

1. **What is Jabber?**

Jabber is an open XML protocol for the real-time exchange of messages and presence between any two points on the Internet. The first application of Jabber technology is an asynchronous, extensible instant messaging platform, and an IM network that offers functionality similar to legacy IM systems such as AIM, ICQ, MSN, and Yahoo. For more information, read the [Jabber Overview](http://en.wikipedia.org/wiki/Jabber): <http://en.wikipedia.org/wiki/Jabber>

2. **After the Migration I can not Login. What do I need to change?**

You need to change your jabber id or username to your agencyID. See [here](#) for specific instructions.

3. **Contacts disappeared from my contacts/buddy list. What happened?**

Everyone who gave us their username mapping or who already used their agencyID as their username we migrated over. Unfortunately those who did not provide that information did not get mapped to the new server so they will not show up on your buddy list.

4. **My Account did not get migrated over what can I do?**

You need to start a new Account. Please see Install and configuration instructions for your specific platform.

5. **Where do I go for information on my agencyID and Password?**

Please See the Instructions on how to obtain an account and how to reset your password.

6. **What can I do with NASA Jabber?**

You can use Jabber to talk with other people within NASA center networks who also use Jabber and participate in Jabber chat rooms.

7. **Where can I find Jabber Clients?**

The best place to locate and download SSL-enabled Jabber clients is <http://www.jabber.org/clients>. There are [Windows](#), [Linux](#), and [MacOS](#) clients available.

8. **Which Jabber Clients should I use?**

You will need to use a Jabber client that supports Secure Socket Layer (SSL) encryption. Because some discussions between NASA partners can be considered sensitive, we do not support clear-text instant messaging and rely solely on SSL-encrypted instant messaging.

As for which Jabber client is best for you, that depends on what operating system you run and what your needs are. Some clients are more stable than others, some offer more features, etc. **The only requirement is that the client must support SSL encryption.** Most developers recommend **Pandion** or **Pidgin** for Windows, **Pidgin** for Linux, and **Adium** or **iChat** for Macintosh. NOTE: **Pandion** comes with SSL included (though the user must enable SSL in the settings during the initial client set-up and configuration).

See below for a full list of Jabber clients. Also, see the **Quick Start** section above for direct download of some clients that are known to support SSL encryption.

Welcome to the Jabber Client homepage. In order to use the jabber service you will first need to download, install and configure jabber. Please select a client below to begin. If you have any questions regarding the service please take a look at the FAQ located on the right side of the page. If you have any additional questions please [contact us](#).

Windows Users

We recommend that you use one of these clients listed below:

- [Pidgin](#)
- [Pandion](#)



PANDION
an easy to use XMPP/Jabber client



Mac Users

We recommend that you use one of these clients listed below:

- [Adium](#)
- [iChat](#)

Linux/Unix Users

We recommend that you use one of these clients listed below:

- [Pidgin](#)



Blackberry Users

We are still evaluating several Blackberry clients. However, any client that supports SSL should be able to connect to Jabber. If you currently use jabber on your blackberry and would like to recommend a client please [email us](#) and let us know.

9. **How do I install the Jabber client?**

Jabber clients typically come with detailed instructions on how to install and configure them for your specific platform. For the Windows and Macintosh clients listed in the **Quick Start** section above, the Inside NASA Portal development team has also provided some installation and configuration instructions (see above). Most Jabber clients also have good documentation for troubleshooting, if you encounter problems during client installation. You may also [Request Technical Assistance](#) from the Inside NASA Portal development team.

10. **How do I configure the Jabber client for the NASA IM server?**

The vital information is:

Server Name : `im.nasa.gov`

SSL Setting : On

SSL Port #: 5222 for TLS or 5223 for old SSL method

11. You need to use your agency username and agency password to connect to the service.

12. **I'm outside the NASA Firewall, can I use NASA IM?**

Yes NASA IM is open outside the NASA Firewall. Since we use agency authentication and authorization, we can trust that anyone who can log into the system is a trusted NASA employee or affiliate.

13. **Where can I go for help?**

The best place to go for answers regarding Jabber is the [Jabber User Guide](#). There is the [Jabber User \(JUSER\) Mailing List](#) which is quite helpful. You may also [Request Technical Assistance](#) from the Inside NASA Portal development team.

