



Sun Java™ System

# Instant Messaging Installation Guide

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U.S.A.

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# Contents

<b>About This Guide</b> .....	<b>5</b>
Who Should Read This Book .....	5
What You Need to Know .....	6
How This Book is Organized .....	6
Document Conventions .....	7
Monospaced Font .....	7
Bold Monospaced Font .....	7
Italicized Font .....	7
Square or Straight Brackets .....	8
Command-Line Prompts .....	8
Where to Find Related Information .....	9
Where to Find This Book Online .....	9
References to Third-Party Websites .....	9
<b>Chapter 1 Installing, Configuring, and Upgrading Instant Messaging</b> .....	<b>11</b>
Before You Begin .....	11
Installation Overview .....	11
Completing the Installation Checklist .....	12
Installing and Configuring Instant Messaging .....	18
Upgrading Instant Messaging From a Previous Version .....	22
<b>Chapter 2 Setting up and Launching Instant Messenger</b> .....	<b>27</b>
Enabling Java™ Web Start .....	27
Configuring Client Systems .....	29
Launching Instant Messenger .....	29
Running Instant Messenger From a Web Browser .....	30
Running Instant Messenger as a Standalone Application .....	30

<b>Chapter 3 Troubleshooting Installation</b> .....	<b>33</b>
Creating a UNIX System User and Group (UNIX Only) .....	33
LDAP Issues .....	34
Difficulty Loading Instant Messenger Resources .....	36
Browser Displays im.jnlp Contents .....	36
Cannot Start or Download Instant Messenger .....	36
Changes made to the Applet Descriptor Files are not Visible in the Browser .....	38
<b>Chapter 4 Uninstalling Instant Messaging</b> .....	<b>39</b>
Removing Instant Messenger on UNIX .....	39
Removing Instant Messaging on Windows .....	40
<b>Glossary</b> .....	<b>41</b>
<b>Index</b> .....	<b>43</b>

# About This Guide

This guide describes how to install Sun Java™ System Instant Messaging and its accompanying software components. For the most recent information about known problems with this release, see the Sun Java System Instant Messaging Release Notes.

This preface contains the following sections:

- [Who Should Read This Book](#)
- [What You Need to Know](#)
- [How This Book is Organized](#)
- [Document Conventions](#)
- [Where to Find Related Information](#)
- [Where to Find This Book Online](#)
- [References to Third-Party Websites](#)

## Who Should Read This Book

You should read this book if you are responsible for installing and deploying Instant Messaging at your site.

# What You Need to Know

Before you install Sun Java System Instant Messaging, you should be familiar with:

- Basic administrative procedures of the operating system on which you are installing the software.
- Sun Java™ Enterprise System installer, as described in the *Sun Java Enterprise System Installation Guide*.
- Sun Java System Directory Server which is used to store user preferences, and for user authentication.
- Any other Java Enterprise System products such as Sun Java System Identity Server, Sun Java System Portal Server, Sun Java System Application Server, Sun Java System Messaging Server, and Sun Java System Calendar Server that you are planning to use with Instant Messaging.

# How This Book is Organized

This book contains the following chapters:

- [About This Guide](#) (this chapter)
- [Chapter 1, “Installing, Configuring, and Upgrading Instant Messaging”](#)  
Includes detailed instructions for installing and configuring the Sun Java System Instant Messaging server, multiplexor, resources, and the Identity Server Instant Messaging Service.
- [Chapter 2, “Setting up and Launching Instant Messenger”](#)  
Provides information about configuring client systems, enabling Java™ Web Start, and adding additional localization client files. Also explains how to launch the client.

- [Chapter 3, “Troubleshooting Installation”](#)  
Provides solutions for troubleshooting the client.
- [Chapter 4, “Uninstalling Instant Messaging”](#)  
Includes detailed instructions for removing the Sun Java System Instant Messaging server and multiplexor.

## Document Conventions

### Monospaced Font

`Monospaced font` is used for any text that appears on the computer screen or text that you should type. It is also used for file names, distinguished names, functions, and examples.

### Bold Monospaced Font

**bold monospaced font** is used to represent text within a code example that you should type. For example, you might see something like this:

```
./setup
```

In this example, `./setup` is what you would type from the command line.

### Italicized Font

*Italicized font* is used to represent text that you enter using information that is unique to your installation (for example, variables). It is used for server paths and names and account IDs.

In the following URL, *webserver* and *webserverport* are variables:

```
http://webserver:webserverport
```

When you enter your information, substitute your web server name and web server port where the words *webserver* and *webserverport* appear italicized. For example, if your web server name is *i-zed*, and the web server port is 9980, then the URL you would enter is:

```
http://i-zed:9980
```

## Square or Straight Brackets

Square (or straight) brackets `[]` are used to enclose optional parameters. For example, in this document you will see the usage for the `setup` command described as follows:

```
./setup [options] [argument]
```

It is possible to run the `setup` command by itself as follows to start the Instant Messaging installation:

```
./setup
```

However, the presence of *[options]* and *[arguments]* indicates that there are additional optional parameters that may be added to the `setup` command. For example, you could use `setup` command with the `-nodisplay` option to do an installation from the command line:

```
./setup -nodisplay
```

## Command-Line Prompts

Command-line prompts (for example, `%` for a C-Shell, or `$` for a Korn or Bourne shell) are not displayed in the examples. Depending on which operating system environment you are using, you will see a variety of different command-line prompts. However, you should enter the command as it appears in the document unless specifically noted otherwise.



