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The IceWarp Server Instant Messaging provides secure and manageable instant messaging services. All users can chat, transfer files and join group conferences using a secured XMPP/SSL protocol. Distant servers can be interconnected, joining users in different locations into a single communication platform.

Transport to external or public services is also available. Thanks to implementation of the libpurple open-source server-client-server wrapper, users can connect to their existing accounts on AIM, Bonjou, Gadu-Gadu, GroupWise, ICQ, IRC, MSN, MySpaceIM, QQ, SILC, SIMPLE, Sametime, XMPP, Yahoo and GoogleTalk networks (15 and counting).

The most secure and standards-based instant messaging service for in-house communication is utilizing the XMPP/Jabber open XML protocol (for more details see http://www.jabber.org/).

As for client applications, users can choose any XMPP/Jabber-compatible client - for desktop workstations we recommend PSI, available from http://www.psi-im.org/ and for roaming users, the best choice is to use the installation-free, web-based WebIM, included in IceWarp WebClient.

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Reference

This chapter describes Instant Messaging node of IceWarp Server GUI.

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General

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<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable anonymous server to server communication</td>
<td>Check this option to allow the IM Server to communicate with any other Servers on the internet and function Server-to-Server. For this function to work correctly any other Servers must have their DNS A records set correctly.</td>
</tr>
<tr>
<td>Enable new account registration</td>
<td>Check this option to enable automatic account registration. This is useful if you wish to offer a public Instant Messaging solution, it allows Users to create an account directly from their client.</td>
</tr>
</tbody>
</table>

NOTE: Access mode to the service can be set on both domain and user levels. See the appropriate places ([domain] – Policies, [user] – Policies).

Services

The Services tab allows you define additional services for your IM Server.

You can define conference services, user database services, transports and other modules, but not user accounts.
In order to use a transport service, such as an ICQ gateway, you should specify a unique domain (e.g. icq.icewarpdemo.com) and create a DNS A-type record for it. This domain should not be defined as an IceWarp Server domain.

Selecting the tab offers a list of defined services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Name</th>
<th>Category</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>icq.icewarpdemo.com</td>
<td>My ICQ transport gateway</td>
<td>gateway</td>
<td>service</td>
</tr>
</tbody>
</table>

Use the **Delete** button to delete the currently selected service.

Use the **Edit File** button to open a simple text file containing your service definitions, you can edit this file if you wish, examples are given.

Use the **Add** or **Edit** buttons to create or modify a record. The **Service** dialog opens:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service</td>
<td>Specify a domain name or host name here.</td>
</tr>
<tr>
<td>Description</td>
<td>You should also create a DNS A record for the domain.</td>
</tr>
<tr>
<td>Description</td>
<td>Short description for identification purposes.</td>
</tr>
</tbody>
</table>
### Category

Choose the category of service this will be:

You have three options:

- **conference**
  Provides a multi-user chat service (conference room).

- **gateway**
  Provides a link to another Instant Messaging network or messaging gateway.
  The 'jabber:iq:register' namespace should be used to gain access to such networks, and the 'jabber:iq:gateway' namespace is also needed.

- **proxy**
  Provides a proxy.

**NOTE:** Category selection impacts composition of other drop-down lists. Items are preselected according to the Category what simplifies setting.

### Type

Choose the type of service this will be:

- **Private**
  For the **conference** category service.
  A conference room is dynamically created each time it is required.

- **Public**
  For the **conference** category service.
  A conference room is created once and left open for use.

- **Service**
  For non-IM services, such as events and monitoring (see later sections).

- **icq**
  For the **gateway** category service.
  ICQ Instant Messenger transport.

- **aim**
  For the **gateway** category service.
  AOL Instant Messenger transport.

- **yahoo**
  For the **gateway** category service.
  Yahoo! Instant Messenger transport.

- **msn**
  For the **gateway** category service.
  Microsoft Instant Messenger transport.