14. **My vcard information is incorrect how do I change it?**

The information for your vcard is taken from the agency management system. If some details are incorrect you can go [here](#) and they will help you update it.

15. **How do I configure this to use at home or on the road?**

If you are already connected to the jabber service then you have to do nothing. If you want to setup the service on your home computer then you follow the same exact steps you would on your work system.

Install and Configure Pidgin

Download Instructions

- If you do not have the ability to install software on your computer call your center helpdesk to have them install the client
- Download the Pidgin Client from <http://pidgin.im/> from your favorite web browser
- Click on the **Download Pidgin** link in your browser
- Click on the **Download Pidgin** link
- Save the file to the Desktop (or other location)



Install Instructions

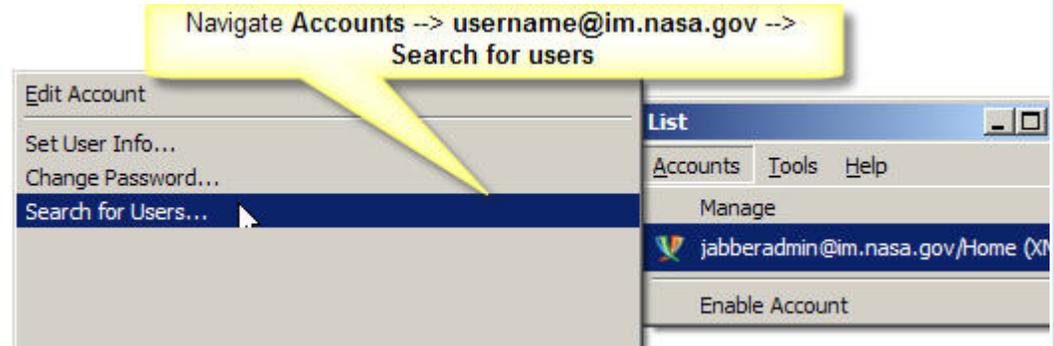
- **For Linux**
- Follow the instructions on the page for installation

For Windows

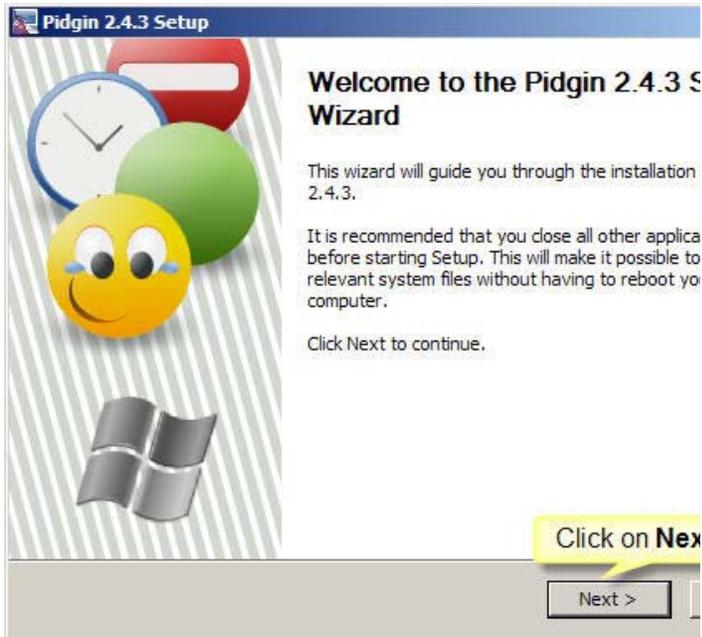
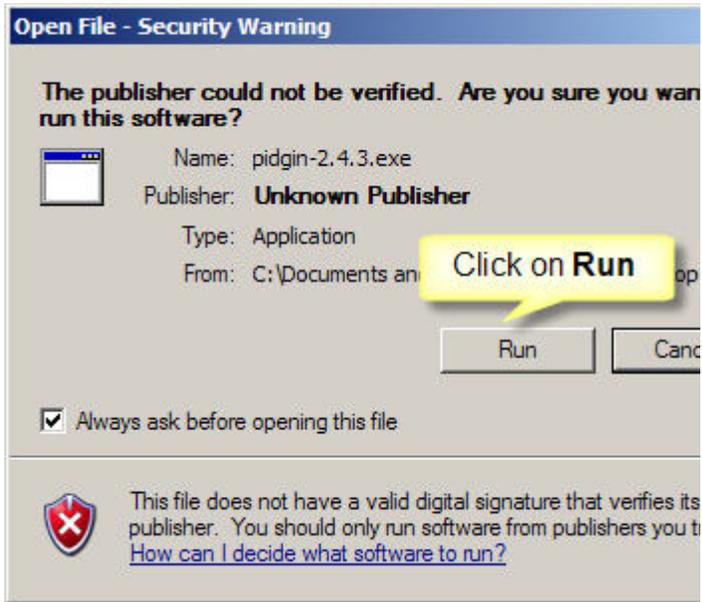
Once download completes Double click on the Pidgin executable

