

# FaceTime IM Director

for MeetingPlace IM Gateway

*Administrator's Guide*

Release 1.1



**FACE TIME**  
COMMUNICATIONS

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# Preface

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This guide provides information about configuring FaceTime® IM Director™ in MeetingPlace IM Gateway deployments. Use this guide after IM Director has been installed and deployed as described in the *FaceTime IM Director Planning and Implementation Guide*.

**Note:** This guide describes how to configure the IM Director feature set included in the MeetingPlace IM Gateway license. Customers who have purchased IM Director licenses separately have full access to IM Director features, and should refer instead to the *IM Director Administration and Reports Guide*, which includes comprehensive information about all IM Director features.

## Audience

This guide is intended for system administrators who configure and manage the IM Director server in MeetingPlace IM Gateway deployments.

## Organization

This guide contains two chapters:

- [Chapter 1, “Basics”](#) describes how to perform basic tasks such as logging in and out, changing passwords, and viewing version information.
- [Chapter 2, “Configuration and Maintenance”](#) explains how to configure and manage the IM Director server to support the MeetingPlace IM Gateway integration.

A glossary and an index are included at the end of the guide.



## Chapter 1

# Basics

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MeetingPlace IM Gateway allows instant messages from public and enterprise networks to be escalated to Latitude MeetingPlace® conferences. The version of FaceTime IM Director described in this guide is a component of the MeetingPlace IM Gateway.

This chapter contains the following sections:

- [“Features and Functionality” on page 7](#)
- [“IM Director Administrator User Interface” on page 8](#)
- [“Logging in to IM Director Administrator” on page 9](#)
- [“Changing the Password” on page 9](#)
- [“Resetting the Password” on page 10](#)
- [“Viewing Version Information” on page 11](#)
- [“Logging out of IM Director Administrator” on page 11](#)

## Features and Functionality

This component of the MeetingPlace IM Gateway allows the system administrator to do the following:

- Configure access to public and enterprise IM networks
- Change the license key
- Change the system administrator password
- View version information

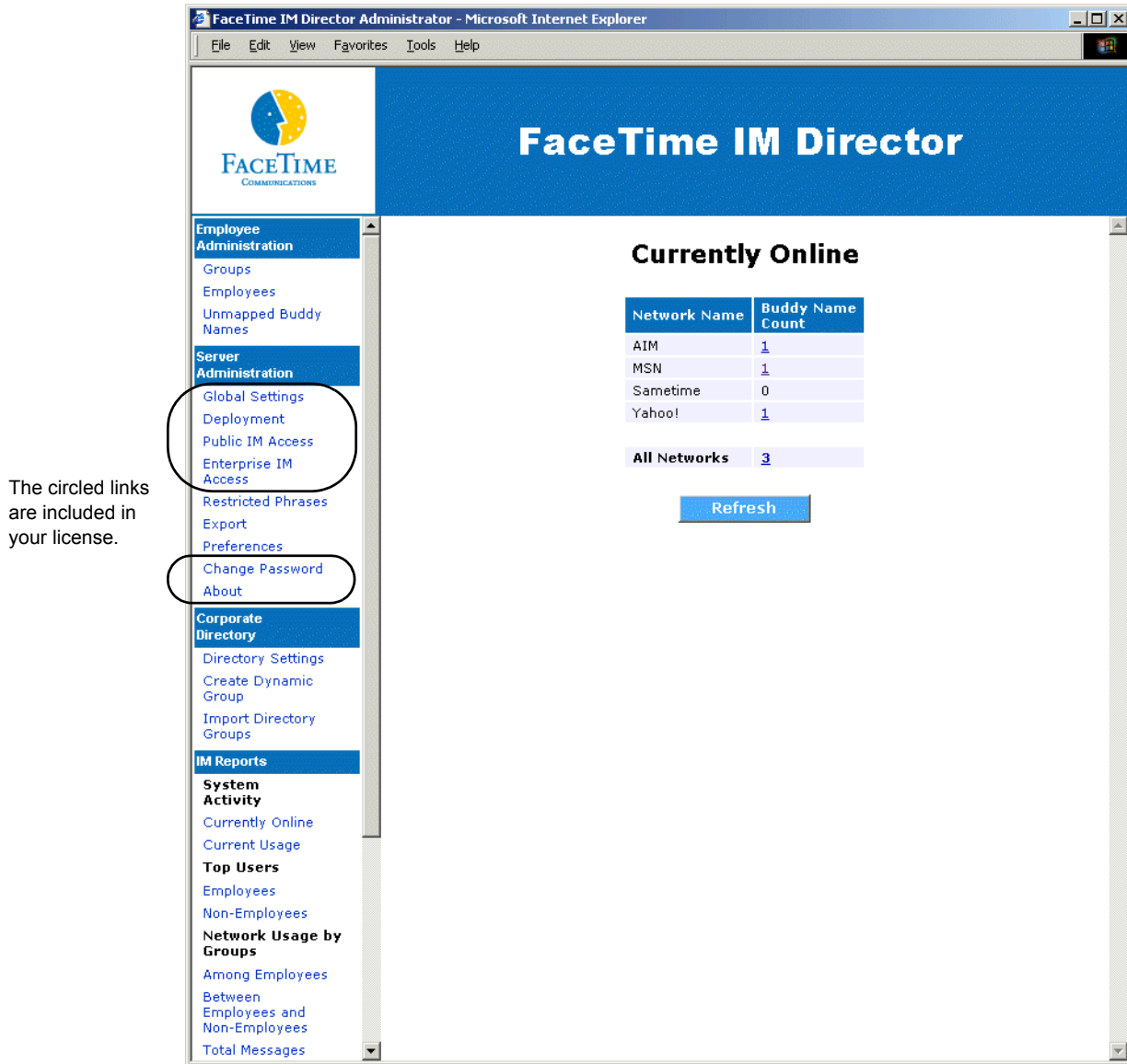
Other IM Director functionality is not included in the MeetingPlace IM Gateway license and requires the purchase of IM Director licenses for authorized access. Please contact [sales@facetime.com](mailto:sales@facetime.com) for sales and product information.

