



12Planet IM Server

Installation FAQs

Document Version 1

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1 Where to download the IM Server

Please go to <http://www.12planet.com> and click on the download link

2 IM Server installation issues

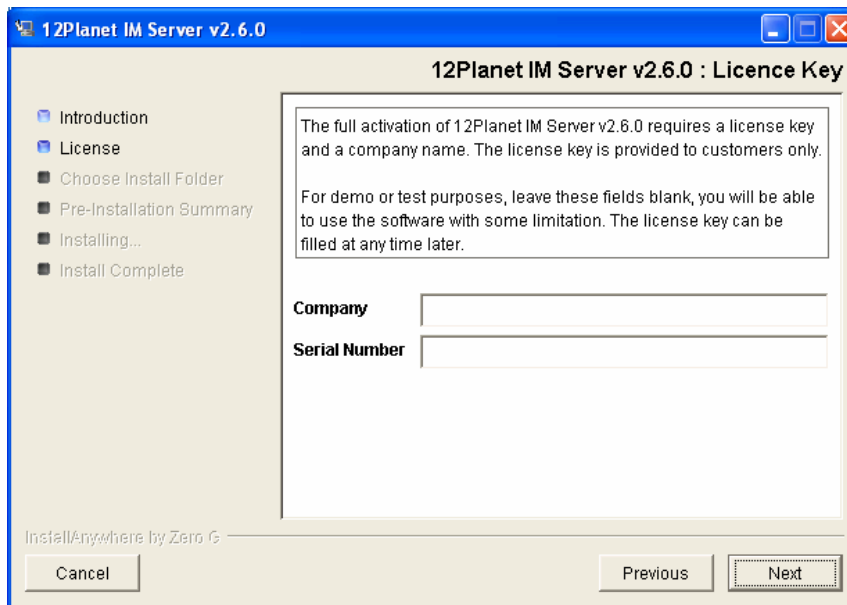
Step by step installation:

Prerequisite: If you don't have a Sun or IBM JDK 1.4.x installed on your machine, we suggest you to download and install the J2SE SDK or J2SE JRE from <http://java.sun.com/j2se/1.4.2/download.html>

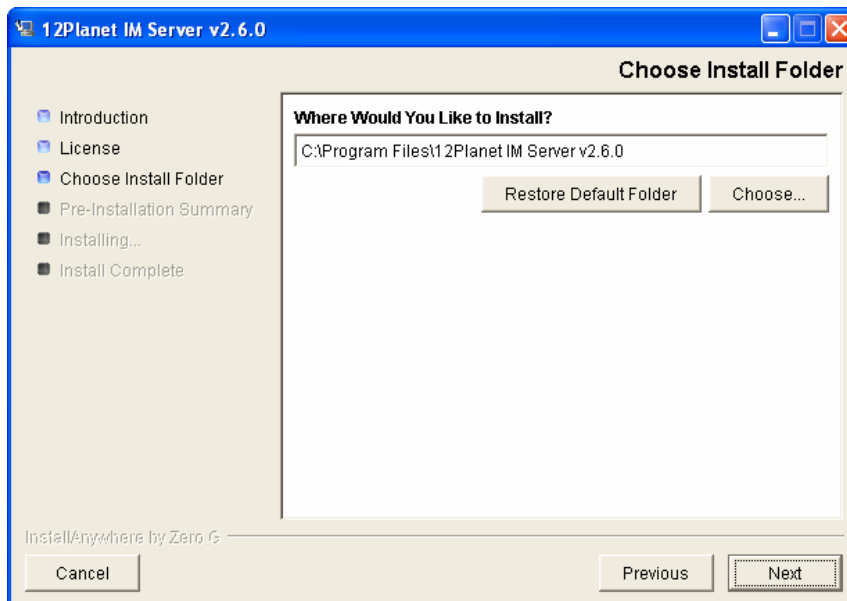
Now download the IM Server installer. If you are installing on Windows 2003, please right click on the installation file, select "properties" and change the compatibility mode to "Windows 2000". Read http://www.12planet.com/en/contact/download/win_2k3.html for more information.

Launch the installer. Click ok or next on simple dialog screens.

