Novell Messenger

1.0

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INSTALLATION GUIDE

February 18, 2004

Novell®

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Messenger 1.0 Installation Guide
February 18, 2004

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About This Guide

This Novell® Messenger 1.0 *Installation Guide* helps you install a new Novell Messenger system. The guide is intended for network administrators who will install and administer Messenger and is divided into the following sections:

- Chapter 1, “What is Novell Messenger?,” on page 9
- Chapter 2, “Novell Messenger System Requirements,” on page 11
- Chapter 3, “Installing a Novell Messenger System,” on page 15
- Chapter 4, “Installing the GroupWise Messenger Client,” on page 35

Additional Documentation

For additional Messenger documentation, see the Messenger *Administration Guide* at the Novell GroupWise 6.5 documentation Web site (http://www.novell.com/documentation/lg/gw65).

Documentation Conventions

In this documentation, a greater-than symbol (>) is used to separate actions within a step and items within a cross-reference path.

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Documentation Updates

For the most recent version of the Messenger 1.0 *Installation Guide*, visit the Novell GroupWise 6.5 Web site (http://www.novell.com/documentation/lg/gw65).

User Comments

We want to hear your comments and suggestions about this manual and the other Messenger documentation. To contact us, send e-mail to proddoc@novell.com.

1 What is Novell Messenger?

Novell® Messenger is a corporate, cross-platform instant messaging product that is based on Novell eDirectory™. Your Messenger system can be set up on NetWare, Linux, Windows, or any combination of these operating systems.

Messenger features include the following:

- Sending instant messages in a secure environment (user authentication through eDirectory and SSL encryption of messages)
- Creating a contact list and displaying user information from the contact list (based on user information already available in eDirectory)
- 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

The server side of this product is called Novell Messenger, but the client side is called Novell GroupWise® Messenger because it has been customized to accompany the GroupWise product.

Your Messenger system will consist of three software components (Messaging Agent, Archive Agent, and Messenger snap-in to ConsoleOne) and various eDirectory objects where Messenger configuration information is stored. This *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 *Messenger 1.0 Administration Guide* describes your Messenger system in detail and helps you configure and manage your Messenger system to meet your users' needs.

2 Novell Messenger System Requirements

This section includes the hardware and software requirements necessary for a successful implementation of Novell® Messenger.

- "Messenger System Requirements" on page 11
- "Messenger Client Workstation Requirements" on page 12

Messenger System Requirements

Before installing Novell Messenger, make sure that your system meets the following server installation requirements:

- "Messenger Server Requirements" on page 11
- "Novell eDirectory Requirements" on page 12
- "ConsoleOne Requirements" on page 12
- "Installation User Rights Requirements" on page 12

Messenger Server Requirements

- ❑ Any of the following server operating systems:
  - NetWare 5.1 with Support Pack 4 or later, NetWare 6.0 with Support Pack 1 or later, NetWare 5.1 with Novell Cluster Services™ Support Pack 3 or later, or NetWare 6 with Novell Cluster Services Support Pack 1 or later
  - SuSE Standard Server 8, SuSE Enterprise Server 8, Red Hat Enterprise Linux 3 ES, or Red Hat Enterprise Linux AS
  - Windows* NT* 4 Server (viable but unsupported), Windows 2000 Server with Support Pack 2 or later, or Windows 2000 Advanced Server with Support Pack 3 and Microsoft* Clustering Service

The Messenger agents are highly scalable. If you are setting up a large Messenger system, you would want to run the Messaging Agent on a dedicated server with a processor speed of 1-2 GHz and with 1 GB of RAM. The Messaging Agent has been tested to easily support 1000 active conversations on such hardware. If you assume that 2% of Messenger users might be conversing simultaneously, you could plan on your Messenger system including as many as 50,000 users. Although Messenger has not been tested with this many actual users, you can be confident that it can scale to meet the needs of a very large number of users.

Novell eDirectory Requirements

If you want the Messenger agents to use direct access to NDS®/Novell eDirectory™, NDS or eDirectory must be installed on the NetWare or Linux server where you install the Messenger agents, or, for the Windows Messenger agents, you must provide the IP address of a server where an NDS/eDirectory replica is located.

If you want the Messenger agents to use LDAP to access NDS/eDirectory, NDS or eDirectory does not need to be installed on the same server with the Messenger agents, but your LDAP server does need to be running against NDS/eDirectory.

- ❑ You can use any of the following versions:
  - NDS version 8.78 or later for a NetWare server
  - eDirectory 8.6.2 or later for NetWare and Linux servers

    GroupWise 6.5 for Linux includes eDirectory 8.7.3 for Solaris, Linux, and AIX

ConsoleOne Requirements

- ❑ You must use ConsoleOne 1.3.6 or later for Linux, or ConsoleOne 1.3.4 or later for Windows to administer your Messenger system. See "ConsoleOne" on page 16 for more information.

Installation User Rights Requirements

- ❑ You must have the following rights when you run the Messenger Installation program:
  - Supervisor rights at the root of the tree to extend the eDirectory schema
  - Read and Create rights in any containers where Messenger objects will be created
  - File, Super user, or Administrator rights (depending on the operating system) to the server or workstation where the Messenger snap-in to ConsoleOne® and the Messenger agents will be installed
- ❑ Additionally, if you run the Messenger Windows Installation program from a Windows workstation, the following is required:
  - Access to the eDirectory tree
  - Windows 2000 workstation or Windows NT 4 workstation
  - Novell Client™

Messenger Client Workstation Requirements

- ❑ You can install the Messenger Windows client (Novell GroupWise Messenger) to any of the following workstations:
  - Windows 98, Windows NT 4.0 (viable but unsupported), Windows 2000, Windows XP
- ❑ You can install the Messenger Cross-Platform client to any of the following workstations:
  - Red Hat 9 or SuSE 9.0 Linux desktop
  - Macintosh OS X

- Additionally, the Java Runtime Environment (JRE) 1.4.2 or later must be installed for the Messenger Cross-Platform client on Linux and Macintosh, but the Novell Messenger Download page gives you the option of installing it when you install the Messenger Cross-Platform client.

3 Installing a Novell Messenger System

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

- "Planning Your Novell Messenger System" on page 15
- "Setting Up Your Novell Messenger System" on page 23
- "What's Next" on page 34
- "Novell Messenger System Worksheet" on page 35

Planning Your Novell 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 the "Novell Messenger System Worksheet" on page 35. The worksheet lists all the information you will be prompted for as you run the Installation program.