- **irc**
  For the **gateway** category service.
  Internet Relay Chat transport.
<table>
<thead>
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<th>Protocol</th>
<th>Gateway Category Service</th>
<th>Description</th>
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</thead>
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<tr>
<td>myspace</td>
<td>gateway</td>
<td>MySpaceIM transport.</td>
</tr>
<tr>
<td>qq</td>
<td>gateway</td>
<td>Tencent QQ transport.</td>
</tr>
<tr>
<td>gadu-gadu</td>
<td>gateway</td>
<td>Gadu-Gadu transport.</td>
</tr>
<tr>
<td>twitter</td>
<td>gateway</td>
<td>Twitter transport.</td>
</tr>
<tr>
<td>simple</td>
<td>gateway</td>
<td>Simple Instant Messenger transport.</td>
</tr>
<tr>
<td>sametime</td>
<td>gateway</td>
<td>IBM Lotus Sametime transport.</td>
</tr>
<tr>
<td>silc</td>
<td>gateway</td>
<td>Secure Internet Live Conferencing transport.</td>
</tr>
<tr>
<td>groupwise</td>
<td>gateway</td>
<td>Novell GroupWise transport.</td>
</tr>
<tr>
<td>bonjour</td>
<td>gateway</td>
<td>Bonjour Instant Messaging transport.</td>
</tr>
<tr>
<td>email</td>
<td>gateway</td>
<td>Email transport.</td>
</tr>
<tr>
<td>bytestreams</td>
<td>gateway</td>
<td>For a SOCKS proxy category for IM file transfers when required.</td>
</tr>
</tbody>
</table>
## Namespace

For the **service** type of the **gateway** category service.

Enter a namespace defined within the XMPP/Jabber IM protocol.

There can be any namespace defined within XMPP/Jabber IM Protocol. But you need to use:

- `jabber:iq:register`
- `jabber:iq:gateway`

(delimited by semi-colon) if you want to set transport gateway for ICQ, MSN, etc. and you do not have to set any if you want to set a conference room.

## Module

The appropriate module is automatically pre-filled when **Type** is selected. Modules are:

- `email.dll` for the email type
- `service.dll` for the service type
- `purple.dll` for all other types of the gateway category (for the Linux version, it is `libpurple.so`)

All modules are stored in the `<install_dir>\modules` folder.

**NOTE:** These files have the `.so` suffix on GNU/Linux.

## Parameters

Parameters of the selected gateway (the **Category** field) that are used by the **libpurple** library.

When **Type** is selected, this field is pre-filled with the appropriate value.

- **protocol** – type of connection used by the selected gateway

## Browse

Determines if the service/conference is available to any user. In other words, if the server lists it within its services/conferences when any XMPP/Jabber Client asks for.

- **Public**
  
  The Service/Conference will be shown when the client "discovers services".

- **Private**
  
  The Service/Conference will not be visible to a "discover service" request. The user must explicitly know the service exists.
Privacy

You can restrict which accounts can access the services/conference via the IMServices.dat text file.

You have to define email addresses which can access it in a special file (plus define the appropriate path to it). The syntax (XEP-0016) is as follows:

```
<list name='special'>
    <item type='jid'
        value='juliet@example.com'
        action='allow'
        order='6'/>
    <item type='jid'
        value='benvolio@example.org'
        action='deny'
        order='7'/>
    <item type='jid'
        value='benvolio@example.org'
        action='allow'
        order='8'/>
    <item type='jid'
        value='mercutio@example.org'
        action='allow'
        order='42'/>
    <item action='deny' order='444'/>
</list>
```

To edit this file, use the Edit File button – see above.

NOTE: Gateway registration for Facebook is slightly different. For details, refer to the end of the Purple IM Module (on page 33) chapter.
**Trusted Hosts**

If you are *not* running your IM server anonymously then you should define your "trusted hosts" in this tab to allow communications from other servers. This allows you to build a network of trusted IM servers that your users can be contacted from.

Any communications from the Domain/Host pairs listed will be allowed access.

The Host is only required if it different to the Domain name and is not resolvable via DNS lookup.

**NOTE:** If the Host name is different to the domain, then a DNS SRV record should be set up by the domain owner.

An example format of the SRV record is:

```
_xmpp-server._tcp.<Domain>. 86400 IN SRV 0 5 5060 <Host>.
```

Where Domain is the domain to be contacted and Host is the actual host, so if you are the owner of domain icewarp.cz and you are running your IM server as im.icewarp.cz you should create a DNS SRV record as follows:

```
_xmpp-server._tcp.icewarp.cz. 86400 IN SRV 0 5 5060 im.icewarp.cz.
```
Archive/History

You may have a legal or corporate requirement to archive Instant Messages.