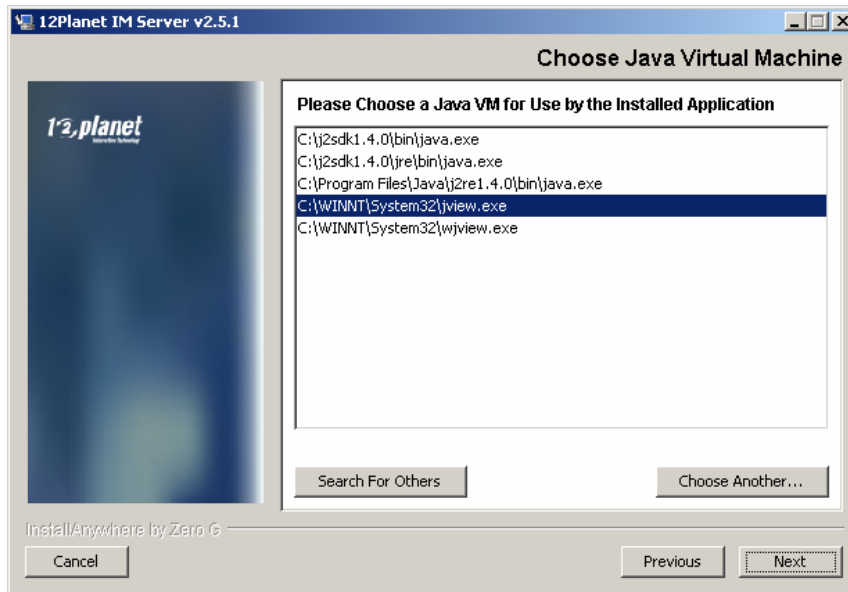
- Enter license key, you can leave the fields blank



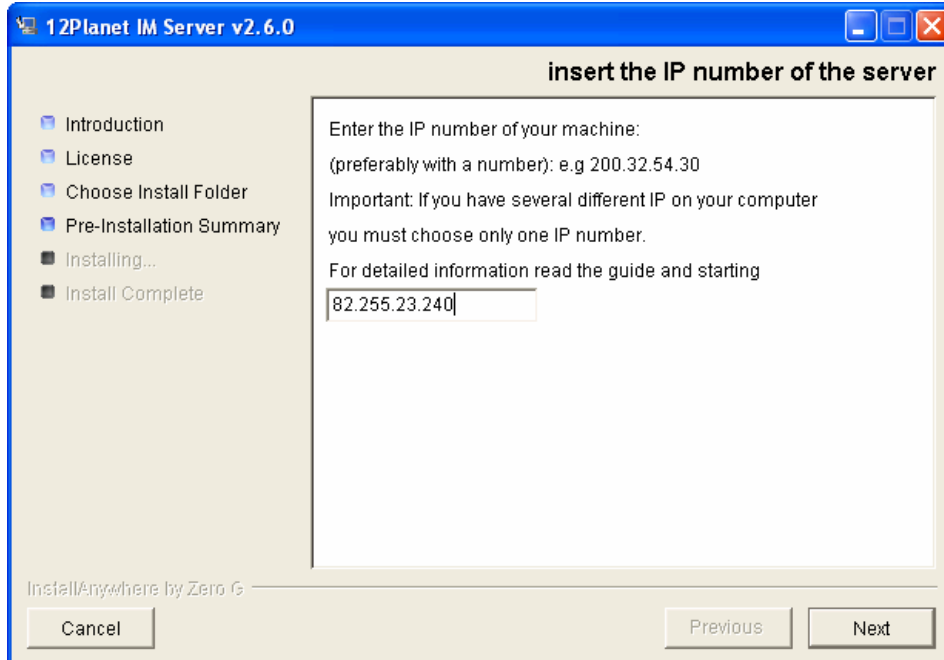
- accept the default directory to install the IM Server



- if there are several Java Virtual Machines available, select one of them. We suggest selection of Sun or IBM J2SE SDK or JRE 1.4.x