- "Determining Installation Locations" on page 15
- "Planning Your Novell Messenger System" on page 16
- "Planning the Novell Messenger Agents" on page 20

Determining Installation Locations

The Installation program will prompt you for information about the NDS® or eDirectory™ tree where you will create Messenger objects and the network server locations where you will create Messenger directories and install files. The following sections prepare you to supply the required information:

- "eDirectory" on page 15
- "ConsoleOne" on page 16

eDirectory

Messenger is administered through eDirectory, the Novell directory service. All Messenger components and users are configured through objects in eDirectory. You need to make sure that you have eDirectory installed in your environment. See "Novell eDirectory Requirements" on page 12 for more information.

Extending the eDirectory Tree's Schema

The Installation program must extend the schema of the eDirectory tree where you are going to create your Messenger system. Because all objects in a Messenger system must reside in the same eDirectory tree, only one tree needs to be extended during installation.

WORKSHEET

Under Item 4: Tree Name, enter the eDirectory tree where you will create the Messenger objects.

ConsoleOne

Messenger administration is performed through ConsoleOne. When you install Messenger, the Messenger system snap-in files are copied into an existing ConsoleOne installation. The Messenger system snap-in files extend the functionality of ConsoleOne to let you administer Messenger. ConsoleOne considerations differ by platform:

- **NetWare and Windows** For a Messenger system on NetWare or Windows, you need to decide which ConsoleOne location you want to use to administer Messenger. This can be a ConsoleOne location on a network server or it can be on a local workstation. ConsoleOne 1.3.4 is included on the *Novell GroupWise Messenger* CD so that you can update your ConsoleOne installation if necessary. If you plan to use ConsoleOne on a local workstation, you will need to perform the Messenger installation from that workstation.

  NOTE: For a Messenger system on NetWare, you cannot run ConsoleOne to administer Messenger at the NetWare server console. The Messenger system snap-ins to ConsoleOne do not run in that environment.

- **Linux:** For a Messenger system on Linux, ConsoleOne must already be installed before you set up your Messenger system. GroupWise 6.5 for Linux includes eDirectory 8.7.3 for Solaris, Linux, and AIX, from which you can install ConsoleOne. ConsoleOne is typically installed to /usr/ConsoleOne. Make sure that ConsoleOne is installed on the Linux server where you plan to create your Messenger system.

WORKSHEET

Under Item 14: Admin Configuration, indicate whether or not you need to update your ConsoleOne installation and specify the path to the ConsoleOne software directory.

After your initial Messenger installation, you can install ConsoleOne and the Messenger snap-in to additional locations as needed.

Planning Your Novell Messenger System

Your Novell Messenger system is a collection of eDirectory objects to which the Messenger agents need access. In addition, the Messenger agents need access to all User objects that will be included in your Messenger system. The following sections help you decide how to implement your Messenger system in eDirectory:

- "Messenger System Location" on page 17
- "Messenger User Locations" on page 17
- "eDirectory Access and Authentication" on page 18
- "Messenger System Security" on page 19

Messenger System Location

You can create your Messenger system in any context in your eDirectory tree (except at the root of the tree). Within the Messenger system container, you will have server objects, agent objects, policy objects, scope profile objects, LDAP profile objects, and host objects.

The default name of the object that represents your Messenger system is MessengerService. The default object name for the server where you install the Messenger agents is the server's DNS host name with SERVER appended to it. You can change these object names, if necessary.

WORKSHEET

Under Item 5: Messenger System Context, specify the eDirectory context where you want to create your Messenger system. Make sure that the context exists in your eDirectory tree.

Under Item 6: Messenger System Objects, provide alternate names for the Messenger system and server objects if you do not want to use the default names.

After you have completed installation of your Messenger system, the following structure will be created in eDirectory:

These objects are explained in "Understanding Your Novell Messenger System" in the *Messenger 1.0 Administration Guide*.

Messenger User Locations

The Messenger agents scan eDirectory to obtain information about users. During installation, you can specify one or more eDirectory contexts where User objects are located. You can include subcontexts if necessary. The list of contexts you supply establishes the initial scope of your Messenger system.

User objects located in those contexts are considered part of your Messenger system and their associated users can communicate with each other using the GroupWise Messenger client. User objects located outside those contexts are not considered part of your Messenger system and their associated users cannot use GroupWise Messenger.

NOTE: GroupWise External Entity objects are not treated as User objects and are not considered part of your Messenger system.

WORKSHEET

Under Item 10: User Configuration, list the eDirectory contexts where User objects are located.

Using the information you provide during installation, the Installation program will create a Scope Profile object in your Messenger system. When you view the properties of this object in the tree, you will see the contexts you specified during installation. You can change the scope of your Messenger system as needed after installation, as described in "Adding Users to Your Messenger

System" in "Managing GroupWise Messenger Client Users" in the *Messenger 1.0 Administration Guide*.

eDirectory Access and Authentication

Messenger is a directory-based application. Messenger agent configuration information as well as user information and settings are stored in eDirectory. You can choose between two different methods of eDirectory access:

- **Direct Access:** The Messenger agents can log directly into eDirectory to obtain the information they need. An advantage of direct access is fast access to a local eDirectory replica.
- **LDAP Access:** The Messenger agents can be configured to access eDirectory through an LDAP server. Advantages of LDAP access include running the NetWare agents in protected mode and providing secure access to a remote eDirectory replica using SSL encryption.

WORKSHEET
Under Item 8: Directory Access, mark whether you want the Messenger agents to use direct access or LDAP access to eDirectory. If you are installing the Messenger agents on a Windows or Linux server, specify the IP address of an eDirectory replica. If you are installing the Messenger agents on a NetWare server, you do not need to specify this information because there will be an eDirectory replica on the NetWare server. If you want to use LDAP access, specify the host name and port number where the Messenger agents can communicate with the LDAP server. The default port number is 389.

The initial eDirectory access method that you set up during installation determines both how both Messenger agents access eDirectory to obtain their configuration information and how the Messaging Agent accesses eDirectory on behalf of Messenger users when they log in to Messenger, search for contacts, establish conversations, and so on. Additional directory access alternatives can be configured after installation, as described in "Customizing eDirectory Access for Users" in the *Messenger 1.0 Administration Guide*.

During installation, you must provide an eDirectory user name and password for the Messenger agents to use when accessing eDirectory. The simplest approach is to let them log in as an Admin equivalent user.

