

Installation Guide

*iPlanet™ Portal Server: Instant Collaboration
Pack*

Release 3.0

November 2001

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About This Guide

This manual describes how to install iPlanet™ Portal Server: Instant Collaboration Pack Release 3.0 (also referred to as iPlanet™ Instant Messaging Server Release 3.0) and its accompanying software components. For the most recent information about known problems with this release, see the iPlanet Instant Messaging Server release notes at:

<http://docs.iplanet.com/docs/manuals/portal.html>

This preface contains the following sections:

- Who Should Read This Book
- What You Need to Know
- How This Book is Organized
- Conventions Use in This Manual

Who Should Read This Book

You should read this manual if you are responsible for installing and deploying iPlanet Instant Messaging Server Release 3.0 at your site.

What You Need to Know

This book assumes that you are responsible for configuring, administering, and maintaining the iPlanet Instant Messaging Server software and that you have a general understanding of the following:

- The Internet and the World Wide Web
- iPlanet Portal Server
- iPlanet Web Server
- iPlanet Directory Server

- iPlanet Delegated Administrator

How This Book is Organized

This book contains the following chapters and appendices:

- “About This Guide” (this chapter)
- Chapter 1, “Preparing for Installing iPlanet Instant Messaging Server”
This chapter describes the requirements needed for planning your installation, and what information you will need to gather before installing iPlanet Instant Messaging Server.
- Chapter 2, “Installing iPlanet Instant Messaging Server on Solaris”
This chapter describes how to install the iPlanet Instant Messaging Server on the Solaris™ operating environment.
- Chapter 3, “Installing iPlanet Instant Messaging Server on Windows NT”
This chapter describes how to install the iPlanet Instant Messaging Server on the Windows NT platform.
- Chapter 4, “Configuring iPlanet Instant Messenger”
This chapter describes how to install the iPlanet Instant Messenger client on both Solaris and Windows.
- Appendix A, “Uninstalling iPlanet Instant Messaging Server”
This appendix describes how to uninstall iPlanet Instant Messaging Server components.
- Appendix B, “Upgrading iPlanet Instant Messaging Server”
This appendix describes how to upgrade an iPlanet Instant Messaging Server standalone installation from 3.0 Beta Refresh to 3.0.
- “Glossary”

Conventions Use in This Manual

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
```

```
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Java, Solaris and iPlanet are trademarks or registered trademarks of
Sun Microsystems, Inc.in the U.S. and other countries. Federal
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```

```
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Sun Microsystems, le logo Sun, Java, Solaris et iPlanet sont des
marques de fabrique ou des marques déposées de Sun Microsystems,
Inc. aux Etats-Unis et dans d'autres pays.
```

```
=====
```

```
Verifying permissions
Verifying java available
Found java (/usr/j2se/bin/java) version (1.3.0) in the system.
Verifying installation components available
Verifying directories available
Verifying files available
Starting install wizard in graphical mode
```

In this example, **./setup** is what you would type from the command line and the rest is what would appear as a result.

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.

For example, this document uses URLs such as:

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

When you are entering your actual information, you substitute your actual 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 actual 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 iPlanet Instant Messaging Server 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 a command-line install:

```
./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.

Preparing for Installing iPlanet Instant Messaging Server

This chapter contains the following sections to help you prepare to install iPlanet Instant Messaging Server Release 3.0:

- iPlanet Instant Messaging Server Installation Overview
- iPlanet Portal Server System Requirements
- iPlanet Instant Messaging Server System Requirements
- iPlanet Instant Messaging Server Installation Privileges
- Gathering Your Installation Information
- Installing and Configuring an LDAP Server
- Installing and Configuring a Web Server
- Installing and Configuring a Messaging Server
- Installing iPlanet Delegated Administrator
- Installation Options Overview for iPlanet Instant Messaging Server

NOTE For the most recent information about known problems with this release, see the iPlanet Instant Messaging Server release notes at:

<http://docs.iplanet.com/docs/manuals/portal.html>

iPlanet Instant Messaging Server Installation Overview

You can install and configure iPlanet Instant Messaging Server in one of two ways:

- As part of the iPlanet Portal Server environment, making iPlanet™ Instant Messenger available as an application in the iPlanet Portal Server Desktop Applications channel (Solaris only)
- As a standalone server

Whether you install iIM Server in the iPlanet Portal Server environment or as a standalone server, you can use a variety of configurations to fit your site needs. See the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide* for more information on these configurations.

NOTE Currently, you must use the Solaris platform to install a portal deployment of iPlanet Instant Messaging Server.

Installing iPlanet Instant Messaging Server with iPlanet Portal Server

The six basic steps involved in installing iPlanet Instant Messaging Server in the iPlanet Portal Server environment are:

1. “Gathering Your Installation Information,” on page 15.
2. Installing iPlanet Portal Server. See the iPlanet Portal Server documentation for more information at:

<http://docs.iplanet.com/docs/manuals/portal.html>

3. (Optional) “Installing and Configuring an LDAP Server,” on page 19.

You can use either iPlanet Portal Server’s internal directory or an external LDAP server.

4. “Installing and Configuring a Messaging Server,” on page 21.
5. (Optional) “Installing iPlanet Delegated Administrator,” on page 22.

You might want to use iPlanet Delegated Administrator with an external LDAP directory. You would not need iPlanet Delegated Administrator when using iPlanet Portal Server’s internal directory.

6. Installing iPlanet Instant Messaging Server. See Chapter 2, “Installing iPlanet Instant Messaging Server on Solaris”.

NOTE If you have not already installed the iPlanet Portal Server, LDAP directory server (optional), SMTP server, and Delegated Administrator (optional), install them now, before installing the product.

When you install iPlanet Instant Messaging Server in the iPlanet Portal Server environment, users invoke the iPlanet Instant Messenger client from their iPlanet Portal Server Desktop Applications channel. In the iPlanet Portal Server environment, you configure iPlanet Instant Messenger in either secure or non-secure mode. In secure mode, communication is encrypted through the iPlanet Portal Server Netlet. A lock icon appears in iPlanet Instant Messenger’s Status area when you are running in secure mode. See the iPlanet Portal Server documentation for more information on Netlet at:

<http://docs.iplanet.com/docs/manuals/portal/30/ag/>

NOTE You can configure the iPlanet Instant Messenger client for secure mode only if the iPlanet Portal Server gateway (iPlanet Portal Server SRAP component) is configured.

Installing iPlanet Instant Messaging Server as a Standalone Server

The six basic steps involved in installing iPlanet Instant Messaging Server as a standalone server are:

1. “Gathering Your Installation Information,” on page 15.
2. “Installing and Configuring an LDAP Server,” on page 19.
3. “Installing and Configuring a Web Server,” on page 21.
4. “Installing and Configuring a Messaging Server,” on page 21.
5. (Optional) “Installing iPlanet Delegated Administrator,” on page 22.
6. Installing iPlanet Instant Messaging Server. See Chapter 2, “Installing iPlanet Instant Messaging Server on Solaris” or Chapter 3, “Installing iPlanet Instant Messaging Server on Windows NT.”

NOTE If you have not already installed the LDAP directory server, web server, SMTP server, and Delegated Administrator (optional), install them now, before installing the product.

When you install iPlanet Instant Messaging Server as a standalone server—that is, not in the iPlanet Portal Server environment—users invoke the iPlanet Instant Messenger client as a URL in their web browser. (Users can set up a bookmark or desktop shortcut as well to launch iPlanet Instant Messenger.)

Installing iPlanet Instant Messaging Server on Solaris

When installing iPlanet Instant Messaging Server on the Solaris platform, keep the following in mind:

- The installation program uses an X-Windows graphical user interface. Invoke the iPlanet Instant Messaging Server installer from a local terminal window.
- If you cannot use X-Windows remotely or if your machine does not have X-Windows installed, you must use the command-line installation. The command-line installation follows the same process as the graphical installation. The difference between the graphical and command-line interfaces is in how you invoke the installation setup script.
- If you must run the installation program from a remote terminal, be sure to set your `DISPLAY` environment variable properly on the remote machine and be sure to allow X-Windows connections from the machine to appear on your terminal (for example, by using the `xhost + utility`). Do not run the installation program in the background.

iPlanet Portal Server System Requirements

If you are installing iPlanet Portal Server, make sure you have met the minimum hardware and operating system requirements. For the latest information on the supported platforms, and software and hardware requirements, see the iPlanet Portal Server release notes at:

<http://docs.ipplanet.com/docs/manuals/portal.html>

NOTE Installing iPlanet Instant Messaging Server in the iPlanet Portal Server requires that you use Solaris as the operating environment. iPlanet Portal Server currently runs only on Solaris. Additionally, though iPlanet Portal Server supports Solaris 2.6, Solaris 7, and Solaris 8, iPlanet Instant Messaging Server supports just Solaris 2.6 and Solaris 8. If your portal is running Solaris 7, you cannot install iPlanet Instant Messaging Server.

iPlanet Instant Messaging Server System Requirements

Before you install iPlanet Instant Messaging Server, make sure you have met the minimum hardware and operating system requirements. For the latest information on the supported platforms, and software and hardware requirements, see the iPlanet Instant Messaging Server release notes at:

<http://docs.ipplanet.com/docs/manuals/portal.html>

iPlanet Instant Messaging Server Installation Privileges

Install iPlanet Instant Messaging Server logged in as `root` (Solaris) or `administrator` (Windows NT). Superuser privileges (`root` or `administrator`) are required for iPlanet Instant Messaging Server Release 3.0 installations.

Gathering Your Installation Information

Before beginning the installation process, gather the installation and configuration information you will need.

Installation Checklist

You need the following information to complete the installation procedure.

Component Selection

Choose one or both of the following:

- iPlanet Instant Messaging Server (includes both the server and multiplexor)
- iPlanet Instant Messenger (includes both the client and online help files)

Installation Directory

Determine the name and path of the directory in which you want to install the server, for example:

- Solaris: /opt
- Windows NT: c:\Program Files\iPlanet\InstantMessaging

Domain and Host Names, and Server Ports

Determine the iPlanet Instant Messaging Server logical domain name and host name of the machine where you are installing the iIM Server software.

Determine the TCP ports for the following:

- Multiplexor port (default is 9999)

The port on which the iIM server listens for multiplexors. (In the `iim.conf` file, this is the `iim_mux.serverport` parameter.)

NOTE Windows NT can only support one multiplexor per host, unlike Solaris, which supports multiple multiplexors.

- Client port (default is 9909)

The port on which the multiplexor listens for the iPlanet Instant Messenger. (In the `iim.conf` file, this is the `iim_mux.listenport` parameter.)

Service User and Group (Solaris only)

These accounts are the user and group identity under which server will run. The defaults are `inetuser` and `inetgroup`. The installation program automatically creates these accounts if they do not already exist.

Client and Online Help Files Location

Determine the name and path of the directory in which you want to install the client and online help files for iPlanet Instant Messenger. These files must reside where the web server, or iPlanet Portal Server for portal deployments, is serving the files.

If the web server (or iPlanet Portal Server) is on the same host as the iIM Server and iPlanet Instant Messenger, then use the top level docs directory (web server document root) for the web server. When installing on iPlanet Portal Server, you can accept the default location. iPlanet Portal Server will be able to find the files in the default directory, or location you specified. You do not have to put it under the iPlanet Portal Server installation directory.

If the web server is on a host other than the iIM server, then install the iPlanet Instant Messenger component on the web server host instead of the iIM server host.

NOTE If you choose not to install at the web server document root, you need to edit the `im.jnlp` and `iimres.jnlp` files to reflect the proper codebase.

For more information on editing these files, see Chapter 3 in the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide*.

iPlanet Portal Server

You can install iPlanet Instant Messenger in the iPlanet Portal Server environment to run as an application in the iPlanet Portal Server Desktop Applications channel. In the iPlanet Portal Server environment, you choose whether to run iPlanet Instant Messenger in either *secure* or *non-secure* mode.

NOTE You can run iPlanet Instant Messenger in secure mode only if the iPlanet Portal Server gateway (iPlanet Portal Server SRAP component) is configured.

Mail Server

Users can choose to have iPlanet Instant Messenger alerts forwarded as email when they are offline. To enable this feature, the installer asks you to identify the SMTP server to be used.

LDAP Server Information

Identify the following LDAP server information for user authentication and preferences:

- **Host.** Host name of the machine on which the LDAP server is running. The default is the host name of the machine on which you are running the installation program.
- **Port.** Port number that the LDAP server listens to. The default is 389.
- **Base DN.** Base DN (distinguished name) is the entry in your LDAP directory used as the starting point from which searches occur. For example, if you specify a base DN of `ou=people, o=i-zed.com`, LDAP search operations executed by iIM Server will examine only the `ou=people` subtree in the `o=i-zed.com` directory tree. The installation program does not attempt to verify your entry.

NOTE In a portal deployment using iPlanet Portal Server's internal directory, use the value for the portal domain name you entered when installing iPlanet Portal Server. The portal configuration file `/etc/opt/SUNWips/properties.file` provides the information you need. The line `java.naming.provider.url` contains the LDAP server name, port number, and base DN.

Database, Logs, and Runtime Files Location

Specify the directory to place runtime files, including the server database, (contains information such as user directories and news channel directories), server and multiplexor logs, and other files created by the server and multiplexor at runtime.

- On Solaris, the default directory for runtime files is:

```
/var/opt/SUNWiim/default
```

- On Windows NT, the default is:

```
c:\Program Files\iPlanet\InstantMessaging\
```

NOTE For Windows NT, this directory must be located on an NTFS formatted drive and not on a FAT file system.

Installing and Configuring an LDAP Server

iPlanet Instant Messaging Server in standalone mode requires an LDAP directory server. When installed in standalone mode, iPlanet Instant Messaging Server uses the directory to perform user authentication and to search for users.

iPlanet Instant Messaging Server in portal mode can use either an external LDAP server or iPlanet Portal Server's internal directory. When installed in portal mode and using an external LDAP directory server, iIM Server uses the directory to perform user authentication and to search for users. When installed in portal mode and using iPlanet Portal Server's internal directory, iIM Server uses the directory for user search only, not user authentication.

iPlanet Instant Messaging Server supports directory servers such as iPlanet Directory Server. See the *iPlanet Portal Server: Instant Collaboration Pack 3.0 Release Notes* for information on supported software and versions. If you want to use your existing LDAP directory, simply install iIM Server.

If you use an external LDAP directory to maintain your user namespace, the default configuration makes the following assumptions regarding the schema used by this directory:

- User entries are identified by the `inetOrgPerson` object class.
- Group entries are identified by the `groupOfUniqueNames` object class.
- The iPlanet Instant Messenger user ID attribute of a user is provided by the `uid` attribute (from `inetOrgPerson` objectclass).
- The email address of a user is provided by the `mail` attribute.
- The display name of a user or group is provided by the `cn` attribute.
- The list of members of a group is provided by the `uniqueMember` attribute (`groupOfUniqueNames` object class).

You can change these default settings by editing the `iim.conf` file. See the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide* for details.

NOTE iPlanet Instant Messaging Server ships with a limited license LDAP directory server, which you are allowed to use only with iPlanet Instant Messaging Server.

If you decide to use an LDAP directory server but do not have one installed, you must install one before installing iM Server software. For information on how to install and configure iPlanet Directory Server, go to:

<http://docs.iplanet.com/docs/manuals/directory.html>

Directory Considerations for Both Standalone and Portal Configurations

By default, iM Server needs the directory, whether an external LDAP server or iPlanet Portal Server's internal directory, to be searchable by an anonymous user. Refer to your directory documentation to determine if it is searchable by an anonymous user.

If your directory is not configured for anonymous user search, after the installation completes, you need to configure iM Server with the credentials of the user you want iM Server to use to be able to search the directory as a particular (not anonymous) user. You must configure the LDAP credentials in the `iim.conf` file so that the iM Server can search the LDAP directory. See the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide* for details.

Directory Considerations for iPlanet Portal Server

When installing iPlanet Instant Messaging Server in the iPlanet Portal Server environment, you can use either an external LDAP directory server, such as iPlanet Directory Server, or the internal directory that ships with iPlanet Portal Server. iPlanet Portal Server refers to this internal directory as the Profile Service's internal LDAP store.

When making your directory decision, consider the following:

- If you use an external LDAP directory server, the uids contained in the directory become user IDs for iPlanet Instant Messenger users. iPlanet Instant Messenger performs both user authentication and user search with that directory. This means that when configured for external LDAP, iPlanet Instant Messaging users can log on directly to the iPlanet Instant Messaging Server (standalone mode) without first starting a session with iPlanet Portal Server. The portal user ID must also exist for the user in the external LDAP directory, usually as the uid attribute.

- If you use iPlanet Portal Server's internal directory, iPlanet Instant Messenger will not use the directory for user authentication, just user search. When configured for internal directory, iPlanet Instant Messaging users must first establish a session with iPlanet Portal Server to use iPlanet Instant Messaging. Users cannot log on to iIM Server in standalone mode.

Installing and Configuring a Web Server

iPlanet Instant Messaging Server requires a web server to serve up client files to the iPlanet Instant Messenger. iIM Server supports web servers such as iPlanet Web Server. See the *iPlanet Portal Server: Instant Collaboration Pack 3.0 Release Notes* for information on supported software and versions.

NOTE iPlanet Instant Messaging Server ships with a limited license web server, which you are allowed to use only with iPlanet Instant Messaging Server.

If you do not have a web server installed, you must install one before installing the iIM Server software. You can install the web server on the iIM server host, or on a different host. See "Client and Online Help Files Location," on page 17 for information on where to install the iIM Server HTML files for these two scenarios.

For information on how to install and configure iPlanet Web Server, see:

<http://docs.ipplanet.com/docs/manuals/enterprise.html>

NOTE If you are using iPlanet Portal Server, you automatically use the web server that ships with that product.

Installing and Configuring a Messaging Server

iPlanet Instant Messaging Server requires an SMTP server to forward iPlanet Instant Messenger alerts as email to users when they are offline. To enable this feature, the installer asks you to identify the SMTP server to be used. If you do not have a messaging server installed, you must install one before installing the iIM Server software. See the *iPlanet Portal Server: Instant Collaboration Pack 3.0 Release Notes* for information on supported software and versions.

Installing iPlanet Delegated Administrator

A user provisioning tool, such as the iPlanet Delegated Administrator, is recommended, but optional. See the *iPlanet Portal Server: Instant Collaboration Pack 3.0 Release Notes* for information on supported software and versions.

User provisioning can also be accomplished with LDAP command-line tools. All iPlanet Instant Messaging related preferences are accessible with the iPlanet Instant Messenger. As such, the use and deployment of Delegated Administrator is optional.

For information on iPlanet Delegated Administrator, see:

<http://docs.iplanet.com/docs/manuals/messaging.html>

Installation Options Overview for iPlanet Instant Messaging Server

iPlanet Instant Messaging Server's installation program enables you to:

- Perform a fresh installation
- Reinstall over an existing installation
- Upgrade from the beta version to the current version of the software

Use the information in this section to become familiar with iIM Server's installation options before actually running the installer.

NOTE The installer itself does not offer an uninstall option. As part of the original installation process, an uninstall program was copied to a directory on the target host. To uninstall (delete) existing iPlanet Instant Messaging Server components, use the uninstall program. See Appendix A, "Uninstalling iPlanet Instant Messaging Server" for more information.

Performing a Fresh Installation

The first time you install iPlanet Instant Messaging Server components, the installer leads you through all the screens necessary to perform the installation. You can choose to install the client component only, the server component only, or both the client and the server components. Additionally, in the client installation, if the installer detects an iPlanet Portal Server installation, it prompts you to install iPlanet Instant Messenger as an application channel, and whether to run iPlanet Instant Messenger in secure or non-secure mode. (This applies only to Solaris installations.)

Within the server component installation, you have two options, server and multiplexor, or multiplexor only. (Use the last option, multiplexor only, if you have a multiplexor on a machine separate from the server.)

For instructions on installing the client and server components for Solaris, see Chapter 2, “Installing iPlanet Instant Messaging Server on Solaris;” for Windows NT, see Chapter 3, “Installing iPlanet Instant Messaging Server on Windows NT.”

After installing the client component, you must configure your client systems to launch iPlanet Instant Messenger. See Chapter 4, “Configuring iPlanet Instant Messenger” for more information.

NOTE When installing iIM Server, install the client component on the same host where the web server resides. This might be the same host where you install the iIM server component, or not. If the web server and iIM server do not reside on the same host, do not install the client component on the iIM server host. Instead, start the installer for a second time and install the client component on the web server host.

Reinstalling Over an Existing Installation

If the installer detects an existing version of iPlanet Instant Messaging Server already installed on the target host, you will be asked to choose to either upgrade or reinstall. Use Table 1-1 to help you decide which option to choose. Choose to reinstall if you want to change your installation options.

Table 1-1 Upgrade vs. Reinstall Considerations

Type of Installation	Enables Changing Configuration Options?	Enables You to Add a Component to This Server?	Preserves Existing Database and Configuration?	Should You Back Up Existing iIM Server Files?
Upgrade	No.	No.	Yes.	Not necessary, but should be done as a precaution.
Reinstall	Yes. You can change all installation options.	Yes.	No.	Depends: Back up any customizations, configurations, or databases you want to keep.

Essentially, reinstalling is like starting over with a new installation. The installer first removes all existing files, and then installs the new version as if it were a first time installation. During the reinstall, you can also install additional components for the first time. For example, if you currently have only the server component installed and you want to replace it, and add the client component on the same host at the same time, reinstall enables you to do both.

You cannot delete existing components using the reinstall option. In the above example, the server component cannot be removed by deselecting it at the Component Selection screen.

NOTE To delete an existing component, you must use the uninstall procedure found in Appendix A, “Uninstalling iPlanet Instant Messaging Server.”

If you want to keep any customized iIM Server files, back them up before performing the reinstall. You will then have to merge your customized files back into the new files.

For instructions, see Chapter 2, “Installing iPlanet Instant Messaging Server on Solaris,” or Chapter 3, “Installing iPlanet Instant Messaging Server on Windows NT.”

NOTE Because the install and reinstall procedures are essentially the same, they are together in the same chapter.

Upgrading to a New Version of the Software

If the installer detects an existing version of iPlanet Instant Messaging Server already installed on the target host, you will be asked to choose to either upgrade or reinstall.

To install a new version of iPlanet Instant Messaging Server components without disturbing your customized iIM Server files, and without changing any of the installation options, use upgrade.

NOTE Back up your customized iIM Server files before upgrading to protect yourself should problems occur during the installation process.

You cannot add a new component to your installation using the upgrade option.

For more information and instructions on how to upgrade your iPlanet Instant Messaging Server installation, see Appendix B, “Upgrading iPlanet Instant Messaging Server.”

Installing iPlanet Instant Messaging Server on Solaris

This chapter describes the steps to install iPlanet Instant Messaging Server on Solaris. Run the `setup` program by either using the graphical interface installation or using the command-line installation.

This chapter contains:

- Installation Scenarios on Solaris
- Using the Graphical Interface Installation on Solaris
- Using the Command-Line Installation on Solaris
- Post-Installation Steps for Solaris

Installation Scenarios on Solaris

You can install and configure iPlanet Instant Messaging Server on the Solaris platform in one of two ways:

- As part of the iPlanet Portal Server environment, making iPlanet Instant Messenger available as an application in the iPlanet Portal Server Desktop Applications channel
- As a standalone server

When installing iPlanet Instant Messaging Server with iPlanet Portal Server, you can either install all components on one host, or install iIM Server on one host and iPlanet Portal Server on another host.

Using Separate Hosts for iPlanet Instant Messaging Server and iPlanet Portal Server Overview

Most likely, you will install iPlanet Instant Messaging Server and iPlanet Portal Server components on the same host. However, this is not a requirement. You might have installed iPlanet Instant Messaging Server as a standalone server, and now you want to have it function within a portal framework. Or, you might want to separate the two servers for other reasons, such as load balancing.

In this type of configuration, you install iPlanet Instant Messaging Server and a “disabled” (not running) iPlanet Portal Server on one host, and the iPlanet Instant Messaging Server client component and an “enabled,” or running version of iPlanet Portal Server on the other host. This is necessary because iIM Server authenticates the user’s portal session using the iPlanet Portal Server session APIs.

Following are the high-level steps to install and configure iPlanet Instant Messaging Server and iPlanet Portal Server on separate hosts. In these steps, `iim.i-zed.com` represents the iIM Server host, and `portal.i-zed.com` represents the iPlanet Portal Server host.

1. On the iIM Server host `iim.i-zed.com`:

a. Install iPlanet Instant Messaging Server.

Install just the server component for iIM Server, and not the client component, which you will install on the iPlanet Portal Server host in Step 2.

Run the iIM Server `setup` program. At the Component Selection window, choose to install only the iPlanet Instant Messaging Server component.

b. Install iPlanet Portal Server.

You will not “run” this portal installation. It is necessary for the iPlanet Instant Messaging server to be able to access the remote iPlanet Portal Server profile service on the portal host. See the instructions at:

<http://docs.iplanet.com/docs/manuals/portal.html>

NOTE Specify the following during the iPlanet Portal Server installation:

- “Yes” to Multi-server deployment.
 - This server does not run the profile service.
 - The profile service is located at *hostB:portB*, where *hostB* is the iPlanet Portal Server host in Step 2 below.
-

2. On the iPlanet Portal Server host `portal.i-zed.com`:

- a. Assuming that iPlanet Portal Server has already been installed, install the iIM Server client component.

Run the iIM Server `setup` program. At the Component Selection window, choose to install only the iPlanet Instant Messenger component.

- b. During the installation specify `iim.i-zed.com` as the host on which iPlanet Instant Messaging server is running.

3. On the iIM Server host `iim.i-zed.com`, edit the iPlanet Portal Server `/etc/opt/SUNWips/platform.conf` file. Change the value for `ips.naming.url=http://iim.i-zed.com:portA/namingservice` to `ips.naming.url=http://portal.i-zed.com:portB/namingservice`.

where *portA* is the portal server port for `iim.i-zed.com`, and *portB* is the portal server port for `portal.i-zed.com`.

You only need to change this manually if you did not specify the following during the iPlanet Portal Server installation on host `iim.i-zed.com`:

- “Yes” to Multi-server deployment.
- This server does not run the profile service.
- The profile service is located at *hostB:portB*, where *hostB* is the iPlanet Portal Server host in Step 2 above.

4. On the iPlanet Portal Server host `portal.i-zed.com`, specify the name of the iPlanet Instant Messaging server by changing the `servlet.iimlaunchservlet.initArgs` attribute in the `servlets.properties` file of the web server.

You only need to do this if you did not specify host `iim.i-zed.com` as the machine on which iPlanet Instant Messaging server is running during the installation.

5. You can either stop the iPlanet Portal Server process on `iim.i-zed.com`, or leave it in a running state.
6. Restart the iPlanet Instant Messaging server on host `iim-i.zed.com` for the changes to take effect.

Using the Graphical Interface Installation on Solaris

The following steps describe how to use the graphical user interface installation program to install iIM Server.

1. Log in as `root`. You must have superuser privileges (that is, be logged in as `root`) to run the installation program.
2. Create a directory (such as `/tmp/imsvr`) on the server that will host iPlanet Instant Messaging Server installer. Download (or copy) the iIM Server installation file to that directory from the following location:

`http://www.iplanet.com/downloads/download`

Make sure that the download directory has adequate disk space to store the extracted files.

CAUTION Do not download the installer package, nor extract it, into the directory where you plan to install the product. This will result in installation failures.

3. Change to the directory where you downloaded or copied the file and extract the contents. For example:

```
cd /tmp/imsvr
```

```
gunzip -c filename.tar.gz | /usr/bin/tar xvf -
```

where *filename* identifies the name of the file you downloaded or copied.

NOTE You must use `/usr/bin/tar`. This program should be the `tar` utility that is distributed with your operating system and not a third party `tar` utility, such as `gnu`.

4. In the installation directory in which you untarred the iIM Server archive file, type:

```
./setup
```

NOTE Do not run the installation in the background.

If you are installing on a remote machine, set the `DISPLAY` variable to your host name. For example in C shell:

```
setenv DISPLAY myhost:0.0
```

5. The Welcome window opens. Click Next to continue.
6. The Software License Agreement window opens.

Read the license agreement and click Yes (Accept License) to accept it and continue. (If you click No, the installation program will end without installing iIM Server.)

7. The Software Requirements window opens, listing other product dependencies.

Before continuing with this installation, you should already have installed:

- iPlanet Portal Server, if you are installing iPlanet Instant Messaging Server in a portal deployment. (You do not need to install iPlanet Portal Server if you are installing iPlanet Instant Messaging Server in standalone mode.)
- A web server, such as iPlanet Web Server, to serve up HTML to the client. (Portal deployments use the web server that ships with iPlanet Instant Messaging Server.)
- A directory (LDAP) server, such as iPlanet Directory Server, for user authentication. (Ignore this requirement if you are using iPlanet Portal Server's internal directory.)
- A messaging server (SMTP service), such as iPlanet Messaging Server, to send alerts by email when users are not currently logged in to iIM Server and are unable to receive instant messages.

Optionally, you may want to install:

- A provisioning tool, such as iPlanet Delegated Administrator.

NOTE See the *iPlanet Portal Server: Instant Collaboration Pack 3.0 Release Notes* for information on supported software and versions.

If you have these products installed, click Next to continue the installation. Otherwise, Click Exit to quit the installation and install and configure the necessary products. Then restart the installation.

8. Two informational windows open saying the program is determining and verifying the system's host name and DNS domain name. On faster systems, you might not see these windows.

The installation program is automatically detecting the host name and DNS domain name of the system on which you are installing the server. If the installation program cannot detect the host name or DNS domain name, the "Unable to make network connection" window opens. Be sure that the host name and DNS domain name specified are correct, then click Next to continue the installation. The installation program will then try to establish a network connection using these values.

NOTE The Host Name or Domain Name fields will be blank if the installation program is unable to detect these values. In this case, you must enter a valid host name or DNS domain name, or both.

If a network connection cannot be made using the new values, you are asked again to supply a valid host name and DNS domain name.

9. If you have a previous version of iIM Server installed on this system, the Upgrade or Reinstall Existing Installation window opens.

Whether you decide to upgrade or reinstall, all running iIM Server services must be stopped. The installation program attempts to stop them for you. If it is unable to verify that all services are stopped, it opens a warning window. The warning window advises you that the installation may not be successful if any services are still running. If you are sure that all services have been stopped, click Continue; otherwise, click Cancel to return to the installation program. Stop all services before proceeding with the installation.

CAUTION Be sure to stop all existing iIM Server services before proceeding with either the upgrade or reinstallation.

Upgrade vs. Reinstall Considerations

Table 2-1 on page 33 summarizes the difference between upgrading and reinstalling.

Table 2-1 Upgrade vs. Reinstall Considerations

Type of Installation	Enables Changing Configuration Options?	Enables You to Add a Component to This Server?	Preserves Existing Database and Configuration?	Should You Back Up Existing iIM Server Files?
Upgrade	No.	No.	Yes.	Not necessary, but should be done as a precaution.
Reinstall	Yes. You can change all installation options.	Yes.	No.	Depends: Back up any customizations, configurations, or databases you want to keep.

Upgrading

Choose to upgrade only if you do not need to change any installation options.

For complete instructions on upgrading your system to a new version, see Appendix B, “Upgrading iPlanet Instant Messaging Server.”

Reinstalling

To remove the existing installation and install the new version, you must check the Reinstall Existing Components checkbox at the bottom of the window, and then click Next.

The Confirm: Reinstall message window opens asking if you want to continue with the reinstall operation. Click Continue (reinstall) to continue the operation, or click Cancel to return to the Upgrade or Reinstall Existing Installation screen, where you can reselect your option or exit the installer.

Caution

Check the Reinstall box only if you want to completely remove the existing installation and reinstall the new version from scratch.

If you choose to reinstall and want to keep your existing databases, configuration files, such as user profile data and preferences, server access control files, and any site-specific customizations, such as client `index.html` changes and images, you must back them up before proceeding with the reinstall.

CAUTION If you choose the reinstall option, before proceeding, back up any existing databases, user profiles and preferences, and any other files you have customized.

Back up the following directory and its subdirectories (if you use the default directory, `$RUNTIMEDIR = /var/opt/SUNWiim/default`):
`$RUNTIMEDIR/db`

In addition, the following files are the most commonly customized files and should be included when you back up your files.

Config Files (if you use the default directories, `$BASEDIR = /etc/opt/SUNWiim/default/`):
`$BASEDIR/config/iim.conf`
`$BASEDIR/config/acls/sysAdmin.acl`
`$BASEDIR/config/acls/sysTopicsAdd.acl`
`$BASEDIR/config/acls/sysRoomsAdd.acl`
`$BASEDIR/config/acls/sysSendAlerts.acl`
`$BASEDIR/config/acls/sysWatch.acl`
`$BASEDIR/config/acls/sysSaveUserSettings.acl`

HTML Files (if the defaults were used, `$HTMLDIR = /opt/SUNWiim/html`):
`$HTMLDIR/iim.html`
`$HTMLDIR/iim.jnlp`
`$HTMLDIR/index.html`
`$HTMLDIR/iimres.jnlp`
`$HTMLDIR/iimres.jar`

10. The Component Selection window opens.

Select the software components to be installed (default is both):

- iPlanet Instant Messenger - This component includes the client software and online help.
- iPlanet Instant Messaging Server - This component includes both the server and the multiplexor software.

If you choose to install this component, with or without the client component, additional screens are presented to you. These steps are indicated as such in this guide.

NOTE If you are not installing iPlanet Instant Messaging Server on the same host as your web server, you should only install the server component at this time, and not the client component. Then, when this installation is over, start the installation process again and install the client component on the web server host. This is necessary so that the iPlanet Instant Messenger HTML, `.jar`, and online help files reside at the web server document root (the directory from which the web server is serving files).

If you choose not to install the client component at the web server document root (you will be asked to specify the directory in Step 20), you must edit the `iim.jnlp` and `iimres.jnlp` files to reflect the proper codebase.

For more information on customizing these files, see Chapter 3 in the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide*.

When you have finished making your selections, click Next to continue.

11. The Select Install Directory window opens.

If you do not want to install in the default directory, specify the directory where you want to install the iIM Server software. The default is `/opt`.

If you want to select another directory, click Browse, then select a directory and click OK.

If the directory you selected does not exist, a message window opens and you can either:

- Click Create Directory to install iIM Server in the specified directory and continue the installation.
- Click Choose New to return to the Select Install Directory window where you can select another installation directory.

When you have finished making your selection, click Next to continue.

12. The iPlanet Instant Messaging Services Configuration window opens.

If you do not want the default values, specify the following configuration information:

- **Domain Name.** The logical instant messaging domain name you want this iIM server to support. If you are serving instant messaging to a wider group of people, this is not normally the TCP/IP host name of your system. This domain name does not have to be in the DNS. It is a name used by iIM Server, on this server only, to identify itself and its users.
- **Multiplexor Port.** (Default is 9999.) The port number on which the iIM server accepts connections from multiplexors. The default port number should work for most installations.
- **Web Client Port.** (Default is 9909). The port on which the multiplexor accepts connections from client requests. The default port should work for most installations. If you specify a port other than the default, iIM Server users will need to explicitly include this port number at login.
- **Disable Server Check Box.** Check this box if you are installing the iIM Server on another (remote) host and you only want this local server to have the multiplexor enabled.
- **Remote Server Hostname.** The host name where you are installing the iIM Server software. If you checked the “Disable Server” box then this is the remote server, otherwise it is the local host name.

If you want to use values other than the defaults, enter them now.

NOTE When installing just the client component, you see only the options for the Web Client Port (Multiplexor port accepting connections from clients) and the Remote Server Hostname.

If a port is already being used by another process running on the system, a Server (or Multiplexor) Port in use message window opens, giving you two choices:

- Click Accept to keep the settings. After installation and before starting the server, you must free the port in use on the other service.
- Click Choose New to be returned to the Instant Messaging Services Configuration window. Select a port number other than the one in use.

When you have finished making your selections, click Next to continue. You might experience a short delay while the installer works in the background.

13. (Optional, client installations only) The Integration with Existing Portal Installation window opens if the installer detects an installation of iPlanet Portal Server and you have chosen to install the iPlanet Instant Messaging Server client component.

If you are installing iPlanet Instant Messenger to run as an application in the iPlanet Portal Server Desktop Applications channel, continue with this step. If iPlanet Portal Server is not installed and you are installing iIM Server as a standalone server, skip to Step 16.

To enable iIM Server in the iPlanet Portal Server environment, check the box. If you want to run iPlanet Instant Messaging Server as a standalone server, uncheck the box.

When you have finished making your selection, click Next to continue.

If you decide now not to run iPlanet Instant Messenger in the portal environment, you can choose to install it as part of iPlanet Portal Server later with the `im30_install_dir/SUNWiim/sbin/iimipsadmin` script. See Chapter 2 in the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide* for details.

NOTE It might take some time for the installer to perform this step. Do not try to interrupt the installation.

14. (Optional, client installations only) If you checked the box to enable iPlanet Instant Messenger in the iPlanet Portal Server environment in Step 13, the Run iPlanet Instant Messaging Server in Secure Mode window opens. This window enables you to install iIM Server in the iPlanet Portal Server environment in either *secure* or *non-secure* mode.

In secure mode, iPlanet Instant Messenger uses the iPlanet Portal Server Netlet to set up an encrypted session between the user's computer and the iPlanet Portal Server. A lock icon appears in iPlanet Instant Messenger's Status area when you are running in secure mode. When running iPlanet Instant Messenger in non-secure mode, no encrypted session is set up between the user's computer and iPlanet Portal Server. See the iPlanet Portal Server documentation for more information on Netlet.

You can install iIM Server in secure mode only if the iPlanet Portal Server gateway (iPlanet Portal Server SRAP component) is configured. If the gateway is not configured, then the installer does not display this window and you should skip to Step 15.

This step adds Netlet rules to `iwNetletComponent` and sets the `iIMSecureMode` attribute of the `iwIM` component to `TRUE`. If you have customized the Netlet rules for any domain, then you must add this new Netlet rule manually. See Chapter 2 in the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide* for more details.

To run iIM Server in secure mode, check the box. To run iIM Server in non-secure mode, uncheck the box.

15. (Optional) If you checked the box to enable iPlanet Instant Messenger in the iPlanet Portal Server environment in Step 13, the Selection of Directory Server window opens. This window enables you to choose either iPlanet Portal Server's internal directory (the Profile Service's internal LDAP store) or an external LDAP directory server.

When making your decision, consider the following:

- If you use an external LDAP directory server, the uids contained in the directory become user IDs for iPlanet Instant Messenger users. iPlanet Instant Messenger performs both user authentication and user search with that directory. This means that when configured for external LDAP, iPlanet Instant Messaging users can log on directly to the iPlanet Instant Messaging Server (standalone mode) without first starting a session with iPlanet Portal Server.

- If you use iPlanet Portal Server's internal directory, iPlanet Instant Messenger will not use the directory for user authentication, just user search. When configured for internal directory, iPlanet Instant Messaging users must first establish a session with iPlanet Portal Server to use iPlanet Instant Messaging. Users cannot log on to iIM Server in standalone mode.

To use iPlanet Portal Server's internal directory, check the box below.

Uncheck the box to use an external LDAP directory server.

16. (Server installations only) The LDAP Service Configuration window opens with default settings.

If you are using different settings, enter the following LDAP server information:

- **Host.** Host name of the machine on which the LDAP server is running.
- **Port.** Port number that the LDAP server listens to. The default is 389.

Base DN. Base DN (distinguished name) is the entry in your LDAP directory used as the starting point from which searches will occur. For example, if you specify a base DN of `ou=people, o=i-zed.com`, LDAP search operations executed by the iIM server will examine only the `ou=people` subtree in the `o=i-zed.com` directory tree. The installation program does not attempt to verify your entry.

The default is the fully qualified host name.

NOTE If the installation program does not detect an LDAP server running on the specified port, a Problem Connecting to LDAP message window opens stating that the iIM Server will not run if an LDAP server is not available. If this is acceptable at this point, click Accept, and install the LDAP server before starting iIM Server. Otherwise, click Choose New and re-enter the LDAP configuration parameters.

In a portal configuration, you will need the directory information from the configured authentication mechanism.

- For a portal configured to use an external LDAP server, you can run the following command:

```
ipsadmin get domain / domain
```

where *domain* is the name of the desired domain. In the output, the values for `iwtAuthLdap-server` and `iwtAuthLdap-baseDN` provide the information you want. Each domain can use its own directory so there could be many of these values.

- For a portal configured to use the internal iPlanet Portal Server directory, examine the `/etc/opt/SUNWips/properties.file` file. The LDAP server host and port are in the `java.naming.provider.url` field and the base DN is in the `java.naming.security.principal` field. The base DN is also the value you entered for the portal domain name when you installed iPlanet Portal Server.

When you have finished making your selections, click Next to continue.

17. (Server installations only) The SMTP Service Configuration window opens.

Identify the SMTP server to be used for sending alerts by email when the user is offline and unable to receive instant messages. The default is the local server you are installing onto.

If you specify your local host name, the installer tries to connect to the SMTP service. If an SMTP service cannot be found on your local host, an Unable to Connect to SMTP Host message window opens, giving you two choices:

- Click Accept to keep the settings. You can edit the `iim.conf` file later to specify the correct SMTP host.
- Click Choose New to be returned to the SMTP Service Configuration window. Type the correct host name. Click Next to continue.

18. The Instant Messaging Services Identity window opens, asking for user and group account names:

- The User ID account default is `inetuser`.
- The Group ID account default is `inetgroup`.

Access permissions on files, directories and system resources are controlled by this identity.

The iPlanet Instant Messaging Server will run with the identity you choose at this step. Additionally, all directories and files associated with this product will be installed on this system using this identity.

If you do not want to use these default accounts, enter the user and group identities that the iIM server will run as.

The installer verifies the User ID and Group ID. If the accounts you selected do not exist, a message window opens and you can either:

- Click Create ID. The account is created automatically by the installation program.
- Click Choose New to return to the previous window where you can select another ID.

NOTE Do not specify `root` for either the user or the group account.

19. (Server installations only) The Specify Runtime Files Directory window opens.

Specify the directory where you want to store runtime files, including the user profile database, logs, and other files created by the server and multiplexor at runtime.

The default is `/var/opt/SUNWiim/default`. (That is, the installer creates a directory named `default` under the path specified.)

If you want to select another directory, click **Browse**, then select a directory and click **OK**.

If the directory you selected does not exist, a window opens and you can either:

- Click Create Directory to store the runtime files in the specified directory and continue the installation.
- Click Choose New to return to the Specify Runtime Files Directory window where you can select another directory.

When you have finished making your selection, click **Next** to continue.

The installer verifies that the specified directory has the necessary read and execute permissions for `$IIMUSER`. If not, a message window opens telling you to change the directory or change the permissions on the directory selected.

NOTE The iPlanet Portal Server: Instant Collaboration Pack runtime files are owned by `$IIMUSER` (the user and group you enter during the installation). This user must have read and execute permissions to the path containing the runtime directory to be able to read and write files in the directory.

- 20.** (Client installations only) The Web Server Document Root Directory window opens.

Specify the directory where you want to store the iPlanet Instant Messenger HTML, `.jar`, and the online help files, which is referred to as the Web Server Directory, or the Web Server Document Root.

These files must reside where the web server (or iPlanet Portal Server) is serving the files. If the web server is on the same host as the iIM Server, then use the top level docs directory (web server document root) for the web server. If the web server is on a host other than the iIM server, then install iPlanet Instant Messenger on the web server host instead of the iIM Server host.

The directory you specify for this step must be on the host you are currently installing to. The default is `/opt/SUNWiim/html`.

If you want to select another directory, click **Browse**, then select a directory and click **OK**.

If the directory you selected does not exist, a message box opens and you can either:

- Click **Create Directory** to install client files in the specified directory and continue the installation.
- Click **Choose New** to return to the Web Server Document Root Directory window where you can select another directory.

NOTE If you do not install these files in the web server document root (for example, in a subdirectory under the web server document root), you need to edit the `iim.jnlp` and `iimres.jnlp` files to reflect the proper codebase.

For example, if your web server's document root is `/export/docroot/` and you choose to put your files into the subdirectory `/export/docroot/iim/`, then edit the iPlanet Instant Messaging Server `.html` and `.jnlp` files so that the `iim` subdirectory is appended to all the `http://www.hostname.com` entries, where `hostname` is your web server's host name. All the entries would then look like `http://www.hostname.com/iim`.

For more information on customizing these files, see Chapter 3 in the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide*.

When you have finished making your selection, click Next to continue.

21. (Server installations only) The Instant Messaging Services Startup window opens.

Select the options for automatically starting iIM Server.

You can choose to start the server after successful installation and, optionally, to start the server automatically at system startup. If you do not wish to start the server after the installation or upon server startup, uncheck the applicable box or boxes. When you have finished making your selections, click Next to continue.

22. The Checking disk space window opens.

The installer is verifying if there is adequate disk space. You might not see this window on faster systems.

23. The Ready to Install window opens.

Note that the size shown for the installation does not include the Java Runtime Environment, which is an additional 51 MB.

To complete the installation, click Install Now.

24. The Installing window opens and displays installation progress.

25. When the installation procedure has completed, an installation Summary window opens. Click Details if you want to review summary information about the installation. When you are finished, Click Dismiss to close the summary information window, then click Exit to exit the installation program.

NOTE Be sure to follow the post-installation instructions found in the section titled “Post-Installation Steps for Solaris,” on page 45.

Using the Command-Line Installation on Solaris

iPlanet Instant Messaging Server provides you the option of running the installation script without using the graphical interface. To run the command-line installation program, use the following steps:

1. In a local terminal window, log in as `root`. You must have superuser privileges (that is, be logged in as `root`) to run the installation program.
2. Create a directory (such as `/tmp/imsvr`) on the machine that will host the iPlanet Instant Messaging Server and download (or copy) the iIM Server installation file to that directory. Make sure that the download directory has adequate disk space to store the extracted files.

Download the software from:

`http://www.iplanet.com/downloads/download/`

3. Change to the directory where you copied the archive file and extract the contents, for example:

```
cd /tmp/imsvr
```

```
gunzip -c filename.tar.gz | /usr/bin/tar xvf -
```

where `filename` identifies the name of the file you downloaded or copied.

NOTE You must use `/usr/bin/tar`. This program should be the `tar` utility that is distributed with your operating system and not a third party `tar` utility, such as `gnu`.

4. In the installation directory in which you untarred the iIM Server archive file, type:

```
./setup -nodisplay
```

The installation program runs in the current window.

5. Text displays explaining how the command-line installation works. Press Enter to continue.
6. A welcome message displays. Press Enter to continue.
7. Preparatory text displays. Press Enter to display the iPlanet Software License Agreement.

From this point on the installation proceeds in the same order as Step 6-Step 25 in “Using the Graphical Interface Installation on Solaris,” on page 30.

NOTE To exit the installation, press CTRL-C.

NOTE Be sure to follow the post-installation instructions found in the section titled “Post-Installation Steps for Solaris.”

Post-Installation Steps for Solaris

After installation, you might need to complete other steps described in this section.

Post-Installation Steps for Both Portal and Standalone Installations

Searching the Directory and Anonymous Users

iPlanet Instant Messaging Server needs to be able to search the directory to function correctly. If your directory is configured to be searchable by anonymous users, iIM Server has the capability it needs. If the directory is not readable by anonymous users, you must take additional steps to configure the `im.conf` file with the credentials of a user ID that has at least read access to the directory.

See Chapter 2 of the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide* for the steps to enable iM Server to search the directory as a specific (non-anonymous) user.

NOTE iPlanet Portal Server's internal directory does not allow anonymous bind. Thus, when using this directory, you must go through the procedure to enable iM Server to search the directory as a specific (non-anonymous) user. If you are using an external LDAP directory (standalone or portal mode), you do not have to go through this additional step, if the external LDAP directory is configured for anonymous search.

Launching Java Web Start

To launch Java Web Start, you might need to edit the web server's `mime.types` file to include a line for JNLP.

- For iPlanet Web Server, the default location for this file is:

```
/usr/netscape/server4/https-xxx/config/mime.types
```

where `xxx` is your web server instance name.

If not already present, add the following line:

```
type=application/x-java-jnlp-file exts=jnlp
```

Restart the `http-xxx` server for this change to take effect.

- For Apache Web Server, the `mime.types` file, located in the Apache Web Server configuration directory (its location is site-specific), should be edited to include the line:

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

Viewing Online Help

If you chose to install iPlanet Instant Messaging Server online help at the document root, in order to see it, you must edit the iPlanet Web Server file `obj.conf`, found at:

```
/usr/netscape/server4/https-xxx/config/obj.conf
```

where `xxx` is your web server instance name.

Comment out the following line:

```
NameTrans fn="pfx2dir" from="/help" dir="/export1/webserver
/manual/https/ug" name="es-internal"
```

Web Server Not Installed on Default Port

If your web server was not installed on the default port, you must edit the `iim.jnlp` and `iimres.jnlp` files as follows:

For both files, edit `codebase="http://servername"` to be:
`codebase="http://host.domain:port"`

NOTE For further information on editing the `iim.jnlp` and `iimres.jnlp` files, see the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide*.

Post-Installation Steps for Portal Installations

Restarting iPlanet Portal Server Web Server After Installation

Because the installer modifies the configuration files of the iPlanet Portal Server web server, you need to restart the iPlanet Portal Server web server to ensure that the configuration changes take effect.

- To restart the iPlanet Portal Server web server:

```
/opt/SUNWips/bin/ipsserver start
```

You can also use the Administration Console to restart the web server.

- If the iPlanet Portal Server gateway (SRAP component) is installed then it also needs to be restarted:

```
/opt/SUNWips/bin/ipsgateway start
```

Using External LDAP with iPlanet Portal Server

When using iPlanet Portal Server with an external LDAP server, add the `iwtUser-iIMUserId` attribute to the `iwtExtLdap` component's `attribsMap`.

To use external LDAP with iPlanet Portal Server:

1. From the iPlanet Portal Server Administration Console, click **Manage Domains**.
2. Click the appropriate domain.

3. Click External LDAP Configuration.
4. Click Attributes aliases Mapping.
5. If the `iwtUser-iIMUserId=uid` mapping is present and the attribute is marked “inherited,” remove it, and save the configuration. Then go back to the external LDAP configuration page.

If the mapping is not present, go to Step 6.

Currently, to “customize” an iPlanet Portal Server attribute, you must delete it, save the change, then readd it. This is an iPlanet Portal Server issue. For more information, see the “Known Problems and Limitations” section in the *iPlanet Portal Server: Instant Collaboration Pack 3.0 Release Notes*.

6. Scroll down to the attributes mapping section and add the `iwtUser-iIMUserId=uid` mapping back in. Save the configuration.

NOTE iPlanet Portal Server supports many authentication mechanisms, such as Radius, Unix, Membership, and LDAP. When you are using an external LDAP directory in your iIM Server deployment, the uids of your users must reside in the external LDAP directory, regardless of the authentication mechanism used. Otherwise, users will not be able to log on to iIM Server.

Adding iPlanet Portal Server Desktop Links

When installing iPlanet Instant Messaging Server in the iPlanet Portal Server environment, the installer inserts the following three links in the Application channel of the iPlanet Portal Server Desktop:

- iPlanet™ Portal Server: Instant Messenger Quick Reference - Displays the iPlanet Instant Messaging Server Quick Reference in a new web browser window.
- Launch iPlanet™ Instant Messenger using Java plug-in - Starts iPlanet Instant Messenger using the Java Plug-in.
- Launch iPlanet™ Instant Messenger using Java Web Start - Starts iPlanet Instant Messenger using Java Web Start.

These links are displayed to users in their iPlanet Portal Server Desktop Applications channel only if they have not customized the `iwtAppProvider` component. If users do not automatically receive the iPlanet Instant Messenger links, then they must add them manually from the available Applications channel.

To manually add applications to the Applications Channel:

1. Click Edit on the Applications toolbar.
2. Select the iPlanet Instant Messenger applications you want displayed in the Applications channel.
3. Click Finished to return to the Portal Server Desktop page.

Installing iPlanet Instant Messaging Server on Windows NT

This chapter describes the steps to follow to install iPlanet Instant Messaging Server (iIM Server) on a Windows NT platform. You can run the `setup` program by either using the graphical interface installation or using the command-line installation.

This chapter contains:

- Using the Graphical Interface Installation on Windows NT
- Using the Command-Line Installation on Windows NT
- Post-Installation Steps for Windows NT

NOTE You can install and configure iPlanet Instant Messaging Server on the Windows NT platform in standalone mode only and not in portal mode. Currently, iPlanet Portal Server is not supported on Windows NT, hence you cannot create a portal deployment for iPlanet Instant Messaging Server using that platform.

Using the Graphical Interface Installation on Windows NT

The following steps describe how to use the graphical user interface installation program to install iPlanet Instant Messaging Server.

1. Log in as Administrator. You must have superuser privileges (that is, be logged in with full administration rights to the system) to run the installation program.
2. Create a directory (such as `c:\tmp\imsvr`) on the machine that will host the iIM Server and download (or copy) the iIM Server self-extracting archive file to that directory.

Download the software from:

<http://www.iplanet.com/downloads/download>

Make sure that the download directory has adequate disk space to store the extracted files.

CAUTION Do not download the installer package, nor extract it, into the directory where you plan to install the product. This will result in installation failures.

3. Change to the directory where you downloaded or copied the file and extract the contents.
4. In the directory where you placed the extracted files, double-click the `setup.exe` file.
5. The Welcome window opens. Click Next to continue.
6. The Software License Agreement window opens.
Read the license agreement and click Yes (Accept License) to accept it and continue. (If you click No, the installation program will end without installing the software.)
7. The Software Requirements window opens, listing other product dependencies.

Before continuing with this installation, you should already have installed:

- A web server, such as iPlanet Web Server, to serve up HTML to the client.

- A directory (LDAP) server, such as iPlanet Directory Server, for user authentication.
- A messaging server (SMTP service), such as iPlanet Messaging Server, to send alerts by email when users are not currently logged in to iIM Server and are unable to receive instant messages.

Optionally, you may want to install:

- A provisioning tool, such as iPlanet Delegated Administrator.

NOTE See the *iPlanet Portal Server: Instant Collaboration Pack 3.0 Release Notes* for information on supported software and versions.

If you have these products installed, click Next to continue installation. Otherwise, Click Exit to quit the installation and install and configure the necessary products. Then restart the installation.

NOTE A restricted license copy of each of these products is bundled in the iPlanet Instant Messaging Server Release 3.0 product package. Each must be installed separately.

8. Two informational windows open saying “Installer: Verifying Services.” On faster systems, you might not see these windows.

The installation program is automatically detecting the host name and DNS domain name of the system on which you are installing the server. If the installation program cannot detect the host name or DNS domain name, the “Unable to make network connection” window opens. Be sure that the host name and DNS domain name specified are correct, then click Next to continue the installation. The installation program will then try to establish a network connection using these values.

NOTE The Host Name or Domain Name fields will be blank if the installation program is unable to detect these values. In this case, you must enter a valid host name or DNS domain name, or both.

9. If you have a previous version of iPlanet Instant Messaging Server installed on this system, the Upgrade or Remove and Reinstall Existing Installation window opens.

Whether you decide to upgrade or remove and reinstall, all running iIM services must be stopped. The installation program attempts to stop them for you. If it is unable to verify that all services are stopped, it opens a warning window. The warning window advises you that the installation may not be successful if any services are still running. If you are sure that all services have been stopped, click Continue; otherwise, click Cancel to return to the installation program. Stop all services before proceeding with the installation.

CAUTION Be sure to stop all existing iIM services before proceeding with either the upgrade or reinstallation.

Upgrade vs. Reinstall Considerations

Table 3-1 summarizes the difference between upgrading and reinstalling.

Table 3-1 Upgrade vs. Reinstall Considerations

Type of Installation	Enables Changing Configuration Options?	Allows You to Add a Component to This Server?	Preserves Existing Database and Configuration?	Should You Back Up Existing iIM Server Files?
Upgrade	No.	No	Yes.	Not necessary, but should be done as a precaution.
Reinstall	Yes. You can change all installation options.	Yes	No.	Depends: Back up any customizations, configurations, or databases you want to keep.

Upgrading

Choose to upgrade only if you do not need to change any installation options.

For complete instructions on upgrading your system to a new version, see Appendix B, "Upgrading iPlanet Instant Messaging Server."

Reinstalling

To remove the existing installation and install the new version, you must check the Reinstall Existing Components checkbox at the bottom of the window, and then click Next.

You see one or two informational message windows open:

- The Confirm: Reinstall message window opens asking if you want to continue with the reinstall operation.

It informs you that reinstall removes the entire existing installation, including all directories and their contents, configuration information, and the site specific changes. It advises you to back up any existing databases before continuing.

Click Continue (reinstall) to continue the operation, or click Cancel to return to the Upgrade or Reinstall Existing Installation screen, where you can reselect your option or exit the installer.

- A second message window might warn that the installation program has attempted to stop any existing iIM services, but is unable to verify that all of the services are stopped.

If any iIM services are left running, the installation could fail. Ensure that all iIM services are stopped before continuing with the reinstallation.

Click Continue to continue the installation, or click Cancel to return to the Upgrade or Reinstall Existing Installation screen.

CAUTION Check the Reinstall box only if you want to completely remove the existing installation and reinstall the new version from scratch. Before proceeding, back up any existing databases, user profiles and preferences, and any other files you may have customized.

Back up the following directory and its subdirectories:
c:\Program Files\iPlanet\InstantMessaging\db\

In addition, the following files are the most commonly customized files and should be included when you back up your files.

Config Files (if you use the default directories, \$BASEDIR = c:\Program Files\iPlanet\InstantMessaging):
\$BASEDIR\config\iim.conf
\$BASEDIR\config\acls\sysAdmin.acl
\$BASEDIR\config\acls\sysTopicsAdd.ac
\$BASEDIR\config\acls\sysRoomsAdd.acl
\$BASEDIR\config\acls\sysSendAlerts.acl
\$BASEDIR\config\acls\sysWatch.acl
\$BASEDIR\config\acls\sysSaveUserSettings.acl

HTML Files (if the defaults were used, \$HTMLDIR = c:\Program Files\iPlanet\InstantMessaging\html):
\$HTMLDIR\iim.html
\$HTMLDIR\iim.jnlp
\$HTMLDIR\index.html
\$HTMLDIR\iimres.jnlp
\$HTMLDIR\iimres.jar

10. The Component Selection window opens.

Select the software components to be installed (default is both):

- iPlanet Instant Messenger - This component includes the client software and online help.
- iPlanet Instant Messaging Server - This component includes both the server and the multiplexor.

If you choose to install this component, with or without the client component, additional screens are presented to you. These steps are indicated as such in this guide.

NOTE If you are not installing iPlanet Instant Messaging Server on the same host as your web server, you should only install the server component at this time, and not the client component. Then, when this installation is over, start the installation process again and install the client component on the web server host. This is necessary so that the iPlanet Instant Messenger HTML, .jar, and online help files reside at the web server document root (the directory from which the web server is serving files).

If you choose not to install the client component at the web server document root (you will be asked to specify the directory in Step 16), you must edit the `iim.jnlp` and `iimres.jnlp` files to reflect the proper codebase.

For more information on customizing these files, see Chapter 3 in the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide*.

When you have finished making your selections, click Next to continue.

11. The Select Install Directory window opens.

If you do not want to install in the default directory, specify the directory where you want to install the iIM Server software. The default is `c:\Program Files\iPlanet\InstantMessaging`.

If you want to select another directory, click Browse, then select a directory and click OK.

When you have finished making your selection, click Next to continue.

If the directory you selected does not exist, a message window opens and you can either:

- Click Create Directory to install iIM Server in the specified directory and continue the installation.
- Click Choose New to return to the Select Install Directory window where you can select another installation directory.

12. The Instant Messaging Services Configuration window opens.

If you do not want the default values, specify the following configuration information:

- **Domain Name.** The logical instant messaging domain name you want this iIM server to support. If you are serving instant messaging to a wider group of people, this is not normally the TCP/IP host name of your system. This domain name does not have to be in the DNS. It is a name used by iIM server, on this server only, to identify itself and its users.
- **Multiplexor Port.** (Default is 9999.) The port number on which the iIM server accepts connections from multiplexors. The default port number should work for most installations.
- **Web Client Port.** (Default is 9909). The port on which the multiplexor accepts connections from client requests. The default port should work for most installations. If you specify a port other than the default, iPlanet Instant Messenger users will need to explicitly include this port number at login.
- **Disable Server Check Box.** Check this box if you are installing the iIM server on another (remote) host and you only want this local server to have the multiplexor enabled.
- **Remote Server Hostname.** The host name where you are installing the iIM Server software. If you checked the “Disable Server” box then this is the remote server, otherwise it is the local host name.

If you want to use values other than the defaults, enter them now.

NOTE When installing just the client component, you see only the options for the Web Client Port (Multiplexor port accepting connections from clients) and the Remote Server Hostname.

If a port is already being used by another process running on the system, a Server (or Multiplexor) Port in use message window opens, giving you two choices:

- Click Accept to keep the settings. After installation and before starting the server, you must free the port in use on the other service.
- Click Choose New to be returned to the Instant Messaging Services Configuration window. Select a port number other than the one in use.

When you have finished making your selections, click Next to continue. You might experience a short delay while the installer works in the background.

13. (Server installations only) The LDAP Service Configuration window opens with default settings.

If you are using different settings, enter the following LDAP server information for user authentication:

- **Host.** Host name of the machine on which the LDAP server is running.
- **Port.** Port number that the LDAP server listens to. The default is 389.
- **Base DN.** Base DN (distinguished name) is the entry in your LDAP directory used as the starting point from which searches will occur. For example, if you specify a base DN of `ou=people, o=i-zed.com`, LDAP search operations executed by iIM server will examine only the `ou=people` subtree in the `o=i-zed.com` directory tree. The installation program does not attempt to verify your entry.

The default is the fully qualified host name.

NOTE If the installation program does not detect an LDAP server running on the specified port, a Problem Connecting to LDAP message window opens stating that the iIM server will not run if an LDAP server is not available. If this is acceptable at this point, click Accept, and install the LDAP server before starting iIM server. Otherwise, click Choose New and re-enter the LDAP configuration parameters.

When you have finished making your selections, click Next to continue.

14. (Server installations only) The SMTP Service Configuration window opens.

Identify the SMTP server to be used for sending alerts by email when the user is offline and unable to receive instant messages. The default is the local server you are installing onto.

If you specify your local host name, the installer tries to connect to the SMTP service. If an SMTP service cannot be found on your local host, an Unable to Connect to SMTP Host message window opens, giving you two choices:

- Click Accept to keep the settings. You can edit the `iim.conf` file later to specify the correct SMTP host.
- Click Choose New to be returned to the SMTP Service Configuration window. Type the correct host name. Click Next to continue.

15. (Server installations only) The Specify Runtime Files Directory window opens.

Specify the directory where you want to store runtime files, including the user profile database, logs, and other files created by the server and multiplexor at runtime.

The default is `c:\Program Files\iPlanet\InstantMessaging\`.

If you want to select another directory, click **Browse**, then select a directory and click **OK**.

If the directory you selected does not exist, a window opens and you can either:

- Click **Create Directory** to store the runtime files in the specified directory and continue the installation.
- Click **Choose New** to return to the Specify Runtime Files Directory window where you can select another directory.

When you have finished making your selection, click **Next** to continue.

16. (Client installations only) The Web Server Document Root Directory window opens.

Specify the directory where you want to store the iPlanet Instant Messenger HTML files, `.jar` files and the Online Help files, which is referred to as the Web Server Directory, or the Web Server Document Root.

These files must reside where the web server is serving the files. If the web server is on the same host as the iIM Server, then use the top level `docs` directory for the web server. If the web server is on a host other than the iIM server, then install iPlanet Instant Messenger on the web server host instead of the iIMS server host.

The directory you specify for this step must be on the host you are currently installing to. The default is `c:\Program Files\iPlanet\InstantMessaging\html`.

If you want to select another directory, click **Browse**, then select a directory and click **OK**.

If the directory you selected does not exist, a message box opens and you can either:

- Click **Create Directory** to install client files in the specified directory and continue the installation.

- Click Choose New to return to the Webserver Document Root Directory window where you can select another directory.

NOTE If you do not install these files in the web server document root (for example, in a subdirectory under the web server document root), you need to edit the `iim.jnlp` and `iimres.jnlp` files to reflect the proper codebase.

For example, if your web server's document root is `c:\Winnt\docroot` and you choose to put your files into the subdirectory `c:\Winnt\docroot\iim`, then edit the iPlanet Instant Messaging Server `.html` and `.jnlp` files so that the `iim` subdirectory is appended to all the `http://www.hostname.com` entries, where `hostname` is your web server's host name. All the entries would then look like `http://www.hostname.com/iim`.

For more information on customizing these files, see Chapter 3 in the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide*.

When you have finished making your selection, click Next to continue.

17. (Server installations only) The Instant Messaging Services Startup window opens.

Select the options for automatically starting iIM server.

You can choose to start the server after successful installation and, optionally, to start the server automatically at system startup. If you do not wish to start the server after the installation or upon server startup, uncheck the applicable box or boxes. When you have finished making your selections, click Next to continue.

A message window opens saying the installer is verifying if there is adequate disk space. You might not see this window on faster systems.

18. The Ready to Install window opens.

Note that the size shown for the installation does not include the Java Runtime Environment, which is an additional 51 MB.

To complete the installation, click Install Now.

19. The Installing window opens and displays installation progress.

20. When the installation procedure has completed, an installation Summary window opens. Click Details if you want to review summary information about the installation. When you are finished, Click dismiss to close the Summary information window, then click Exit to exit the installation program.

NOTE Be sure to follow the post-installation instructions found in the section titled “Post-Installation Steps for Windows NT,” on page 63.”

Using the Command-Line Installation on Windows NT

iPlanet Instant Messaging Server provides you the option of running the installation script without using the graphical interface. To run the command-line installation program, use the following steps:

1. Login as Administrator. You must have superuser privileges (that is, be logged in with full administration rights to the system) to run the installation program.
2. Create a directory (such as `\tmp\imsvr`) on the machine that will host the iPlanet Instant Messaging Server and download (or copy) the iIM Server archive file to that directory. Make sure that the download directory has adequate disk space to store the extracted files.

Download the software from:

<http://www.iplanet.com/downloads/download/>

CAUTION Do not download the installer package, nor extract it, into the directory where you plan to install the product. This will result in installation failures.

3. Change to the directory where you downloaded or copied the file and extract the contents.
4. Open a command prompt and change to the directory in which you placed the iIM Server archive file. For example:

```
cd \tmp\imsvr
```

5. Type the name of the iIM Server archive file followed by the argument `-nodisplay`. For example:

```
setup.exe -nodisplay
```
6. After the installation program extracts the compressed installation files, read the instructions and then press Enter to continue.
7. A welcome message displays. Press Enter to continue.
8. Preparatory text displays. Press Enter to display the iPlanet Software License Agreement.

The installation program then asks the same configuration questions as described above in Step 6 - Step 20 in Using the Graphical Interface Installation on Windows NT.

NOTE To exit the installation, press CTRL-C.

Post-Installation Steps for Windows NT

After installation, you might need to complete other steps described in this section.

Searching the Directory and Anonymous Users

iPlanet Instant Messaging Server needs to be able to search the directory to function correctly. If your directory is configured to be searchable by anonymous users, iIM Server has the capability it needs. If the directory is not readable by anonymous users, you must take additional steps to configure the `im.conf` file with the credentials of a user ID that has at least read access to the directory.

See Chapter 2 of the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide* for the steps to enable iIM Server to search the directory as a specific (non-anonymous) user.

Launching Java Web Start

To launch Java Web Start, you might need to edit the web server's `mime.types` file to include a line for JNLP.

- For iPlanet Web Server, the default location for this file is:

```
c:\Netscape\Server4\https-xxx\config\mime.types
```

where `xxx` is your web server instance name.

If not already present, add the following line:

```
type=application/x-java-jnlp-file    exts=jnlp
```

Restart the `http-xxx` server for this change to take effect.

- For Apache Web Server, the `mime.types` file, located in the Apache Web Server configuration directory (its location is site-specific), should be edited to include the line:

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

Viewing Online Help

If you chose to install at the document root, in order to see iPlanet Instant Messaging Server online help, you must edit the iPlanet Web Server file `obj.conf`, found at:

```
c:\Netscape\server4\https-xxx\config\obj.conf
```

where `xxx` is your web server instance name.

Comment out the following line:

```
NameTrans fn="pfx2dir" from="/help" dir="/export1/webserver/  
manual/https/ug" name="es-internal"
```

Web Server Not Installed on Default Port

If you will be using Java Web Start and your web server was not installed on the default port, you must edit the `iim.jnlp` and `iimres.jnlp` files as follows:

For both files, edit `codebase="http://servername"` to be:
`codebase="http://host.domain:port"`

NOTE For further information on editing the `iim.jnlp` and `iimres.jnlp` files, see the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide*.

Configuring iPlanet Instant Messenger

This chapter describes the steps to configure a client for iPlanet Instant Messenger.

This chapter contains:

- iPlanet Instant Messenger Launch Overview
- Requirements to Run iPlanet Instant Messenger
- iPlanet Instant Messenger Launch Methods
- Configuring a Windows Client with Java Web Start
- Configuring a Windows Client with the Java Plug-in
- Configuring a Solaris Client with Java Web Start
- Invoking iPlanet Instant Messenger
- Removing iPlanet Instant Messenger
- Uninstalling Java Web Start or Java Runtime Environment
- Troubleshooting iPlanet Instant Messenger Problems

iPlanet Instant Messenger Launch Overview

This section describes what happens when iPlanet Instant Messenger is launched, starting with the client entering a URL on the web server.

Launching iPlanet Instant Messenger from Java Plug-in

If you are using the Java™ Plug-in version of iPlanet Instant Messenger, then the `iim.html` file performs the following actions:

1. Downloads the following `.jar` files:
 - o `iim.jar`
 - o `iimres.jar`
 - o `iimnet.jar`
2. Passes to the iPlanet Instant Messenger applet the name and port of the server where the multiplexor is running.
3. The default `iim_mux.listenport` is used by the applet, unless a different port was chosen at installation, in which case that port is passed to the application.
4. The applet starts and talks to that server and port.

Launching iPlanet Instant Messenger from Java Web Start

If you are using the Java™ Web Start version of iPlanet Instant Messenger, the `iim.jnlp` file performs the following actions:

1. Downloads two `.jar` files:
 - o `iim.jar`
 - o `iimnet.jar`
2. References the `iimres.jnlp` file, which downloads `iimres.jar`.
3. Passes to the application the name of the server where the multiplexor is running.

4. If a port other than the default was chosen at installation, it is passed to the application.
5. The application starts and talks to the server and port.

Launching iPlanet Instant Messenger from iPlanet Portal Server

If you are launching iPlanet Instant Messenger as an iPlanet Portal Server application, the following occurs:

1. The user clicks the iPlanet Instant Messenger link (either using Java Plug-in or Java Web Start) in the iPlanet Portal Server Desktop Application channel.
2. The servlet file, `iimcservlet.jar`, uses the existing session ID from iPlanet Portal Server to set up a session with the iPlanet Instant Messaging multiplexor. The launch servlet fills in information taken from when the user logged into iPlanet Portal Server, for example: username, uid, token, if secure or not (SSL), whether the Java Plug-in or Java Web Start is being used, codebase, and so forth.
3. iPlanet Instant Messenger is launched.
4. iPlanet Instant Messenger connects to the iIM multiplexor and passes in the necessary credentials.

Requirements to Run iPlanet Instant Messenger

For the most recent information about software requirements for this product, see the *iPlanet Portal Server: Instant Collaboration Pack 3.0 Release Notes*, online at the following site:

<http://docs.iplanet.com/docs/manuals/portal.html>

iPlanet Instant Messenger Launch Methods

iPlanet Instant Messenger, written in Java, is iPlanet Instant Messaging Server's client that can be configured as either browser-based, running as an applet, or independent of a browser, running as a Java Web Start application.

The two ways to configure your client are:

- **Using Java Web Start (Solaris and Windows)** - iPlanet Instant Messenger is launched from Java Web Start, which is an application launcher for Java 2 technology-based applications that are written to be web deployed. Once iPlanet Instant Messenger launches, your browser can be closed or used to locate other URLs without effecting the iPlanet Instant Messenger session.
- **Using the Java Plug-in (Windows only)** - The applet is launched from the Java Plug-in, which is a code extension to the browser. To keep the iPlanet Instant Messenger session active, the browser window from which the applet was launched must remain open and cannot be used to locate any other URL.

NOTE Solaris clients must use the Java Web Start configuration. Windows clients can choose to implement either the Java Web Start or the Java Plug-in configuration.

If you will have Windows clients, the section below provides information to help you decide which configuration method is best for your site.

NOTE To launch iPlanet Instant Messenger in the iPlanet Portal Server environment, click the appropriate link in the Applications channel in the iPlanet Portal Server Desktop.

Windows Launch: Java Web Start vs. Java Plug-in

The primary benefit of using the Java Plug-in is ease of installation. Microsoft Internet Explorer 5.0 will self-configure the plug-in the first time you launch iPlanet Instant Messenger by entering the appropriate URL in your browser. For Netscape Communicator, the plug-in must first be downloaded and installed.

Once the iPlanet Instant Messenger session is established using the plug-in, the browser must be dedicated to its use; that is, you can not locate any other URLs with this browser window, nor can you shut down the browser without terminating the iPlanet Instant Messenger session. Inadvertently losing the iPlanet Instant Messenger connection is potentially very inconvenient, especially for conferenced chat sessions.

To launch iPlanet Instant Messenger using Java Web Start, both the Java Runtime Environment and Java Web Start must be downloaded and installed. Thus, the one-time configuring of your Windows client with Java Web Start will be more time consuming than with Java Plug-in. However, using Java Web Start might prove far more convenient in the long run due to its browser independence.

With Java Web Start, you can shut down the browser, or use it for locating another URL without losing your iPlanet Instant Messenger connection.

Java Web Start supplies other benefits by:

- Providing Java Runtime Environment management capabilities, so that Java Runtime Environment does not interfere with other runtime environments required by other applications.
- Automatically updating any .jar files that have changed on the server since the last run.
- Being only slightly larger than the Java Plug-in.
- Adding a desktop icon for iPlanet Instant Messenger for quick loading.

In summary, if browser independence is important, then configure the Windows client using Java Web Start. (See “Removing iPlanet Instant Messenger,” on page 76 for more information.)

However, if initial ease of installation is of primary importance, and keeping a dedicated browser open for the iPlanet Instant Messenger session is not a problem, then configure the Microsoft Windows client with the Java Plug-in. (See “Configuring a Windows Client with the Java Plug-in,” on page 70 for more information.)

Configuring a Windows Client with Java Web Start

Use the following steps to configure a Windows client with Java Web Start:

1. Download the Java Web Start for Windows self-extracting file from the following location. You are not required to download and install the JRE separately. It is bundled into Java Web Start.

<http://java.sun.com/products/javawebstart/download-windows.html>

Save the .exe file to a local disk directory, such as `c:\temp`.

2. Install the Java Web Start.
 - a. Open the directory where the .exe file was saved.
 - b. Double click `javaws-1_0_1-win-*.exe` to start the install process.

Follow the directions provided by the installer. It will update the Microsoft Windows registry and add an icon to your desktop. When done, you are then ready to run the iPlanet Instant Messenger client.
3. See “Invoking iPlanet Instant Messenger,” on page 73 to run the iPlanet Instant Messenger client.

Configuring a Windows Client with the Java Plug-in

The following steps describe how to configure a Windows client with the Java Plug-in:

1. Download the Java Runtime Environment 1.3 for Windows, which includes the Java Plug-in, and save it to a local disk directory, such as `c:\temp`.

<http://java.sun.com/products/archive/j2se/1.3.0/jre/index.html>

If you are using the Internet Explorer browser, it will handle this for you.

2. Double click the saved .exe file to start the install process.

Follow the directions provided by the installer. When done, you are ready to run the iPlanet Instant Messenger client.
3. See “Invoking iPlanet Instant Messenger,” on page 73 to run the iPlanet Instant Messenger client.

Configuring a Solaris Client with Java Web Start

Use the following steps to configure a Solaris client using Java Web Start. You will need to download and install both the Java Runtime Environment and Java Web Start software.

NOTE You should create two directories to hold the Java Runtime Environment and Java Web Start software. This example uses the directories `/home/user1/JRE` and `/home/user1/JWS`.

1. Download the Java Runtime Environment 1.3 for Solaris self-extracting binary file (`j2re1_3_0-solsparc.bin`) to a local disk directory, such as `/home/user1/JRE`, from the following location:

`http://java.sun.com/products/archive/j2se/1.3.0/jre/index.html`

NOTE While Java Web Start works with JRE 1.2, it is not recommended because of potentially serious performance issues.

2. Download the Java Web Start `.zip` file to a local disk directory, such as `/home/user1/JWS`, from the following location:

`http://java.sun.com/products/javawebstart/download-solaris.html`

3. Install the JRE. (For more information, download the Java Runtime Environment file, `README.sparc`.)

- a. Change to the directory where you saved the self-extracting JRE binary file, for example:

```
cd /home/user1/JRE
```

- b. Make sure that you set execute permissions on the JRE self-extracting file before trying to install, for example:

```
chmod +x j2re1_3_0-solsparc.bin
```

This example is for Java Runtime Environment 1.3.0. Be sure to check the exact file name that you downloaded.

- c. Run the self-extracting file to install the JRE software, for example:

```
./j2re1_3_0-solsparc.bin
```

The JRE installs itself into the directory where you saved it earlier, in a subdirectory called `j2re1_3_0`.

- d. Write down the full path to the subdirectory where the JRE is installed. You will need this path in Step 4.

In this example, the path would be `/home/user1/JRE/j2re1_3_0`.

4. Install Java Web Start.

- a. Change to the directory where you saved the Java Web Start `.zip` file, for example:

```
cd /home/user1/JWS
```

- b. Unzip the file, for example:

```
unzip javaws-1_0_1_01-solsparc-int.zip
```

This example is for Java Web Start version 1.0.1_01. Over time, a newer version might be posted, so be sure to check the exact file name that was downloaded.

Java Web Start files are extracted, including one called `install.sh`.

- c. Run the Java Web Start install script, `install.sh`. For example, to install JWS on the local disk as `/home/user1/javaws`:

```
cd /home/user1
```

```
/home/user1/JWS/install.sh
```

The installer asks you to supply the path to the Java Runtime Environment. You should have noted this path in Step 3.

5. Close and exit any browsers to allow new registrations to be picked up.
6. Restart your browser.

Now you are ready to run iPlanet Instant Messenger.

7. See “Invoking iPlanet Instant Messenger,” on page 73 to run the iPlanet Instant Messenger client.

Invoking iPlanet Instant Messenger

To invoke iPlanet Instant Messenger, you can use:

- The `index.html` file, provided by iPlanet Instant Messenger. The `index.html` file provides buttons to launch both the Java Web Start and Java Plug- versions of iPlanet Instant Messenger. This file also has links to iPlanet Instant Messenger documentation.
- A modified version of `index.html`, which you edit to your site's preferences.
- An web page of your own design that provides a link to the version of iPlanet Instant Messenger you want your users to have access to.
- An valid URL for iPlanet Instant Messenger, entered in the browser.

NOTE To launch iPlanet Instant Messenger in the iPlanet Portal Server environment, click the appropriate link in the Applications channel in the iPlanet Portal Server Desktop. You do not use the `index.html` file, which is only for standalone deployments.

To Invoke iPlanet Instant Messenger

1. Use the following URL to invoke iPlanet Instant Messenger.

`http://webserver:webserverport/subdirectory/filename`

NOTE Do not confuse the port on which the multiplexor listens for iPlanet Instant Messenger (in the `iim.conf` file, this is the `iim_mux.listenport` parameter) with the web server port above. The installation refers to the `iim_mux.listenport` as the “web client port” (default is 9909). You do not include this port in the URL to invoke iPlanet Instant Messenger.

In this URL,

<i>webserver</i>	Specifies the name of the web server where you installed the client files.
<i>webserverport</i>	Optional. Specifies the web server port if not the default (80).
<i>subdirectory</i>	Optional. Specifies the installation directory where the client files are installed. If the default web server document root directory was chosen at installation, then no subdirectory is necessary.
<i>filename</i>	Specifies the iPlanet Instant Messenger file to use: <i>index.html</i> - Provided by the product. The default contains links to launch both the Java Web Start and Java Plug-in versions. <i>iim.jnlp</i> - The jnlp file to launch just the Java Web Start version of iPlanet Instant Messenger. <i>iim.html</i> - The page to launch just the Java Plug-in version of iPlanet Instant Messenger.

For example, to invoke iPlanet Instant Messenger on Windows using Java Web Start, where the web server is *i-zed.com*, using port 123, with the default installation directory for the client files, the URL would be:

`http://i-zed.com:123/iim.jnlp`

To invoke iPlanet Instant Messenger on Windows using the Java Plug-in, where the web server is *company22.com*, using the default port (80), with an installation directory of *iim*, the URL would be:

`http://company22.com/iim/iim.html`

2. Depending on which version of iPlanet Instant Messenger— Java Web Start or Java Plug-in—you are using, the following happens:
 - o Java Web Start - The first time you invoke the application, Java Web Start will download it into its cache, and a Security dialog will be presented. Accept the Security dialog.

- Java Plug-in - The first time you invoke the Java Plug-in, a Java Plug-in Security Warning window opens, asking you if you want to run the signed applet.

You must choose between: Grant this session, Deny, or Grant always. If you choose to grant for only this session, this window will open every time you invoke the plug-in, until you choose Grant always. If you choose Grant always, this window will not open again.

3. For subsequent invocations of iPlanet Instant Messenger, you can:
 - Add the URL to your favorites.
 - Launch the application using the Java Web Start launcher icon on your desktop (Java Web Start version only).
 - Use the shortcut on your desktop. (Java Web Start asks if you want to put the icon on your desktop after the first or second time you invoke iPlanet Instant Messenger. Whether it asks the first or second time is a preference that can be set from the Java Web Start Edit menu.)

NOTE When you launch iPlanet Instant Messenger from the iPlanet Portal Server Desktop by clicking the appropriate link in your Applications channel, the following happens:

1. A new browser window opens with the servlet-supplied URL for either the Java Web Start or Java Plug-in version. When using the Java Plug-in version, do not close this new browser window and do not use it for other URLs. When using the Java Web Start Version, if the new browser window does not close automatically, you can close it or use it for other URLs.
 2. The Logon to Server window appears, using auto-logon. You will not have to enter any credentials, as they have been picked up from logging on to iPlanet Portal Server.
 3. When using secure mode, if this is the first time you have logged on to iPlanet Instant Messenger, the Netlet Connection Attempt Window appears.
 4. Click OK to accept the Netlet port, and check Don't Warn Again if you do not want to see this message on subsequent invocations.
 5. Once your connection to the iIM server has been established, the iPlanet Instant Messenger Main window appears.
-

Removing iPlanet Instant Messenger

This section describes how to remove iPlanet Instant Messenger from both Solaris and Windows client platforms. Should you want to remove the application from your client machine, follow the platform appropriate procedure below.

To Remove iPlanet Instant Messenger from Windows (Java Web Start)

1. Launch Java Web Start Application Manager.

For example, double-click the Java Web Start icon on your desktop.

2. From the Applications menu, select:
 - o Remove Shortcuts
 - o Remove from Cache
3. Close Java Web Start Application Manager.

To Remove iPlanet Instant Messenger from Windows (Java Plug-in)

- Delete the `java_plugin_AppletStore` folder.

For example, in Windows Explorer:

- o Click the `java_plugin_AppletStore` folder.

For example, on Windows 98 the folder is located in:

```
c:\WINDOWS\java_plugin_AppletStore
```

- o From the File menu, click Delete.

To Remove iPlanet Instant Messenger from Solaris

1. Launch Java Web Start Application Manager.

For example, double-click the `javaws` icon in the `javaws` directory.

2. From the Applications menu, select: Remove from Cache.
3. Close Java Web Start Application Manager.

Uninstalling Java Web Start or Java Runtime Environment

To uninstall either Java Web Start or Java Runtime Environment from your client machine, follow the platform appropriate procedure below.

To Uninstall Java Web Start or Java Runtime Environment on Windows

1. From the Start menu, choose Settings and then Control Panel.
2. Choose Add Remove Programs.
3. Click the Install/Uninstall tab.
4. From the list of products, select either Java Web Start or Java Runtime Environment, and click Add/Remove.
5. Click Yes to uninstall the product.

To Uninstall Java Web Start on Solaris

1. Delete the `javaws` directory.
2. Edit your `~/.mime.types` file.
Remove any lines containing `application/jnlp` or `application/x-java-jnlp-file`.
3. Edit your `~/.mailcap` file.
Remove any lines containing `application/jnlp` or `application/x-java-jnlp-file`.

To Uninstall Java Runtime Environment on Solaris

Delete the directory in which you installed the Java Runtime Environment. The default directory is: `j2re1_3_1`.

Troubleshooting iPlanet Instant Messenger Problems

Use the following information to help solve issues with client installations:

Difficulty Loading Resources - Proxy Settings

In a network environment, which has a firewall between your computer and the internet, if the Java Web Start has not been configured with the right proxy settings, you can experience difficulty loading resources.

Java Web Start can typically pick proxy settings up automatically by querying the system or the default browser. However, if the settings are configured using a JavaScript™ file this is not possible.

You can set the proxies manually by using the Preference panel in Java Web Start's Application manager.

Java Web Start Does Not Start - mime.types for JNLP

If, instead of Java Web Start starting, you get the `iim.jnlp` file displayed in the browser, then you need to edit the web server's `mime.types` file to include a line for JNLP.

- For iPlanet Web Server, the default location for this file is:

```
/usr/netscape/server4/https-xxx/config/mime.types
```

where `xxx` is your web server instance name.

If not already present, add the following line:

```
type=application/x-java-jnlp-file exts=jnlp
```

Restart the `http-xxx` server for this change to take effect.

- For Apache Web Server, the `mime.types` file, located in the Apache Web Server configuration directory (its location is site-specific), should be edited to include the line:

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


Uninstalling iPlanet Instant Messaging Server

This appendix details how to uninstall iPlanet Instant Messaging Server components. Instructions are given for both Solaris and Windows NT. All paths given assume you installed to the default directory. If you installed to a different directory, adjust the paths accordingly.

This appendix contains:

- Uninstalling iPlanet Instant Messaging Server on Solaris
- Uninstalling the iPlanet Instant Messaging Server on Windows NT

NOTE To uninstall iPlanet Instant Messenger from an iPlanet Portal Server deployment, run the `iimipsadmin` script. See the *iPlanet Portal Server: Instant Collaboration Pack Release 3.0 Administrator's Guide* for instructions.

The `iimipsadmin` script will remove all the links that were added to the iPlanet Portal Server by the iPlanet Instant Messaging Server installer. However, if you have customized any components in the iPlanet Portal Server for iPlanet Instant Messenger, you must remove the components manually.

Uninstalling iPlanet Instant Messaging Server on Solaris

To uninstall iPlanet Instant Messaging Server, use the following steps:

1. (Optional) If you want to preserve your iIM Server data, back up the following files and directories:
 - o The `/etc/opt/SUNWiim/config/iim.conf` file.
 - o All ACLs in the `/etc/opt/SUNWiim/config/acls` directory.
 - o All databases found in the `/var/opt/SUNWiim/default/db` directory.
 - o Site specific HTML files and images, such as those found in the `iim3.0_install_dir/SUNWiim/html` directory, and any others you have customized.
2. In a local terminal window, change directory to the installation directory (such as `/opt`) and then change directory to `SUNWiim`.
3. At the command line, type:

```
./uninstall
```

If you want to run the uninstall program as a command-line script, type:

```
./uninstall -nodisplay.
```
4. The Welcome window opens. Click Next to continue.
5. The Select Type of Uninstall window opens.

Choose either a Full or a Partial uninstall. The Full uninstall removes both components (server and client). The Partial uninstall lets you choose to uninstall one or both of these components.

Click Next to continue.
6. The Ready to Uninstall window opens.

Click Uninstall Now to proceed with the uninstall.
7. The Uninstalling window opens showing the progress of the uninstall.

No action is necessary.
8. The Uninstallation Summary window opens automatically.

Click Details for more information about the uninstall. Click Dismiss to return to the Uninstallation Summary screen. Click Exit to end the uninstall.

NOTE The uninstall script does not remove the Java Runtime Environment installed with the product.

Uninstalling the iPlanet Instant Messaging Server on Windows NT

To uninstall iPlanet Instant Messaging Server, use the following steps:

1. (Optional) If you want to preserve your iIM Server data, back up the following files and directories:
 - o The `c:\Program Files\iPlanet\InstantMessaging\config\iim.conf` file.
 - o All ACLs in the `c:\Program Files\iPlanet\InstantMessaging\config\acis` directory.
 - o All databases found in the `c:\Program Files\iPlanet\InstantMessaging\db` directory.
 - o Site specific HTML files and images, such as those found in the `c:\Program Files\iPlanet\InstantMessaging\html` directory, and any others you have customized.
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 iIM Server and click Add/Remove.
6. Click Yes if you want to uninstall the product at this time.
7. Choose either a Full or a Partial uninstall. The Full uninstall removes all components (server and client). The Partial uninstall lets you choose to uninstall some or all of these components.
8. Click Uninstall Now to proceed with the uninstall.

Click Details for more information about the uninstall. Click Dismiss to return to the Uninstallation Summary screen. Click Exit to end the uninstall.

Uninstalling the iPlanet Instant Messaging Server on Windows NT

Upgrading iPlanet Instant Messaging Server

Use this document to upgrade your iPlanet Instant Messaging Server standalone installation, for example, from 3.0 Beta Refresh to 3.0.

This appendix contains:

- Overview of Upgrading
- Protecting Your Files
- Upgrading from iPlanet Instant Messaging Server Beta Refresh to Release 3.0
- Post-Upgrade

NOTE The only way to preserve an existing installation is to use these upgrade procedures. Upgrading saves all database and configuration information.

Overview of Upgrading

To upgrade from iPlanet Instant Messaging Server, for example, from 3.0 Beta Refresh to 3.0, you run the `setup` program. When the `setup` program detects a previous version of iIM Server it gives you the option to upgrade or reinstall the product. See “Upgrading from iPlanet Instant Messaging Server Beta Refresh to Release 3.0,” on page 88 for the actual procedure to upgrade.

Upgrade vs. Reinstall Considerations

This section describes the difference between upgrading and reinstalling. In general, if you want to start over and reconfigure your installation, then use the reinstall option. If you do not need to change your configuration or where it is installed, but just need the updated version, then use the upgrade option. Table B-1 summarizes the difference between upgrading and reinstalling.

Table B-1 Upgrade vs. Reinstall Considerations

Type of Installation	Enables Changing Configuration Options?	Enables You to Add a Component to This Server?	Preserves Existing Database and Configuration?	Should You Back Up Existing iIM Server Files?
Upgrade	No.	No	Yes.	Not necessary, but should be done as a precaution.
Reinstall	Yes. You can change all installation options.	Yes	No.	Depends: Back up any customizations, configurations, or databases you want to keep.

The iPlanet Instant Messaging Server upgrade option does not enable you to change any options or configuration information. If, for instance, you want to change the directories your files are located in, or the ports your servers listen on, you should choose the reinstall option, rather than upgrade.

Only the component(s) you already have installed will be upgraded. If you want to add a component to this server, you must either use the reinstall option, or uninstall the existing component and then do a fresh installation of all components.

The upgrade option preserves your databases and configuration information, whereas the reinstall option does not. The reinstall option removes the previous installation completely before installing a fresh copy of the new version. If there are any related files you want to retain and you are performing a reinstall, you must back them up before starting the installation process and then restore them afterwards.

For instructions on reinstalling on Solaris, see Chapter 2, “Installing iPlanet Instant Messaging Server on Solaris”, or for Windows NT, see Chapter 3, “Installing iPlanet Instant Messaging Server on Windows NT.”

.new Files

When you upgrade iPlanet Instant Messaging Server, for example, from 3.0 Beta Refresh to 3.0, all customizable files are left in place by the installation process. If there are any changes to customizable files in the new version, a `.new` file will be created for each of the files that changed.

As part of the post-upgrade process, you must merge the changes into your old files. This step is necessary for the new features to take effect. When merging the changes, compare the old files with the `.new` files, line by line, and edit your existing files to incorporate these changes.

For example, if there were a change to the `iim.conf` file for the upgrade, you would see an `iim.conf.new` file in the `config` directory after the upgrade process had finished. To complete the upgrade, you merge the changes in the `.new` file into your existing `iim.conf` file, taking care to preserve your customizations.

Protecting Your Files

The upgrade option preserves your databases and configuration information, such as user profile data and preferences. However, to protect yourself from anything going wrong during the installation process, make sure you back up the files listed in Table B-2 before starting the upgrade.

Table B-2 iIM Server Files to Back Up Before Upgrading

Type of File	Solaris Default Location	Windows NT Default Location
Database	<code>/var/opt/SUNWiim/default/db</code>	<code>c:\Program Files\iPlanet\InstantMessaging\db</code>
User profiles and preferences	<code>/var/opt/SUNWiim/default/db</code>	<code>c:\Program Files\iPlanet\InstantMessaging\db</code>
Configuration	<code>/etc/opt/SUNWiim/default/config</code>	<code>c:\Program Files\iPlanet\InstantMessaging\config</code>
ACLs	<code>/etc/opt/SUNWiim/default/config/acls</code>	<code>c:\Program Files\iPlanet\InstantMessaging\config\acls</code>
Customizable client files, such as <code>index.html</code> , <code>iim.jnlp</code> , <code>iimres.jnlp</code> , and <code>iimres.jar</code> .	<code>/opt/SUNWiim/html</code>	<code>c:\Program Files\iPlanet\InstantMessaging\html</code>

Table B-2 iIM Server Files to Back Up Before Upgrading (Continued)

Type of File	Solaris Default Location	Windows NT Default Location
Any other files you have customized for your site	Depends on your site.	Depends on your site.

Upgrading from iPlanet Instant Messaging Server Beta Refresh to Release 3.0

The upgrade procedure in this section can be used for both Windows NT and Solaris operating systems. Where applicable, operating system differences are called out.

The high-level steps are:

1. Obtaining the iPlanet Instant Messaging Server 3.0 package/software.
2. Planning the installation for a time when shutting down the iIM server will be least disruptive to your users.
3. Informing your users ahead of time of the planned shutdown.
4. Shutting down the iIM server and multiplexor.
5. Performing the upgrade with the `setup` command.
6. Performing the post-upgrade.

To Upgrade iPlanet Instant Messaging Server

Before beginning, download the iPlanet Portal Server: Instant Collaboration Pack software from the following site:

`http://www.iplanet.com/downloads/download/`

1. Shut down the iPlanet Instant Messaging Server.

This includes both the server and multiplexor.