## Where to Find Related Information

In addition to this book, Sun Java System Instant Messaging comes with the following supplementary information:

- Sun Java System Instant Messaging Release Notes
- *Sun Java System Instant Messaging Deployment Planning Guide*
- *Sun Java System Instant Messaging Administration Guide*

Sun Java System Instant Messaging also works with other products such as Sun Java System Directory Server. Documentation for this and other products is available online at the following URL:

<http://docs.sun.com/>

## Where to Find This Book Online

You can find the *Sun Java System Instant Messaging Installation Guide* online in PDF and HTML formats at the following URL:

<http://docs.sun.com/db/prod/>

## References to Third-Party Websites

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## References to Third-Party Websites

# Installing, Configuring, and Upgrading Instant Messaging

This chapter describes installing, upgrading, and migrating Instant Messaging in the following sections:

- [Before You Begin](#)
- [Installing and Configuring Instant Messaging](#)
- [Upgrading Instant Messaging From a Previous Version](#)

## Before You Begin

Before you install, upgrade, or migrate Instant Messaging, you should read and understand the information in the *Sun Java System Instant Messaging Deployment Planning Guide* and then read the installation overview and complete the installation checklist in this section.

## Installation Overview

To install Sun Java System Instant Messaging on UNIX you will use the Java Enterprise System installer. On Windows, you use the `setup` program included in the Windows Media Kit CD. Optionally, you can download the software from the following site:

<http://www.sun.com/software/download/>

The Instant Messaging product and documentation provide procedures and tools for installing, upgrading, and configuring your servers, setting up clients, and so on.

Before you install, you should verify that the systems on which you plan to install the software meet the minimum product requirements. In addition, you should have a general understanding of Instant Messaging components and deployment options. It is also a good idea to plan how you want to deploy and configure the software components before you begin the installation process. See the Sun Java System Instant Messaging Release Notes for hardware and software requirements and supported versions. See the *Sun Java System Instant Messaging Deployment Planning Guide* for information on deploying Instant Messaging.

Prior to installing Instant Messaging, you need to install a directory server, web server, and optionally a messaging server. You may also need to install Sun Java System Identity Server and Sun Java System Portal Server if you intend to use functionality provided by those servers with Instant Messaging. Interoperating with other servers is described in the *Sun Java System Instant Messaging Deployment Planning Guide*. That guide also contains some installation scenarios you can follow to enable various Instant Messaging features.

## Completing the Installation Checklist

During installation and upgrade, you will be prompted for some basic configuration information. You should gather this information before you begin. You will be prompted for some or all of the information depending on the components you decide to install.

Print out [Table 1-1](#) and write the values for your deployment in the space provided. You can reuse this installation worksheet for multiple installations of Instant Messaging, uninstallation, or for Instant Messaging upgrades. This table contains passwords and other sensitive information, so you should store this information in a safe place.

**Table 1-1** Instant Messaging Installation Parameters

Parameter	Description	Your Answers
<b>Installation Directory</b>	<p><i>instant-messaging-install-dir</i> or <i>installation directory</i>.</p> <p>Directory in which Instant Messaging is installed.</p> <p>Defaults:</p> <p>Solaris: /opt/SUNWiim</p> <p>Linux: /opt/sun/im</p> <p>Windows: C:\Program Files\Sun\Instant Messaging</p>	

**Table 1-1** Instant Messaging Installation Parameters (*Continued*)

Parameter	Description	Your Answers
<b>Instant Messaging Server Host and Domain Name</b>	Host name on which Instant Messaging is installed and the domain name associated with the host. For example: Host Name: instantmessaging.siroe.com Domain Name: siroe.com	
<b>Instant Messaging Server Port Number</b>	The port number on which the Instant Messaging Server listens for incoming requests other than those sent by Instant Messenger clients. Default: 49999	
<b>Multiplexor Port Number (Multiplexor Configuration Only)</b>	The port number on which the Instant Messaging Server listens for incoming requests from Instant Messenger clients. Default: 49909	
<b>Disable Server</b>	Select this option if the instance you installed will act as a multiplexor and not a server. If you select this option, you must provide a value for <a href="#">Remote Instant Messaging Server Host Name (Multiplexor Configuration Only)</a> .	
<b>Remote Instant Messaging Server Host Name (Multiplexor Configuration Only)</b>	The host name of the Instant Messaging Server for which this multiplexor routes messages. Do not enter a value for this parameter if the installed instance you are configuring is an Instant Messaging Server and not a multiplexor. Dependencies: The <a href="#">Disable Server</a> parameter must be selected, that is, server functionality is disabled.	
<b>Assign Instant Messaging Services to existing users (Optional)</b>	If selected, this option enables Instant Messaging for existing Sun Java System Identity Server users. Dependencies: Sun Java System Portal Server and Sun Java System Identity Server.	

