IceWarp Unified Communications

Instant Messaging Service

Version 11.4



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Instant Messaging

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, 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.

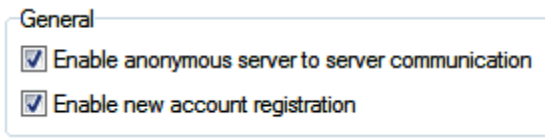
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Reference

This chapter describes the **Instant Messaging** node of IceWarp Server GUI.

General



Field	Description
Enable anonymous server to server communication	Check this option to allow the IM server to communicate with other servers on the Internet and function server-to-server. For this function to work correctly, other servers must have their DNS A records set correctly.
Enable new account registration	Check this option to enable automatic account registration. This is useful if you wish to offer the public Instant Messaging solution, it allows users to create accounts directly from their clients.

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

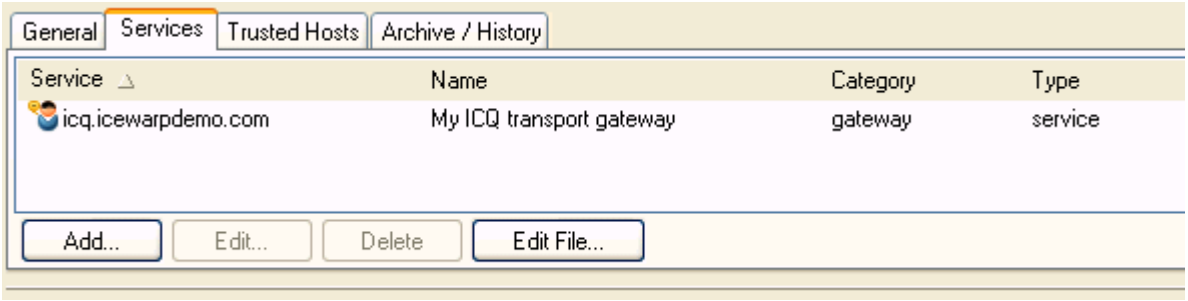
Services

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

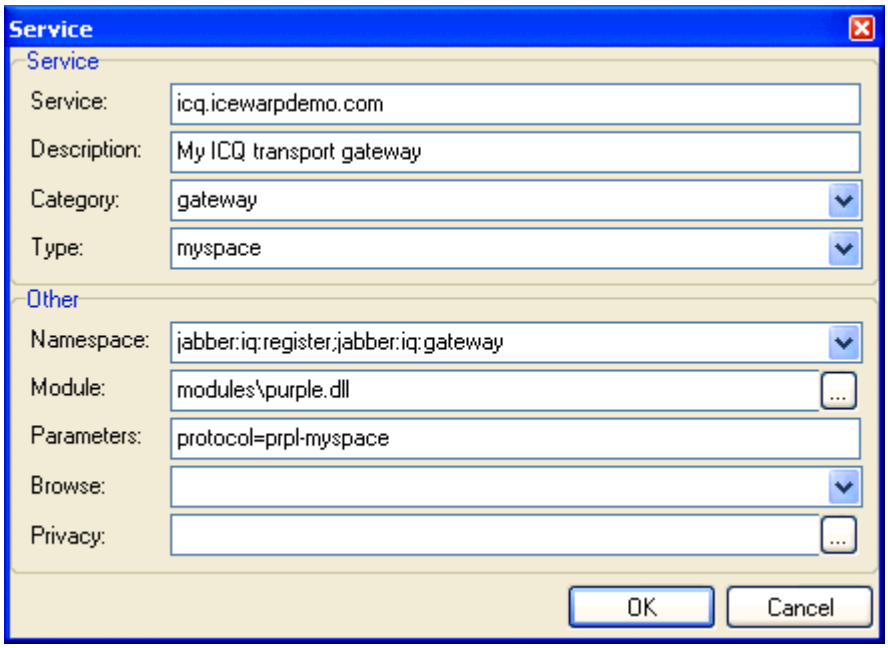
You can define ***conference*** services, user database services, transports and other modules, but not user accounts.

NOTE: 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 a IceWarp Server domain.

The tab offers a list of defined services:



Button	Description
Add	Click the button to create a new record. The **Service** dialog opens.
Edit	Select a record and click the button to edit service settings. The **Service** dialog opens.
Delete	Select a service and click the button to remove this service.
Edit File	Click the button to open a simple text editor containing service definitions. You can edit this file – examples are given.



Field	Description
Service	Specify a domain name or host name here. Also create a DNS A record for this domain.
Description	Short description for identification purposes.

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 is to 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. **myspace** For the ***gateway*** category service. MySpaceIM transport. **gadu-gadu** For the ***gateway*** category service. Gadu-Gadu transport. **xmpp**

	For the ***gateway*** category service. Extensible Messaging and Presence Protocol transport.
	simple For the ***gateway*** category service. Simple Instant Messenger transport. **sametime** For the ***gateway*** category service. IBM Lotus Sametime transport. **silc** For the ***gateway*** category service. Secure Internet Live Conferencing transport. **groupwise** For the ***gateway*** category service. Novell GroupWise transport. **bonjour** For the ***gateway*** category service. Bonjour Instant Messaging transport. **email** For the ***gateway*** category service. Email transport. **bytestreams** For a SOCKS proxy category for IM file transfers when required.
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 whether 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.

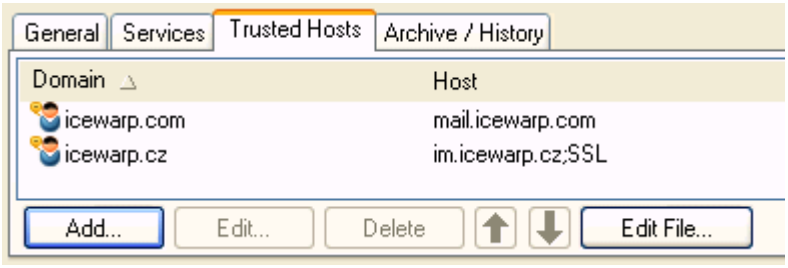


*NOTE: Gateway registration for Facebook is slightly different. For details, refer to the end of the **Purple IM Module** chapter.*

NOTE: Google Talk uses XMPP/Jabber (like IceWarp does), so to setup a gateway for Google Talk, use the Jabber one.

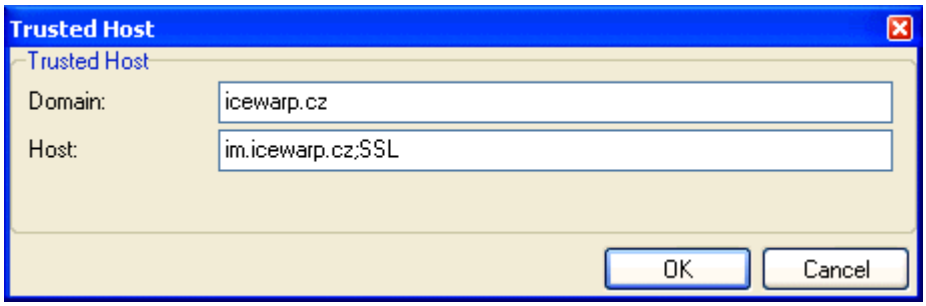
Trusted Hosts

If you are ***not*** running your IM server anonymously, 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.



