc1 package.

The NOVLc1 and NOVLc1Linuxjre packages should be listed and marked as locked. This means that they will not be deleted.

8 If these packages are marked with a *Delete* status, change their status to *Keep*.

9 Click *Accept* on the Packages page.

10 If you are presented with a font License Agreement, click *Accept*.

11 Click *Continue* to return to the Install Settings page.

12 Verify that the package conflict message is now gone from under the *Packages* link, then continue with the upgrade process.

13 After you have finished the upgrade, reinstall the NDSbase RPM that was originally installed with ConsoleOne.

The upgrade process removed it, but it is still needed by ConsoleOne.

13a In a Linux terminal window, log in as `root`, then change to the directory where you originally extracted the ConsoleOne files.

13b Change to the `Linux` subdirectory.

13c Use the following command to reinstall the NDSbase RPM:

```
rpm -ivh NDSbase-version.i386.rpm
```

If you encounter problems with Novell Messenger after you have upgraded from OES 1 to OES 2, see TID 3570778 in the [Novell Knowledgebase](http://www.novell.com/support/supportcentral) (<http://www.novell.com/support/supportcentral>) for assistance.

4.1.2 Upgrading SUSE Linux Enterprise Server 9 to SUSE Linux Enterprise Server 10

When you upgrade from SLES 9 to SLES 10 with Novell Messenger installed on your SLES server, you encounter package conflicts that must be resolved.

1 When ConsoleOne is installed on the server:

The following message displays below the *Packages* link on the Installation Settings screen:
Cannot solve all conflicts. Manual intervention is required.

1a Click the *Packages* link.

The upgrade process checks for package conflicts, then displays the following message:
NOVLc1-1.3.6-1.i386 is locked and cannot be uninstalled.

1b Select *Keep NOVLc1*, then click *OK - Try Again*.

The upgrade process checks again for conflicts for NOVLc1 and displays one or more package-related warnings, providing you with alternatives for how to handle each conflict. The specific warnings you receive depend on the packages installed on the server you are upgrading. Therefore, warnings vary. Here are some examples:

- ◆ NOVLpkia-2.7.0-6.i386 is locked and cannot be uninstalled.
- ◆ NOVLc1-1.3.6-1.i386 cannot be installed due to missing dependencies.

The messages fall into two categories of problems:

- ◆ A locked package
- ◆ Missing dependencies for ConsoleOne (the NOVLc1 package)

The following steps help you decide which action to take for each type of message.

1c If the message indicates a locked package, select *Keep package_name*.

1d If the message indicates missing dependencies for ConsoleOne (NOVLc1), select *Ignore This Requirement Just Here*.

1e When you have selected an action for each conflict message, click *OK - Try Again*.

The upgrade process checks again for conflicts for NOVLc1. Additional messages are displayed for you to select actions to resolve the conflicts. This cycle repeats until all conflicts have been resolved (approximately nine times), then you successfully reach the Packages page.

2 On the Packages page, select *Search* in the *Filter* field.

3 Search for the Novell Messenger packages that are installed on the server by typing the following in the *Search* field:

```
novell
```

4 Click *Search*.

Depending on what Novell Messenger components are installed on the server, the search results include some of the following packages:

```
novell-messenger-agents  
novell-messenger-software  
novell-groupwise-gwmon  
novell-groupwise-monitor
```

5 Right-click each of the first Novell Messenger and GroupWise Monitor packages in the list, then click *Keep*.

This changes the status of the Novell Messenger and GroupWise Monitor packages from *Delete* to *Keep*.

6 Search for the NOVLc1 package.

The NOVLc1 and NOVLc1Linuxjre packages should be listed and marked as locked. This means that they will not be deleted.

7 If these packages are marked with a *Delete* status, change their status to *Keep*.

8 Click *Accept* on the Packages page.

9 If you are presented with a font License Agreement, click *Accept*.

10 Click *Continue* to return to the Install Settings page.

- 11 Verify that the package conflict message is now gone from under the *Packages* link, then continue with the upgrade process.
- 12 After you have finished the upgrade, reinstall the NICI RPM and the NDSbase RPM that were originally installed with ConsoleOne.

The upgrade process removed them, but they are still needed by ConsoleOne.

12a In a Linux terminal window, log in as `root`, then change to the directory where you originally extracted the ConsoleOne files.

12b Change to the `Linux` subdirectory.

12c Use the following commands to reinstall the RPMs:

```
rpm -ivh nici-version-i386
rpm -ivh NDSbase-version.i386.rpm
```

12d If the `NOVLc1Linuxjre` was not originally installed, install it using the following command:

```
rpm -ivh NOVLc1Linuxjre-version.i386.rpm
```

If you encounter problems with Novell Messenger after you have upgraded from SLES 9 to SLES 10, see TID 3570778 in the [Novell Knowledgebase](http://www.novell.com/support/supportcentral) (<http://www.novell.com/support/supportcentral>) for assistance.

4.1.3 Updating the Monitor Application after the Operating System Upgrade

When you upgrade your Linux operating system, OES 2 installs new versions of Apache and Tomcat by default. SLES does not; you must install them manually by following the procedure in this section. In addition, the GroupWise 7 installations of the Monitor Application must be modified to accommodate changes made in Apache and Tomcat. The `WebAccess/Monitor Update` script takes care of this process for you. This script is available with TID 3624780 in the [Support Knowledgebase](http://www.novell.com/support/supportcentral) (<http://www.novell.com/support/supportcentral>).