Tutorial -- Add a Contact

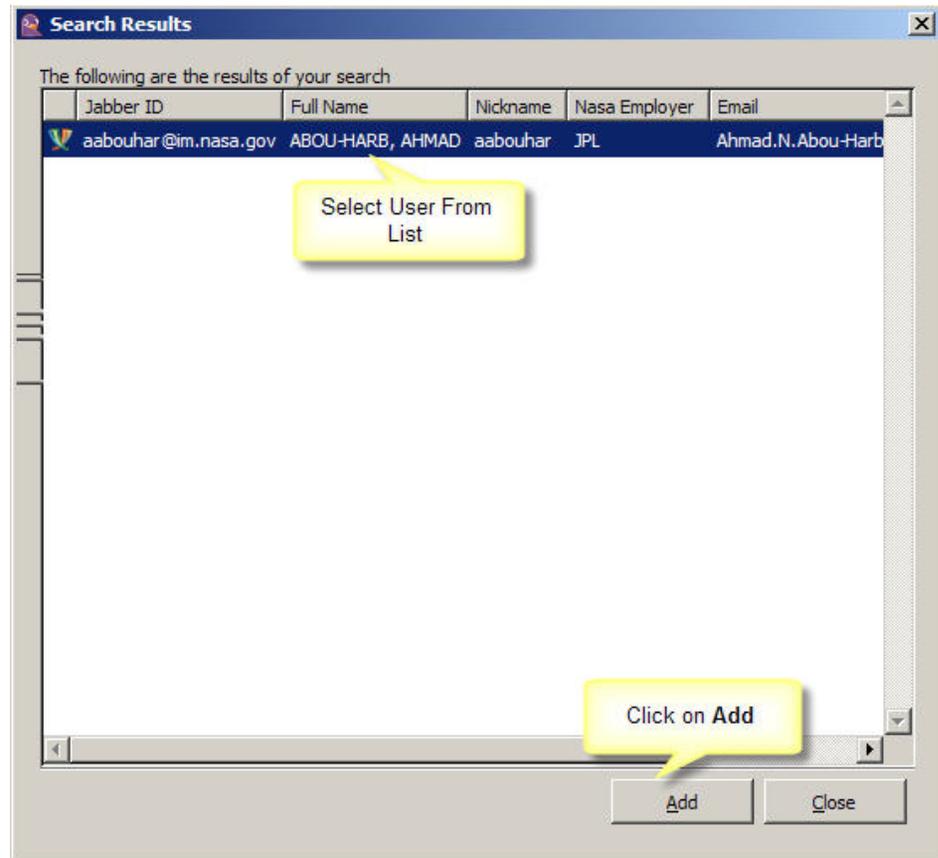
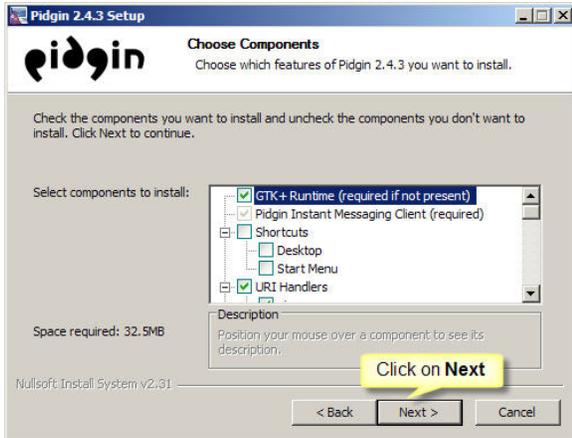
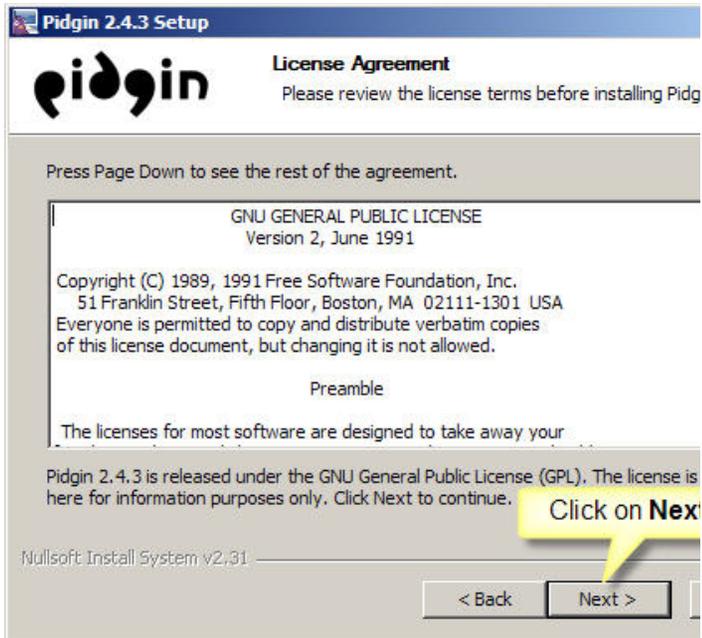
Search for & Add a Contact