If you do not want to let the Messenger agents log into eDirectory as an Admin equivalent user, you must set up an eDirectory user that meets specific requirements. The user must:

- Be visible to the Messenger agents using the eDirectory access method you have selected (direct or LDAP)
- Be a trustee of your Messenger system object (MessengerService, by default) and have the following rights as a trustee in order to access the Messenger agent objects:

Property	Rights
[All Attribute Rights]	• Compare, Read, and Write • Inheritable
[Entry Rights]	• Browse • Inheritable

- Be a trustee of the eDirectory tree object or of the highest-level container object that will contain all User objects that will be part of your Messenger system, and have the following rights as a trustee in order to access User objects:

Property	Rights
[All Attribute Rights]	• Compare and Read • Inheritable
[Entry Rights]	• Browse • Inheritable
nnmBlocking nnmBlockingAllowList nnmBlockingDenyList nnmClientSettings nnmContactList nnmCustomStatusList nnmLastLogin	• Compare, Read, and Write • Inheritable

Without sufficient rights to the Messenger system object, the Messenger agents cannot access their configuration information in eDirectory. Without sufficient rights to User objects, the Messaging Agent cannot access users' contact lists, GroupWise Messenger client settings, and other user-specific information.

WORKSHEET
Under Item 9: Directory Authentication, supply the user name and password that the Messenger agents can use to authenticate to eDirectory with the required rights.

For step-by-step instructions on setting up the required rights, see "Assigning Required Rights for eDirectory Access" in "Managing GroupWise Messenger Client Users" in the *Messenger 1.0 Administration Guide*.

Messenger System Security

By default, communication between the Messenger agents and eDirectory, between the Messaging Agent and GroupWise Messenger clients, and between the Messaging Agent and the Archive Agent is not secure. Information obtained from eDirectory, messages passing between GroupWise Messenger users, and messages passing from the Messaging Agent to the Archive Agent are not encrypted. Messages stored in the Messenger archive are encrypted by the Archive Agent as they are archived.

If you want to enable SSL encryption between the Messenger agents and eDirectory, you must use LDAP access, not direct access, to eDirectory. The Messenger agents must communicate with the LDAP server on the LDAP SSL port of 636, rather than on the default LDAP port of 389.

For additional security between the Messenger agents and eDirectory when using LDAP access, you can reference the root certificate for the server where the eDirectory replica accessed by the agents is located. Typically, the root certificate is named rootcert.der. On a NetWare server, it is located in sys:\public. On a Linux or Windows server, it is exported to a user-specified location after installation of eDirectory. If you do not specify a root certificate, your LDAP server must be configured to accept clear text passwords.

In order to enable SSL encryption between the Messaging Agent and GroupWise Messenger clients and between the Messaging Agent and the Archive Agent, you must have a public certificate file and a private key available on your system.

WORKSHEET

Under Item 8: Directory Access, specify 636 as the LDAP port number and, if desired, provide the full path to the root certificate.

Under Item 14: Security Configuration, specify the full path to the public certificate file, your private key file (if separate from the certificate file), and the private key password.

If you are not already familiar with SSL, or if SSL is not already set up on your system, you can add SSL security to your Messenger system after installation, as described in "Establishing Messaging Security with SSL Encryption" in "Managing the Messaging Agent" in the *Messenger 1.0 Administration Guide*.

Planning the Novell Messenger Agents

Your Novell Messenger system can include two agents:

- **Messaging Agent:** Your Messenger system requires one (and only one) Messaging Agent. The GroupWise Messenger client communicates with the Messaging Agent 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:** If you want to enable archiving, your Messenger system requires one (and only one) Archive Agent. The Archive Agent archives conversations, indexes conversations, and performs searches on the archive when contacted by an authorized Messenger user.

The following sections prepare you to supply the information required when installing the Messenger agents. Depending on the operating system you are installing to, some of these options may not apply:

- "Agent Platform" on page 20
- "Agent Software Location" on page 22
- "Agent Network Address and Ports" on page 22
- "Clustering Option for the NetWare Messenger Agents" on page 22
- "Windows Server Options for the Windows Messenger Agents" on page 23

Agent Platform

The agents are available as NetWare NLM™ programs, Linux executables, and Windows executables.

WORKSHEET

Under Item 1: Server Information, mark the type of agents (NetWare, Linux, or Windows) that you want to install.

Agent Software Location

On Linux, the Messenger agents are always installed to /opt/novell/messenger/bin.

On Windows or NetWare, you can specify where you want to install the Messenger agents. By default, they are installed to *drive*:\novell\nm where *drive* represents a mapped drive letter from the perspective of the Windows machine where you will run the Messenger Installation program.

NOTE: If you install to NetWare, you cannot use long filenames in paths.

WORKSHEET

Under Item 3: Installation Path, specify the full path to the directory where you want to install the Windows or NetWare Messenger agent software. If the directory does not exist, it will be created.

Agent Network Address and Ports

The Messenger Installation program obtains the IP address and DNS host name 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 host names associated with it, you can specify different information from what the Installation program obtained automatically.

In addition to the IP address and DNS host name information, the Installation program also establishes the ports on which the Messenger agents listen for service requests. By default, the Messaging Agent listens for the GroupWise Messenger client on client/server port 8300, meaning that conversations take place on port 8300. By default, the Archive Agent listens for the Messenger client on client/server port 8310, meaning that archive searches take place on port 8310. If a default port number is already in use on the server, select a different port number.

WORKSHEET

Under Item 12: Server Address, list the IP address or DNS host name of the server where you want to install the Messenger agents. If the default port numbers are in use on the server, specify unique port numbers for the Messenger agents.

Clustering Option for the NetWare Messenger Agents

Novell Cluster Services™ is a server clustering system that ensures high availability and manageability of critical network resources including applications (such as the Messaging Agent and the Archive Agent) and volumes (where the Messenger queues and archive reside). Novell Cluster Services supports failover, failback, and migration of individually managed cluster resources.

The NetWare Messenger agents can be configured to take advantage of the fault-tolerant environment provided by Novell Cluster Services. The Installation program adds a /cluster switch to the Messenger agent startup files. This tells the Messenger agents to use the cluster virtual server name rather than the specific server name in pathnames obtained from the Agent object properties in eDirectory or from startup switches.

WORKSHEET

Under Item 13: Configure Agents for Clustering, mark whether or not you want to configure the NetWare Messenger agents for clustering.

For more information, see "Implementing Messenger in a Novell Cluster" in "Novell Cluster Services" in the GroupWise 6.5 Interoperability Guide.

You can also set up your Messenger system in a Microsoft cluster. See "Implementing Messenger in a Microsoft Cluster" in "Microsoft Clustering Services" in the GroupWise 6.5 Interoperability Guide.