# IM Director Administrator User Interface

The IM Director Administrator window contains two panes. The left pane displays a menu and the right pane displays content.

When you log in to IM Director Administrator, the Currently Online page initially appears. To view pages to which you have access, click a link in the menu pane.

**Note:** The circled links in the following illustration are relevant to the MeetingPlace IM Gateway implementation of IM Director. Other links are not included in the MeetingPlace IM Gateway license.



## Logging in to IM Director Administrator

To log in to IM Director Administrator:

1. Do one of the following:
  - Open your Web browser and navigate to the following URL or to another URL you were provided:  
  
`http://hostname:8090/imd`  
  
where *hostname* is the name of the server on which IM Director was installed.
  - Double-click a shortcut or link to IM Director Administrator, if one was provided.
  - From the server on which IM Director was installed, click the Windows **Start** menu, and then click **Programs**→**FaceTime**→**IM Director Administrator**.
2. The IM Director Administrator Login page appears. Enter your user name and password, and then click **Submit**.



**IM Director Administrator Login**

Username:

Password:

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The Currently Online page appears.

**Note:** If you cannot log in because you forgot the password, you can reset it as described in [“Resetting the Password”](#) on page 10.

## Changing the Password

To change the password:

1. Click **Change Password** under **Server Administration** in the IM Director Administrator menu pane. The Change Password page appears.

Change Password	
New Password:	*****
Confirm New Password:	*****
<input type="button" value="Apply"/> <input type="button" value="Cancel"/>	

2. In the **New Password** field, type a new password of at least 6 characters over the existing password.
3. In the **Confirm New Password** field, type the new password over the existing password to confirm it.
4. Click **Apply**.

## Resetting the Password

If you are unable to log in to IM Director Administrator because you forgot the password, you can remove it from the database and then reset it.

To reset the password:

1. Open the EmployeeAttributes database table.
2. Locate the row for which the **intEmployeeID** field is **0** and the **attrID** field is **15**.
3. Clear the **value** field for that row, and then save the change.
4. Do one of the following:
  - Open your Web browser and navigate to the following URL:  
`http://hostname:8090/imd/firstLogin.jsp`  
where *hostname* is the name of the server on which IM Director was installed.
  - Double-click a shortcut or link to IM Director Administrator, if one was provided.
  - From the server on which IM Director was installed, click the Windows **Start** menu, and then click **Programs**→**FaceTime**→**IM Director Administrator**.
5. The Set System Administrator Password page appears. Reset the password and then click **Submit**.

## Viewing Version Information

To view IM Director version information:

- ▶ Click **About** under **Server Administration** on the IM Director Administrator menu pane.

## Logging out of IM Director Administrator

To log out of IM Director Administrator:

- ▶ Click the **Logout** button at the bottom of the IM Director Administrator menu pane.