- 1 If you have upgraded to SLES 10, use YaST to install Apache and Tomcat if they were not already installed on SLES 9:
 - 1a Start YaST, then provide the `root` password.
 - 1b Click *Software Management*.
 - 1c In the *Search* field, type `Apache`, click *Search*, then select `apache2` from the list.
 - 1d In the *Search* field, type `Tomcat`, click *Search*, then select `tomcat5` from the list.

Apache 2 was part of your SLES 9 installation, so it should have been automatically upgraded. Tomcat changed from Tomcat 4 to Tomcat 5, so unless Tomcat 5 was installed on SLES 9, Tomcat 5 needs to be installed.
 - 1e Click *Accept*.
 - 1f Follow the prompts to install the needed packages to your SLES 10 server.
 - 1g Exit YaST.
- 2 Download the `WebAccess/Monitor Update` script from TID 3624780 in the [Novell Support Knowledgebase](http://www.novell.com/support/supportcentral) (<http://www.novell.com/support/supportcentral>) to a convenient location on your Linux server.
- 3 Change to the directory where you downloaded the script file.
- 4 Give the script file execute permissions:

```
chmod +x fixgwweb.sh
```

5 Run the script.

The script makes some slight reconfigurations of Monitor files and directories that were originally set up when the Monitor Application was installed on your previous version of Linux.

- ♦ **Apache 2:** On OES 1 and SLES 9, Apache 2 used the `mod_jk` connector to facilitate communication between Apache and Tomcat. On OES 2 and SLES 10, Apache 2 uses the `mod_proxy` module instead. The WebAccess/Monitor Update script modifies the `gw.conf` file with this change. On SLES 10, the script also creates a symbolic link from `/etc/opt/novell/gw/gw.conf` to the new Apache 2 location of `/etc/apache2/conf.d/gw.conf`.
- ♦ **Tomcat 5:** On OES 1 and SLES 9, the `/var/opt/novell/gwmon` directory now links to `/var/opt/novell/tomcat5/webapps/gwmon`.

6 Start or restart Tomcat.

```
OES 2: /etc/init.d/novell-tomcat5 restart
```

```
SLES 10: /etc/init.d/tomcat5 start
```

7 Start or restart Apache.

```
OES 2: /etc/init.d/apache2 restart
```

```
SLES 10: /etc/init.d/apache2 restart
```

8 If you are upgrading to OES 2:

You might receive the following message when starting Apache 2:

```
Module "Jk" is not installed, ignoring.
```

You can safely ignore this message, but if you want to eliminate it:

- 8a** Start YaST, then provide the `root` password.
- 8b** Click *NetWork Services > HTTP Server*.
- 8c** On the *Server Modules* tab, select the `jk` module in the list of services, then toggle the status to *Off*.
- 8d** Click *Finish* to save your change.
- 8e** Exit YaST.

You should now be able to run Monitor successfully on your upgraded Linux operating system.

4.2 Linux: Server Installation Instructions

- 1** Download the GroupWise Messenger 2 SP3 Administration/Client compressed tar file 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 gwm203lnx.tgz
```

The result is a directory named `gwm2031nx`.

- 3 Change to the `gwm2031nx` 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 or update 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).

4.3 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 ./nvlmsgr.bin
```

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

4.4 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.

4.5 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 [Cerulean Studios Web site \(http://www.ceruleanstudios.com/downloads/\)](http://www.ceruleanstudios.com/downloads/):

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

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

5 Known Issues for Administration

- ♦ [Section 5.1, “Case-Sensitive Passwords Do Not Work With eDirectory 8.8,” on page 9](#)
- ♦ [Section 5.2, “Encrypted Messenger Attributes in eDirectory 8.8,” on page 9](#)

5.1 Case-Sensitive Passwords Do Not Work With eDirectory 8.8

If you try to connect to eDirectory™ 8.8 from GroupWise 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 the How to Make Your Password Case-Sensitive in the *eDirectory 8.8 What's New Guide* (<http://www.novell.com/documentation/edir88/edir88new/data/brix9ry.html>).

5.2 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.

6 Known Issues for the Clients

If you have Windows Vista installed and you have GroupWise Messenger 2 Support Pack 1 installed, the auto update functionality does not work correctly. Windows Vista is not supported until GroupWise Messenger 2 Support Pack 2 or later. If you have already installed GroupWise Messenger initial release or Support Pack 1 on a Windows Vista workstation, then you need to uninstall and reinstall GroupWise Messenger with the later Support Pack.

7 Defect Fixes

- ♦ [Section 7.1, “Windows Client Fixes,” on page 9](#)
- ♦ [Section 7.2, “Agent Fixes,” on page 9](#)

7.1 Windows Client Fixes

- ♦ Added a timeout to the AutoUpdate window to avoid dropped connections.
- ♦ Invalid entries in the Privacy Blocker list are automatically removed to avoid errors.

7.2 Agent Fixes

- ♦ The proxy user password can be obfuscated in the startup file for the agents. A new command line utility, `gwmpwd`, lets you change the obfuscated password.

NOTE: This fix was included in the GroupWise Messenger 2.0.2 HP1 update released in June 2007.

- ♦ Fixed an NetWare abend in the TCP handler.
- ♦ Fixed issue where adding a password to a chat room locked any administration of the chat room.

8 Documentation

The following sources provide information about GroupWise Messenger 2, but they have not been updated for Support Pack 2 or later:

- ♦ 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)

9 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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