



adamantium | IM enterprise messenger

Administration guide

Product release 1.2

adamantium|se
BUSINESS COMMUNICATION MADE SIMPLE

Copyright © 2005, 2006, 2007

All rights reserved. This document was prepared by Adamantium Software Engineering (Pty) Ltd and is subject to change without any prior notice. No part of this publication may be reproduced, stored or transmitted, in any form or by any means, electronic or mechanical, for any purpose, without the prior written permission from Adamantium Software Engineering (Pty) Ltd.

adamantium|IM is a trademark of Adamantium Software Engineering (Pty) Ltd. Windows and SQL Server are registered trademarks of Microsoft Corporation.

All our software and documentation are copyrighted.

Copyright © 2007

Adamantium Software Engineering (Pty) Ltd
PO Box 36387
Menlo Park 0102
Pretoria
Republic of South Africa

<http://www.adamantiumse.com/>
info@adamantiumse.com

PREFACE

About this user guide

adamantium|IM is a real-time communications platform developed by Adamantium Software Engineering that allows you to communicate with colleagues and clients in a protected environment without the delays of e-mail and security risks of public instant messaging platforms. This powerful suite offers capabilities such as stickies, memo's, bulletin boards, SMS to mobile phones and real-time text chat.

This guide is intended for users at client level, trainers and users at client level. It explains the functionality of the software and the capabilities it offer to allow users to get up to speed in no time. The user interface has been developed to offer an intuitive user experience and this guide will help users understand and enjoy the product.

Requirements

This guide assumes that you

- have a basic knowledge of TCP/IP networking;
- have a good understanding of the Microsoft Windows operating system;
- are familiar with graphical user interfaces (GUI), have experience using the computer keyboard and mouse; and
- have basic computer knowledge.

Additional information and support

To contact us for product-, sales- or support queries please use one of the following.

Our website	http://www.adamantiumse.com
General e-mail	info@adamantiumse.com
Phone	+27 (0) 12 460 1827
Facsimile	+27 (0) 86 633 8072

Thank you

We hope that you will enjoy using this software as much as we did developing it. Please send us your feedback to help us create an even better product that will grow as your needs grow.

The adamantium|IM development team.

CHAPTER 1

CONFIGURING IM SERVER

This chapter is intended for system- and network administrators tasked with the management of the server back-end.

1. **Overview**

adamantium|IM is a client/server-based application suite that has an application server running on a central server, connected to a SQL Server database and have multiple client applications connecting to over the network. IM is a corporate instant messenger that provide real-time communication between users, office-bound or mobile.

2. **Networking**

There are three networking protocols used in the product suite.

2.1 Server location

To simplify the roll-out of the IM client a UDP broadcast is used when no server is configured for the client to connect to. This is performed on UDP ports 15001 and 15002. The client will send out one broadcast message to locate IM servers. The server, in turn, will send a UDP message back to the client which will use the information to list available servers.

2.2 Client/server communication

Communication between the server and clients utilise TCP port 15001 to establish permanent connections. When setting up an IM server for external access, it is important to place this server in a managed demilitarised zone (DMZ) and only allow TCP 15001 connections to be made to the server. Also read the following section on DMZ deployments.

2.3 FTP access

Should you wish to configure the server to send and receive SMS messages to mobile phones, FTP access is required to the FTP server ftp://ftpsms.co.za which are a server hosted by iTouch South Africa. This is required as all SMS message communication with iTouch is performed through the FTP protocol.

3. **Database**

adamantium|IM was developed to run on a Microsoft SQL Server 2000 or better platform. The installation utility allows for the deployment of Microsoft SQL MSDE server which can be used for small locations instead of a Standard or Enterprise server. Please refer to the installation guide for more information.

4. **Configuring the server**

NOTE: adamantium|IM server is an application server and not a service. To use IM server please ensure that the application (IMServer.exe) runs in a logged-in Windows session. The server runs with a system tray icon and can only be closed by right-clicking on it and selecting **Exit**.

