
VisNetic MailServer

IM Server Reference

Version 9.1


 powerful email server
.....
product updates: http://www.deerfield.com/products/visnetic-mailserver
other great products: http://www.deerfield.com
.....
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CHAPTER 1

Instant Messaging

The **VisNetic MailServer Instant Messaging server** allows you to provide secure instant messaging services to all your Users.

All Users can chat, transfer files and join group conferences using our secured SSL protocol.

Communicate with other IM server is also available. Currently supported servers include: MSN, Yahoo, ICQ, AOL, VisNetic MailServer, GoogleTalk and other Jabber-compatible servers.

VisNetic MailServer implements the Jabber open XML protocol (for more details see <http://www.jabber.org/>). VisNetic MailServer, however, does not use any open source code, the implementation is written in-house.

Your Users can use any Jabber-compatible client - we recommend PSI, available from **www.psi-im.org**.

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General

General

Active Access Mode...

Redirect unknown domain to local domain

Enable anonymous server to server communication

Enable account registration

Enable server OS report

Emails to instant messages transport node:

Field	Description
Active	Check this option to enable the Instant Messaging Server.
Redirect unknown domain to local domain	Check this option to have VisNetic MailServer use the Primary Domain for users who attempt to log in using an unknown Domain. I.e. if someone tried to log in using john@wrongDomain.com, VisNetic MailServer will authenticate against john@primaryDomain.com. This is useful for first-time IM Users as different clients use different terminology and this can cause confusion.
Enable anonymous server to server communication	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.
Enable account registration	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.
Enable server OS report	Check this option to have the operating System Version returned at the request of an IM client. This is not recommended as it could be used to identify possible security risks on the machine hosting your Server.
Emails to Instant Messages transport node	
Access Mode	By default, all Users and Domains within VisNetic MailServer can access the IM Server. Use this button to limit access to specified Domains and Users.

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.vmsdemo.com) and create a DNS A-type record for it. This domain should not be defined as a VisNetic MailServer Domain.

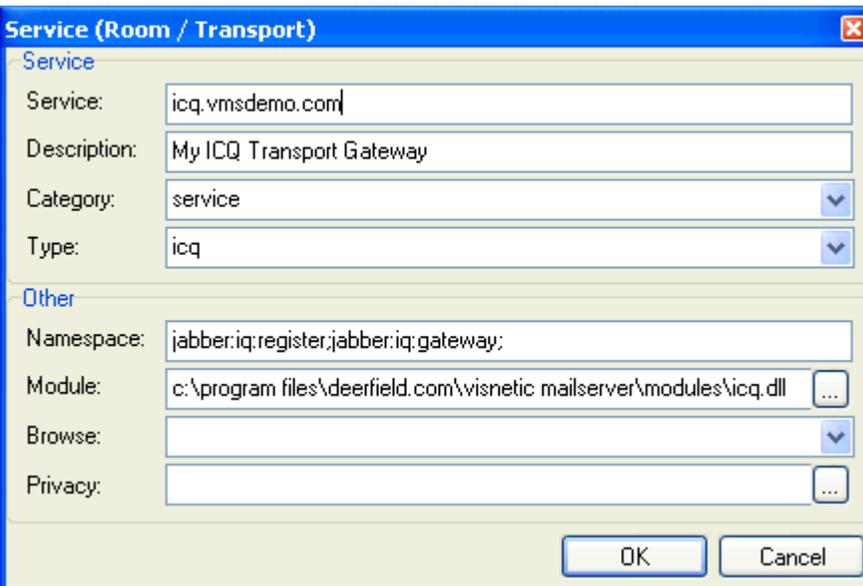
Selecting the tab offers a list of defined services:



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 **Instant Messaging Service** dialog is opened:



Field	Description
Service	Specify a domain name here. You should also create a DNS A record for the domain.
Description	Short description for identification purposes.
Category	Choose the category of service this will be: You have two options:

	<p>Conference</p> <p>Provides a multi-user chat service (conference room).</p> <p>Service</p> <p>Provides a link to another Instant Messaging network or messaging gateway.</p> <p>The 'jabber:iq:register' namespace should be used to gain access to such networks, and the 'jabber:iq:gateway' namespace is also needed.</p>
Type	<p>Choose the type of service this will be:</p> <p>Private</p> <p>For a Conference category service.</p> <p>A conference room is dynamically created each time it is required.</p> <p>Public</p> <p>For a Conference category service.</p> <p>A conference room is created once and left open for use.</p> <p>icq</p> <p>For a Service category service.</p> <p>ICQ Instant Messenger transport.</p> <p>aim</p> <p>For a Service category service.</p> <p>AOL Instant Messenger transport.</p> <p>yahoo</p> <p>For a Service category service.</p> <p>Yahoo! Instant Messenger transport.</p> <p>msn</p> <p>For a Service category service.</p> <p>Microsoft Instant Messenger transport.</p>
Namespace	<p>For a Service category service.</p> <p>Enter a namespace defined within the Jabber IM protocol</p> <p>There can be any namespace defined within Jabber IM Protocol. But you need to use</p> <p>jabber:iq:register</p> <p>jabber:iq:gateway</p> <p>(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 Conference room.</p>
Module	<p>For a Service category service:</p> <p>Browse to the .dll file used to handle the service you are connecting to. These .dll's can be found in <InstallDirectory>/modules and are named after the service you want to connect to.</p>

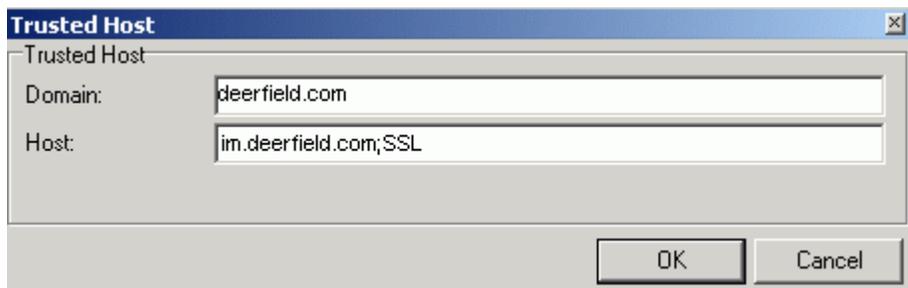
Browse	<p>Determines if the service/conference is available to any user. In other words, if the server lists it within its services/conferences when any Jabber Client asks for.</p> <p>Public Any user can access it.</p> <p>Private Only allowed accounts can access the service/conference. You have to define IPs, domains or email addresses which can access it to a special file (e.g. access.txt to <InstallDirectory>\Module\ folder; The syntax is the same like for Black & White Lists. 1: means accept and 0: means reject). Then click Edit File button to open IMServices.dat file and find appropriate service there and define the path to that file to the Access= directive (e.g. Module\access.txt)</p>
Privacy	

Trusted Hosts

If you are not running your IM server anonymously then you should define your "trusted hosts" in this tab to allow communications to other servers.



This option specifies the domains of trusted servers to enable the server to server communication. If not using the Anonymous communication or you need to assign an IP address to a domain you should use this option. Each server that needs to share the presence, messages and other instant messaging features needs to be enabled there. You can easily create a group of trusted servers across different domains and users can chat, send messages to any other instant messaging server that is among the trusted hosts.



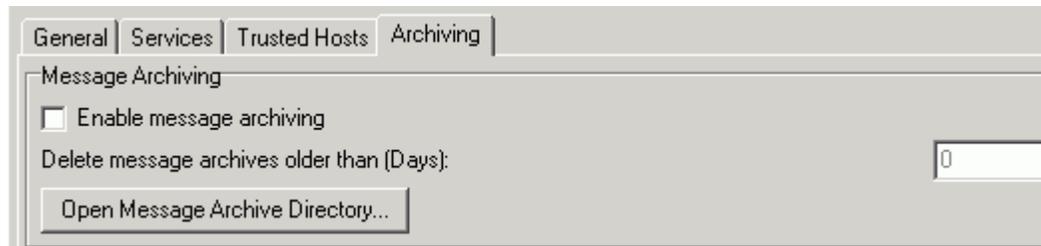
Field	Description
Source	A domain whose users you want to allow communicating with your server.
Destination	A hostname or IP address of IM server for appropriate domain. It can be followed by ";SSL" which determines that the connections will be SSL encoded.