Windows Server Options for the Windows Messenger Agents

You can run the Windows Messenger agents as Windows applications or as Windows services. When you run the agents as Windows services, they can run under a specific Windows user account, or they can run under the local system account, with no user name or password required. As with all Windows services, you can start the agents manually or have them start automatically each time the Windows server starts.

WORKSHEET

Under Item 2: Windows Server Options, select Install Agents as Windows Services if you want to run the Messenger agents as Windows services.

If you will run the agents as Windows services, under Item 8: Windows Service Options, record the account the agents will run under (unless they will run under the local system account), and if necessary, the password for the account. Also select whether you want the service to start automatically or manually.

If you want to use an SNMP manager program, such as the Management and Monitoring Services component of Novell ZENworks® for Servers, to monitor the Windows Messenger agents, you must install some SNMP components along with the Windows Messenger agent software.

WORKSHEET

Under Item 2: Windows Server Options, select Install and Configure SNMP for Novell Messenger Agents if you want to use an SNMP manager program.

If this option is dimmed during installation, the SNMP service has not been set up on the Windows server where you are installing the Messenger agents. If you want to monitor the agents from an SNMP management program, the SNMP service must be enabled so you can select this option. For information about setting up SNMP on a Windows server, see "Using SNMP Monitoring Programs" in "Managing the Messaging Agent" in the *Messenger 1.0 Administration Guide*.

Setting Up Your Novell Messenger System

You should have already reviewed "Planning Your Novell Messenger System" on page 15 and filled out the worksheet. The following sections guide you through the installation process:

- "Installation Prerequisites" on page 24
- "Setting Up a Messenger System on NetWare or Windows" on page 24
- "Setting Up a Messenger System on Linux" on page 31

IMPORTANT: If you are setting up your Novell Messenger system in a cluster, see the appropriate section of the GroupWise 6.5 Interoperability Guide before beginning to install Novell Messenger:

- "Implementing Messenger in a Novell Cluster" in "Novell Cluster Services"
- "Implementing Messenger in a Microsoft Cluster" in "Microsoft Clustering Services"

Installation Prerequisites

Before starting the Messenger Installation program, make sure that your system has been prepared for the Messenger system configuration for which you have planned:

- Make sure that the container object exists where you want to create your Messenger system.
- If you are planning to have the Messenger agents use LDAP access to eDirectory but you are not providing a root certificate, make sure that your LDAP server supports clear text passwords. In ConsoleOne, check the properties of the LDAP Server object. Depending on your version of eDirectory, the Allow Clear Text Passwords option should be selected or the Require SSL/TSL option should be deselected.
- If you are planning to install the Windows Messenger agents as Windows services and you do not want them to run under the local system account, make sure that the account you want them to use has been created on the Windows server.
- At the Windows workstation or server where you will run the Messenger Installation program, make sure that you are logged in as an Admin equivalent to the eDirectory tree where you are planning to create your Messenger system. If you are installing the Messaging agents on a Windows server, you should run the Installation program at that server.

Follow the setup instructions for the platform where you are creating your Messenger system:

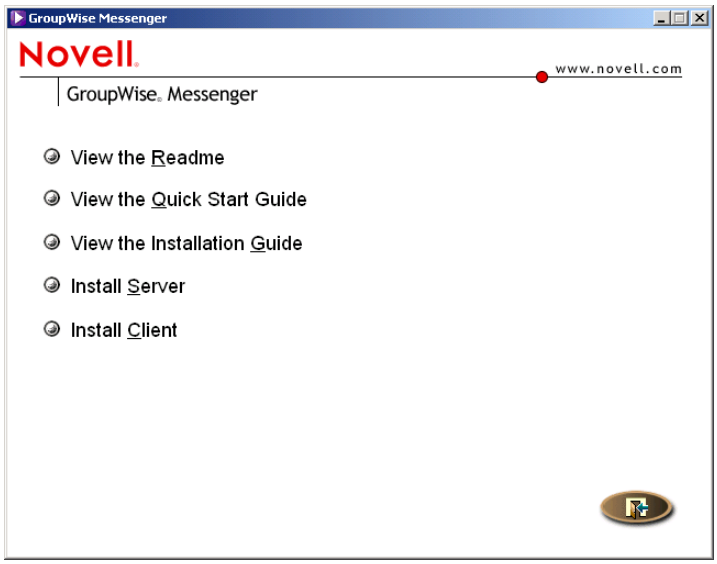
- "Setting Up a Messenger System on NetWare or Windows" on page 24
- "Setting Up a Messenger System on Linux" on page 31

Setting Up a Messenger System on NetWare or Windows

- "Starting the Messenger Installation Program" on page 24
- "Creating Your Messenger System" on page 25
- "Installing the Messenger Software" on page 31

Starting the Messenger Installation Program

1. At a Windows workstation or server, insert the *Novell GroupWise Messenger* CD.
2. Click Start > Run.
3. Enter **`d:\setup.exe`** (where *d* is your CD drive) to display the main Novell Messenger Installation window.



4 Click Install Server.

5 Select the language in which you want to run the Installation program, then click OK.

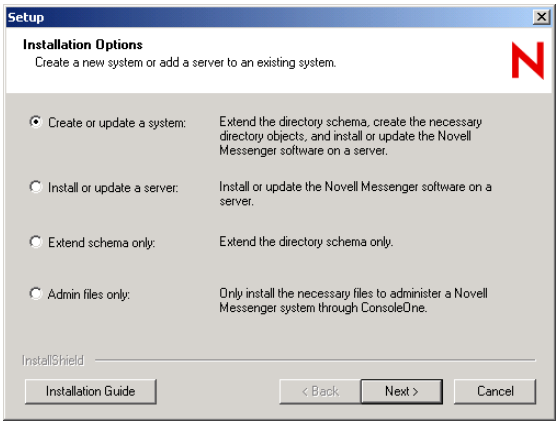
6 Click Yes to accept the License Agreement.

7 Continue with "Creating Your Messenger System" on page 25.

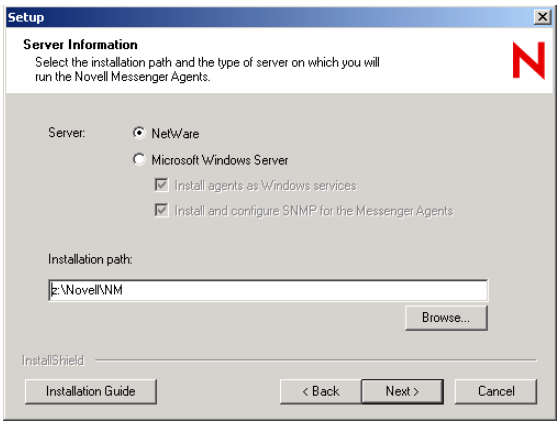
Creating Your Messenger System

The Installation Options page lets you select what type of installation you want to perform.