## Chapter 2

# Configuration and Maintenance

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This chapter contains the following sections:

- “Global Settings” on page 13
- “Deployment Information” on page 15
- “Public IM Network Access” on page 17
- “Enterprise IM Network Access” on page 19
- “Starting and Stopping the Service” on page 20
- “Troubleshooting” on page 21

## Global Settings

To specify global settings for the MeetingPlace IM Gateway version of IM Director, you simply change the default values for three fields. All other default values must be kept to ensure proper operation.

To specify global settings:

1. Click **Global Settings** under **Server Administration** on the IM Director Administrator menu pane. The Global Settings page appears.
2. Under **Global Permissions**, do the following:
  - a. Change the default setting for **Audit Conversations** to **No**.
  - b. Change the default setting for **Export Conversations to Archive** to **No**.
3. Under **Permissions for Unmapped Buddy Names**, clear the **Audit IM conversations for unmapped buddy names** check box.
4. Click the **Apply** button at the bottom of the page.

**Note:** The **Privacy Disclaimer Message**, **Auto-Reply Message**, and **Email Alerts** sections are not applicable to MeetingPlace IM Gateway.

The following illustration shows the required Global Settings options for MeetingPlace IM Gateway. The default values you need to change are highlighted.

### Global Settings

**Privacy Disclaimer Message**

You can override this disclaimer for specific groups

<B>Notice:</B> All instant messages sent to and from this buddy name will be logged by the IM Director and are subject to archival, monitoring, or review and/or disclosure to someone other than the recipient.

For each employee show disclaimer

At the start of every conversation and repeat after  minutes  
 At the start of every conversation only  
 Once a day for every person contacted

Global Permissions	Yes	No
Action		
Allow Sign On	<input checked="" type="radio"/>	<input type="radio"/>
Audit Conversations	<input type="radio"/>	<input checked="" type="radio"/>
Export Conversations to Archive	<input type="radio"/>	<input checked="" type="radio"/>
Allow IM with Non-Employees	<input checked="" type="radio"/>	<input type="radio"/>
Allow Access to Public IM Networks	<input checked="" type="radio"/>	<input type="radio"/>

**Permissions for Unmapped Buddy Names**

Audit IM conversations for unmapped buddy names

Block sign-on from unmapped buddy names

**Auto-Reply Message for Denied Permissions**

<B>From System Administrator:</B> You do not have the permission to access this feature based on company IM usage policy.

**Auto-Reply Message for Blocked Incoming Messages**

<B>From System Administrator:</B> The previous message was not delivered due to company policy.

**Auto-Reply Message for Blocked Outgoing Messages**

<B>From System Administrator:</B> The previous message was not sent due to company policy.

**Information Security**

Messages do not leave the company network when employees communicate with one another using public IM

**Email Alerts**

SMTP Host for Email Alerts:

SMTP Port for Email Alerts:

From Header for Email Alerts:

Select **No** for these two options.

Clear this check box.

## Deployment Information

The Deployment Information page displays database and license information, and allows you to change the license key.

To open the Deployment Information page:

- ▶ Click **Deployment Information** under **Server Administration** on the IM Director Administrator menu pane.

### Deployment Information

IM Director Database	
Database Server Host:	dbserver01
Database Name:	db03
Username:	sa

License Information	
License Key:	XXXX-XXXX-XXX
Send License Overrun Notification Email to:	
Expiration Date:	Never Expires

Network	Licensed
AOL Instant Messenger	✓
Microsoft MSN	✓
Yahoo! Messenger	✓
IBM Lotus Sametime	✓
Microsoft Exchange 2000	
Yahoo! Messenger Enterprise Edition	

Network	Licensed Buddy Names
AOL Instant Messenger	100
Yahoo! Messenger Enterprise Edition	0
Others	100

Usage Information	
Network	Buddy Names in Use
AOL Instant Messenger	1
Microsoft MSN	1
Yahoo! Messenger	1
IBM Lotus Sametime	0
Microsoft Exchange 2000	0

NOTE: You must restart the IMDirector Windows service for changes to take effect.

## Database Information

The **IM Director Database** section includes the following read-only fields that contain information you specified during the IM Director installation.

Field	Description
Database Server Host	Domain name or IP address of the server on which IM Director is installed.  If you specified a database instance during the installation, a slash mark and the instance name is appended to this value. For example, <i>hostname/instancename</i> .
Database Name	Name of the database.
Username	User name that has read/write permission on the IM Director database.

## License Information

The **License Information** section allows you to change the license key.

To change the license key:

1. Type the new key in the **License Key** field.
2. Restart the IMDirector service. For instructions, see [“Starting and Stopping the Service” on page 20](#).

**Note:** The **Send License Overrun Notification Email** field is not used in MeetingPlace IM Gateway deployments and should be left blank.