**Table 1-1** Instant Messaging Installation Parameters (*Continued*)

Parameter	Description	Your Answers
<b>Secure Mode (Optional)</b>	<p>When selected, enables integration with Sun Java System Portal Server Secure Remote Access.</p> <p>Secure Remote Access provides secure access to remote users in an intranet. Users can access Secure Remote Access by logging in to the web-based Portal Server Desktop through the portal gateway.</p> <p>Dependencies:</p> <p>Requires Sun Java System Portal Server and Sun Java System Identity Server.</p> <p>You can run Instant Messaging in secure mode only if Sun Java System Portal Server, Secure Remote Access is configured. See the <i>Sun Java System Instant Messaging Administration Guide</i> and <i>Sun Java System Portal Server, Secure Remote Access Administration Guide</i> for instructions.</p> <p>If you enable this feature, you must provide values for the following parameters:</p> <ul style="list-style-type: none"> <li>• <a href="#">Netlet Instant Messaging Port Number (Optional)</a></li> <li>• <a href="#">Messenger Secure Download Port (Optional)</a></li> </ul>	
<b>Netlet Instant Messaging Port Number (Optional)</b>	<p>If you enabled <a href="#">Secure Mode (Optional)</a>, this is the port number on which Netlet listens for incoming requests.</p> <p>Default: 49917</p> <p>Dependencies: <a href="#">Secure Mode (Optional)</a> enabled, Sun Java System Portal Server and Sun Java System Identity Server.</p>	
<b>Messenger Secure Download Port (Optional)</b>	<p>If you enabled <a href="#">Secure Mode (Optional)</a>, this is the port number from which Instant Messenger resources will be downloaded through Netlet.</p> <p>Default: 49916</p> <p>Dependencies: <a href="#">Secure Mode (Optional)</a> enabled, Sun Java System Portal Server and Sun Java System Identity Server.</p>	
<b>Enable Instant Messaging Archive (Optional)</b>	<p>If selected, enables Sun Java System Portal Server search-based archiving for Instant Messaging.</p> <p>Dependencies: Sun Java System Portal Server and Sun Java System Identity Server.</p>	

**Table 1-1** Instant Messaging Installation Parameters (*Continued*)

Parameter	Description	Your Answers
<b>LDAP Host Name</b>	<p>The host name of the LDAP server that contains user and group information for Instant Messaging. For example, <code>directory.siroe.com</code>.</p> <p>Dependencies: LDAP server such as Sun Java System Directory Server.</p>	
<b>LDAP Port Number</b>	<p>The port number on which the directory server listens for incoming requests. For example, 389.</p> <p>Dependencies: LDAP server such as Sun Java System Directory Server.</p>	
<b>Base DN</b>	<p>The base distinguished name in the directory tree that contains user and group information for Instant Messaging. For example, <code>o=airius.com</code>.</p> <p>Dependencies: LDAP server such as Sun Java System Directory Server.</p>	
<b>Bind DN</b>	<p>During installation, you must use the Directory Manager Bind DN and password. The information is used to update the directory schema with the Instant Messaging and presence service templates and attributes only. This requires Directory Manager access. The Directory Manager Bind DN and password are not saved or used beyond installation and initial configuration.</p> <p>For server configuration, Instant Messaging uses this Bind DN to search users and groups in the directory. Leave this blank if the directory can be searched anonymously.</p> <p>Dependencies: LDAP server such as Sun Java System Directory Server.</p>	
<b>Bind Password</b>	The <a href="#">Bind DN</a> password.	
<b>SMTP Server Host Name (Optional)</b>	<p>The host name of the SMTP server used to send email notification of messages to offline users. For example, <code>mail.siroe.com</code>. If the SMTP server does not use port 25, specify the port along with the host name. For example, if the SMTP server uses port 1025:</p> <p><code>mail.siroe.com:1025</code></p> <p>Dependencies: SMTP server such as Sun Java System Messaging Server.</p>	

**Table 1-1** Instant Messaging Installation Parameters (*Continued*)

Parameter	Description	Your Answers
<b>Database, Logs, and Runtime File Pathname</b>	<p>The location where the runtime files, database, and logs are stored.</p> <p>Defaults:</p> <p>Solaris: /var/opt/SUNWiim/default</p> <p>Linux: /var/opt/sun/im</p> <p>Windows: C:\Program Files\Sun\Instant Messaging</p>	
<b>Resources and Help Files Pathname</b>	<p><i>instant-messaging-resource-directory</i> or <i>resource directory</i></p> <p>The directory in which the resource and online help files are installed.</p> <p>Defaults:</p> <p>Solaris: /opt/SUNWiim/html</p> <p>Linux: /opt/sun/im/html</p> <p>Windows: C:\Program Files\Sun\Instant Messaging\html</p>	