Note that throughout the installation process, you can refer to the *Installation Guide* by clicking Installation Guide in the lower left corner of each Installation program page.



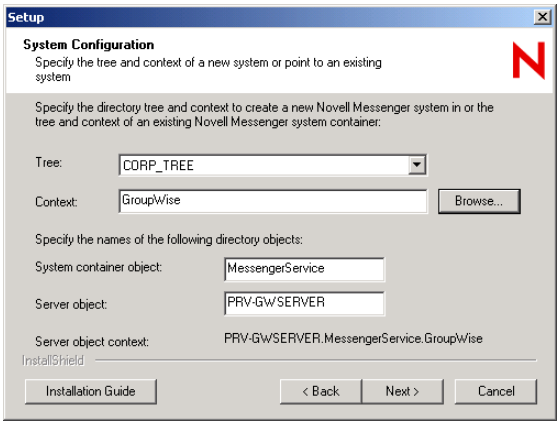
1 Select Create or Update a System, then click Next to display the Server Information page.



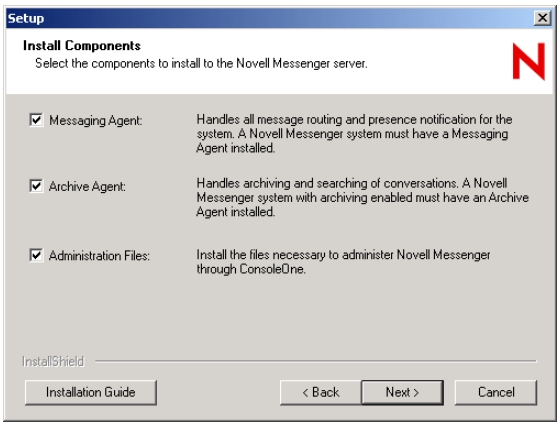
2 Select NetWare or Microsoft Windows Server.

3 If you selected Microsoft Windows Server, set the Windows server options as planned under item 2 of the worksheet.

4 Specify the directory path or browse to and select the directory where you want to install the Messenger agents as planned under item 3 of the worksheet, then click Next to display the System Configuration page.

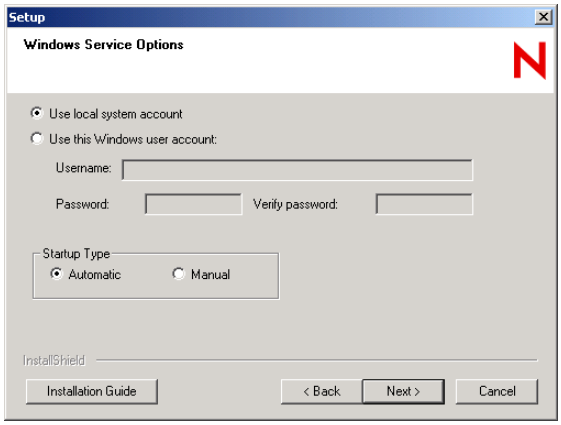


5 Provide the Messenger system configuration information as planned under item 4 through item 6 on the worksheet, then click Next to display the Installation Components page.

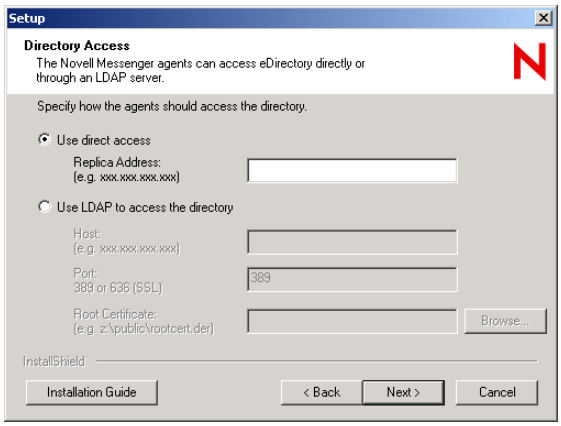


6 Leave all the components selected for your initial Messenger installation, then click Next.

If you are installing the Windows Messenger agents and selected to install them as Windows services, the Windows Service Options page appears.

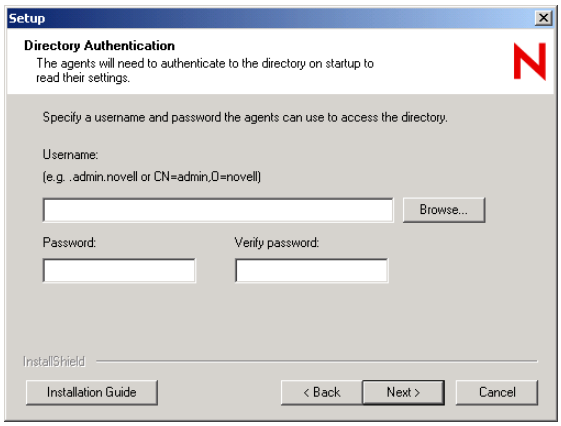


7 For the Windows Messenger agents, provide the Windows service information as planned under item 8 on the worksheet, then click Next to display the Directory Access page.

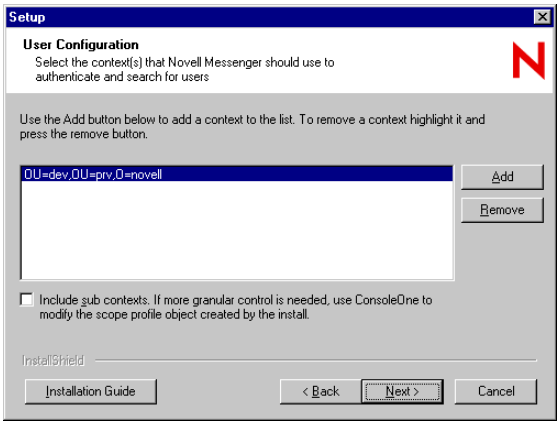


If eDirectory is installed on the server, the Replica Address field does not appear.

8 Provide the eDirectory access information as planned under item 9 on the worksheet, then click Next to display the Directory Authentication page.



9 Provide the eDirectory authentication information as planned under item 10 on the worksheet, then click Next to display the User Configuration page.



The context of the eDirectory user is automatically added to the context list.