Field	Description
Domain	A domain whose users you want to allow IM access to your server.
Host	The Host name of the IM server, if different to the domain name and 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>

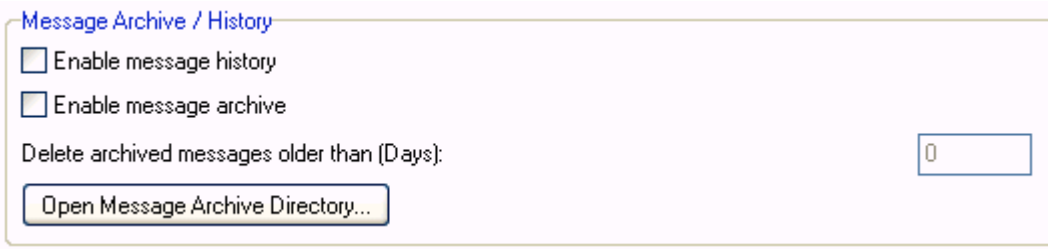
Where ***<Domain>*** is the domain to be contacted and ***<Host>*** is the actual host, so if you are the owner of domain of ***icewarp.cz*** and you are running your IM server as ***im.icewarp.cz*** you should create a DNS SRV record as follows:

_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:



Field	Description
Enable message history	Check this option to enable user's message history. This history is stored in the user's mailbox (**IceWarp/mail/<domain>/<user>/~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.
Enable message archive	Check this option to enable instant message archiving. Messages are stored in the **<install_dir>/logs/im** directory.
Delete message archives older than	Enter a non-zero value to have archives deleted after the specified number of days.
Open Message Archive Directory	Press this button to open the archive directory.



Field	Description
Enable presence history logging	Checking this option will cause IceWarp Server to create a log of IM users presence. 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)	Specify a non-zero value here. This will cause presence history logs older than that number of days will be deleted. Zero means that logs are not 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:

```
[19:11] <lukas@icewarpdemo.com> (away) HTPC Home
[19:12] <milan@icewarpdemo.com> (unavailable)
[19:12] <rado@icewarpdemo.com> (available) Available
[19:14] <rado@icewarpdemo.com> (unavailable)
[19:23] <lukas@icewarpdemo.com> (available)
[19:32] <michael@icewarpdemo.com> (available) Working
```

```
[19:48] <lukas@icewarpdemo.com> (unavailable)
[19:48] <simon@icewarpdemo.com> (away) g
[19:50] <lukas@icewarpdemo.com> (available)
[19:51] <lukas@icewarpdemo.com> (unavailable)
[19:52] <bruce@icewarpdemo.com> (available) Working
```

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 need to do the following:

- Set up the SOCKS service in **System – Services**, as described in the **System Node** manual.
- Set up a bytestreams service in the **Instant Messaging** node of the GUI as described in **Services** (on page 5), 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 users may need to configure the SOCKS service in their IM clients, 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.



NOTE: If you need to access SOCKS server from LAN and WAN and your public IP is not usable from LAN, you can put A DNS record to SOCKS IP field instead of IP. Then configure DNS, this record (domain name) to be translated into valid and accessible server IPs for both WAN and LAN.

Note that Control and IM services need to be restarted and then a user needs to relog to WebClient to have the SOCKS IP change applied.

Monitoring via IM

Monitoring requires a XMPP/Jabber Instant Messaging 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, use a JID in 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 its 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 name / 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 forwarded 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 have to specify the email transport node name (defined within the **Instant Messaging – Services**) using the **C_IM_EmailTransportNode** API variable.*

Conclusion

IceWarp Server now allows communication between an IM 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 IM 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 any server from your own IM account.

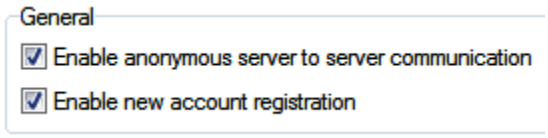
When you add a new user to your roster from a remote server IceWarp Server IM client will recognize it and will connect to this other server automatically.

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.



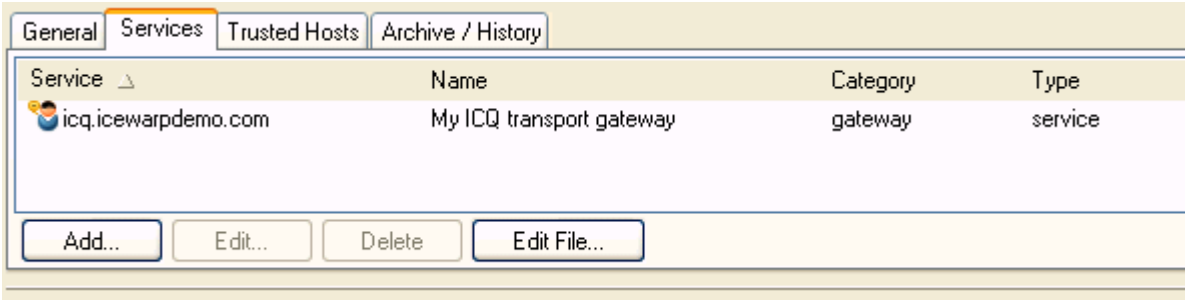
Trusted hosts let you specify the domain and host names that are eligible to connect to your server and yours to theirs.

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** tab.

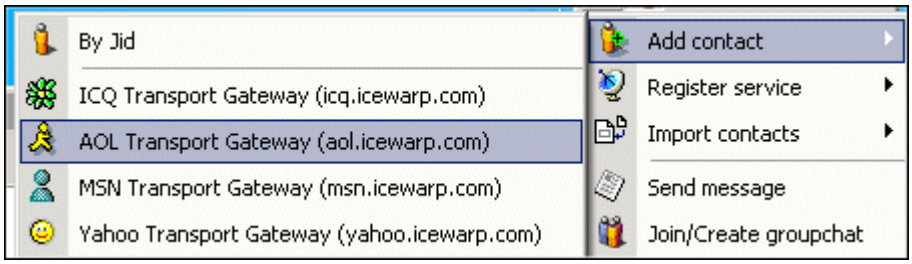


Once there, specify the group chat or modules according to the example in the **Services** section.