4.1 Database configuration

To configure database connectivity select **Configure > Database connectivity**. Please enter the server name, database user name and corresponding password. The new database security credentials will be saved after clicking **OK**. You would be required to restart the server once this information has been changed.

4.2 Authentication

IM allows for both built-in and Active Directory authentication. To select the appropriate authentication select **Configure > Server configuration**. Select the authentication model by selecting either **Built-in** or **LDAP / Windows Active Directory**. To configure the LDAP credentials, please enter the Active Directory name (eg. ADAMANTIUMSE) and server username in full notation (eg. ADAMANTIUMSE\Administrator) and entering the password for this user and the Active Directory group name. This user can be any domain user and only needs to be part of the **Domain Users** group.

NOTE: To configure users for Active Directory authentication it is required to create a **Security Group - Global** on the Active Directory and add all users to this group. The users get refreshed every five minutes but can be manually refreshed within the server by selecting **Administration > Refresh active directory users**.

4.3 Server configuration

The server configuration page is used to set up the server for message routing purposes. The Server Id should be unique and follow the following convention: office.company (eg. pta.adamantiumse). The server name is a "friendly" name given to the server (eg. Adamantium Pretoria). Should you server have more than one network adapter or address, it is recommended to configure the listening host to the appropriate address.

4.4 Communications

If you are going to use iTouch's FTP delivering system, the COMMS-page would hold its information. This will be provided by iTouch after an FTP account was created for the company. The SMTP address is used for out-of-office communications.

4.5 Other

IM posts the day's weather forecast as comment on the bulletin board as published by Yahoo! Weather. This can be found on <http://weather.yahoo.com/regional/SFXX.html>. For your reference the following common city Id's in South Africa has been provided:

Pretoria / Centurion	SFXX0044
Johannesburg	SFXX0027
Cape Town	SFXX0010
Durban	SFXX0011

You can also customise the colours used to display stickies. This is ideal if you want to display stickies in your company colours. Simply set the colours and confirm the sample. Click **OK** to save the settings.

5. **Configuring users**

5.1 Built-in users

The administrator account is created with no password. Once the server has been configured it is recommended to change the password. To unlock the interface once locked, click **Server > Unlock maintenance**. Users can be administered by selecting **Administration > User administration**. IM server automatically creates mailbox names which can be changed manually should duplicates occur.

NOTE: Before configuring users please configure departments and make sure that every user is assigned a department.

The default password is **password123**.

5.2 Active Directory users

When using Active Directory authentication it is important to note the following. User details are to be recorded in the Active Directory object of the user. Please ensure that the display name, phone numbers, department and e-mail

addresses are configured appropriately to ensure perfect system operation. Changes made to users' information can only be done via the Active Directory. Please refer to Microsoft Windows Server administrative guides for more information on this.

6. **Deploying**

To deploy IM two options are available.

Manual deployment is done by running the IM installation (**/Setup/SetupClient.exe**) program as provided on the distribution CD (or can be downloaded from our website at <http://www.adamantiumse.com/im/downloadim.html>).

For Active Directory environments it is also possible to deploy the IM client through the Active Directory application policies. The installation file **adamantiumIM.msi** is found on the distribution CD and is also available for download from our website.

7. **Updating**

IM offers built-in version updates. This can be deployed through the server by selecting **Administration > Version update**. An update file will be distributed by Adamantium Software Engineering as new versions become available. To update a version please select the provided update file and select **Update**. This will automatically update the client and/or the server - as required.

CONTACT US

This product has been developed to provide complete user satisfaction and enjoyment. Should you wish to comment on it please do so. We are constantly improving our offering and this can only be done effectively by active user involvement and feedback.

You are welcome to contact us using any of the following.

E-mail info@adamantiumse.com

Facsimile +27 (0) 86 633 8072