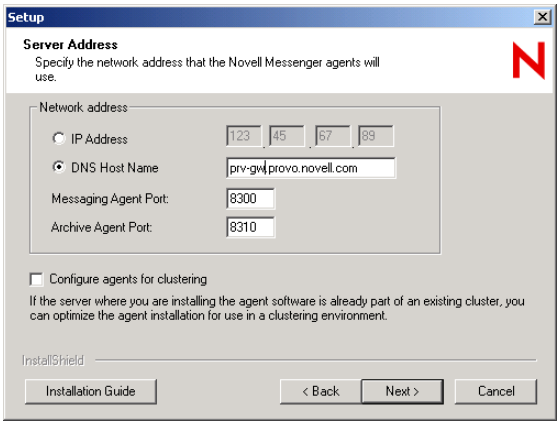
10 If necessary, click Add, then browse to and select another user context as planned under item 11 on the worksheet.

11 If necessary, select Include Subcontexts if User objects exist in nested container objects beneath the selected context.

IMPORTANT: If you do not select Include Subcontexts, User objects in containers beneath the selected context are *not* considered part of your Messenger system.

12 Click OK to add the context to the contact list.

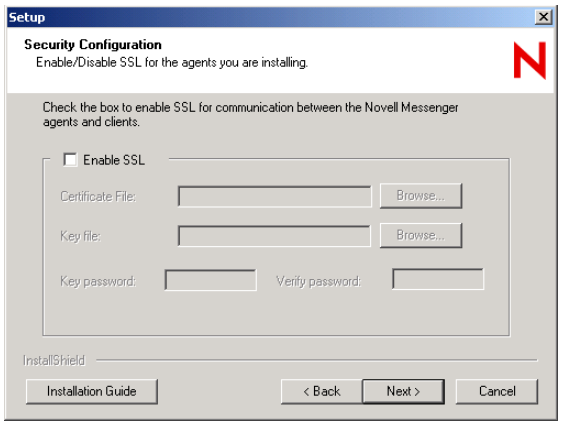
13 Repeat Step 10 through Step 12 for each context where User objects reside, then click Next to display the Server Address page.



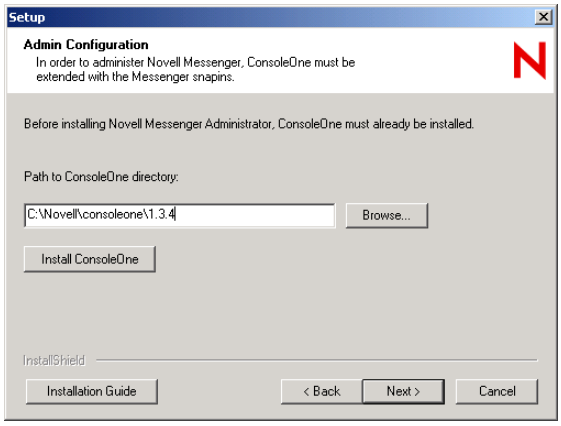
14 Verify the IP Address or DNS Host Name of the server where the agents will run, and the port number that each agent will use as planned under item 12 on the worksheet.

15 If the NetWare server you are installing to is already part of an existing cluster, select Configure Agents for Clustering.

16 Click Next to display the Security Configuration page.



17 If planned under item 15 on the worksheet, select Enable SSL and specify the necessary information, then click Next to display the Admin Configuration page.



18 If ConsoleOne 1.3.4 is already installed, verify the path.

or

If ConsoleOne 1.3.4 is not already installed, click Install ConsoleOne to update ConsoleOne, then follow the prompts until you return to the Admin Configuration page.

19 Click Next.

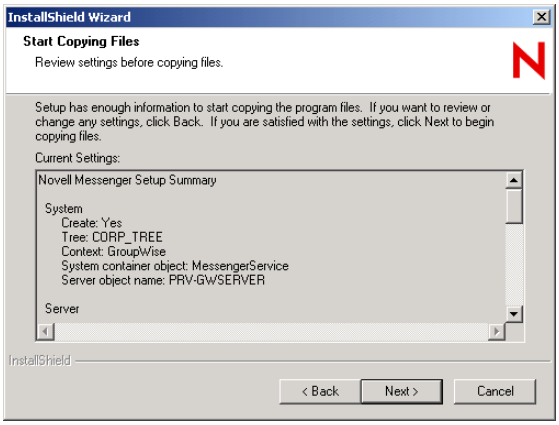
20 If you are installing Messenger in a cluster, see the appropriate section of the GroupWise 6.5 Interoperability Guide for additional instructions

- "Implementing Messenger in a Novell Cluster" in "Novell Cluster Services"
- "Implementing Messenger in a Microsoft Cluster" in "Microsoft Clustering Services"

21 Continue with "Installing the Messenger Software" on page 31.

Installing the Messenger Software

The installation summary lets you review the information you have provided before the installation actually begins.



1. Review the summary of the selections you have made.

   If necessary, click Back to change information as needed before proceeding with the installation.

2. Click Next to begin the installation.

   When the installation is complete, you can choose to view the Readme, start the Messenger agents immediately, and, for the NetWare Messenger agents, update the autoexec.ncf file so that the Messenger agents will start automatically whenever the server restarts.

3. Select one or more post-installation options, then click Finish.

4. Continue with "What's Next" on page 34.

Setting Up a Messenger System on Linux

1. At the Linux server, become root by entering **su** and the root password.
2. Copy the /messenger directory (including both the server and client directories) from the root of the GroupWise Delano Beta 3 image to a temporary directory on your Linux server.
3. Change to the temporary directory.
4. Change to the /server directory.
5. Enter the following:

   ```
   ./install.sh
   ```

6. Press Enter to continue.
7. The license agreement is displayed. Press Enter or the Spacebar to scroll through the license agreement. At the end of the license agreement, enter **y** to accept the agreement, or enter **n** to not accept the license agreement.
8. If you accept the license agreement, the necessary .rpm files are installed to the server. Enter **y** to continue with the installation.
9. After the packages are installed, enter **y** to configure the Messenger system.
10. The following options are displayed:

- 1) Create a new system
- 2) Install a new server to an existing system
- 3) Extend schema only

Enter **1** to create a new system.

11 The following options are displayed:

- 1) Use LDAP to access eDirectory
- 2) Use eDirectory libraries for direct access

If eDirectory is not installed on the Linux server, only options for using LDAP are displayed. Skip to the next step.

Enter **1** or **2**.

12 If you selected LDAP in Step 11, enter the following information: the IP address of the LDAP server, **y** or **n** to select whether or not to use SSL, and the port of the LDAP server.