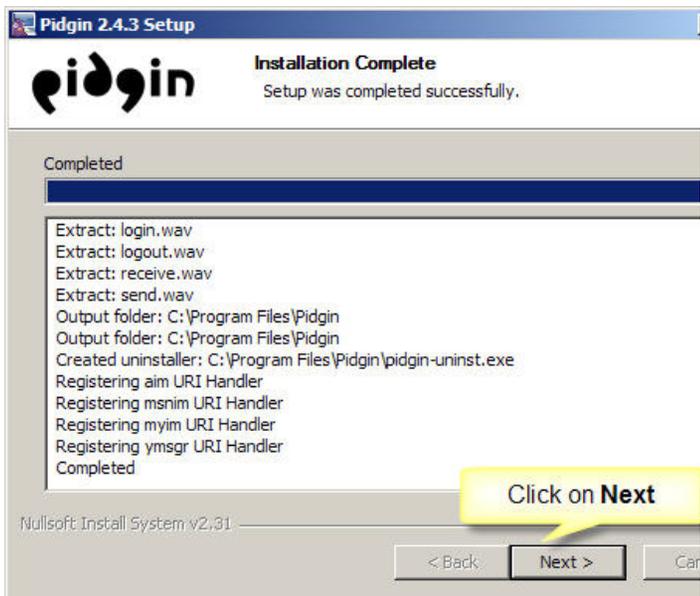
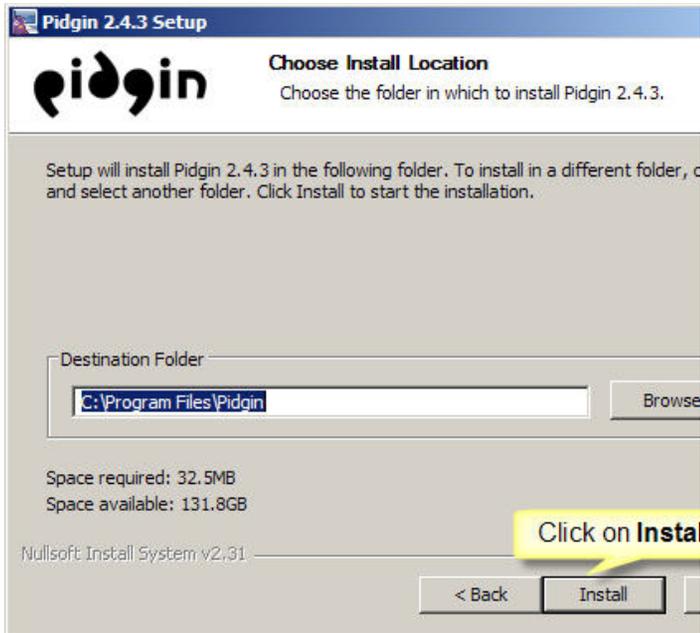