Remember that each IM server has to have the remaining trusted domains specified in the file as well otherwise the route back (server response) would not work. In the example above the domain Deerfield.com is on the im.deerfield.com server and the communication would be done using the SSL. The im.deerfield.com server has to have our domain and host in its trusted hosts.

Archiving

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

The Archiving tab allows you to achieve this simply:



Field	Description
Enable message archiving	Check this option to enable Instant Message Archiving. Messages are stored in the Archive 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.

Presence History

Enable presence history logging

Delete presence history logs older than (Days):

Field	Description
Enable presence history logging	Checking this option will cause VisNetic MailServer 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.
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.

CHAPTER 2

Monitoring via IM

Implemented in VisNetic MailServer Version 9.1

Also requires a Jabber Instant Messenger 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 VisNetic MailServer which allows users to get there 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 VisNetic MailServers (SMTP, POP3, IMAP, Control, FTP, GW, IM or SIP)

Usage

First, from your IM client you should register with the monitor transport - use Service Discovery 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:

Assuming a monitor transport called `monitor.domain.com`

For your Events you should use jid (jabberid) `events@monitor.domain.com`

For your Tasks you should use jid `tasks@monitor.domain.com`

For your Notes you should use jid `notes@monitor.domain.com`

For shared GW item you should use a jid of the following format

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

This asks for the Events list for `john@domain.com`.

For Service Statistics you should use jid `<service>@monitor.domain.com`, where `<service>` is the VisNetic MailServer Service for which you would like Stats. Example

```
smtp@monitor.domain.com
```

Once a jid is setup you 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 client.

Additionally, administrators can monitor VisNetic MailServer services from their IM Client.

CHAPTER 3

Email via IM

Implemented in VisNetic MailServer Version 9.1

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

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

VisNetic MailServer 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 VisNetic MailServer IM also supports ICQ, Yahoo, MSN, and AOL.

Usage

Using the "**Service discovery**" option in the PSI 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 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 VisNetic MailServer (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 - that you cannot use this address format in normal email clients (like Outlook) that send via SMTP - only within VisNetic MailServer'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 VisNetic MailServer configuration (IM -> General -> Emails to instant messages transport node)

Conclusion

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

CHAPTER 4

Multiple Server Communication

Multi server Instant Messenger Communication covers the most advanced features of the VisNetic MailServer Instant Messenger.

Suppose, that we have two VisNetic MailServers 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.

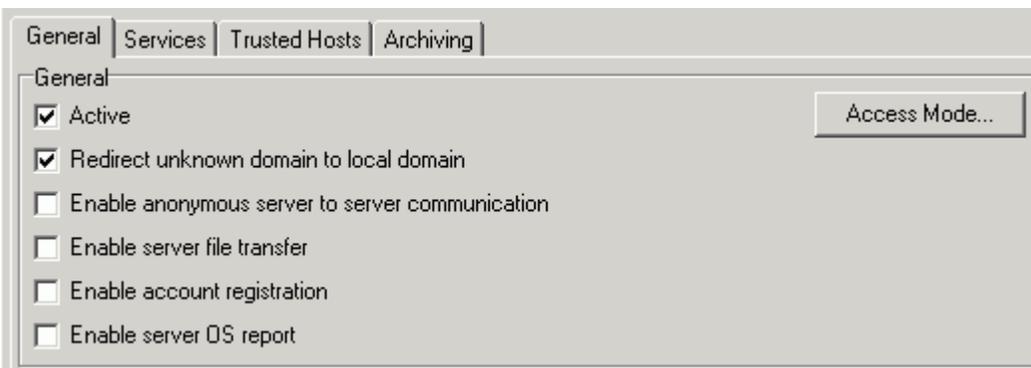
When you add a new user to your roster from a remote server VisNetic MailServer Instant Messenger will recognize it and will connect to this other server automatically.

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.



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

CHAPTER 5

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 VisNetic MailServer administration interface and select Instant Messaging - **Services** (on page 4) tab.



Once there, specify the Group Chat or modules according to the example in **Services** (on page 4) section.