If you select to use SSL, you next need to enter the path to the LDAP server's root certificate. For more information, see "Messenger System Security" on page 19.

or

If you selected direct access, enter the following information: the name of the eDirectory tree to extend and create objects in, and the replica address for that tree (IP address of the server running eDirectory).

13 Enter the context to create the objects in, for example: ou=linuxsystem,o=novell.

14 Enter the Messenger system object name. You can press Enter to accept the default name of MessengerService.

15 Enter the Messenger server object name. You can press Enter to accept the default name, which is the Linux server name plus the word *server*.

16 Enter the full context of the directory user object that will be used by the agents to access the directory, for example: cn=admin,ou=linuxsystem,o=novell.

For more information, see "eDirectory Access and Authentication" on page 18.

17 Enter the password for this user twice.

18 Enter the default contexts where Messenger will authenticate and search for users. For example, ou=linuxsystem,o=novell.

For more information, see "Messenger User Locations" on page 17.

19 Enter the IP address of the Linux server.

20 A summary of the information you supplied is displayed. Enter **y** to continue with the installation.

21 After the installation is complete, enter **y** to start the agents or **n** to not start the agents. The agents can be manually started using the startup option *start* from the /etc/init.d directory on the Linux server:

To start the Messaging agent, enter the following: **`./novell-nmma start`**

To start the Archive agent, enter the following: **`./novell-nmaa start`**

You can also use the *stop*, *restart*, and *status* options for these agents from the same directory.

To install the agents as startup services, see "Installing the Messenger Agents as Startup Services" on page 34.

Installing the Messenger Agents as Startup Services

- "Installing the Agents as Startup Services on a SuSE Server" on page 34
- "Installing the Agents as Startup Services on a Red Hat Server" on page 34

Installing the Agents as Startup Services on a SuSE Server

1. Open a new terminal window.
2. Enter the following commands:

   ```
   insserv novell-nmma
   insserv novell-nmaa
   ```

If you later want to remove them as startup services, enter the following in a terminal window:

```
insserv -r novell-nmma
insserv -r novell-nmaa
```

Installing the Agents as Startup Services on a Red Hat Server

1. Open a new terminal window.
2. Enter the following commands:

   ```
   chkconfig --add novell-nmma
   chkconfig --add novell-nmaa
   ```

If you later want to remove them as startup services, enter the following in a terminal window:

```
chkconfig --del novell-nmma
chkconfig --del novell-nmaa
```

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 *Messenger 1.0 Administration Guide*:

- Set up corporate-level conversation archiving. See "Enabling and Managing Archiving".
- Add SSL encryption to the Messaging Agent's connections with GroupWise Messenger clients. See "Establishing Messaging Security with SSL Encryption" in "Managing the Messaging Agent".
- Add SSL encryption to the Messaging Agent's eDirectory access, if you didn't set it up during installation. See "Using LDAP Access for the Messaging Agent" in "Managing the Messaging Agent".
- Provide customized LDAP authentication for GroupWise Messenger users. See "Customizing eDirectory Access for Users" in "Managing GroupWise Messenger Client Users".
- Customize the functionality of the GroupWise Messenger client. See "Setting User Policies" in "Managing GroupWise Messenger Client Users".
- Decide how to most efficiently distribute the GroupWise Messenger client software to users. See "Distributing the GroupWise Messenger Client Software" in "Managing GroupWise Messenger Client Users".

Novell Messenger System Worksheet

The Novell Messenger Installation program helps you create your Messenger system and install the Messenger software. The Installation program will prompt 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.

Depending on the operating system you are installing to, some of these options may not apply.

Item	Explanation
1) Server Information ◆ NetWare ◆ Linux ◆ Microsoft* Windows Server	Select the platform where you plan to install and run the Messenger agents. See “Agent Platform” on page 20.
2) Windows Server Options ◆ Install agents as Windows services ◆ Install and configure SNMP for Novell Messenger Agents	For a Windows server, specify the server options you plan to use. See “Windows Server Options for the Windows Messenger Agents” on page 23.
3) Installation Path	Specify a new directory path or browse to and select an existing directory where you plan to install the NetWare or Windows agent software. If the directory does not exist, it will be created. If you are installing to Linux, the agents are always installed to /opt/novell/messenger/bin. See “Agent Software Location” on page 22.
4) Tree Name	Select the eDirectory tree where you want to create your Messenger system. Because Messenger introduces new objects into the tree, the schema must be extended. See “eDirectory” on page 15.
5) Messenger System Context	Browse to and select the context where you want to create the Messenger system container and objects. Make sure the context exists. See “eDirectory” on page 15.
6) Messenger System Objects ◆ MessengerService ◆ *server_name*SERVER	If you do not want to use the default Messenger object names, specify different object names as needed. See “eDirectory” on page 15.
7) Install Components ◆ Messaging Agent ◆ Archive Agent ◆ Administrative Files	For your initial installation, leave all components selected.

Item	Explanation
8) Windows Service Options ◆ Use local system account ◆ Use this Windows user account: User Name: Password: ◆ Startup: Automatic Manual	If you are installing the Windows Messenger agents as Windows services, provide the required service configuration information. See “Windows Server Options for the Windows Messenger Agents” on page 23.
9) Directory Access ◆ Use direct access Replica IP address: (Windows only) ◆ Use LDAP to access the directory Host: Port: Root certificate:	Select how you want the Messenger agents to access eDirectory and provide the information required for the selected access method. See “eDirectory Access and Authentication” on page 18.
10) Directory Authentication ◆ User Name: ◆ Password:	Provide the user name and password that will enable the Messenger agents to access eDirectory. See “eDirectory Access and Authentication” on page 18.
11) User Configuration ◆ Contexts: ◆ Include Subcontexts?	List the eDirectory contexts where User objects are located that you want to include in your Messenger system. See “Messenger User Locations” on page 17.
12) Server Address ◆ IP Address or DNS hostname: ◆ Messaging Agent Port: (default=8300) ◆ Archive Agent Port: (default=8310)	Specify the IP address or DNS hostname of the server where the Messenger agents will run. If the default port numbers are already in use on the server, specify unique port numbers for the Messenger agents. See “Agent Network Address and Ports” on page 22.
13) Configure Agents for Clustering? ◆ Yes ◆ No	Mark whether or not you want to configure the Messenger agents for use with Novell Cluster Services. See “Clustering Option for the NetWare Messenger Agents” on page 22.
14) Admin Configuration ◆ Update ConsoleOne? ◆ Path to ConsoleOne Directory:	Specify the path to a ConsoleOne location (version 1.3.4 or later), either on the local workstation or on a network server. The Messenger Installation program installs the Messenger snap-in files in the specified location. See “ConsoleOne” on page 16.