**Table 1-1** Instant Messaging Installation Parameters (*Continued*)

Parameter	Description	Your Answers
<b>Code Base</b>	<p>The URL from which Instant Messenger downloads resources.</p> <p>You install the resources into the web server's doc root. For example, assume that the web server <code>www.example.com</code> listens on port 89, the doc root for this web server is <code>/opt/web/</code>, and you choose to install the messenger resources in <code>/opt/web/im</code>, then the messenger resources codebase is as follows:</p> <pre>http://www.example.com:89/im/</pre> <p>If you do not provide the correct codebase during installation, you need to update the messenger launch pages <code>codebase/lang/im[ssl].html</code> and <code>codebase/lang/im[ssl].jnlp</code> with the correct URL.</p> <p>On UNIX, it is possible to install the resources in a directory and use a symbolic link to make the resources visible to the web server.</p> <p>For instance, if in the above example you installed the resources in <code>/opt/SUNWim/html</code>, the messenger resources can be made visible to the web server by creating the following symbolic link.</p> <pre>ln -s /opt/SUNWim/html /opt/web/im</pre> <p>See the <i>Sun Java System Instant Messaging Administration Guide</i>, and your web server documentation for more information.</p>	

# Installing and Configuring Instant Messaging

Use the JES installation program to perform a fresh installation of Instant Messaging on UNIX. For Windows, use the `setup` program provided on the Instant Messaging for Windows Media Kit installation CD.

Before installing, ensure that you have completed the steps in [“Before You Begin” on page 11](#), and installed and configured any additional servers required for your Instant Messaging deployment. For information on which servers you may need to install, see the *Sun Java System Instant Messaging Deployment Planning Guide*.

You use the same procedure to install the server and the multiplexor. When you install the server, the multiplexor is also installed and enabled. If you want to support a multiplexor only on a host, you disable the server installed on that host by setting the [Disable Server](#) configuration parameter during installation. A multiplexor is used to balance the load of routing messages in large installations. See the *Sun Java System Instant Messaging Deployment Planning Guide* for more information about multiplexors.

If the web server and Instant Messaging server do not reside on the same host, install the Instant Messenger resources on the web server host.

Instructions for installing and configuring Instant Messaging are detailed in the following sections:

- [Installing and Configuring on UNIX](#)
- [Installing and Configuring on Windows](#)

## Installing and Configuring on UNIX

To install the Instant Messaging components on UNIX you run the JES installation program. See the *Sun Java Enterprise System Installation Guide* on <http://docs.sun.com> for instructions. After installing, you need to configure Instant Messaging using the `configure` utility. To do this:

1. Change to the directory in which you installed Instant Messaging.

By default, this directory is `/opt/SUNWim` on Solaris, and `/opt/sun/im` on Linux.

2. Run the `configure` utility:

Graphical user interface: `configure`

Command-line: `configure -nodisplay`

A series of prompts appears, requesting information that will set up the initial configuration for Instant Messaging. The prompts that appear vary depending on the components you chose. Fill in the requested information using the values from your checklist. See “[Completing the Installation Checklist](#)” on [page 12](#) for more information.

## Installing and Configuring on Windows

When you run `setup` to install Instant Messaging, you install the new software and provide initial configuration information.

To install the Instant Messaging components on Windows:

1. Log in as administrator.

2. Extract the Instant Messaging archive file to a temporary directory.

Do not extract the archive file to the directory in which you want to install Instant Messaging.

3. Change to the directory in which you extracted the archive file, and then `setup.exe`.

The installation program displays the Welcome screen.

4. Click Next to continue.

The License Agreement appears.

5. Read the license agreement and click Yes (Accept License) to accept it, or click No to exit without installing.

The Software Requirements dialog box appears, displaying requirements and dependencies for Instant Messaging.

6. Confirm that the information matches the requirements for your deployment and that you have the required servers installed, then click Next.

If you do not have the proper servers installed, click Exit to quit the Instant Messaging installation. See the *Sun Java System Instant Messaging Deployment Planning Guide* for information about other servers required for Instant Messaging.

7. Select the directory in which you want to install the Instant Messaging software and click Next.

The default directory is C:\Program Files\Sun\Instant Messaging.

The Select Components dialog box appears, displaying the following options:

- o Instant Messaging Server

This component includes both the server and multiplexor software.

The multiplexor routes Instant Messenger messages from multiple clients to an Instant Messaging server.

- o Sun Java System Instant Messenger Resources

The resources are a collection of files including those used to launch the Instant Messenger client, customizable properties, stylesheets, images and audio files, and online help for Instant Messenger.

8. Select the software components you want to install and click Next.

If you are installing the Instant Messenger Resources, the Instant Messenger Resource Directory dialog box appears, displaying the location where the installation program will install the resource files. The default directory is C:\Program Files\Sun\Instant Messaging\html.

9. Click Next.

The installation program verifies that there is adequate disk space and then displays the Ready to Install dialog box.

10. Click Install Now and then click Next to install and configure Instant Messaging.

A series of dialog boxes appears requesting information that will set up the initial configuration for Instant Messaging. The dialog boxes that appear vary depending on the components you selected. Fill in the requested information using the values from your checklist. See [“Completing the Installation Checklist” on page 12](#) for more information.

When the installation and initial configuration process completes, the Summary Information dialog box appears.

11. Click Details to review the summary information about the installation. When you have finished reviewing the summary information, click Dismiss to close the Summary Information dialog box.