```
imadmin stop
```

2. Start the installer.

For Solaris:

- Log in as `root`. You must have superuser privileges (that is, be logged in as `root`) to run the installation program.
- Create a directory (such as `/tmp/imsvr`) on the server that will host iPlanet Instant Messaging Server and download (or copy) the iIM server installation file to that directory. Make sure that the download directory has adequate disk space to store the extracted files.
- Change to the directory where you downloaded or copied the file and extract the contents. For example:

```
cd /tmp/imsvr
```

```
gunzip -c filename.tar.gz | /usr/bin/tar xvf -
```

where `filename` identifies the name of the file you downloaded or copied.

NOTE

You must use `/usr/bin/tar`. This program should be the `tar` utility that is distributed with your operating system and not a third party `tar` utility, such as `gnu`.

- In the installation directory in which you untarred the iIM server archive file, type:

For graphical user interface: `./setup`

For command-line interface:

- I. Type `./setup -nodisplay`

The installation program runs in the current window.

- II. Text displays explaining how the command-line installation works. Press `Enter` to continue.

For Windows NT:

- Log in as Administrator. You must have superuser privileges (that is, be logged in with full administration rights to the system) to run the installation program.
- Create a directory (such as `c:\tmp\impsvr`) on the machine that will host the iIM server and download (or copy) the iIM server self-extracting archive file to that directory. Make sure that the download directory has adequate disk space to store the extracted files.

CAUTION Do not download the archive file to the same directory you will be installing into (base directory).

- Change to the directory where you downloaded or copied the file and extract the contents.
- Launch the installer.

For the graphical user interface installation, double-click the `setup.exe` file. A message window opens and asks if you want to install iPlanet Instant Messaging. Click Yes to continue.

For the command-line installation:

- I. Open a command prompt and change to the directory in which you placed the iIM server archive file. For example:

```
cd tmp\impsvr
```

- II. Start the installer by typing the `setup` file name followed by the argument `-nodisplay`. For example:

```
setup.exe -nodisplay
```

- III. A couple of informational screens display, after reading the information, press Enter to continue.

NOTE To exit the command-line installation, press CTRL-C.

From this point on, only the graphical user interface instructions will be given. The steps are identical. For the command-line install, instead of clicking on buttons, you will select an option and press Enter.

3. The Welcome window opens. Click Next to continue.
4. The Software License Agreement window opens.

Read the license agreement and click Yes (Accept License) to accept it and continue. (If you click No, the installation program will end without installing iIM Server.)

5. The System Requirements window opens, listing other product dependencies.

Before continuing with this installation, you should already have installed:

- iPlanet Portal Server, for portal deployments (Solaris only).

- A web server, such as iPlanet Web Server, to serve up HTML to the client. (Portal deployments use the web server that ships with iPlanet Instant Messaging Server.)
- A directory (LDAP) server, such as iPlanet Directory Server, for user authentication. (Ignore this requirement if you are using iPlanet Portal Server's internal directory.)
- A messaging server, such as iPlanet Messaging Server, to send alerts by email when users are unable to receive instant messages.

Optionally, you may want to install:

- A provisioning tool, such as iPlanet Delegated Administrator.

If you have these products installed, click Next to continue installation. Otherwise, Click Exit to quit the installation and install and configure the necessary products. Then restart the installation.

6. Two informational windows open saying the program is determining and verifying the system's host name and DNS domain name. On faster systems, you might not see these windows.

The installation program is automatically detecting the host name and DNS domain name of the system on which you are installing the server. If the installation program cannot detect the host name or DNS domain name, the "Unable to make network connection" window opens. Be sure that the host name and DNS domain name specified are correct, then click Next to continue the installation. The installation program will then try to establish a network connection using these values.

NOTE The Host Name or Domain Name fields will be blank if the installation program is unable to detect these values. In this case, you must enter a valid host name or DNS domain name, or both.

7. The Upgrade or Remove and Reinstall Existing Installation window opens.

Whether you decide to upgrade or remove and reinstall, all running iIM services must be stopped. The installation program attempts to stop them for you. If it is unable to verify that all services are stopped, it opens a warning window. The warning window advises you that the installation may not be successful if any services are still running. If you are sure that all services have been stopped, click Continue; otherwise, click Cancel to return to the installation program. Stop all services before proceeding with the installation.

To upgrade your existing system to the new version and retain existing databases and configuration information, click Next.

CAUTION Even though the upgrade does not disturb your databases or customized files, in case of something going wrong with the upgrade, back up all databases, user profiles and preferences, and any files you may have customized.

For a list of files to back up, refer to Table B-2 on page 87.

A reminder window opens advising you to back up existing databases and configuration information. If you have already done this, click Continue.

If you want to change your mind about which option to pick, or to exit this installation so you can back up your files, click Cancel.

After your upgrade is complete, be sure to follow the post-upgrade instructions in the section “Post-Upgrade,” on page 93.

8. The Instant Messaging Services Startup window opens.

Unlike the regular install process where two options appear, on this panel there is only one option, you can choose to start iPlanet Instant Messaging Services after successful installation or not. After making your choice, click Next to continue.

9. A message window opens saying the installer is verifying if there is adequate disk space. You might not see this window on faster systems.

10. The Ready to Install window opens.

Note that the size shown for the installation does not include the Java Runtime Environment, which is an additional 51 MB.

To complete the installation, click Install Now.

11. The Installing window opens and displays installation progress.

12. When the installation procedure has completed, an installation Summary window opens. Click Details if you want to review summary information about the installation. When you are finished, Click Dismiss to close the summary information window, then click Exit to exit the installation program

Post-Upgrade

As part of upgrading your iIM Server installation, the installer creates `.new` files in your `config` and `html` directories. These files contain all the changes made to their various corresponding files for this new version. For example, if you found an `iim.conf.new` file, it would contain all the changes for the `iim.conf` file for the new version. It will be necessary for you to merge these files into the corresponding old files. This was done to prevent the installation from destroying your customizations to these files.

After upgrading, find the `.new` files, and merge the changes into your existing corresponding files, taking care to preserve your customizations. This step is necessary for the new version features to take effect.

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

The files that can be updated, and for which there could be a `.new` file, are listed in Table B-3:

Table B-3 `.new` Files for Solaris and Windows NT

Type of Files	Solaris	Windows NT
Config	<code>\$BASEDIR/config/iim.conf</code>	<code>\$BASEDIR\config\iim.conf</code>
	<code>\$BASEDIR/config/acls/sysAdmin.acl</code>	<code>\$BASEDIR\config\acls\sysAdmin.acl</code>
	<code>\$BASEDIR/config/acls/sysTopicsAdd.acl</code>	<code>\$BASEDIR\config\acls\sysTopicsAdd.acl</code>
	<code>\$BASEDIR/config/acls/sysRoomsAdd.acl</code>	<code>\$BASEDIR\config\acls\sysRoomsAdd.acl</code>
	<code>\$BASEDIR/config/acls/sysSendAlerts.acl</code>	<code>\$BASEDIR\config\acls\sysSendAlerts.acl</code>
	<code>\$BASEDIR/config/acls/sysWatch.acl</code>	<code>\$BASEDIR\config\acls\sysWatch.acl</code>
	<code>\$BASEDIR/config/acls/sysSaveUserSettings.acl</code>	<code>\$BASEDIR\config\acls\sysSaveUserSettings.acl</code>

For Solaris: If you use the default directory, `$BASEDIR = /etc/opt/SUNWiim/default/`, and `$HTMLDIR = /opt/SUNWiim/html`.

For Windows NT: If you use the default directory, `$BASEDIR = c:\Program Files\iPlanet\InstantMessaging`, and `$HTMLDIR = c:\Program Files\iPlanet\InstantMessaging\html`.

Table B-3 .new Files for Solaris and Windows NT *(Continued)*

Type of Files	Solaris	Windows NT
HTML	\$HTMLDIR/iim.html	\$HTMLDIR\iim.html
	\$HTMLDIR/iim.jnlp	\$HTMLDIR\iim.jnlp
	\$HTMLDIR/index.html	\$HTMLDIR\index.html
	\$HTMLDIR/iimres.jnlp	\$HTMLDIR\iimres.jnlp
	\$HTMLDIR/iimres.jar	\$HTMLDIR\iimres.jar

For Solaris: If you use the default directory, \$BASEDIR = /etc/opt/SUNWiim/default/, and \$HTMLDIR = /opt/SUNWiim/html.

For Windows NT: If you use the default directory, \$BASEDIR = c:\Program Files\iPlanet\InstantMessaging, and \$HTMLDIR = c:\Program Files\iPlanet\InstantMessaging\html.

Glossary

alert Alerts are time-critical messages that users instantly receive as a pop-up message. The sender knows who has received the message and is notified that the message is read when the alert is either closed or clicked, as long as the “Show message status” option was used. If the alert message requires a response, right clicking on the alert brings up a pop-up menu with an option to Chat with Sender.

authentication The process of determining whether someone or something is, in fact, who or what it is declared to be. In private and public computer networks (including the Internet), authentication is commonly done through the use of logon passwords. Knowledge of the password is assumed to guarantee that the user is authentic.

certificate An electronic document used to identify an iIM server, and associated with a public key. iPlanet Instant Messaging Server supports the exchange of certificates between iIM servers. The certificate exchange is transparent to individual users.

CA Certificate Authority. An authority in a network that issues and manages security credentials and public keys for message encryption and decryption. As part of a public key infrastructure (PKI), a CA checks with a registration authority (RA) to verify information provided by the requestor of a digital certificate. If the RA verifies the requestor’s information, the CA can then issue a certificate.

chat iIM Server’s version of instant messaging, chat is a real-time conversation capability that enables users to complete projects, answer customer questions, and complete other time-critical work assignments. Chat sessions are held either in chat rooms created on an as-needed basis or in pre-established conference rooms.

cn LDAP alias for common name.

conference room A pre-established chat room, configured by an administrator or other user with `sysRoomsAdd` privilege, who also determines which users can view and access conference rooms.

contact The userID (name) of a user or LDAP group that you send and receive instant messages with. You add contacts to your personalized contact groups so that you can monitor their online status. Also known as “buddy” in other instant messaging environments.

contact group A list of contacts that a user maintains. The actual list is stored on the iIM server. You can create contact groups to keep track of different people in a logical way.

contact list In iPlanet Instant Messenger, the list of all your contact groups.

cooperating server A server that wants to communicate with your server, and one your server wants to communicate with. Also known as a coserver. Each cooperating server is given a symbolic name, which is a string consisting of letters and digits. For example, `coservern`, where n is a number.

coserver See cooperating server.

directory service A logically centralized repository of information. iIM Server depends on a directory service for user authentication. See also LDAP.

distinguished name The comma-separated sequence of attributes and values that specify the unique location of an entry within the directory information tree. Often abbreviated as DN.

DN Distinguished name.

dn LDAP alias for distinguished name.

DNS Domain Name System. A distributed name resolution software that enables computers to locate other computers on a UNIX® network or the Internet by domain name. DNS servers provide a distributed, replicated, data query service for translating hostnames into Internet addresses.

firewall A dedicated gateway machine with special security precautions used to service outside network, especially Internet, connections and dial-in lines. The idea is to protect a group of more loosely administered machines hidden behind the firewall from unwanted entry from outside the firewall.

HTTP Hyper Text Transfer Protocol. A standard protocol that allows the transfer of hypertext documents over the Web. iIM Server uses HTTP to support data flow between itself and iPlanet Instant Messenger clients.

iIM multiplexor Improves iIM Server scalability by allowing a large number of concurrent client connections to require only a few connections to the backend iIM server. iPlanet Instant Messenger clients connect to the multiplexor rather than the iIM server itself. When installed on the public side of a firewall, the multiplexor protects the user database from intruders, leaving the iIM server behind the firewall.

iIM Server Refers to the iPlanet Instant Messaging Server product itself, including all components (server, multiplexor, and iPlanet Instant Messenger).

iIM server The backend server process within the product that handles incoming commands from iPlanet Instant Messenger client (via the iIM Server multiplexor). The iIM server also communicates with the LDAP server in the authentication of iIM users. See also iIM multiplexor.

iPlanet Delegated Administrator A set of interfaces (GUI and CLI) that enable administrators to add and modify users and groups to a directory in a hosted domain.

iPlanet Instant Messenger The iPlanet Instant Messaging Server client that enables users to send and receive instant messages and alerts.

iPlanet Portal Server A software product that enables remote users to securely access their organization's network and its services over the Internet. Additionally, it creates a secure Internet portal, providing access to content, applications, and data to any targeted audience-employees, business partners, or the general public.

iPlanet Portal Server: Instant Collaboration Pack iPlanet's instant messaging product, which includes the server, multiplexor, and iPlanet Instant Messenger components. Also known as iPlanet Instant Messaging Server.

Java applet A small application program, written in Java, that can be sent along with a web page to a user's browser. Java applets can perform tasks without having to send a user request back to the server. (iPlanet Instant Messenger client is a Java applet.)

Java Web Start A Web application launcher. With Java Web Start, applications are launched by clicking on the web link. If the application is not present on your computer, Java Web Start automatically downloads it and caches it on your computer. Once an application is downloaded to its cache, it can be launched from a desktop icon, or from a browser link. No matter which method is used to launch the application, the most current version of the application is always presented.

LDAP Lightweight Directory Access Protocol. LDAP is a protocol used for the storage, retrieval, and distribution of information.

LDAP server A software server that maintains an LDAP directory and services queries to the directory. The Sun Directory Services and the Netscape Directory Services are implementations of an LDAP Server.

news channel News channels are forums for posting and sharing information. Users subscribe to news channels of interest in order to see updates. The information in a news channel is usually published automatically by way of a URL, or by a user with proper privilege. Administrators can control news channel access by assigning users to the channels they need, and decide who can see or publish information to news channels.

news channel list A window that shows all the news channels you are currently subscribed to. Each news channel is indicated by a separate tab.

plug-in Code extensions to the browser that display or execute content inside a web page. Plug-ins enable the browser to display page content elements that the browser would otherwise not be able to display.

poll The polling function in iPlanet Instant Messenger enables you to query users for their response to a question. You send a question and possible answers to selected users and they respond with their selected answer.

server process A self-contained, fully functional execution environment set up by an operating system. Each instance of an application typically runs in a separate process.

service A Windows NT program which runs under the Windows NT service manager. As such, it can be started automatically at boot time. A default Windows NT installation has several services configured. One example is the DHCP client. The iIM Server installation tool configures two Windows NT services: the iPlanet Connection Multiplexor, and the iPlanet Instant Messaging Server.

sn LDAP alias for surname.

SSL Secure Sockets Layer is an open, non-proprietary security protocol for authenticated and encrypted communication between clients and servers. iPlanet Instant Messaging Server supports server-to-server SSL.

status event Status of a user including whether online.

user ID User identification. A unique string identifying a user to a system. Also referred to as a userid.

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