Item	Explanation
15) Security Configuration ◆ Enable SSL Certificate file: Key file: Key password:	If you are already using SSL in your system and you want to configure the Messenger agents to use SSL as well, provide the required SSL information. See “Messenger System Security” on page 19.

4 Installing the GroupWise Messenger Client

- "Setting Up the Client Download from a Linux Messenger System" on page 35
- "Downloading and Installing the Client" on page 36
- "Starting the Messenger Client" on page 37
- "Additional Client Installation Methods" on page 37

Setting Up the Client Download from a Linux Messenger System

For the Windows Client

If you have installed a Linux Messenger system, the Messenger Windows client software is not copied to the server. You need to copy the files from your *Messenger 1.0 SP1* CD.

1. Open a new terminal window.
2. Create a directory for the Windows client files by entering the following command:

   ```
   mkdir -p /opt/novell/messenger/software/client/win32
   ```

3. Copy the Windows client files from /client/win32/* on the *Messenger 1.0 SP1* CD to this directory by entering the following command:

   ```
   cp -r <Messenger 1.0 SP1 CD>/client/win32/* /opt/novell/
   messenger/software/client/win32
   ```

4. Restart the Messaging Agent so that the Windows client extractor (nvlmsgr.exe) can be built.

   Change to the /etc/init.d directory.

   Enter the following command:

   ```
   ./novell-nmma start
   ```

For the Linux and Macintosh Clients

If you copied both the server and client directories to your server before you performed the server installation, the server installation program copies the files for the Linux and Macintosh clients to the appropriate directories on your server, and configures the Linux client executable with the IP address and port of the Messenger system. If the client directory was not copied to your server, you will need to copy and configure these files manually by following these procedures:

- "Manually Copying Files For the Linux Client Download" on page 36
- "Manually Copying Files For the Macintosh Client Download" on page 36
- "Configuring the Linux Client Executable with IP Address and Port Information" on page 36

Manually Copying Files For the Linux Client Download

1. Open a new terminal window.
2. Create a directory for the Linux client files by entering the following command:

   ```
   mkdir -p /opt/novell/messenger/software/client/linux
   ```

3. Copy the Linux client files from /client/xplat/linux/* on the Delano Beta 3 Messenger image to this directory by entering the following command:

   ```
   cp -r <Delano Beta 3 image>/messenger/client/xplat/linux/* /
   opt/novell/messenger/software/client/linux
   ```

Manually Copying Files For the Macintosh Client Download

1. Open a new terminal window.
2. Create a directory for the Macintosh client files by entering the following command:

   ```
   mkdir -p /opt/novell/messenger/software/client/mac
   ```

3. Copy the Macintosh client files from /client/xplat/mac/* on the Delano Beta 3 Messenger image to this directory by entering the following command:

   ```
   cp -r <Delano Beta 3 image>/messenger/client/xplat/mac/* /opt/
   novell/messenger/software/client/mac
   ```

Configuring the Linux Client Executable with IP Address and Port Information

To configure Linux client executable file you have manually copied, or to change the configuration information so that it points to a different Messenger system, complete the following:

1. Open a new terminal window.
2. Change to the /opt/novell/messenger directory.
3. Enter the following: `./configure-client-installer.sh`
4. Supply the IP address and port information that you want the clients to point to.

Downloading and Installing the Client

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

1. Make sure you have installed the Messenger system. See “Setting Up Your Novell Messenger System” on page 22.
2. Make sure you have started the Messaging Agent.
3. 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 13.45.67.89, the Novell Messenger download page would be http://13.45.67.89:8300.
4. Click the version of the client that you want to download, and follow the instructions to download and install the client.

Starting the Messenger Client

For the Linux (Cross-Platform) Client

1. Click the Novell Messenger icon on your Linux desktop.
2. Enter your username and password, then click OK.

For the Macintosh Client

1. Click the Novell Messenger icon on your Macintosh desktop.
2. Enter your username and password, then click OK.

For the Windows Client

1. Double-click the GroupWise Messenger client icon on your Windows desktop.
2. You might need to wait until the connection times out if the client is still using the information from a previous Windows or NetWare Novell Messenger server. Click Advanced.
3. Enter the password and IP address of the Linux server where you set up Novell Messenger, then click OK.

Additional Client Installation Methods

Other GroupWise Messenger client installation methods, which require additional setup and configuration, include the following. These installation methods may not apply to all operating systems.

- "Configuring Your Web Server to Download the GroupWise Messenger Client"
- "Installing the GroupWise Messenger Client as a GroupWise Client Add-On"
- "Distributing the GroupWise Messenger Client Software Using ZENworks for Desktops"

These client installation alternatives are described in "Distributing the GroupWise Messenger Client Software" in "Managing GroupWise Messenger Client Users" in the *Messenger 1.0 Administration Guide*.

A Documentation Updates

This section lists updates to the *Messenger 1.0 Installation Guide* that have been made since the initial release of Novell® Messenger 1.0. The information will help you to keep current on documentation updates and, in some cases, software updates (such as a Support Pack release).

The information is grouped according to the date when the *Messenger 1.0 Installation Guide* was republished.

The *Messenger 1.0 Installation Guide* has been updated on the following dates:

- "March 15, 2004 (GroupWise 6.5 for Linux)" on page 39
- "July 16, 2003 (SP1)" on page 39

March 15, 2004 (GroupWise 6.5 for Linux)

The following updates were made to the *Messenger 1.0 Installation Guide* for GroupWise Delano:

Location	Update
Chapter 1, "What is Novell Messenger?," on page 9	Added overview information to include installing Messenger on Linux.
Chapter 2, "Novell Messenger System Requirements," on page 11	Added system requirements information for installing Messenger on Linux.
Chapter 3, "Installing a Novell Messenger System," on page 15	Added information to include installing a Messenger system on Linux.
Chapter 4, "Installing the GroupWise Messenger Client," on page 35	Added information to include installing the Messenger Cross-Platform client.

July 16, 2003 (SP1)

The following updates were made to the *Messenger 1.0 Installation Guide* for Support Pack 1:

Location	Update
"Messenger Server Requirements" on page 11	Added Windows 2000 Advanced Server with Support Pack 3 and Microsoft Clustering Services as a requirement for installing Messenger in an MS cluster. Also included a sample hardware configuration to accompany the list of supported operating systems.

Location	Update
“Setting Up Your Novell Messenger System” on page 22	Provided links for instructions about setting up Messenger in a Novell cluster and a Microsoft cluster.