## Networks

The first **Network** section lists public and enterprise IM networks. A check box in the **Licensed** column indicates that MeetingPlace IM Gateway supports that network.

The second **Network** section shows the number of buddy names your license includes.

## Usage Information

The **Usage Information** section contains the following columns.

Column	Description
Network	Public and enterprise IM networks.
Buddy Names in Use	The number of buddy names in each public and enterprise IM network that are being used.

# Public IM Network Access

To configure access to public IM networks:

1. Click **Public IM Access** under **Server Administration** in the IM Director Administrator menu pane. The Public IM Access page appears.

### Public IM Access

---

**ADL Instant Messenger**

SOCKS Proxy Connection      Listening Port:

DNS Routing Connection      Listening Port:

---

Allow all client versions       Allow only selected client versions

Version 4.8       Version 5.1       Version 5.1.3036  
 Sametime       Trillian

---

**MSN Messenger**

SOCKS Proxy Connection      Listening Port:

DNS Routing Connection      Listening Port:

---

Allow all client versions       Allow only selected client versions

Version 4.6       Version 4.7       Version 4.8  
 Version 5.0       Version 5.0.0544       Trillian

---

**Yahoo! Messenger**

SOCKS Proxy Connection      Listening Port:

DNS Routing Connection      Listening Port:

---

Allow all client versions       Allow only selected client versions

Version 5.0       Version 5.5       Version 5.5.0.1254  
 Version 5.6       Version 5.6.0.1339       Trillian

---

**Corporate Proxy Server**

Connect to Public IM Network Using Proxy Server

Type:	<input checked="" type="radio"/> SOCKS4 <input type="radio"/> SOCKS5 <input type="radio"/> HTTPS
Host:	<input type="text" value="sockshost"/>
Port:	<input type="text" value="1080"/>
Username:	<input type="text"/>
Password:	<input type="text"/>

NOTE: You must restart the IMDirector Windows service for changes to take effect.

2. Complete the fields on the page as described in the following sections.
3. Click the **Submit** button at the bottom of the page.

4. Restart the IMDirector service. For instructions, see [“Starting and Stopping the Service” on page 20](#)

## Public IM Networks

On the Public IM Access page, there is a section for each public IM network that IM Director supports. Each section contains fields that allow you to specify information about connecting public IM network clients to IM Director.

Brief descriptions of the connection types that can be used are provided in the following table. For more information about the connection types and for information about deploying them, see the *IM Director Planning and Implementation Guide*.

Connection Type	Description
SOCKS Proxy Connection	IM Director is deployed as a proxy server that sits between IM clients and the public IM networks. IM clients are configured to point to the IM Director server as a SOCKS proxy server.
DNS Routing Connection	Your DNS server is configured to redirect messages from IM clients to IM Director. The default IM client settings are used and no additional client configuration is necessary.

To specify connection settings for public IM networks:

1. By default, both connection types are selected. If you do not want to use a connection type, clear the check box for it.

**Note:** If you configure both connection types, and if IM clients point to IM Director as a proxy server, the SOCKS proxy connection type is used and the DNS routing information is ignored.

2. The **Listening Port** field is used to specify the port number IM Director uses to accept incoming TCP socket connections. The default value (shown in the following table) can be used unless another application uses that port. If necessary, change the value to an available port number.

Network	Default SOCKS Proxy Port	Default DNS Routing Port
AIM	1080	5190
MSN Messenger	1080	1863
Yahoo! Messenger	1080	5050

3. Click the **Submit** button.

**Note:** The **Allow all client versions** default setting must not be changed.

## Corporate Proxy Server

If your network uses a corporate proxy server between the IM Director server and the public IM networks:

1. Select **Connect to Public IM Network Using Proxy Server**.
2. Complete the fields as described in the following table.

Field	Action
Type	Select the type of protocol that your corporate proxy server uses.
Host	Enter the domain name or IP address of your corporate proxy server.
Port	Enter the port on the corporate proxy server that listens for messages. The default value is <b>1080</b> .
Username	Enter a username with privileges on the corporate proxy server. This field must be filled out if you selected <b>SOCKS5</b> or <b>HTTPS</b> in the <b>Type</b> field.
Password	Enter the password used to access the corporate directory server. This field must be filled out if you selected <b>SOCKS5</b> or <b>HTTPS</b> in the <b>Type</b> field.

3. Click the **Submit** button.
4. If you are using an HTTPS corporate proxy server and your employees use the AIM client, in the NetworkConnectors database table, change the value of the loginPort field in the AIM SOCKS4/5 and AIM DNS Redirect rows to **443**.