- Make sure **users.im.nasa.gov** is entered in the field

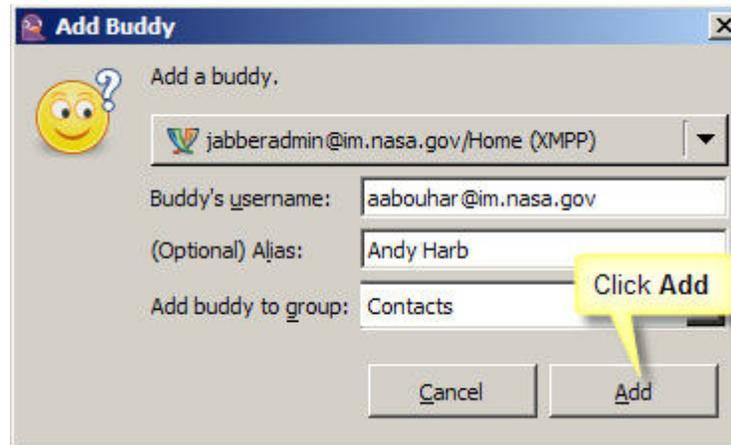


- Click on **Search Directory**
- Enter the full or partial information in one or more fields
Note: Must be at least 2 characters in each field entered





You can click on **Next** once you see the completed message.



- You can leave the 'Alias' field blank or enter in what you would like to show up in your buddylist.
- Select the Group you would like to add this buddy under

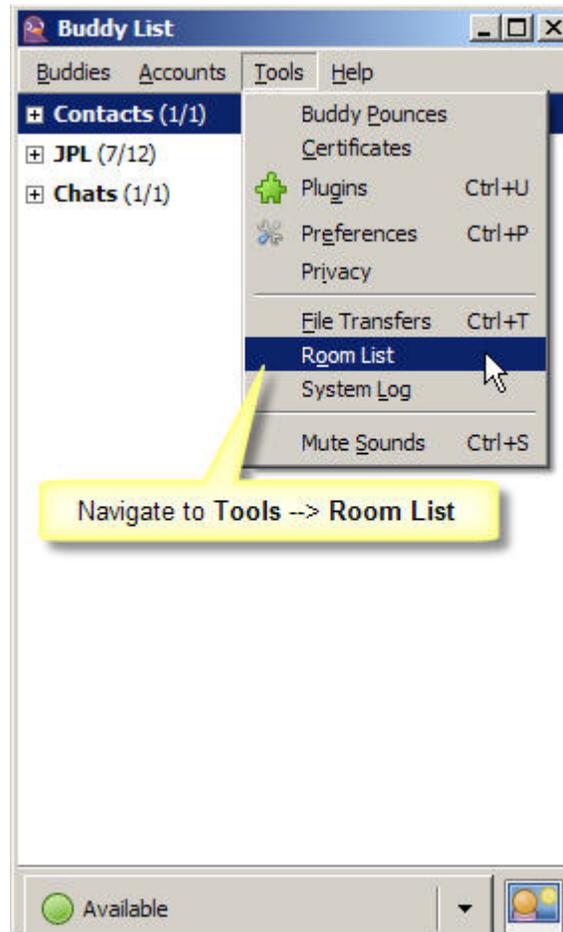
Once the user accepts your request you will see him/her on your buddylist