12. Click Exit to exit the installation program.

# Upgrading Instant Messaging From a Previous Version

You can upgrade Instant Messaging from a previous version of the software; however, the process by which you upgrade differs depending on your operating system. For all platforms, you will need to:

1. Obtain the Instant Messaging software.
2. Plan time for shutting down the Instant Messaging server.
3. Inform your users ahead of time about the planned shutdown.

Instructions for upgrading on UNIX are available in the *Sun Java Enterprise System Installation Guide* at <http://docs.sun.com>.

To upgrade the Instant Messaging Server, multiplexor, and resources on Windows, follow these steps:

1. Back up the database and any existing resource and configuration files you have customized. This includes files in the *DB*, *installation*, and *resource* directories. The installation directory also contains the configuration files. Default locations for these directories are as follows:

*DB directory:* C:\Program Files\Sun\Instant Messaging\db

*Installation directory:* C:\Program Files\Sun\Instant Messaging

*Resource directory:* C:\Program Files\Sun\Instant Messaging\html

2. Ensure that you have completed the checklist in “[Completing the Installation Checklist](#)” on page 12.

You will need this information to configure Instant Messaging after you upgrade.

3. Ensure that you have any other required servers installed and configured.

See the *Sun Java System Instant Messaging Deployment Planning Guide* for more information.

4. Log in as administrator.
5. Shut down the Instant Messaging server and multiplexor from the Services Control Panel.

6. Extract the Instant Messaging archive file to a temporary directory.

Do not extract the archive file to the directory in which Instant Messaging is installed.

7. Change to the directory in which you extracted the archive file, and then run `setup.exe`.

The installation program displays the Welcome dialog box.

8. Click Next to continue.

The License Agreement appears.

9. Read the license agreement and click Yes (Accept License) to accept, or click No to exit without upgrading.

The Software Requirements dialog box appears, displaying requirements and dependencies for Instant Messaging.

10. Confirm that the information matches the requirements for your deployment and that you have the required servers installed, then click Next.

If you do not have the proper servers installed, click Exit to quit the Instant Messaging installation. See the *Sun Java System Instant Messaging Deployment Planning Guide* for information about other servers required for Instant Messaging.

The Select Components dialog box appears, displaying the following options:

- o Instant Messaging Server

This component includes both the server and multiplexor software.

The multiplexor routes Instant Messenger messages from multiple clients to an Instant Messaging server.

- o Sun Java System Instant Messenger Resources

The resources are a collection of files including those used to launch the Instant Messenger client, customizable properties, stylesheets, images and audio files, and online help for Instant Messenger.

The installation program automatically selects the components that are already installed on the system. If the same or a higher version of a component is already installed on the system, the component appears disabled in the list.

11. Select any additional software components you want to upgrade and click Next.

The Confirm Upgrade and Addition of Components dialog box appears, displaying a list of components to be upgraded.

12. Confirm the list of components and click Next.

If you are upgrading the resources, the Instant Messenger Resource Directory dialog box appears, displaying the location where the `setup` program will install the resource files. The default directories for messenger resources is `C:\Program Files\Sun\Instant Messaging\html`.

13. Click Next.

The `setup` program verifies that there is adequate disk space and then displays the Ready to Install dialog box.

14. Click Install Now and then click Next to upgrade and configure Instant Messaging.

A series of dialog boxes appears requesting information that will set up the initial configuration for Instant Messaging. The dialog boxes that appear vary depending on the components you selected. Fill in the requested information using the values from your checklist. See [“Completing the Installation Checklist” on page 12](#) for more information.

When the upgrade and initial configuration process completes, the Summary Information dialog box appears.

15. Click Details to review the summary information. When you have finished reviewing the summary information, click Dismiss to close the Summary Information dialog box.

16. Click Exit to exit the `setup` program.

17. (Optional) Restore the database from the backup you created.

To do this, copy the backup *DB directory* and all its contents into the new *DB directory*. By default, the DB directory created during upgrade is installed in `C:\Program Files\Sun\Instant Messaging\db`.



## 18. Perform post-upgrade procedures.

During upgrade, the `setup` program creates `.new` files in the `config` and `html` directories. These files contain all the changes added in this version. For example, the installer creates a `iim.conf.new` file if you customized the existing `iim.conf` file.

After you upgrade to the new version, you need to locate the `.new` files, and merge the changes into your existing files. If you do not want to save the changes you made, delete the old file, and rename the corresponding `.new` file.

When merging the changes, compare the old files with the `.new` files, line by line, and edit your existing files to incorporate these changes.

