GroupWise Messenger 2 Support Pack 4

November 17, 2008

1 Overview

The information in this Readme file pertains to Novell® GroupWise® Messenger 2 Support Pack 4. 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 Linux/Mac client, 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 4 are 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
- 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 SP4 Administration compressed executable file (`gwm204_full_nlmwin_multi.exe`) to a temporary directory on your NetWare or Windows server.

   There is no English-only download.

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 Messenger 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).

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

4.1 Linux: Server Installation Instructions

1 Download the GroupWise Messenger 2 SP4 Administration/Client compressed tar file (`gwm204_full_linux_multi.tar.gz`) to a temporary directory on your Linux server.

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

2 In a terminal window at your Linux server, change to the temporary directory, then use the following command to uncompress and untar the downloaded file:

`tar -xz gwm204_full_linux_multi.tar.gz`

The result is a directory named `gwm204_full_linux_multi`.

3 Change to the `gwm204_full_linux_multi` directory.

4 Become `root` by entering `su -` and then 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).

4.2 Linux: 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 Linux client after installation, click the Messenger icon on your Linux desktop.

4.3 Mac: 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 Mac client after installation, click the Messenger icon on your Macintosh desktop.

4.4 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 Cerulean Studios Web site (http://www.ceruleanstudios.com/downloads/):

The Pidgin (formerly Gaim) open source instant messaging connector is available at the Pidgin Web site (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).

5 Known Issues for Administration

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 "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 the GroupWise Messenger initial release or Support Pack 1 on a Windows Vista workstation, you need to uninstall and reinstall GroupWise Messenger with the later Support Pack.

7 Defect Fixes

7.1 Windows Client Fixes

- The client no longer crashes because of entering too many characters into any of the login dialog boxes. It now allows you to enter 128 characters, and is terminated with a null.
- Links in the message window now launch the Firefox* application when Firefox 3 is installed.

7.2 Agent Fixes

- You can now turn off autostart on the Linux client.
- When printing an archived conversation, the correct date is now printed instead of the current date.
- The Messaging Agent now sends system broadcasts to all users, even if *Appear Offline* is selected.

8 Documentation

For information about GroupWise Messenger 2, see the online product documentation: GroupWise Messenger 2 Documentation Web Site (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.

A trademark symbol (®, ™, etc.) denotes a Novell trademark; an asterisk (*) denotes a third-party trademark

10 Legal Notices

Novell, Inc. makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc. makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. See the Novell International Trade Services Web page (http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Copyright © 2007-2008 Novell, Inc. All rights reserved. Permission is granted to copy, distribute, and/or modify this document under the terms of the GNU Free Documentation License (GFDL), Version 1.2 or any later version, published by the Free Software Foundation with no Invariant Sections, no Front-Cover Texts, and no Back-Cover Texts. A copy of the GFDL can be found at http://www.fsf.org/licenses/fdl.html.

Novell, Inc. has intellectual property rights relating to technology embodied in the product that is described in this document. In particular, and without limitation, these intellectual property rights may include one or more of the U.S. patents listed on the Novell Legal Patents Web page (http://www.novell.com/company/legal/patents/) and one or more additional patents or pending patent applications in the U.S. and in other countries.

For Novell trademarks, see the Novell Trademark and Service Mark list (http://www.novell.com/company/legal/trademarks/tmlist.html).

All third-party trademarks are the property of their respective owners.