## Enterprise IM Network Access

Enterprise IM networks connect to IM Director using a connector module that is installed on the enterprise IM server.

**Note:** For more information about deploying IM Director in an enterprise IM network, see the *IM Director Planning and Implementation Guide*.

To specify enterprise IM network settings:

1. Click **Enterprise IM Access** under **Server Administration** on the IM Director Administrator menu pane. The Enterprise IM Access page appears.

**Enterprise IM Access**

Microsoft Exchange 2000 IM	
<input checked="" type="checkbox"/> Connector for Exchange 2000	Listening Port: <input type="text" value="5060"/>

IBM Lotus Sametime	
<input checked="" type="checkbox"/> Connector for IBM Lotus Sametime	Listening Port: <input type="text" value="5060"/>

Yahoo! Enterprise	
<input checked="" type="checkbox"/> Connector for Yahoo! Enterprise	Listening Port: <input type="text" value="5053"/>

2. By default, **Connector for IBM Lotus Sametime** is checked. If you do not want employees to use this network, clear the check box.

**Note:** Microsoft Exchange 2000 and Yahoo! Messenger Enterprise Edition are not currently supported by MeetingPlace IM Gateway.

3. The **Listening Port** field is used to specify the port number IM Director uses to listen for events from the enterprise IM network. The default value is **5060** and can be used unless another application uses that port. If necessary, change this value to an available port number.
4. Click the **Apply** button.
5. Restart the IMDirector service. For instructions, see [“Starting and Stopping the Service”](#) on page 20.

## Starting and Stopping the Service

To start and stop the IMDirector service:

1. Click the **Start** button on the Windows taskbar.
2. Select **Settings**, and then click **Control Panel**.
3. In the Control Panel, double-click **Administrative Tools**.
4. In the Administrative Tools window, double-click **Services**.
5. In the Services window, right-click **IMDirector**, and then click **Start** or **Stop**.

---

## Troubleshooting

This section contains information about how to handle problems you may encounter while using IM Director.

### IM Director Startup

**Problem** IM Director does not start.

**Reason** The following are probable reasons for the problem.

- The SQL Server Windows service (MSSQLServer) is not running. This service must be running before the IMDirector service can start.
- The IMDirector service is not running.
- The minimum system requirements have not been met.

**Action** To correct the problem:

- Check the log files. For instructions, see [“Log Files” on page 21](#).
- Restart the SQL Server service or the database server. The IMDirector service will continuously attempt to connect to the database and start when the SQL server service is running again.
- Check that the IMDirector service is running. For instructions, see [“Starting and Stopping the Service” on page 20](#).
- Check that your system meets the minimum hardware, software, and database requirements. For a list of the requirements, see the *IM Director Planning and Implementation Guide*.

### Log Files

To view log files:

1. Navigate to the logs folder on the server on which IM Director is installed. The following is the default path to this folder.

C:\Program Files\FaceTime\IM Director\logs

The following files are included in the directory:

- IMDirector.log is the main log file for the IM Director server.
- IMDirectorAdmin.log is the main log file for IM Director Administrator.

**Note:** The remaining log files are used to troubleshoot startup problems and should be empty.

2. In a text editor, open the log file you want to view.



# Glossary

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**corporate proxy**

See *proxy server*.

**DNS routing**

A proxy model connection type in which messages are redirected from a DNS server to IM Director instead of sending them directly to the IM networks. See also *proxy model*. Contrast with *SOCKS proxy*.

**enterprise IM connector model**

A method by which enterprise IM networks connect to IM Director. In this model, communication between enterprise IM clients and IM Director is achieved through a connector that is installed on an enterprise IM server. The connector obtains events from the enterprise IM server and interprets and translates the events for IM Director. Contrast with *proxy model*.

**proxy model**

A method by which IM networks connect to IM Director. In this model, IM Director acts as a proxy server between IM clients and the IM networks. This means that IM clients connect to IM Director instead of directly to the IM networks. The proxy model can be deployed using a SOCKS proxy or DNS routing connection type. See also *SOCKS proxy*, *DNS routing*.

**proxy server**

A server that monitors and captures activity and provides network security. When IM Director is deployed as a proxy server, IM clients are configured to connect to IM Director as a proxy server instead of connecting directly to the IM networks. A corporate proxy server can sit between the IM Director server and the Internet. The corporate proxy server can use SOCKS or HTTPS protocol and includes rules and policies for additional network security.

**SOCKS proxy**

A proxy model connection type in which IM clients are configured to point directly to IM Director as a SOCKS proxy server. See also *proxy model*, *proxy server*. Contrast with *DNS routing*.



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