Table 1-2 lists files that can be customized, and for which `.new` files are created during upgrade. The default directories are as follows:

- o **installation directory:** `C:\Program Files\Sun\InstantMessaging`
- o **resource directory:** `C:\Program Files\Sun\InstantMessaging\html`

**Table 1-2** `.new` Files on Windows

Type of Files	Location
Configuration	<i>installation directory</i> \config\iim.conf
	<i>installation directory</i> \config\acIs\sysAdmin.acl
	<i>installation directory</i> \config\acIs\sysTopicsAdd.acl
	<i>installation directory</i> \config\acIs\sysRoomsAdd.acl
	<i>installation directory</i> \config\acIs\sysSendAlerts.acl
	<i>installation directory</i> \config\acIs\sysWatch.acl
	<i>installation directory</i> \config\acIs\sysSaveUserSettings.acl
Resource	<i>resource directory</i> \im.html
	<i>resource directory</i> \im.jnlp
	<i>resource directory</i> \index.html
	<i>resource directory</i> \language\imres.jnlp
	<i>resource directory</i> \language\imbrand.jar
	<i>resource directory</i> \imssl.jnlp
	<i>resource directory</i> \imssl.html



# Setting up and Launching Instant Messenger

This chapter contains information about configuring the web server and client systems to support Instant Messenger in the following sections:

- [Enabling Java™ Web Start](#)
- [Configuring Client Systems](#)
- [Launching Instant Messenger](#)

## Enabling Java™ Web Start

To use Instant Messenger with Java Web start, you need to install the software, then configure your web server to work with Java Web Start. For instructions on installing Java Web Start, go to the following location:

<http://java.sun.com/products/javawebstart>

To enable Java Web Start support in your web server, you need to edit the web server's `mime.types` file to include the following definition for JNLP:

**Content Type:** `application/x-java-jnlp-file`

**Suffix:** `jnlp`

## On Sun Java System Web Server Enterprise Edition

To add the MIME type to Sun Java System Web Server, complete the following:

1. Type the following URL to access the administration server in your browser:

`http://hostname.domain-name:administration_port`

For example: `http://budgie.siroe.com:8888`

Sun Java System Web Server displays a window prompting you for a user name and password.

2. Type the administration user name and password you specified during the web server installation.

The web server displays the Administration Server page.

3. On the Manage Servers page, click Manage.

The web server displays the Server Manager page.

4. Click the MIME Types link.
5. From the MIME file drop-down list, choose a MIME type to edit and click OK.
6. In the Global MIME Types page, select `type` from the Category drop-down list.
7. In the Content-Type text box, type:  
`application/x-java-jnlp-file`
8. In the File-Suffix text box, type:  
`jnlp`
9. Click New Type to create the MIME type.
10. Restart the web server for this change to take effect.

## On Apache Web Server

Add the following line to the `mime.types` file:

```
application/x-java-jnlp-file jnlp
```

By default, this file is located in the Apache Web Server configuration directory.

# Configuring Client Systems

If the client machine has the appropriate version of Java installed, there are no additional requirements to use either Java Plug-in or Java Web Start. Netscape Navigator v7 as well as the recent versions of the Mozilla browser include the latest version of Java, while Internet Explorer does not. See the Sun Java System Instant Messenger for version requirements.

If the client machine does not have the required version of Java installed, you need to install Java Web Start. You can download and Install Java from the following location:

<http://www.java.sun.com/j2se>

You can download and install Java Web Start from the following location:

<http://www.java.sun.com/products/javawebstart>

# Launching Instant Messenger

You can run Instant Messenger as an applet within a web browser, or as a standalone application as described in the following sections:

- [Running Instant Messenger From a Web Browser](#)
- [Running Instant Messenger as a Standalone Application](#)

## Running Instant Messenger From a Web Browser

To run Instant Messenger as an applet within a web browser:

1. Start the web browser.

For information on supported browsers, see the *Sun Java System Instant Messaging Release Notes*.

2. Go to the Sun Java System Instant Messaging home page. By default, the home page is stored as `index.html`. Use the following format to locate the Instant Messaging home page:

```
http://codebase/index.html
```

Where *codebase* is the URL that corresponds to the location of the resource files on the web server.

3. Click Use Java Plug-In.

If you customized the home page and changed the link text, click the link that corresponds to running Instant Messenger as an applet within a browser. The link points to either `im.jnlp` (standard) or `imssl.jnlp` (secure mode).

## Running Instant Messenger as a Standalone Application

To run Instant Messenger as a standalone application:

1. Start the web browser.

For information on supported browsers, see the *Sun Java System Instant Messaging Release Notes*.

2. Go to the Sun Java System Instant Messaging home page. By default, the home page is stored as `index.html`. Use the following format to locate the Instant Messaging home page:

```
http://codebase/index.html
```

Where *codebase* is the URL that corresponds to the location of the resource files on the web server.

### 3. Click Use Java Web Start.

If you customized the home page and changed the link text, click the link that corresponds to running Instant Messenger using Java™ Web Start. The link points to either `im.html` (standard) or `imssl.html` (secure mode).

When the Instant Messenger session is established using the Java Plug-in, the browser window must be dedicated to its use.

You cannot locate any other URLs with this browser window, nor can you close the browser window without terminating the Instant Messenger session.

See *Sun Java System Instant Messaging Administration Guide* for information on customizing the resource pages.