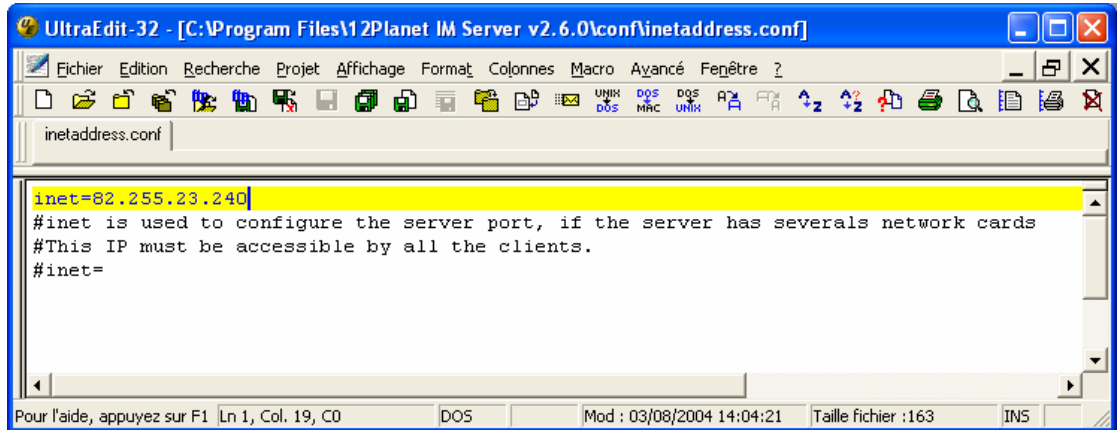
- Enter your server IP information. If you don't know the IP of your machine, you can open a DOS prompt, and type in ipconfig. On Linux, you should enter ifconfig. Please select the IP that is accessible (directly or indirectly through router traffic forwarding) from the network to which you want to provide IM services you have several IPs. If you make a mistake here, and find later that the server is not running properly, read the chapter "Manually modify configuration files" to change the IP value.



Before you can launch the IM server, if you want to provide IM services to a public network with a machine that has a local network IP, you need to manually edit some configuration files, please read the chapter "Manually modify configuration files". Otherwise, you may skip the manual configuration and start the server directly.

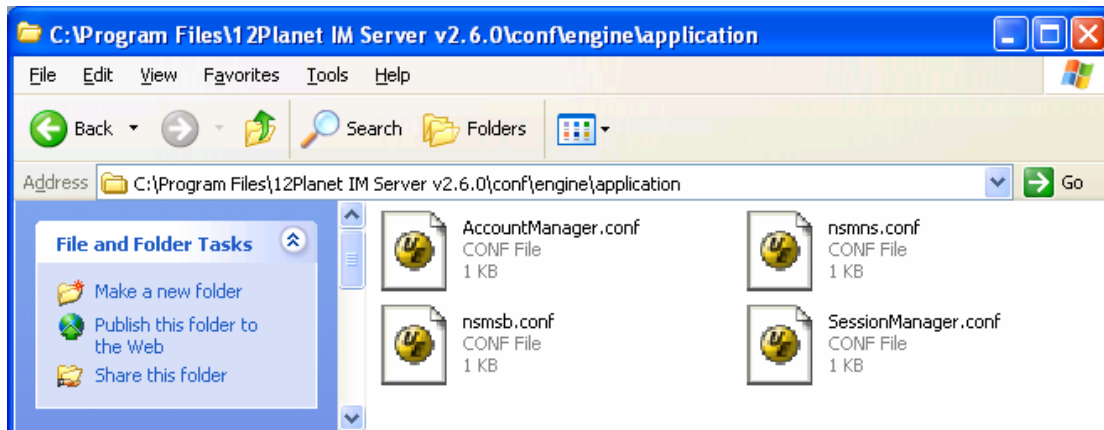
3 Manually modify configuration files

- Open the <install_dir>\conf\inetaddress.conf, if you made a mistake in the IP configuration of server during the installation process, you can change it here.