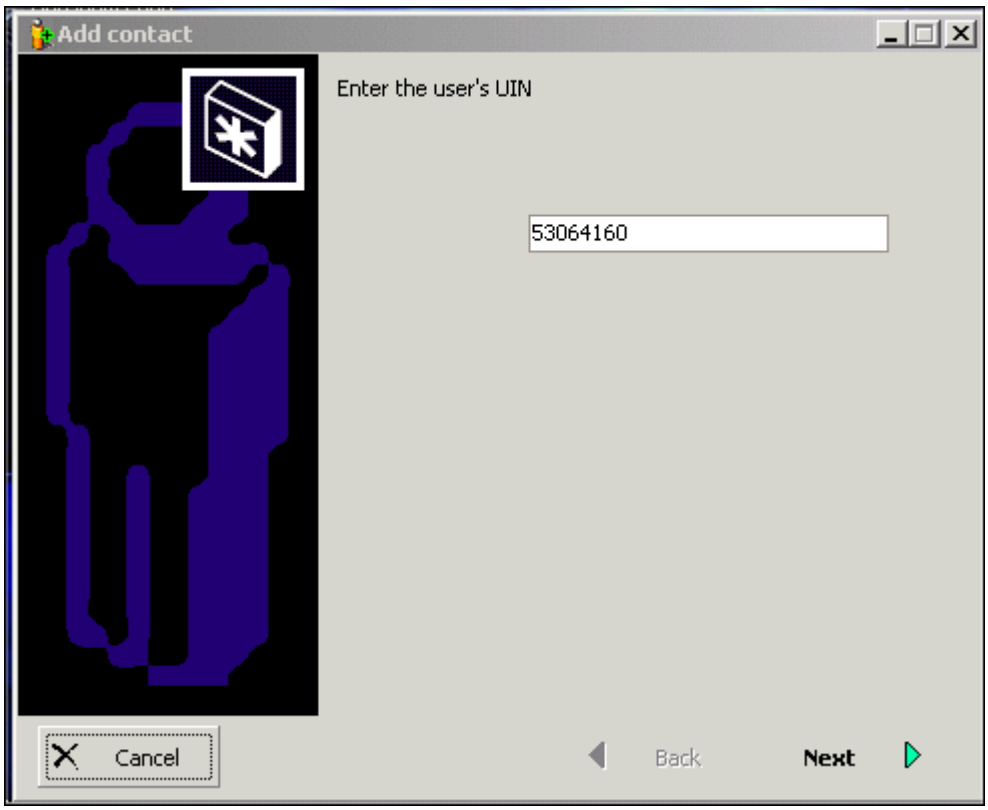
ICQ, AOL, MSN and Yahoo Plugin

IceWarp Server has integrated plugins, which allows your users to connect to their ICQ, AOL, MSN, Yahoo, etc. accounts. All gateways are by default available in every IceWarp Server installation. Just create new service in **Services** tab to enable particular gateways.

Now your users are able to select gateways in their JAJC (Just Another Jabber Client) IM client.



You can very simply add new contacts to your roster after registration.


Add contact
Enter the user's UIN
53064160
Cancel
Back
Next

Setting up a XMPP/Jabber Client (Psi)

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

You can find a list of XMPP/Jabber-enabled clients at ***http://www.www.jabber.org/user/clientlist.php***.

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, 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 **System – Advanced – Protocol**, tick the *PLAIN* box and un-tick all other boxesin this section.

   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** 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

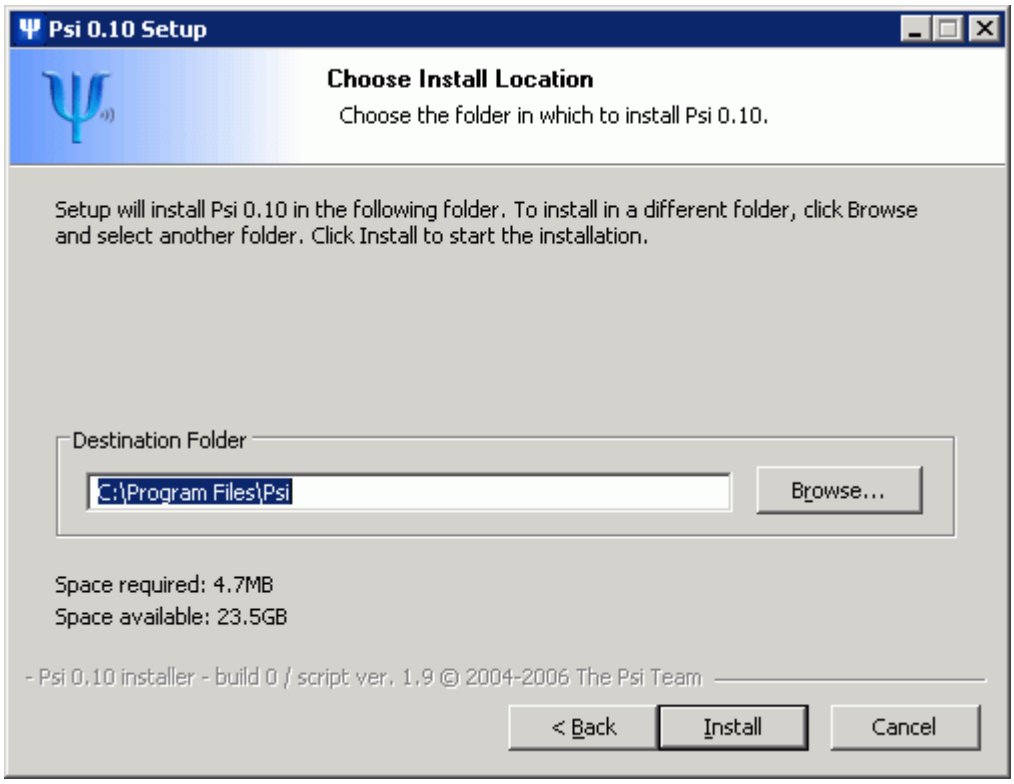
1. Once downloaded, start the setup process:



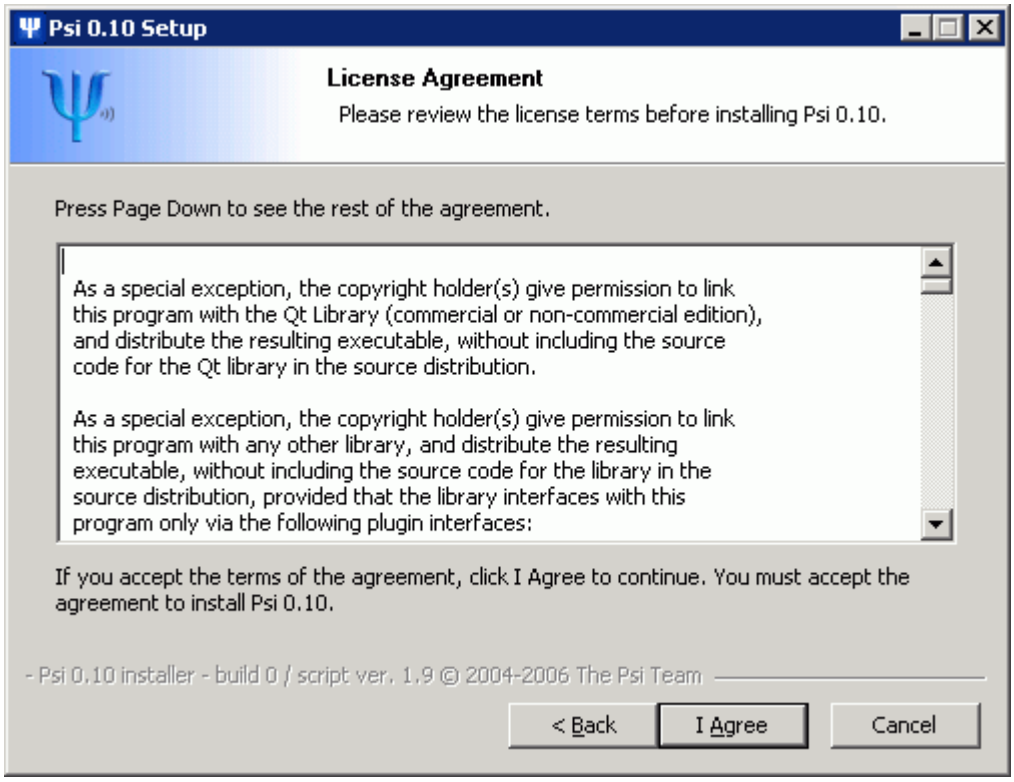
2. Choose the wished language and click ***OK***.