Launching Instant Messenger



# Troubleshooting Installation

This chapter contains troubleshooting information for Instant Messaging and Instant Messenger in the following sections:

- [Creating a UNIX System User and Group \(UNIX Only\)](#)
- [LDAP Issues](#)
- [Difficulty Loading Instant Messenger Resources](#)
- [Browser Displays im.jnlp Contents](#)
- [Cannot Start or Download Instant Messenger](#)
- [Changes made to the Applet Descriptor Files are not Visible in the Browser](#)

## Creating a UNIX System User and Group (UNIX Only)

System users run specific server processes. Certain privileges need to be designated for these users to ensure they have appropriate permissions for the processes they run. Normally, the installation process creates the following users and groups:

- User: `inetuser`
- Group: `inetgroup`

If the installation process does not create a UNIX user and group for Instant Messaging, you need to create them manually as described in this section. After you create the user and group for Instant Messaging, you should then set permissions appropriately for the directories and files owned by that user.

To create the appropriate UNIX user and group, follow these steps:

1. Log in as superuser.
2. Create a group to which your system user will belong. For example, to create a group named `imserv` on Solaris, type the following:

```
# groupadd imgroup
```

3. Create the system user and associate it with the group you just created. In addition, set the password for that user. For example, to create a user named `imuser` and associate it with the group `imserv` on Solaris, type the following:

```
# useradd -g imgroup imserver
```

For more information on adding users and groups, refer to your operating system documentation.

4. Ensure that the user and group have been added to the `/etc/groups` file.

## LDAP Issues

The following LDAP issues might arise in a given deployment. Change the LDAP parameters in the `iim.conf` file accordingly.

**Issue:** Your directory does not permit anonymous bind. By default, Instant Messaging server performs an anonymous search of the LDAP directory. However, it is common for sites to prevent anonymous searches in their directory so that any random person cannot do a search and retrieve all the information.

**Solution:** If your site's directory is configured to prevent such anonymous searches, then Instant Messaging server needs to have a user ID and password it can use to bind and do searches. Use the `iim_ldap.usergroupbinddn` and `iim_ldap.usergroupbindcred` parameters to configure the necessary credentials. See the *Instant Messaging Administrator's Guide* for more details.

**Issue:** Your site does not use the `uid` attribute for user authentication.

**Solution:** Use the `iim_ldap.loginfilter` parameter to set the attribute that is used by your directory for authentication. By default, this parameter is set to `uid`. Also, change any "filter" parameters that contains `uid` in its value.

**Issue:** You want to change how Instant Messenger displays contact names from the default.

**Solution:** The default attribute that Instant Messenger uses to display contact names is `cn`. Thus, contact names appear as Frank Smith, Mary Jones, and so on. Edit the `iim_ldap.userdisplay` and `iim_ldap.groupdisplay` parameters to a different attribute, such as `uid`.

**Issue:** Your directory is indexed to use wildcards.

**Solution:** Change the `iim_ldap.allowwildcardinuid` parameter to `True`. This parameter determines if the use of wildcards should be enabled for User IDs while doing a search. As most directory installations have User IDs indexed for exact searches only, the default value is `False`. Setting this value to `True` can impact performance unless User IDs are indexed for substring search.

**Issue:** Your directory uses nonstandard object/group classes.

**Solution:** Change the appropriate `iim_ldap.*` parameters, replacing `inetorgperson` and `groupofuniqueNames` with your values.

**Issue:** Your directory does not use the `mail` attribute for email addresses. If so, Instant Messenger will not be able to forward instant messages to offline users as email messages.

**Solution:** By default, the `iim_ldap.user.mailattr` contains the value `mail`. Change this value to your site's value.

**Issue:** Your directory uses an attribute other than `uid` as the user id attribute

**Solution:** If the attribute "loginname" is used as the user id attribute:

```
iim_ldap.user.uidattr=loginname
```

Add the following index directives to the indexing rules in LDAP:

```
index login name eq
```

## Difficulty Loading Instant Messenger Resources

In a network environment, you may experience difficulty in loading Instant Messaging resources if there is a firewall between the client's host and the Internet, and when Java™ Web Start has not been configured with the right proxy settings.

Java Web Start queries the system or the default browser for proxy settings automatically. However, if the settings are configured using a JavaScript™ file, Java Web Start cannot perform this query. Instead, you need to set the proxies manually using the Preference panel in Java Web Start's Application Manager. See the readme file for Java Web Start for information on using the Application Manager. You can access the readme online at the following location:

<http://java.sun.com/products/javawebstart>

## Browser Displays im.jnlp Contents

If the browser displays the contents of the `im.jnlp` file instead of launching Java Web Start, you need to edit the web server's `mime.types` file to include a line for JNLP. For instructions on adding this line, see [“Enabling Java™ Web Start” on page 27](#).

## Cannot Start or Download Instant Messenger

In some cases, the JAR file cache on the client system may become corrupted. If this occurs, you will not be able to start Instant Messenger, or download a new version. To fix this problem on UNIX, you need to clear the Java Web Start cache. On Windows, you need to clear the Java Web Start cache and the Java Plug-in cache as described in the following sections:

- [To Delete Instant Messenger from UNIX Cache](#)
- [To Delete Instant Messenger from Windows Cache](#)
- [To Delete Instant Messenger from the Windows Java Plug-in Cache](#)

## To Delete Instant Messenger from UNIX Cache

1. Launch Java Web Start Application Manager.

See the readme file for Java Web Start for information on using the Application Manager. You can access the readme online at the following URL:

`http://java.sun.com/products/javawebstart`

2. From the Applications menu, select Remove from Cache.
3. Close the Application Manager.

## To Delete Instant Messenger from Windows Cache

1. Launch Java Web Start Application (JWS) Manager.

See the readme file for Java Web Start for information on using the Application Manager. You can access the readme online at the following URL:

`http://java.sun.com/products/javawebstart`

2. From the View menu, select Downloaded Applications.

The Application Manager displays the downloaded applications.