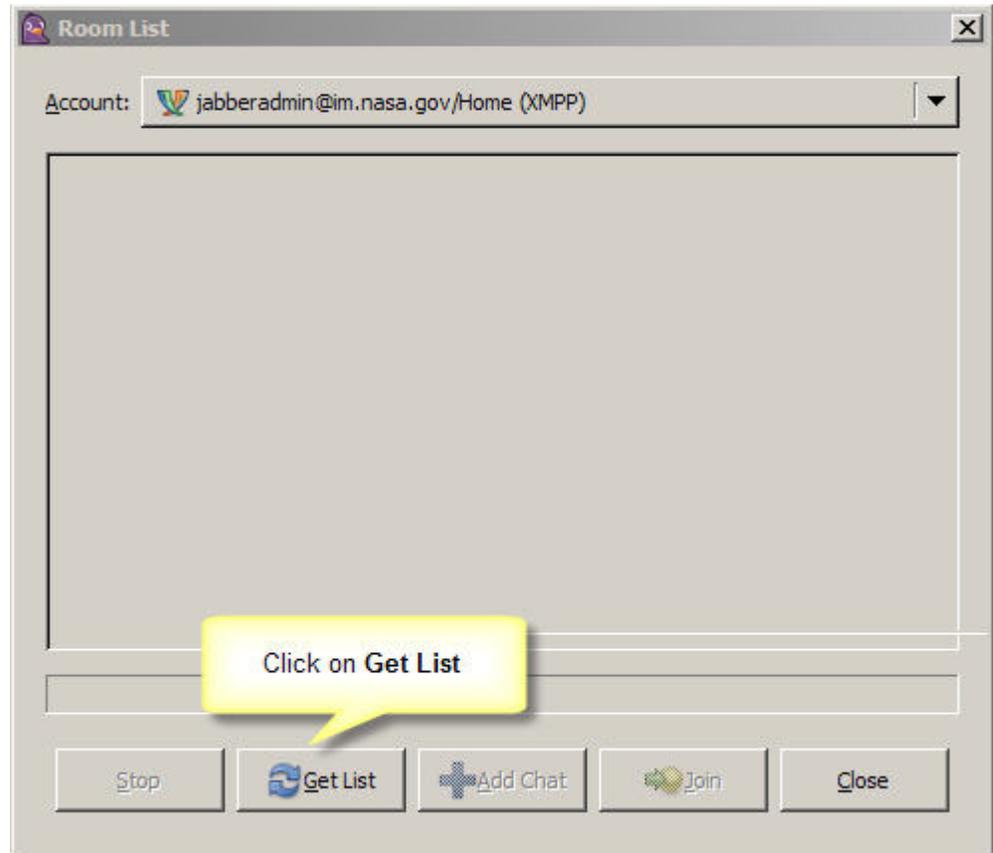
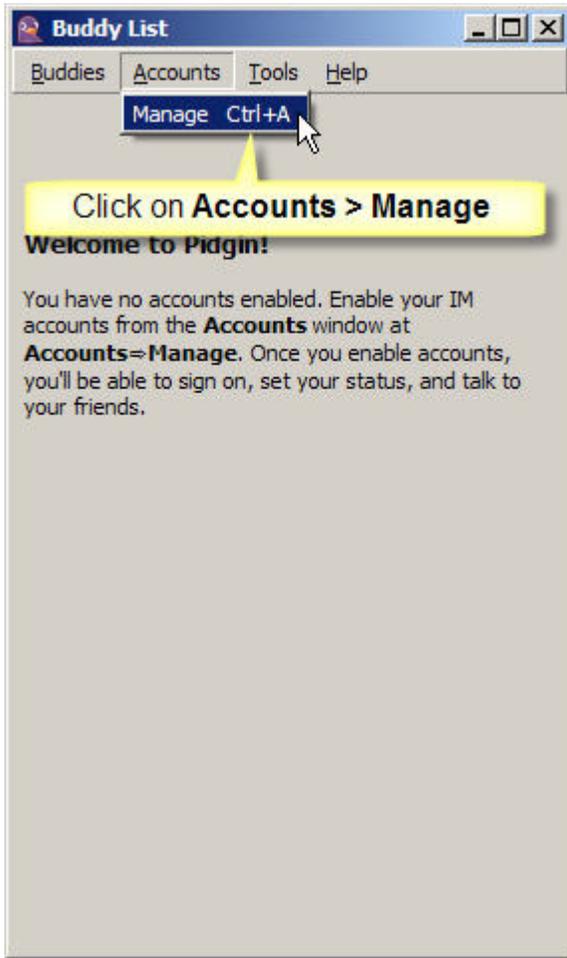
Tutorial - Join/Create a Conference Room