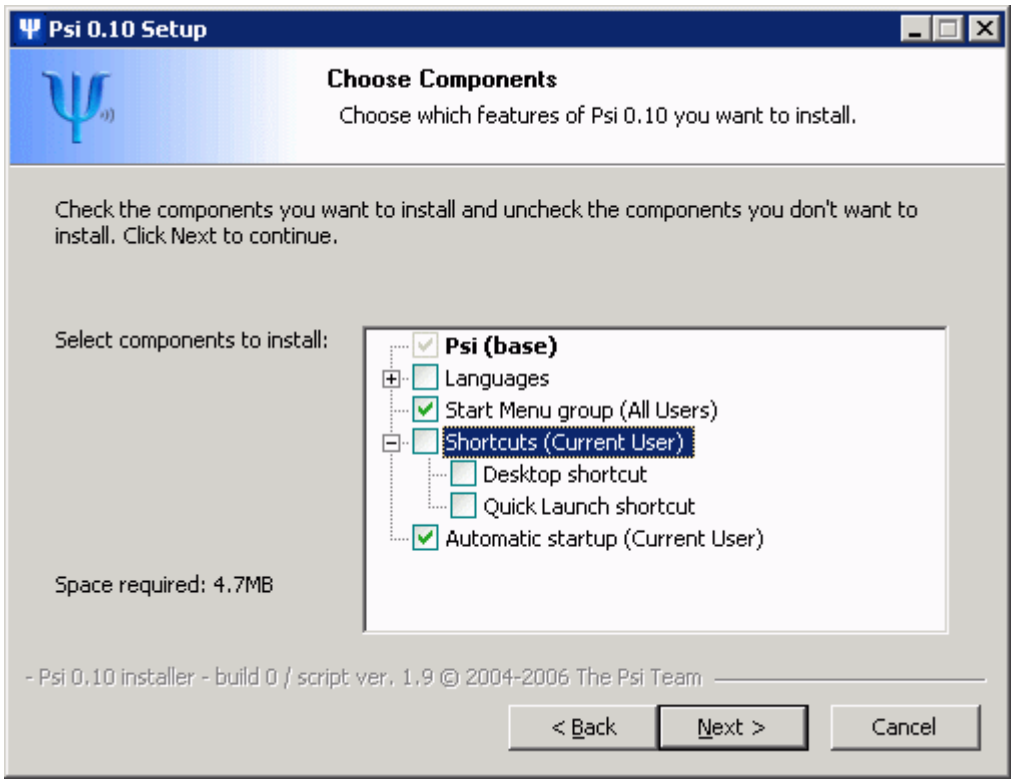
3. Click ***Next***.



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



5. Review the license agreement and click ***I Agree***.



6. Choose which components you wish to install and click ***Next***.

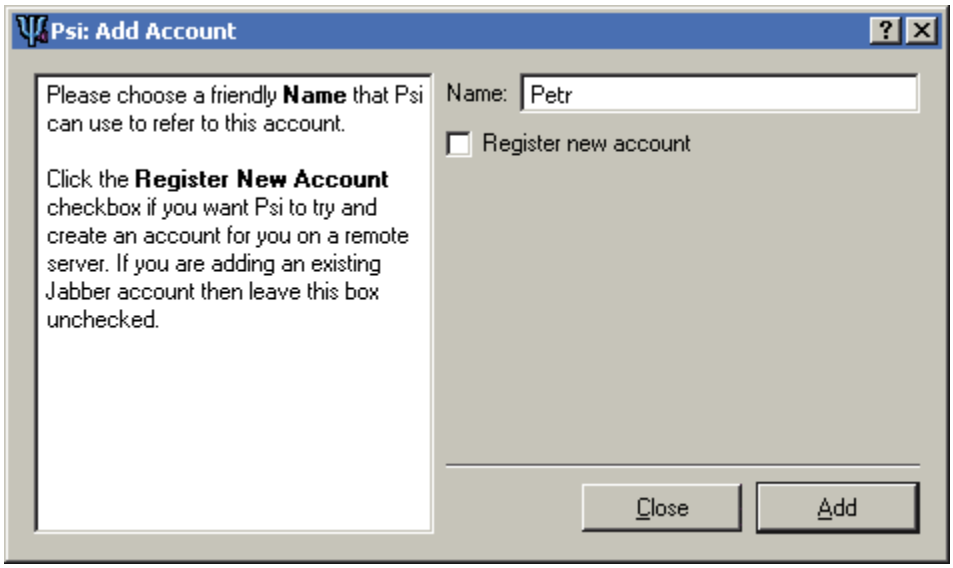
7. Psi will complete the installation. The following screen is displayed:



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

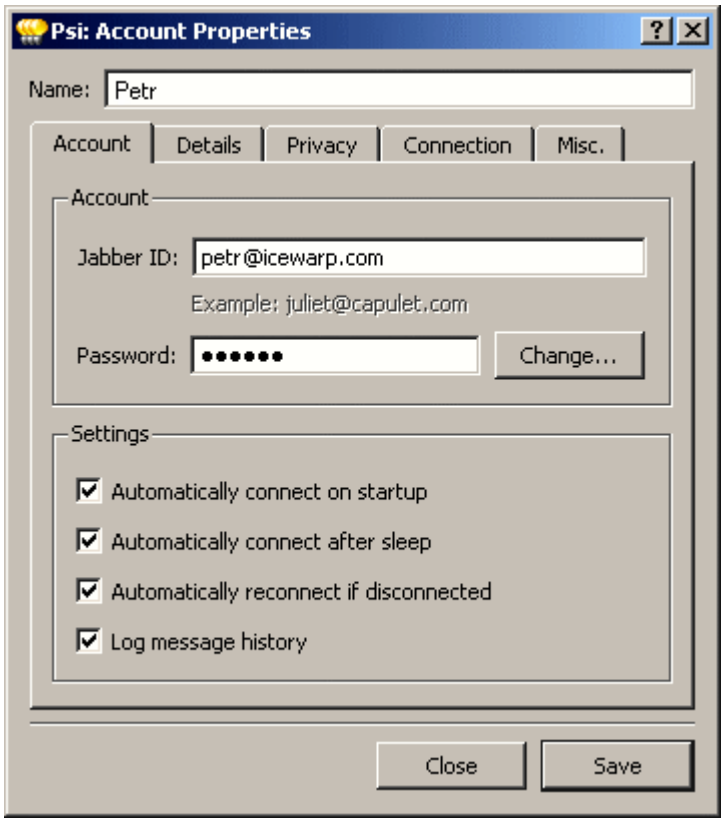
1. On the first run of Psi the **Add Account** wizard starts:



2. Choose and enter your friendly name for the account.

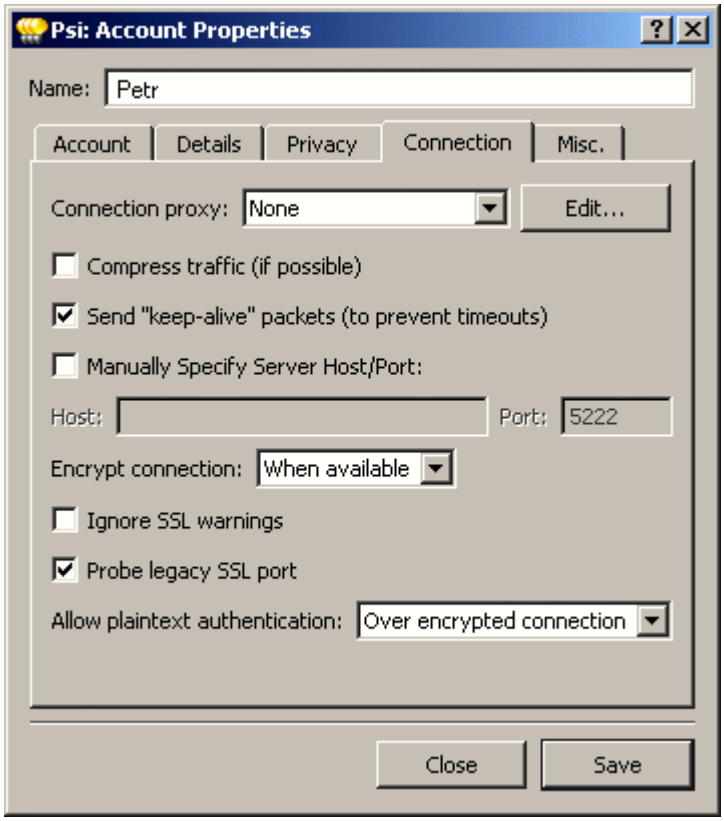
   Do not check the ***Register new account*** box.

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



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

   Select the **Connection** tab:



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. Keep 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 by 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.

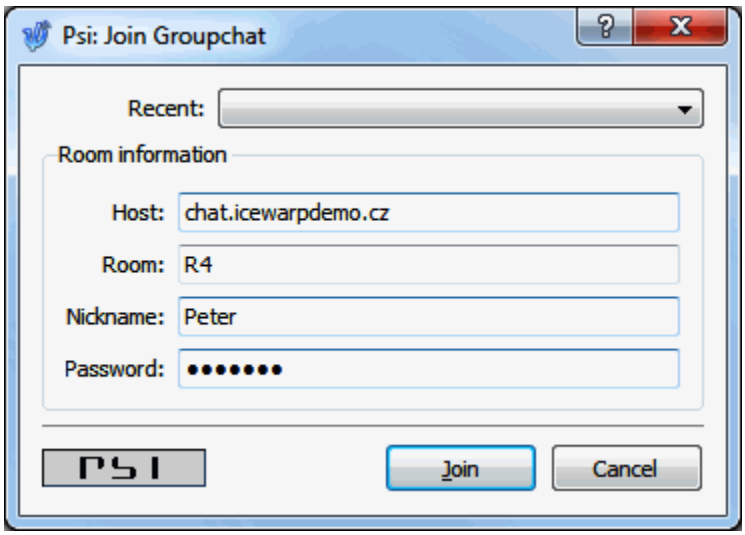
Psi Group Chat

Psi group chat allows simultaneous correspondence with multiple connected users. Its setting involves two parts:

- Setting of the appropriate service within the **Services** tab (e. g. *chat.icewarpdemo.cz – Chat Rooms – conference – public*). See this chapter for details.
- Creation of a specific group chat within the Psi client.

To establish a new group chat, do the following:

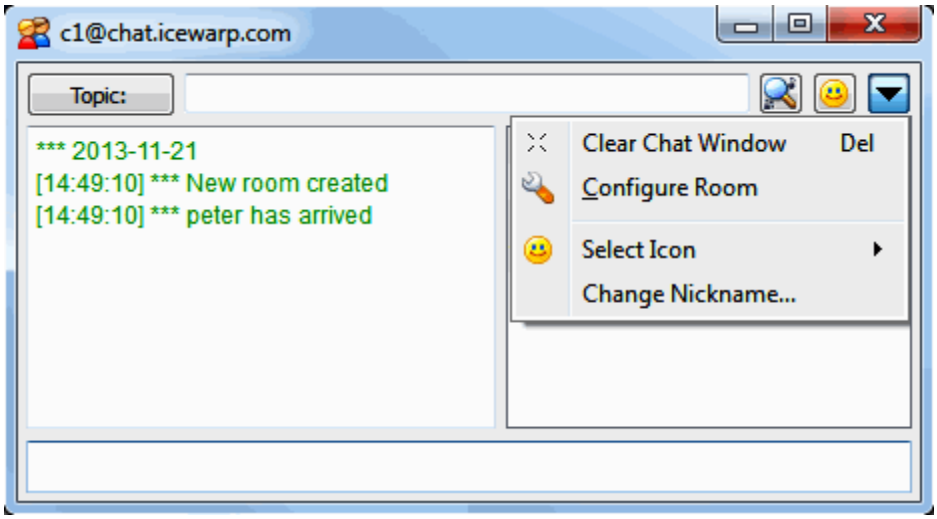
1. Within the ***Psi main menu***, select the *General – Join Groupchat* items. The **Psi: Join Groupchat** dialog opens:



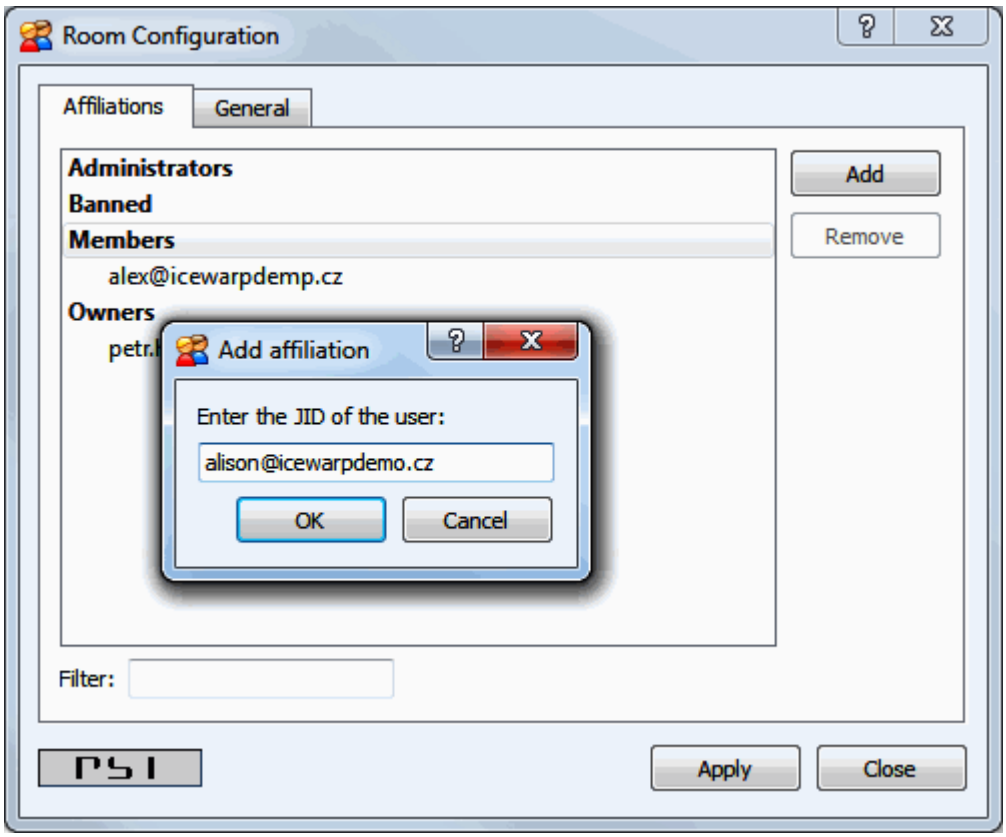
2. Fill in the dialog fields: *Host* – name of the service (see the main menu – General – **Service Discovery** dialog, usually already filled in), *Room* – name of this chat, server for identification, *Nickname* – enter the nickname you want to use within this chat, *Password* – not supported.

   Click the *Join* button.

3. Within the chat dialog, click the "down arrow" button and select the *Configure Room* item.



4. Select the ***Members*** section and click the *Add* button to add a chat group member. Use their ***J***abber ***ID*** – usually their email address. Repeat for all members.



5. Inform all group members – at least about the service name (*Host*) and chat room name.

To join such a group chat, follow step #1 and enter chat information obtained from the chat organizer.

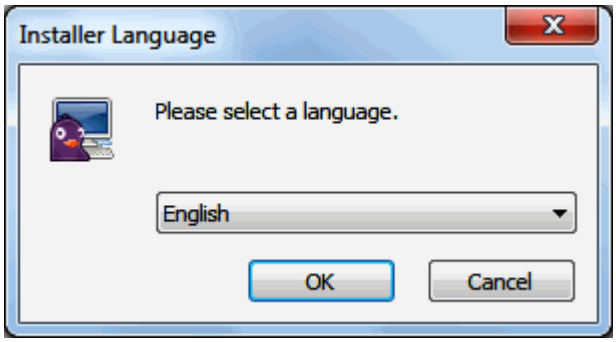
Installation and Setting up Pidgin IM Client

You can download an installation file (free) from the IceWarp download web page: ***http://www.icewarp.com/downloads/client/***.

Installing Pidgin Instant Messenger

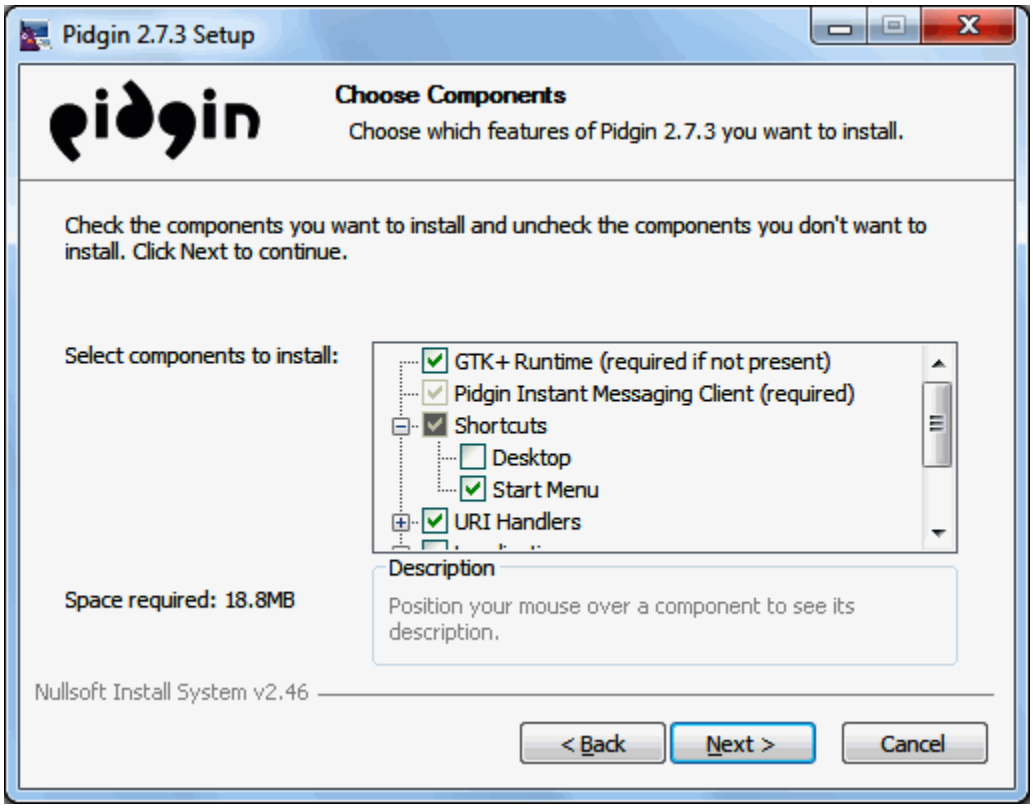
To install this IM client, follow these steps:

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



   Select your desired language and click ***OK***.