3. Select Sun Java System Instant Messenger.
4. From the Applications menu, select Remove Application.
5. Close the Application Manager.

## To Delete Instant Messenger from the Windows Java Plug-in Cache

1. Double-click the Java Plug-in icon in the Control Panel.

The Java Plug-in Control Panel appears.

2. Click the Cache tab in the Java Plug-in Control Panel.
3. Click Clear JAR Cache.

## Changes made to the Applet Descriptor Files are not Visible in the Browser

Web browser's cache the frequently accessed applet descriptor files. Therefore, changes made to the applet descriptor files are not always reflected immediately. If this occurs, you need to clear the memory cache in the browser.

Refer to your browser's documentation for instructions on clearing the cache.

# Uninstalling Instant Messaging

This appendix details how to remove Instant Messaging components. Instructions are given for both UNIX and Windows in the following sections:

- [Removing Instant Messenger on UNIX](#)
- [Removing Instant Messaging on Windows](#)

## Removing Instant Messenger on UNIX

To uninstall on UNIX, you use the JES uninstaller. See the *Sun Java Enterprise System Installation Guide* for instructions.

# Removing Instant Messaging on Windows

To uninstall Instant Messaging, use the following steps:

1. (Optional) If you want to preserve your Instant Messaging server data, back up the following files and directories:

*DB directory:* C:\Program Files\Sun\Instant Messaging\db

*Installation directory:* C:\Program Files\Sun\Instant Messaging

*Resource directory:* C:\Program Files\Sun\Instant Messaging\html

2. From the Start menu, choose Settings and then Control Panel.
3. Choose Add/Remove Programs.
4. Click the Install/Uninstall tab.
5. From the list of products, select Sun Java System Instant Messaging and click Add/Remove.
6. Click Yes to uninstall the product.
7. Choose either a full or a partial uninstall. The full uninstall removes all the components. The partial uninstall allows you to uninstall one or all of the components.
8. Click Uninstall Now to continue uninstalling the product.
9. (Optional) Click Details for more information about the uninstall, then click Dismiss to return to the Uninstallation Summary panel.
10. Click Exit to end the uninstall.



# Glossary

Refer to the *Java Enterprise System Glossary* (<http://docs.sun.com/doc/816-6873>) for a complete list of terms that are used in this documentation set.



# Index

## A

assign Instant Messaging services to existing users  
parameter 13

## C

checklist 12

client

    configuring 27

    configuring systems for 29

    launching 29

    standalone application 30

    web browser and 30

commonly customized files 22

configuring

    client 27

    client systems 29

    instance as multiplexor 13

    server on UNIX 19

    server on Windows 20

## D

disable server parameter 13

## I

iim.conf parameter issues 34

installation checklist 12

installation directory parameter 12

installation overview 11

installing

    server on UNIX 19

    server on Windows 20

Instant Messaging

    standalone application 30

    web browser and 30

Instant Messaging multiplexor port Number

    parameter 13

Instant Messaging server domain name

    parameter 13

Instant Messaging server host name parameter 13

Instant Messaging server port Number

    parameter 13

Instant Messenger

    launching 29

## J

JNLP mime types 27

## L

- launching
  - client 29
  - Instant Messenger 29

## M

- mime types file 27
  - troubleshooting tips 36
- multiplexor
  - configuring 13
- multiplexor port number 13

## N

- Netlet IM port number parameter 14

## O

- overview
  - installation 11

## P

- parameters
  - assign Instant Messaging services to existing users 13
  - disable server 13
  - installation directory 12
  - Instant Messaging multiplexor port number 13
  - Instant Messaging server domain name 13
  - Instant Messaging server host name 13
  - Instant Messaging server port number 13
  - Netlet IM port number 14
  - remote Instant Messaging server host name 13
  - secure mode 14

- port numbers
  - multiplexor 13
  - server 13
- proxy settings, troubleshooting 36

## R

- remote Instant Messaging server host name parameter 13

## S

- secure mode parameter 14
- server
  - enabling as multiplexor 13
- standalone application
  - Instant Messaging and 30

## T

- troubleshooting
  - mime types file 36
  - proxy settings 36

## U

- uninstall
  - directions for server on UNIX 39
  - directions for server on Windows 40
- UNIX
  - commonly customized files 22
  - installing the server 19
  - uninstalling the server 39
- UNIX configuring the server 19

## **W**

web browser

Instant Messaging and [30](#)

Windows

commonly customized files [22](#)

configuring the server [20](#)

installing the server [20](#)

uninstalling the server [40](#)