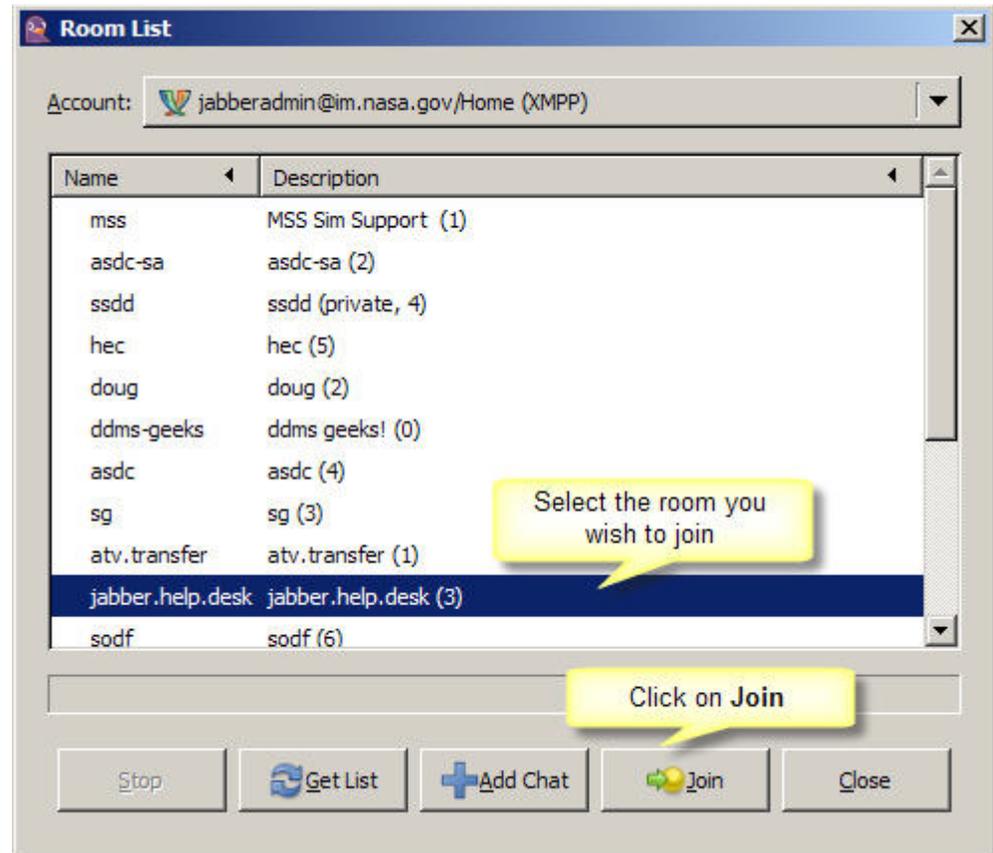
Join a Conference Room



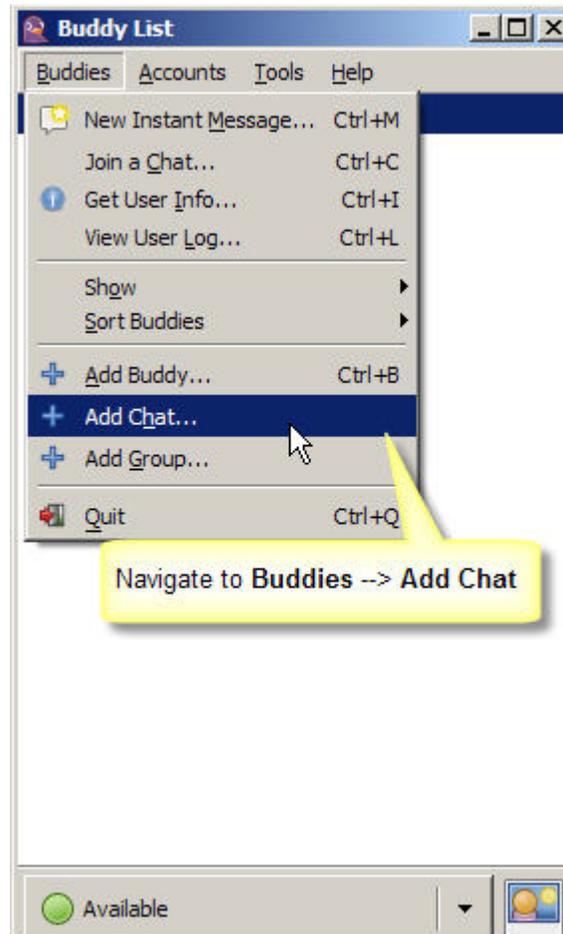
Configuration Instructions







Create a Conference Room



Lookup Your Agency ID
Need help creating a NAMS account? [Click here](#)
Forgot Your password? [Click Here](#)

Modify Account

Basic **Advanced**

XMPP Options

Require SSL/TLS **Check**

Force old (port 5223) SSL

Allow plaintext auth over unencrypted streams

Connect port: 5222

Connect server:

File transfer proxies:

Proxy Options

Proxy type: Use Global Proxy Settings

Create this new account on the server

Cancel Save

Click Save

Add Chat

Please enter an alias, and the appropriate information about the chat you would like to add to your buddy list.