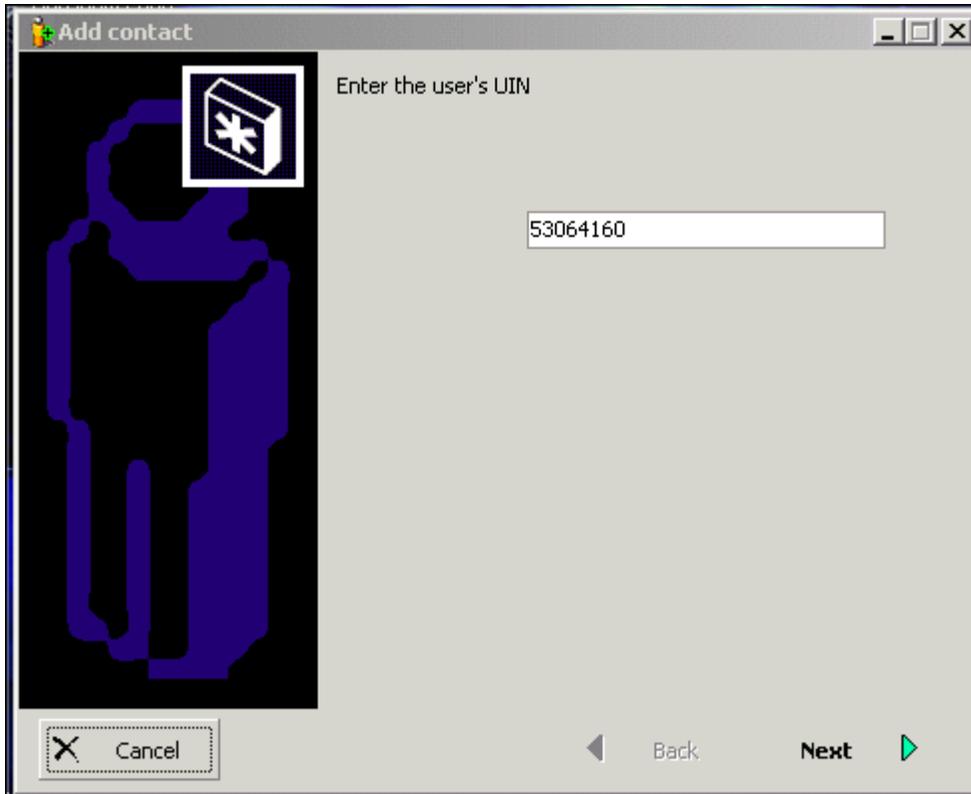
ICQ, AOL, MSN and Yahoo plugin

VisNetic MailServer 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 VisNetic MailServer installation. Just create new service in **Services** (on page 4) 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.



CHAPTER 6

Setting up a Jabber Client (Psi)

VisNetic MailServer's IM Server will accept connections from any Jabber-enabled Clients.

You can find a list of Jabber-enabled Clients at www.jabber.org/user/clientlist.php
<http://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 - www.im-psi.org <http://www.im-psi.org>.

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Installing Psi

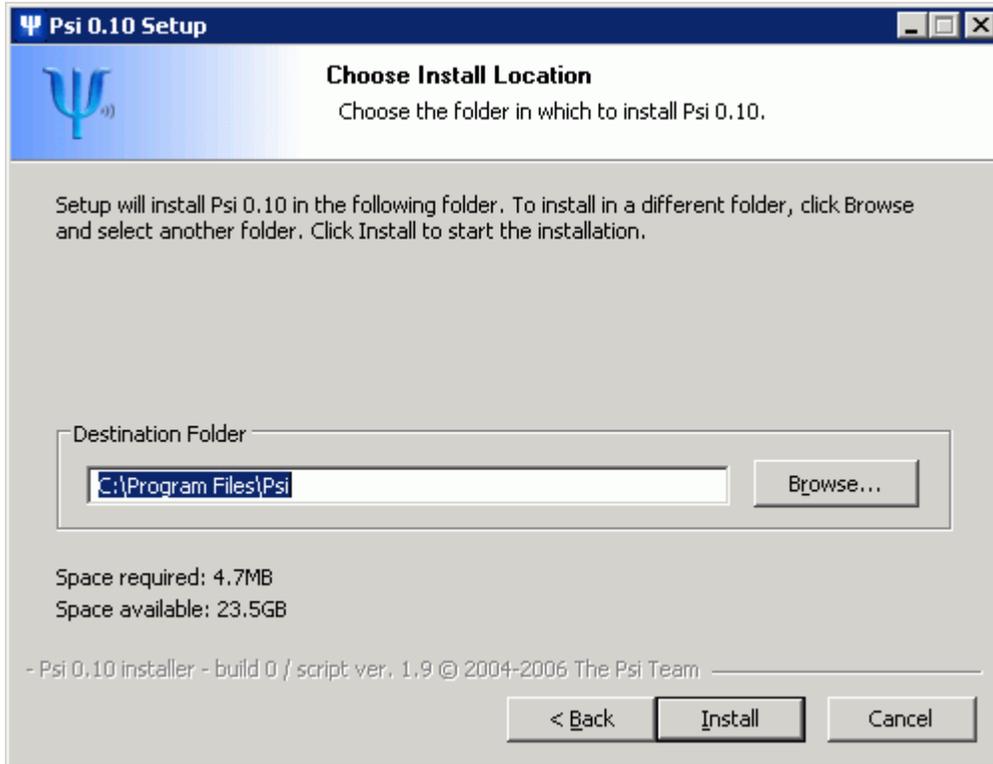
- 1 Once downloaded, start the setup process:



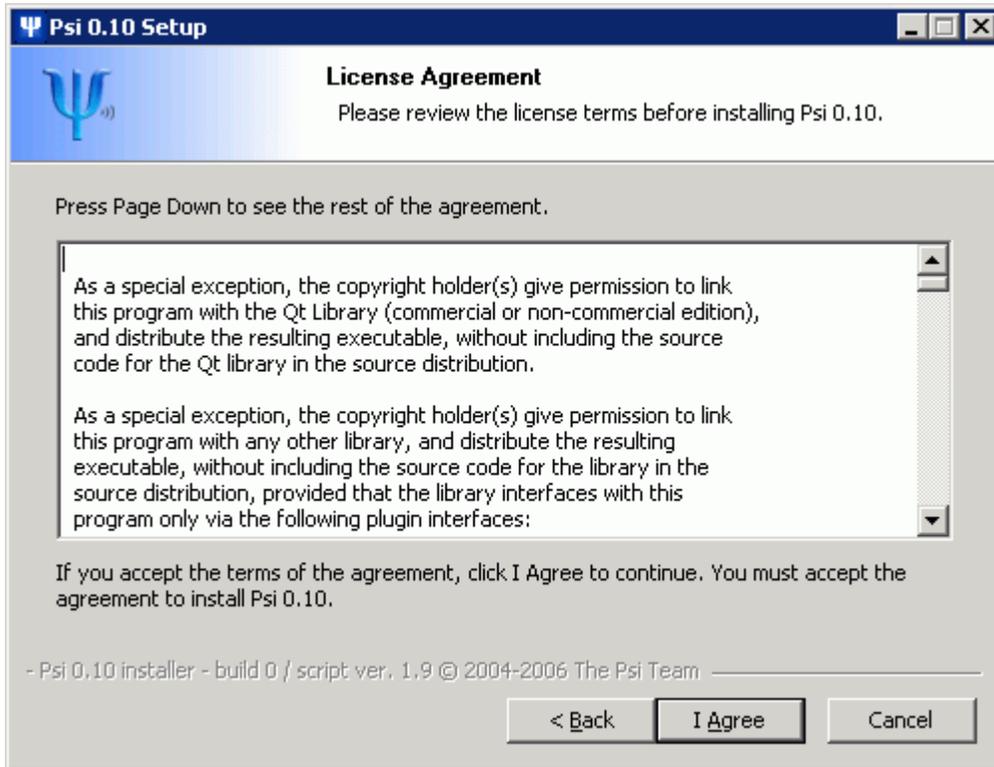
2 Choose a language and click OK



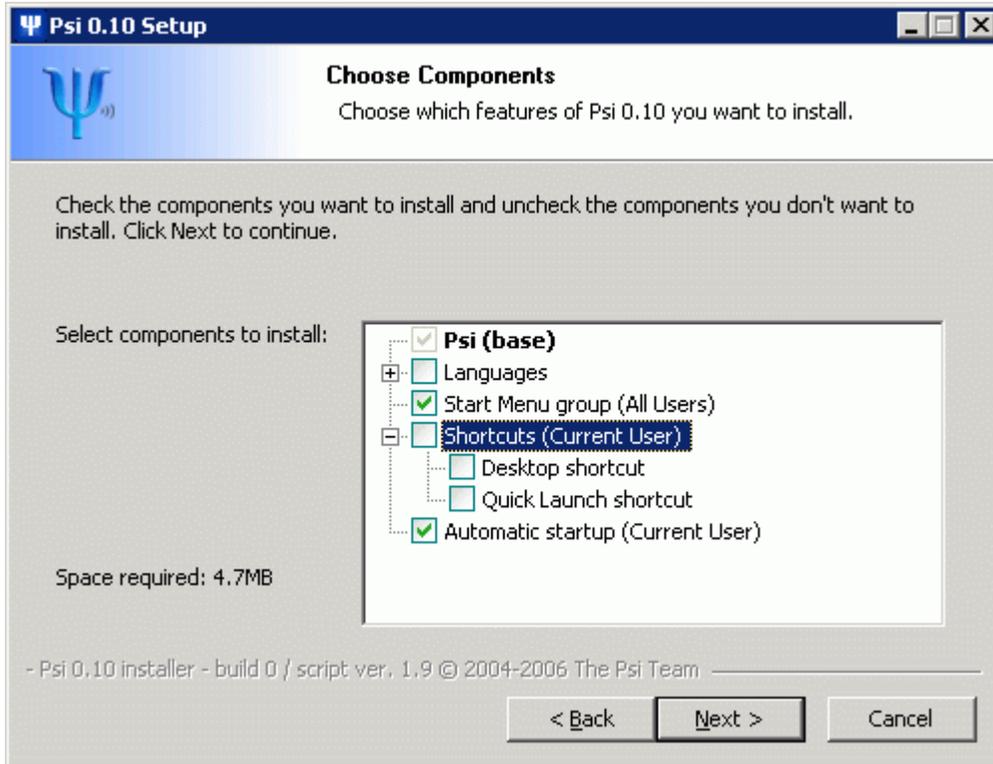
3 Click Next



4 Select a location for the installation and click Install:

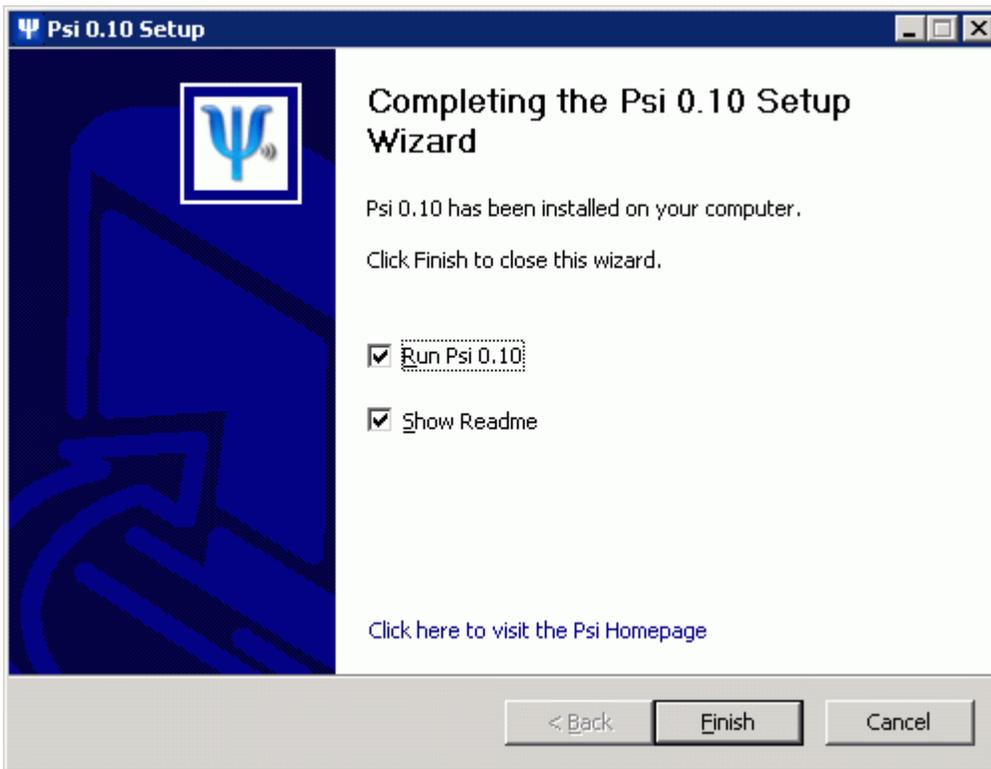


5 Review the License agreement and click I agree:



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

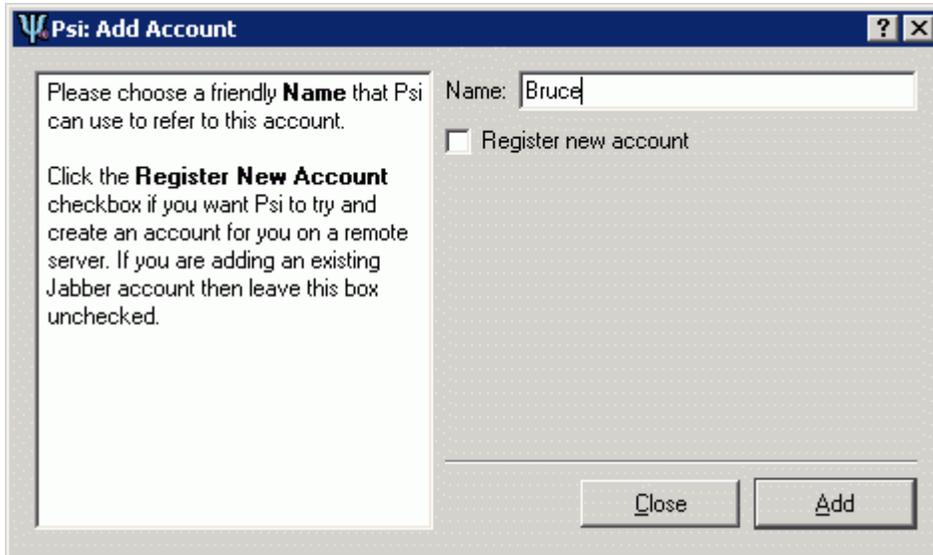