The Archive/History tab allows you to achieve this simply:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable message history</td>
<td>Check this option to enable user's message history. This history is stored in the user's mailbox (IceWarp/mail/&lt;domain&gt;/&lt;user&gt;/~im/history) and is accessible via XMPP (Jabber). Clients that use this feature (e.g. WebClient IM client) can display whole history even if one person uses two or more different IM clients.</td>
</tr>
<tr>
<td>Enable message archive</td>
<td>Check this option to enable instant message archiving. Messages are stored in the IceWarp/logs/im directory.</td>
</tr>
<tr>
<td>Delete message archives older than (Days):</td>
<td>Enter a non-zero value to have archives deleted after the specified number of days.</td>
</tr>
<tr>
<td>Open Message Archive Directory</td>
<td>Press this button to open the archive directory.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
</table>
| Enable presence history logging | Checking this option will cause IceWarp Server to create a log of when your IM users log in and out. This may be required by some companies for audit and tracking purposes.  
  NOTE: These logs are located within the <install_dir>/IceWarp/logs/im-presence/ folder. |
| Delete presence history logs older than (Days): | Specifying a non-zero value here will cause presence history logs older than that number of days to be deleted.                            |

The Presence History log is useful if you have a requirement to know when your users have been online - this may be a corporate requirement in some cases.

The format of the Presence History log is very simple, giving Time, Username, Status and Comment. An example is shown below:
File Transfers between Clients

If your users reside behind a NAT, they may have difficulty when transferring files between them as they may not be able to initiate direct client-client transfers. To get around this the SOCKS service and bytestreams protocol can be used.

You would need to do the following:

- Set up the SOCKS Service in System - Services, as described in the System Manual.
- Set up a bytestreams service in the Instant Messenger node of the GUI as described in Services (on page 2), using the following criteria:
  - service: proxy.<domain>.com (this should be tailored to fit your domain name)
  - category: bytestreams
  - type: proxy
  - namespace: http://jabber.org/protocol/bytestreams

  NOTE: The namespace is pre-defined in the dropdown to allow easy input.

And your user may need to configure the SOCKS service in their IM client, as some clients will not automatically query the IM server for a SOCKS service:

- Enter proxy.<domain>.com in the Data Transfer Proxy settings (refer you the client’s documentation for further information).

  Here you have to manually enter the jid of bytestream proxy, which can be listed in service discovery.
This need not be a valid dns record at all.

E.g.: the jid is proxy.icewarp.com. You know that proxy is on server mail.icewarp.com, but proxy.icewarp.com has to be entered into the "Data Transfer Proxy:" field. Otherwise it will not work.

- An IM client asks the Icewarp IM Server about the proxy (supplying the jid), and the Icewarp Server replies with IP and port.

  Make sure that IP and port configured for the proxy server are accessible also from outside of your network.
Monitoring via IM

Requirements:
Instant Messaging (IM) monitoring requires a XMPP/Jabber IM client, such as PSI, available for download from http://psi.affinix.com/.

Monitor Services and Get Your GW Events, Tasks and Notes via IM

A monitor transport has been implemented in IceWarp Server which allows users to get their events, tasks and notes listed in their IM client. Users can also have shared groupware information.

Furthermore, system administrators can get statistical information on any of the IceWarp Server (SMTP, POP3, IMAP, Control, FTP, GW, IM or SIP) service.

Usage

First, from your IM client you should register with the monitor transport – use **Service Discovery – Service Monitor Gateway** in PSI (once registered, you can send an IM message to the transport and it will respond with a help listing).

For each item you want to monitor, you should add a new roster item to your IM client:

- Add a contact to your PSI roster.
- Use the following format:

  ![folder_type][folder_name]@monitor.[domain]

  e.g.: **events%Calendar@monitor.icewarpdemo.com**

  This applies only for events, tasks and notes folder types.

  **NOTE:** You can use just e.g. **events@monitor.[domain]** syntax in the case, you want to have your default event folder monitored.

  **NOTE:** You can have monitored also subfolders of the mentioned type folders. Use `%` as a level delimiter:

  **tasks%Tasks%Private@monitor.icewarpdemo.com**

  **NOTE:** JID (Jabber ID) of localized folders must not contain white spaces, extended ASCII, UTF-8.

For shared GW items, you should use a JID of the following format:

**events%john%domain.com@monitor.domain.com**

This asks for an events list for **john@domain.com**.

For **Service Statistics** you should use JID **<service>@monitor.domain.com**, where **<service>** is the IceWarp Server service for which you would like to obtain statistics.