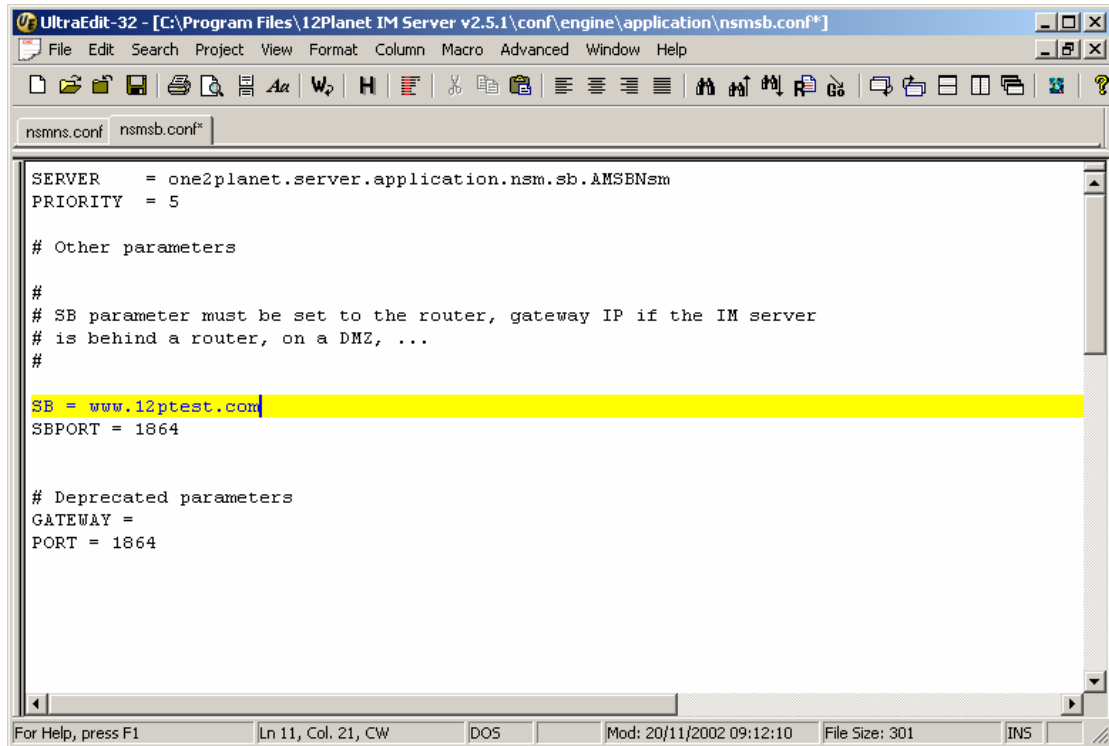


if you want to provide IM services to a public network with a machine that has a local network IP, you need to manually edit the following configuration files:

- Go to the following configuration directory:
[INSTALL_DIR]\conf\engine\application