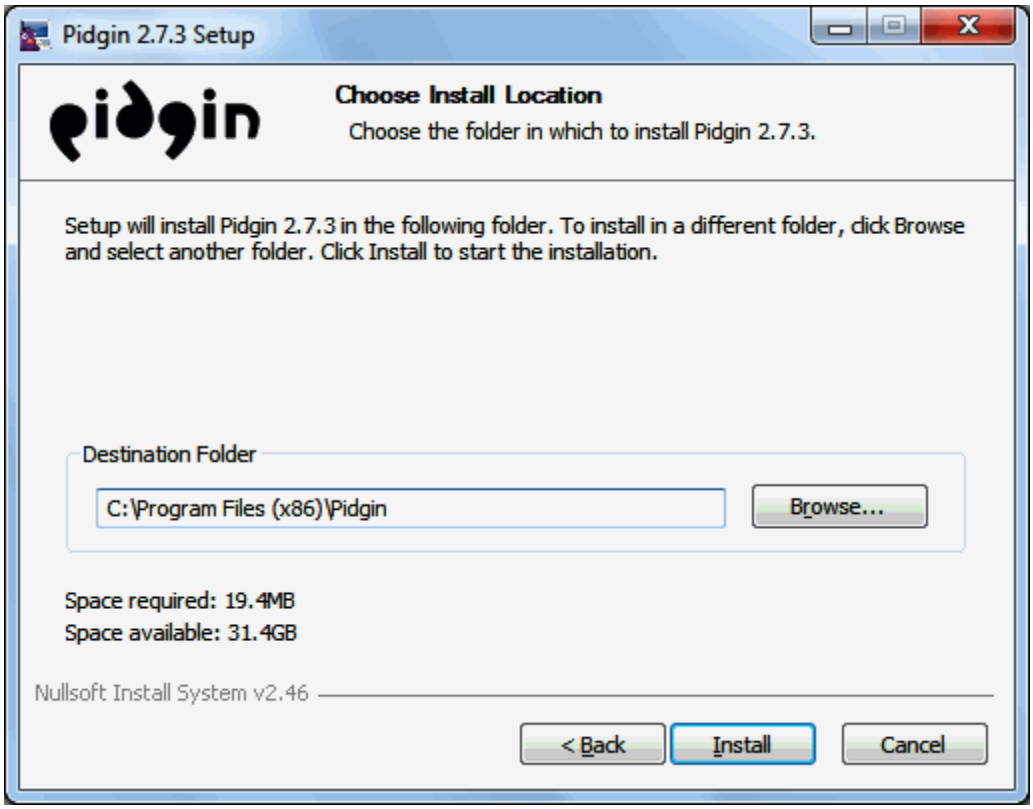
2. On the **Welcome** page, click the ***Next*** button to continue.
3. On the **License Agreement** page, read license terms and click the ***Next*** button to continue.
4. On the **Choose Components** page, select components to install:



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.

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

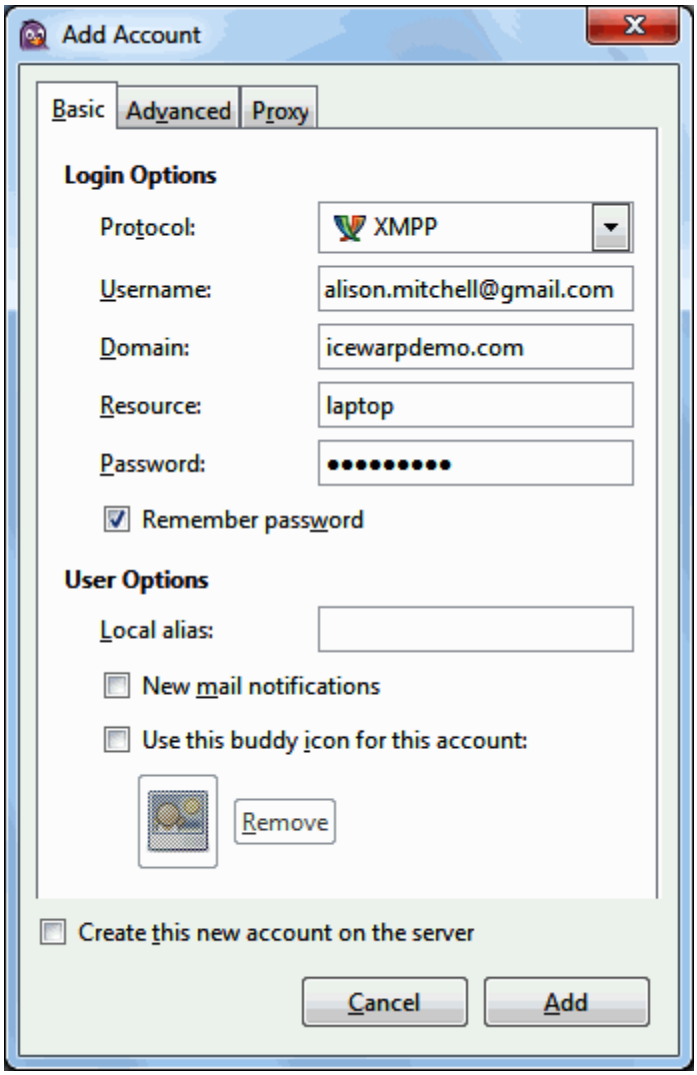
7. On the **Completing the Pidgin Setup** page, tick the ***Run Pidgin*** box and click the ***Finish*** button.

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.

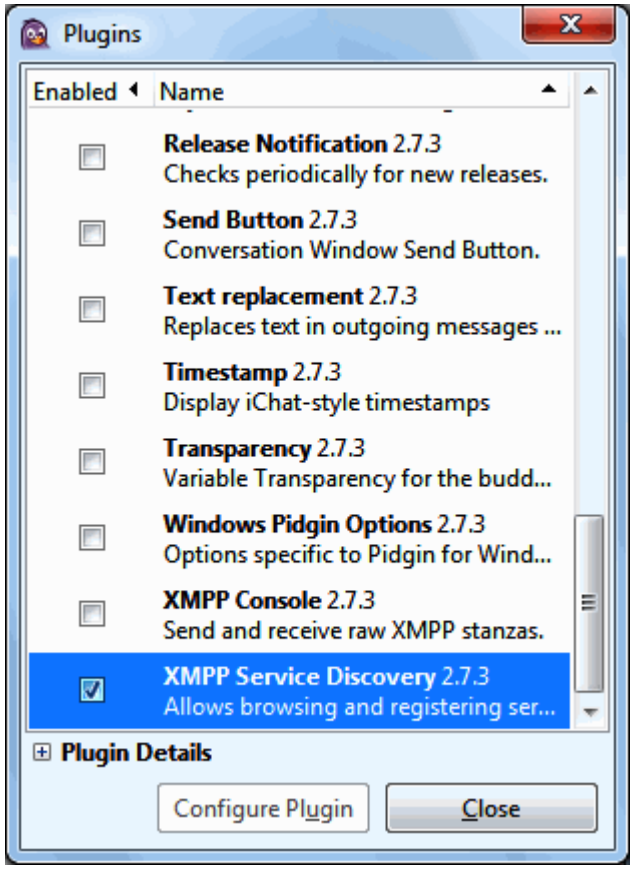
   Do not change anything on the **Advanced** and **Proxy** tabs unless you know what you are going to do.

   Click the ***Add*** button.

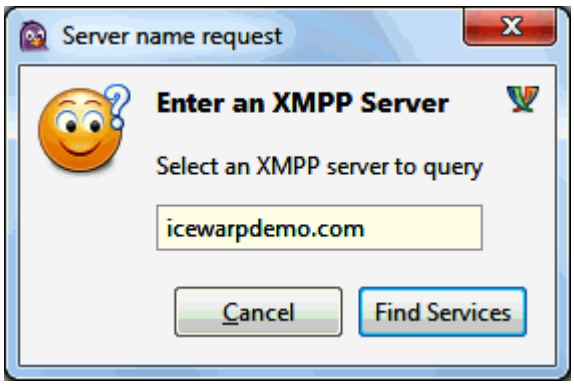
Gateway Setup

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.