**Example:**
smtp@monitor.domain.com

Once a JID is set up, you can simply send a message to it (any message) and it will respond with the information it is set up for.

Conclusion

Your users can now see their groupware items, and shared groupware items from within their IM clients.

Additionally, administrators can monitor IceWarp Server services from their IM clients.
Email via IM

Implemented in IceWarp Server Version 8.9

Also requires the free XMPP/Jabber client PSI, available for download from http://psi.affinix.com/

Route Emails to Instant Message Client – Route Instant Messages to Email

IceWarp Server now includes an Email transport module within it's IM server, and is also now able to forward messages to an IM client, via message forwarding or rules.

By default IceWarp Server IM also supports ICQ, Yahoo, MSN, and AOL.

Usage

Using the "Service discovery” option in the PSI XMPP/Jabber client will display all of the available transports you can register with. Typically registration would use your existing User/Password with the service (e.g. ICQ user/password).

The transport becomes registered and you can add roster items to it simply by adding a new contact and specifying the domain/node of the transport:

Example

12323242@icq.domain.com (assuming icq.domain.com is the transport node)

This will make sure that any id on any service gets integrated with the XMPP protocol

IM to Email

The Email transport lets you send emails directly from your im client by simply sending an im message.

The jid has to have this format

<emailAddress>@transportnode where each @ in the email address is replaced by %.

For example:

to send an email from your XMPP/Jabber client to john@doe.com using transportnode emailtransport.domain.com you would send the IM to

john%doe.com@emailtransport.domain.com
Email to IM

It is also possible to receive email messages to your IM, this is not done via the Email transport module directly but by using forwarding or rules in IceWarp Server (using rules is recommended as you can set them not to forward spam messages, message that are too big, etc.)

To have the message delivered to IM you must specify the email address as follows:

xmpp:<emailaddress> - For example xmpp:john@doe.com

and the message will be sent to the IM server for john@doe.com

NOTE: You cannot use this address format in normal email clients (like Outlook) that send via SMTP - only within IceWarp Server’s internal forward/send features such as Content Filters, Rules, Account Forwarding, etc.

You can also use format xmpp:john@doe.com?online - which will only send the message if the recipient is online.

NOTE: Messages forward to IM will contain the original email senders address and a reply to the message would be sent as an IM. To stop this happening you should specify the email transport node in your IceWarp Server configuration (IM – General – Emails to instant messages transport node).

Conclusion

IceWarp Server now allows communication between an Instant Messaging Client and an Email Client, expanding the range of communications options for your customers

Sending GroupWare Items via WebClient Instant Messaging

Groupware items can be easily sent using WebClient Instant Messaging.

For more information about workflow, refer to the WebClient User Guide – New Menu – Message chapter.
Multiple Server Communication

Multi server Instant Messenger Communication covers the most advanced features of the IceWarp Server's Instant Messaging.

Suppose, that we have two IceWarp Servers connected to the Internet:

If you want to communicate with users from other servers, you do not need to connect to these servers directly. You can connect to the any server from your own IM account.

When you add a new user to your roster from a remote server IceWarp Server Instant Messenger will recognize it and will connect to this other server automatically.

However to achieve this functionality you have to make sure any of the following is set properly:

- Anonymous Communication
- Trusted Hosts

Anonymous Server to Server Communication

To enable anonymous communication just check the option with the same name. This scenario assumes the domain/node name is the same as the host where the IM server is listening.

```
General
✓ Enable anonymous server to server communication
✓ Enable new account registration
```

Trusted hosts let you specify the domain and hostnames that are eligible to connect to your server and yours to theirs.
Group Chat, ICQ, AOL, MSN and Yahoo Modules

Anonymous Group Chat allows chatting with multiple connected users simultaneously.

To enable this feature, you have to define the chat rooms first.

To do that, open IceWarp Server administration interface and select Instant Messaging - Services (on page 2) tab.

Once there, specify the Group Chat or modules according to the example in the Services (on page 2) section.

ICQ, AOL, MSN and Yahoo Plugin

IceWarp Server has the integrated plugins, which allows your customers to connect to their ICQ, AOL, MSN and Yahoo accounts. All gateways are by default available in every IceWarp Server installation. Just create new service in Services (on page 2) tab to enable particular gateways.

Now your users are able to select gateways in their JAJC IM client.
You can very simply add new contacts to your roster after registration.