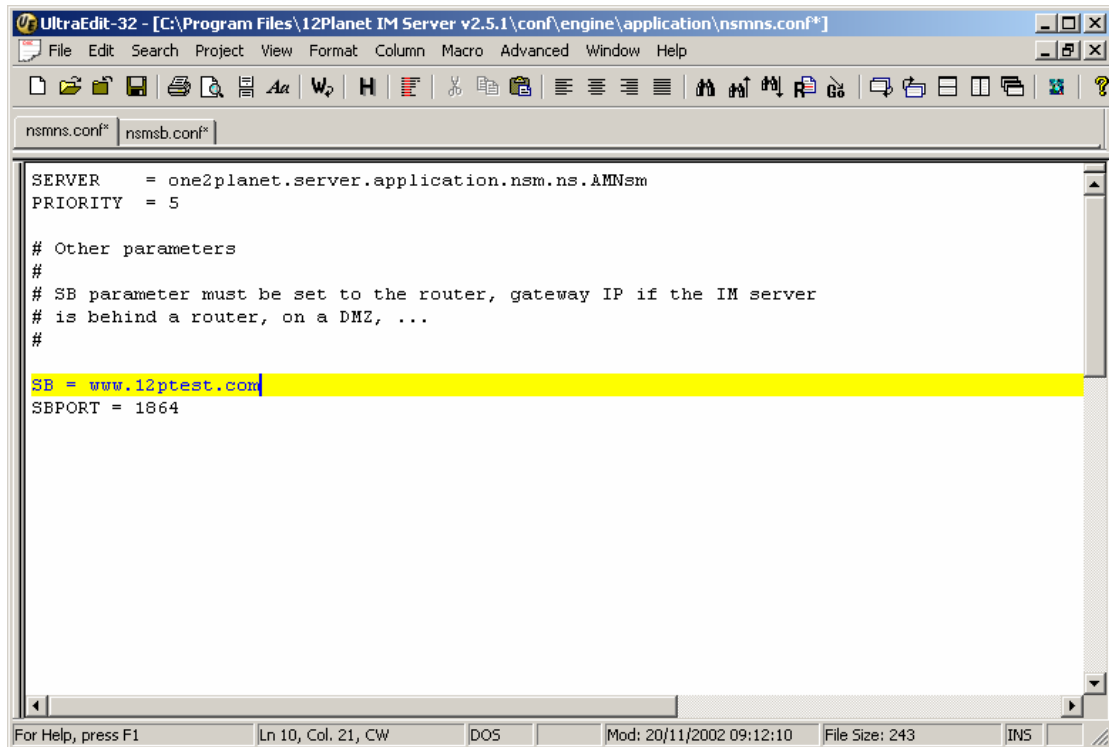


- Edit nsmsb.conf and uncomment the line SB = localhost. You need to enter the server IP that will be used by all the users. So if you plan to offer IM services to the public network, you need to enter the public network IP that will be used to access the IM service (you need then add IP forwarding on your router to forward public IP traffic of the ports 1863, 1864 to your private IP, see the firewall/NAT configuration chapter for more information). If you plan to use the IM server only on a local area network or through a VPN, if you do not plan to add IP forwarding on a public IP, then you should use the local area network IP of the server machine. Here we use the sample public host name www.12ptest.com



```
UltraEdit-32 - [C:\Program Files\12Planet IM Server v2.5.1\conf\engine\application\nsmnsb.conf*]  
File Edit Search Project View Format Column Macro Advanced Window Help  
nsmnsb.conf nsmnsb.conf*  
SERVER = one2planet.server.application.nsm.sb.AMSBNSm  
PRIORITY = 5  
  
# Other parameters  
  
#  
# SB parameter must be set to the router, gateway IP if the IM server  
# is behind a router, on a DMZ, ...  
#  
SB = www.12ptest.com  
SBPORT = 1864  
  
# Deprecated parameters  
GATEWAY =  
PORT = 1864  
  
For Help, press F1 Ln 11, Col. 21, CW DOS Mod: 20/11/2002 09:12:10 File Size: 301 INS
```

- Edit nsmns.conf, uncomment the line SB = localhost and enter the correct IP value (see previous comments)



```
UltraEdit-32 - [C:\Program Files\12Planet IM Server v2.5.1\conf\engine\application\nsmns.conf*]  
File Edit Search Project View Format Column Macro Advanced Window Help  
nsmns.conf nsmnsb.conf*  
SERVER = one2planet.server.application.nsm.ns.AMNsm  
PRIORITY = 5  
  
# Other parameters  
#  
# SB parameter must be set to the router, gateway IP if the IM server  
# is behind a router, on a DMZ, ...  
#  
SB = www.12ptest.com  
SBPORT = 1864  
  
For Help, press F1 Ln 10, Col. 21, CW DOS Mod: 20/11/2002 09:12:10 File Size: 243 INS
```

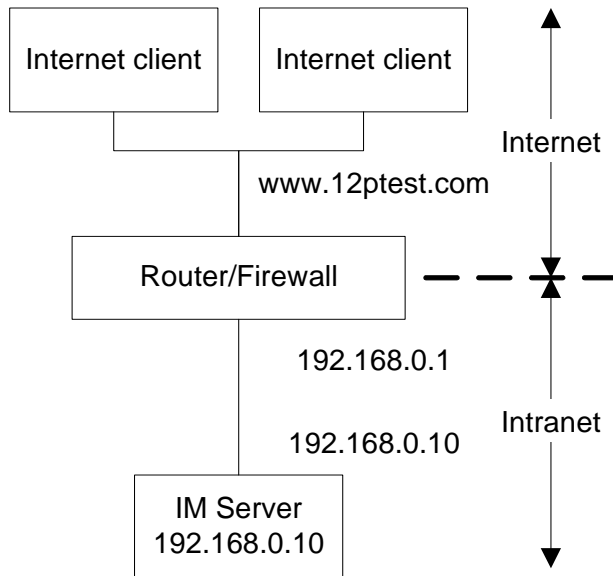
Now please read the chapter “NAT/firewall/Router configuration”

4 NAT/Firewall/Router configuration

if you want to provide IM services to a public network with a machine that has a local network IP, you have to redirect the network traffic of following ports:

1863 and 1864 and optionally 8090 (administration port)

From the public IP to the private IP. The example below is a typical configuration where you should redirect the traffic to 12ptest.com to the local IP 192.168.0.10 which is on the same network as the router's private IP 192.168.0.1



Things to verify:

- Make sure to allow network traffic on the ports 1863, 1864, 8090 on your firewall.
- On the server machine, make sure there is no firewall rule that blocks local access to the port 8090 because the server needs to call itself on this port.
- make sure when you are using public IP configuration, that local area network computers can also access the IM server using the public IP (the traffic goes out and comes back at the router level). Usually this is possible except from the machine that is running the IM server itself.

5 Frequent Issues

5.1 *Buddy list is working but cannot start a chat*

This is because your nsmns.conf or nsmsb.conf files is not configured properly. Please read the chapter "Manually modify configuration files"

5.2 *When I receive a message, the chat window does not popup to the front*

This is because you have minimized the chat window and you are running Windows XP. By default, Windows XP flashes the application in the task bar instead of maximizing it. You can either modify this behavior with a utility or wait until our next release that provides a new message alert system.