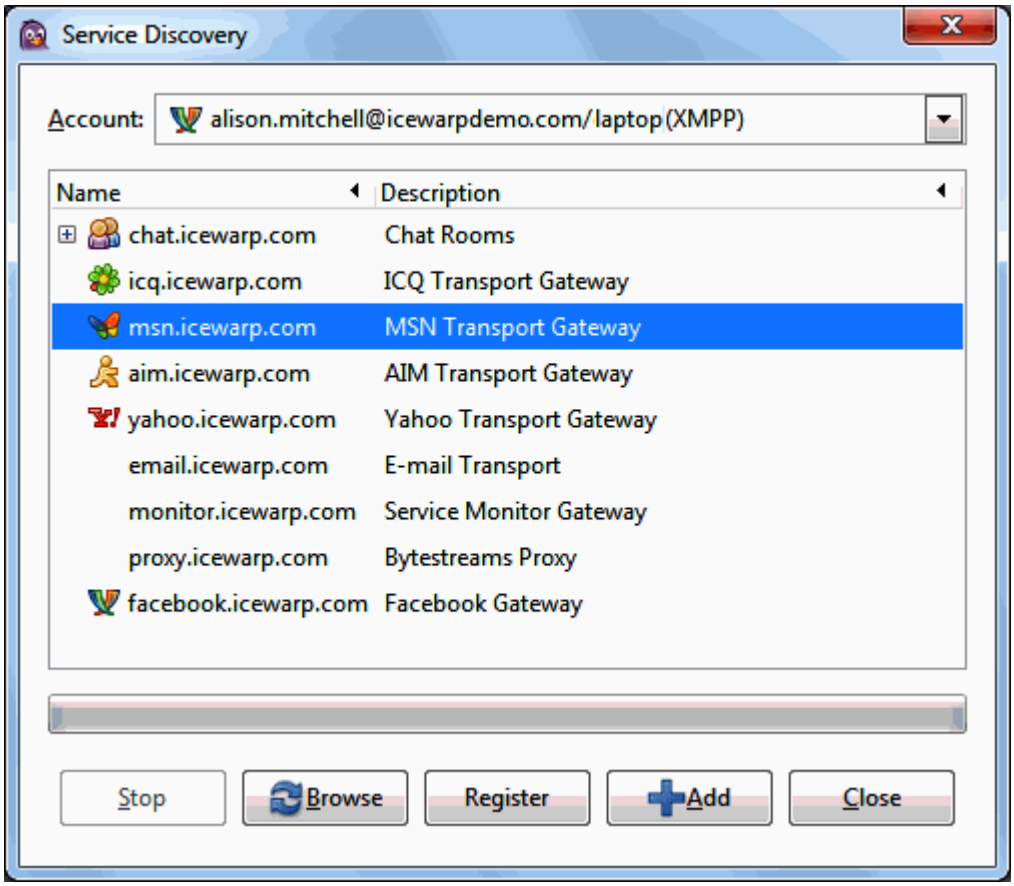


2. Select the ***Tools – XMPP Service Discovery – XMPP Service Discovery*** menu items. The **Service Discovery** dialog is shown.
3. In the **Service Discovery** dialog, click the ***Browse*** button.
4. The **Server name request** dialog is shown:



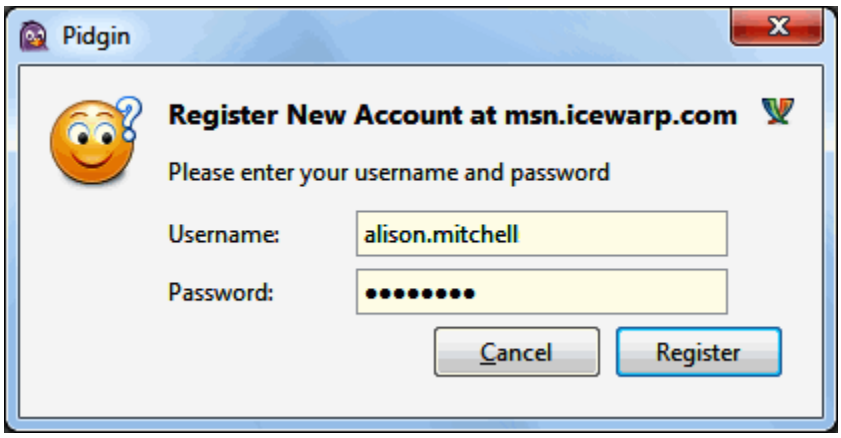
Enter the name of the server your computer is connected to and click the ***Find Services*** button.

5. The **Service Discovery** dialog is populated with available services:



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

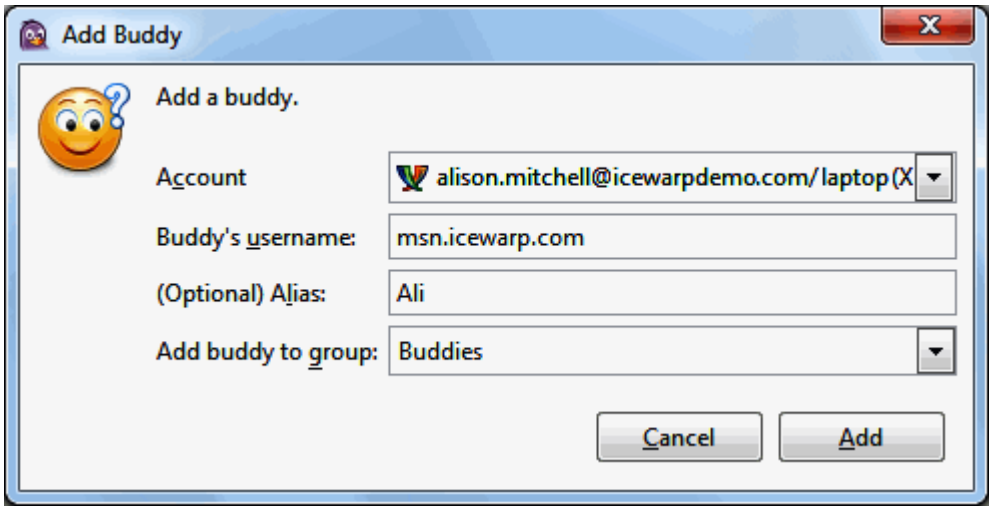
6. Enter your credentials to the selected service – MSN here – and click the ***Register*** button.



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

7. In the **Service Discovery** dialog, click the ***+Add*** button to add the created gateway to the Pidgin roaster. The **Add Buddy** dialog is shown.

8. Optionally, enter the ***Alias*** and select the group you want the service will appear in.



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 open source. 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, SILC, SIMPLE, Sametime, 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 phone, 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 even 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** 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
- SILC:prpl-silc
- SIMPLE:prpl-simple
- Sametime:prpl-meanwhile
- 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.

DNS SRV Records Configuration

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

Auto-populate IM Roster

Within the **<domain> – Policies** tab, you can tick the ***Instant Messaging shared roster (Populate with all domain users)*** box. (Click the ***Save*** button immediately.)

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.

You may want to add more groups and/or domains and have their members still divided into these groups. In this case, use the following syntax:

[group_or_domain_name];;<name_in_IM_roster>

For example:

[Marketing];;Marketing

[iwdemo.com];;iwdemo.com Users

Access Mode – Policies

Access mode for individual services is set on both domain and user levels:

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