Enter the user's UIN

53064160
Setting up a XMPP/Jabber Client (Psi)

IceWarp Server’s IM Server will accept connections from any XMPP/Jabber-enabled clients.


This section shows you how to set up a client, using Psi (Version 0.10), recommended by IceWarp, as an example.

Psi can be downloaded from the Psi website - http://www.psi-im.org/.

NOTE: If your server uses AD authorization then you must set your IM Client to use plain text authentication only.

For clients that do not allow this kind of authentication, IceWarp Server synchronizes passwords with the appropriate AD account so that it is possible to use challenge-response authentication.

If the user can not log in, there are two possibilities:

1. To log into any other IceWarp Server service that uses plain text authentication (for example WebClient, Outlook), so that the password will be synchronized to Icewarp Server. Then the challenge-response authentication in the Jabber client will work until the next password change. After password change, it is necessary to repeat this step.

2. Administrator has to force plain authentication to IM client. In Mail Service – Security – Advanced – Protocol Policy, define as follows:

   AUTH=PLAIN

   NOTE: Be aware of the fact that this setting means that when the SSL connection is not used, all passwords are sent without encrypting.

   User has to set the client to use (allow) plain text authentication (see the First Run of Psi (on page 23) section).

   NOTE: "allow" means that this type of authentication is possible but NOT forced in all cases.

NOTE: In the case you want to use PSI together with IceWarp SOCKS service, it is necessary to set PSI properly, otherwise file transfers could be problematic. For detailed information, refer to the System Node – Services – General – SOCKS and Minger Server chapter.
Installing Psi

1. Once downloaded, start the setup process:

   ![Installer Language]

   Please select a language.

   ![English]

   OK  Cancel

2. Choose a language and click OK

   ![Psi 0.10 Setup]

   Welcome to the Psi 0.10 Setup Wizard

   This wizard will guide you through the installation of Psi 0.10.

   It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.

   Click Next to continue.
3. Click Next

![Psi 0.10 Setup](image)

**Choose Install Location**

Choose the folder in which to install Psi 0.10.

Setup will install Psi 0.10 in the following folder. To install in a different folder, click Browse and select another folder. Click Install to start the installation.

*Destination Folder*

C:\Program Files\Psi

- Space required: 4.7MB
- Space available: 23.5GB

4. Select a location for the installation and click Install:

![Psi 0.10 Setup](image)

**License Agreement**

Please review the license terms before installing Psi 0.10.

Press Page Down to see the rest of the agreement.

As a special exception, the copyright holder(s) give permission to link this program with the Qt Library (commercial or non-commercial edition), and distribute the resulting executable, without including the source code for the Qt library in the source distribution.

As a special exception, the copyright holder(s) give permission to link this program with any other library, and distribute the resulting executable, without including the source code for the library in the source distribution, provided that the library interfaces with this program only via the following plugin interfaces:

If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install Psi 0.10.
5. Review the License agreement and click I agree:

![Psi 0.10 Setup]

**Choose Components**

Choose which features of Psi 0.10 you want to install.

Check the components you want to install and uncheck the components you don’t want to install. Click Next to continue.

Select components to install:

- **Psi (base)**
  - Languages
  - Start Menu group (All Users)
  - Shortcuts (Current User)
    - Desktop shortcut
    - Quick Launch shortcut
  - Automatic startup (Current User)

Space required: 4.7MB

6. Choose which components you wish to install and click Next.
7. Psi will complete the install and the following screen is displayed:

Completing the Psi 0.10 Setup Wizard

Psi 0.10 has been installed on your computer.
Click Finish to close this wizard.

- [x] Run Psi 0.10
- [ ] Show Readme

Click here to visit the Psi Homepage

8. Choose whether you want to run Psi now and whether you want to see the readme file and click Finish:

First Run of Psi

1. On the first run of Psi the Add Account wizard starts:
2. Choose and enter your friendly name for the account.

Do not check the **Register new account** box.

Press **Add**. The **Account Properties** dialog is displayed:

![Account Properties Dialog](image)

3. Select the **Account** tab and enter your IceWarp Server email account (**Jabber ID**) and password.
Select the **Connection** tab:

![Psi: Account Properties](image)

4. By default, the **Manually Specify Server Host/Port** check box is not ticked. Keep this setting unless it causes problems (e.g. the server does not have set DNS correctly).

   In this case, check the **Manually Specify Server Host/Port**, enter the hostname of the IceWarp Server IM Server. Leave the port as 5222 unless you have the IM server listening on a different port.