7 Psi will complete the install and the following screen is displayed:



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.

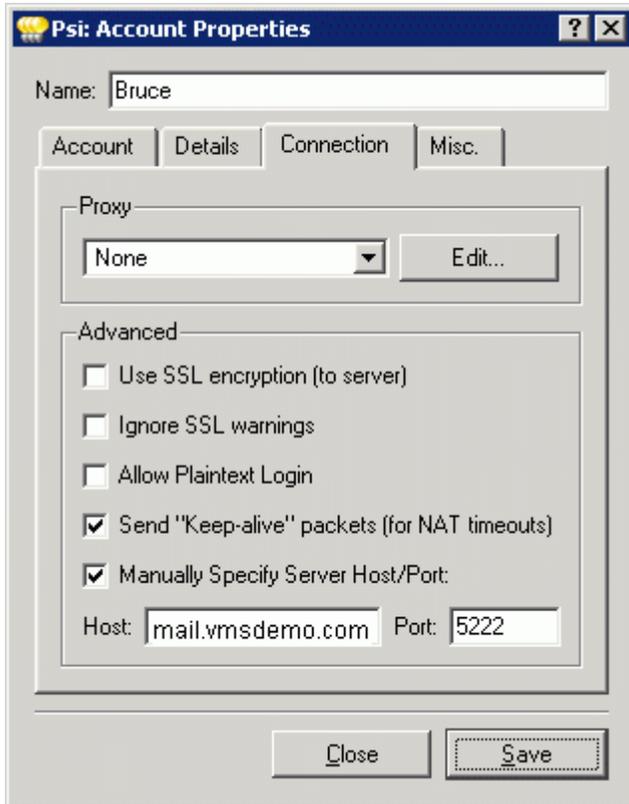
Do not check the Register new account box.

Press Add. The Account Properties dialog is displayed:



- 3 Select the Account tab and enter your VisNetic MailServer email account and password.

Select the Connection tab:



4 Check the Manually Specify Server Host/Port.

Enter the hostname of the VisNetic MailServer IM Server. Leave the port as 5222 unless you are have the IM server listening on a different port.

Click Save to complete your account setup.

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

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