GroupWise Messenger 2 Support Pack 2

April 16, 2007

1 Overview

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

The Messenger 2 Support Pack 2 includes 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 new GroupWise Messenger 2 Support Pack 2 clients 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 2 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

3.1 NetWare/Windows: Server Installation Instructions

1. Download the NetWare/Windows GroupWise Messenger 2 SP2 Administration compressed executable file (gwm202e.exe for English only or gwm202m.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 SP2 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).

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 SP2 Administration/Client compressed tar file (gwm202lnx.tgz) 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 gwm202lnx.tgz
```

The result is a directory named gwm202lnx.

3 Change to the gwm202lnx 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).

4.2 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.

4.3 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.

4.4 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 following URL:

http://www.ceruleanstudios.com/downloads/

The Pidgin (formerly Gaim) open source instant messaging connector is available at the following URL:

http://www.pidgin.im

The Kopete open source instant messaging plug-in is available at the following URL:

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 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. If you have already installed GroupWise Messenger Support Pack 1 or older on a Windows Vista workstation, then you need to uninstall and reinstall GroupWise Messenger with Support Pack 2.

7 Common Defect Fixes

7.1 Client Fixes

- You can now use the `/noremember` startup option to prevent the *Remember Password* option from displaying in the client.
- Passwords ending with a space no longer fail.
- Contacts in a chat room with more then ten users can now receive all the messages.
- Updated the clients to conform to the new daylight saving time standard.

7.2 Agent Fixes

- In direct mode, the Messaging Agent and Archive Agent now try to clean up and re-establish any bad or lost directory connections. In addition, the agents now try to re-establish any default connections if the server allows it.
- The Messaging Agent and the Archiving Agent no longer crash if a zero-length string is encountered.

- Added a thread to the Messaging Agent that disconnects any connections to the agents that have been inactive for longer than the keepalive interval on the agent. The /conntimeout startup switch controls how often this thread runs. The default setting is every 15 minutes. The /conntimeout switch should not be less then the /keepalive startup switch for the Messaging Agent. To disable the thread, set the /conntimeout switch to 0.

IMPORTANT: If you are using a Blackberry Enterprise Server, you should not modify the /conntimeout setting to less than 15 minutes.

8 NetWare and Windows: Defect Fixes

8.1 Windows Client Fixes

- Fixed a defect that cleared the text of a chat window when a user clicked *Show Desktop* to hide the GroupWise Messenger client, then clicked *Show Desktop* again to display the client again.
- Corrupt characters no longer display in the conversation window and history window. This was caused by the Windows Security Update KB918118 which updated the RichEdit control.
- User can now add or remove columns in the search results window.
- Previously received conversations no longer scroll off the page in a conversation window.
- The *Find User* button now functions properly when you are trying to find users to add to a chat room.
- A new history file can now be created when the old history file has corrupt XML.

8.2 NetWare and Windows Agent Fixes

Currently there are no NetWare and Windows agent fixes.

9 Linux: Defect Fixes

9.1 Cross-Platform Client Fixes

- The history is no longer deleted for usernames that have mixed case.
- A minimized conversation window now blinks on the taskbar when a new message is received.
- Bad characters are no longer printed in a conversation that has extended characters.
- You can now right-click a contact and send a message in a multi-contact conversation.

9.2 Linux Agent Fixes

Currently there are no Linux Agent fixes.

9.3 Linux Installation Fixes

- If there is a mismatch error when trying to extend the schema, the configuration program continues trying to extend the schema.
- When a custom base path for the log and queue directories is used during installation, the installation no longer crashes.

10 Documentation

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

- 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)

11 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

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