5. Select connection encrypting mode (**Encrypt connection**).

   There are two ways how to use SSL:

   * Connect to a SSL port and immediately perform SSL negotiation – the **Legacy SSL** item.

   * Connect to a non/SSL port, send a special command to the server and then perform SSL negotiation (the **Always** and **When available** items).

   Therefore:

   * If you connect to 5223, you have to use the **Legacy SSL** option – nothing else will work.

   * If you connect to 5222, then:

     - If you choose the **Never** option, SSL is not used at all.

     - If you choose the **When available** option, SSL is used if the server answers that it can use it.

     - If you choose the **Always** option, SSL is used.

6. Tick/tick off the **Ignore SSL warnings** check box.

   It is safe (and recommended) to have this box ticked off.
In some cases, these warnings can be caused situations that are not serious issues (e.g. trusted but expired certificate). This can be very annoying if you work in trusted network. Ticking this box is the solution.

7. Select the Allow plaintext authentication mode.

   NOTE: "Allow" means that this type of authentication is possible but NOT forced in all cases.

8. Click Save to complete your account setup.

Please see the Psi documentation for further information on Psi usage and settings.

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**Installation and Setting up Pidgin IM Client**

You can download an installation file (free) from the IceWarp download web page:


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**Installing Pidgin Instant Messenger**

To install this IM client, follow these steps:

1. Run the downloaded installation file. The Installer Language dialog is shown:

   Select your desired language and click OK.

2. On the Welcome page, click the Next button to continue.

3. On the License Agreement page, read license terms and click the Next button to continue.
4. On the **Choose Components** page, select components to install:

![Choose Components window](nullsoftinstall2.png)

Scroll down in the component list, to select a client language and spell checker use.

Click the **Next** button to continue.
5. On the Choose Install Location page, browse for the location the client is to be installed. Click the **Install** button to continue.

![PIDGIN SETUP](image)

Click the **install** button to continue.

6. When the installation is complete (the **Installation Complete** page), click the **Next** button.

7. On the **Completing the Pidgin Setup** page, tick the **Run Pidgin** box and click the **Finish** button.

**First Run of Pidgin**

1. On the first run of Pidgin, the **Welcome** page is shown. This page allows you to add a new account(s)
   Click the **Add** button.
2. The Add Account dialog is shown:

For IceWarp Server, select the XMPP Protocol. Enter your Username, Domain and Password.

In the case you want to use more Pidgin instances, fill in the Resource field. This is to be a unique name. It can be e.g. a place where you use this instance – home, office, laptop, etc. In the case two and more instances are running, messages are directed to the one you have initiated this chat from. If your chat partner initiates a chat, they can select the instance they want to connect to.

Other options are not obligatory ones.

Do not change anything on the Advanced and Proxy tabs unless you know what you are going to do.

Click the Add button.

Gateway Setup

To add a gateway, follow these steps:

1. In the case you are going to add a gateway the first time, you have to enable the XMPP Service Discovery plugin:
Select the Tools – Plugins menu items.

In the Plugins dialog, scroll down and tick the XMPP Service Discovery check box. Click the Close button.

1. Select the Tools – XMPP Service Discovery – XMPP Service Discovery menu items. The Service Discovery dialog is shown.

2. In the Service Discovery dialog, click the Browse button.

3. The Server name request dialog is shown:

Enter the name of the server your computer is connected to and click the Find Services button.
4. The **Service Discovery** dialog is populated with available services:

![Service Discovery dialog]

Select the desired service and click the **Register** button. The Register New Account dialog is shown.

5. Enter your credentials to the selected service – MSN here – and click the **Register** button.

![Register New Account dialog]

You will obtain the **Registration Successful** message.

6. In the **Service Discovery** dialog, click the **Add** button to add the created gateway to the Pidgin roster. The Add Buddy dialog is shown.
7. Optionally, enter the **Alias** and select the group you want the service will appear in.

![Add Buddy](image)

Click the **Add** button to finish the gateway creation.

**NOTE:** You can not add new users using this gateway – use Psi or IceWarp WebClient to do it.
Purple IM Module

Purple IM Module is a new XMPP module. It uses the standalone Purple Server, which integrates the libpurple library that is used by such applications and projects like Meebo, Pidgin, Gaim and Adium. The reason for a server-client application is the libpurple license. It is not possible to use the libpurple library directly in IceWarp Server, because IceWarp Server is not opensource. IceWarp released open source Purple Server which wraps the whole libpurple functionality and offers the TCP/IP protocol to communicate with it.

In the real world, the Purple module is a replacement for MSN, ICQ, Yahoo and other modules that you know in IM gateways. These former modules are not distributed any more. Only one module (Purple) will be installed and you can use it to connect to much more networks.

IM Networks and Protocols

AIM, Bonjou, Facebook, Gadu-Gadu, GroupWise, ICQ, IRC, MSN, MySpaceIM, QQ, SILC, SIMPLE, Sametime, Twitter, XMPP, Yahoo protocols are supported and more are coming.

Avatars Support

All of the IM networks support avatars. You can finally see roster items with those pictures in your IM client now (people from MSN or ICQ for example).

Multiple Sessions

New engine can handle multiple (concurrent) XMPP sessions from the same account. All of these sessions can use the IM networks that have been registered and logging out does not close the Purple sessions unless you are logging out from the last XMPP session of your account. So you can use your mobile, WebClient IM and desktop IM client and you will see people on ICQ and MSN in all of those. You can chat with anybody and incoming messages will be sent to all three sessions.

Authorizations

Proper XMPP authorizations have been implemented. Any incoming gateway authorization will have to be authorized by the IM client. (Previously all such requests were authorized automatically by the server without the user ever knowing it.)

File Transfer

You can transfer files across different networks. It really works. From your XMPP server, you can send or receive a file to/from ICQ or MSN accounts for example.

Automatic Server Side Contacts Import

When roaming with multiple clients (originally MSN or ICQ) and changing to your XMPP client with registered gateways, all of the network contacts will automatically appear in your roster. Something, people were asking for very long time.

How to Use this Module

Create a new IM gateway and link it with modules/purple.dll. (For more information about gateway creation, refer to the Services (on page 2) section.) There is the new Parameters option where you can set custom parameters for any module. For Purple, you need to specify what protocol you wish to use for that module.
The protocols can be found in RN:

- AIM:prpl-aim
- Bonjour:prpl-bonjour
- Facebook:prpl-facebook
- Gadu-Gadu:prpl-gg
- GroupWise:prpl-novell
- ICQ:prpl-icq
- IRC:prpl-irc
- MSN:prpl-msn
- MySpaceIM:prpl-myspace
- QQ:prpl-qq
- SiLC:prpl-silc
- SIMPLE:prpl-simple
- Sametime:prpl-meanwhile
- Twitter: prpl-twitter
- XMPP:prpl-jabber
- Yahoo:prpl-yahoo

E.g. for ICQ, it is `protocol=prpl-icq`.

### How to Register Facebook Gateway in IM Client

Setting a gateway for Facebook is same as for other ones. The following description details steps done by a user to register a gateway in their IM client.

1. Within your Facebook account, go to **Account – Account Settings – Username**.
   - If you do not use a username (but a whole email address), fill in one and activate it.
   - You can check whether your username is activated. Insert the following address to a web browser:
     
     ```
     http://facebook.com/<your_username>
     ```
     - e.g. http://facebook.com/john.doe

2. Use this username (together with your Facebook password) when registering the Facebook gateway in your IM client.

   **NOTE:** Username activation can take some time. In the case you have an active Facebook username and gateway registration does not work, go to your Facebook account again and change your password. In this case, username activation is done immediately.
   
   Even simple log off / log in to your Facebook account via web can help.

   For Twitter, the **microblog-purple** plug-in is used. For more information, refer to
   ```
   http://code.google.com/p/microblog-purple/
   ```
   ```
   ```
DNS SRV Records Configuration

For information, refer to the F1 Help (manual.chm file) – Shared Topics – DNS Records Configuration chapter.

Miscellaneous

Auto-populate IM Roster

Within the <domain> – Services tab, you can tick the Instant Messaging shared roster (Populate with all domain users) box. In this case, the <install_dir>/config/<domain>/roster.dat file is created with the domain name added. This populates IM rosters with domain users names without necessity to authorize each other.

It is possible to add a group (or more) to this file. Use a single line for each group with the following syntax: [group_name]. You can even delete the domain.
Access Mode – Policies

Access mode for individual services is set on both the domain level and user one:

- Upon the [domain] – Policies tab (Domains and Accounts – Management) for domains.
- Upon the [user] – Policies tab (Domains and Accounts – Management – [domain]) for users.