Account: jabberadmin@im.nasa.gov/Home (XMPP)

Room: RoomName

Server: conference.im.jpl.nasa.gov

Handle: My Chatroom name

Password:

Alias: Chatroom alias in buddylist

Group: Contacts

Autojoin when account becomes available

Hide chat when the window is closed

Room List Cancel Add

Click on Add after configuration

Fill in the following fields

Room: -- This is the name of the conference room you are about to create

Server: -- conference.im.nasa.gov

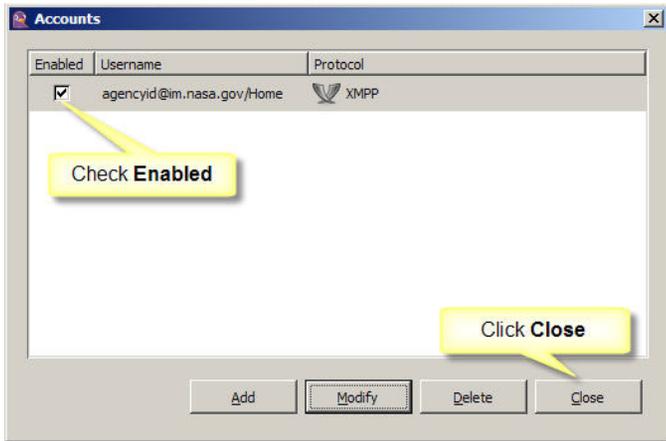
Handle: -- Your username

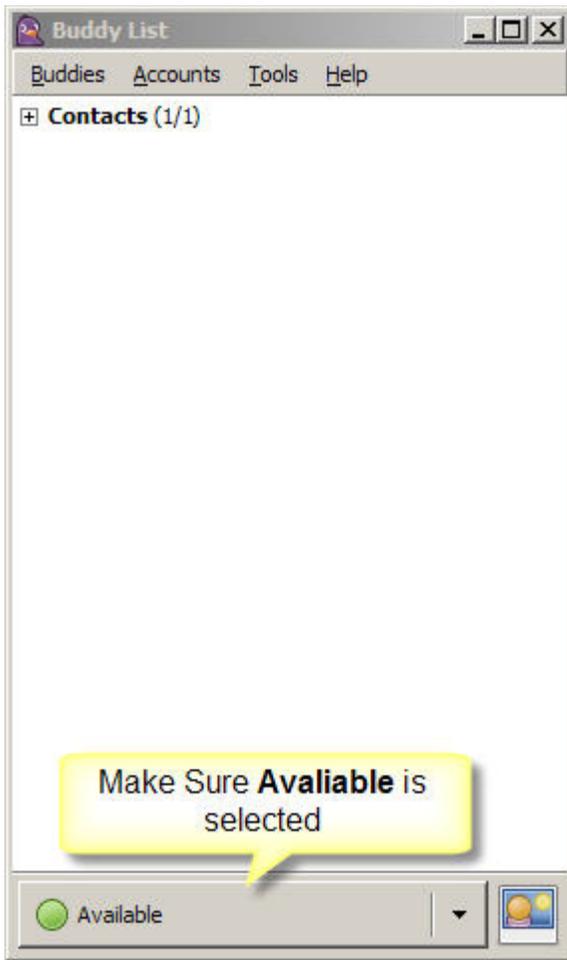
Password: -- If you want to require a password in order to join conference room

Alias: -- Pidgin allows you to subscribe to conference rooms. This is what will show up in your buddylist

Group: -- This is the location in your buddylist it will add this conference room

- Locate the conference room in your buddylist and double click on it





Welcome to NASA Jabber!!! If you need help adding users or joining a conference room check out our tutorials on the right side of this page.

Download Instructions



- If you do not have the ability to install software on your computer call your center helpdesk to have them install the client
- Download the Adium Client from <http://www.adiumx.com/> from your favorite web browser
- Click on the **Download Adium** link in your browser
- Save the file to the Desktop

Installation Instructions

- Go back to your Desktop
- Click on the Adium download file once
- Go to **File -> Open**
- Then select **Adium** and **drag and drop it** into the **Applications** folder
- If you are not logged in as the administrator then follow these steps
 - Click on **Authenticate**
 - Enter your username & password*Note: If you can't authenticate then you will need to call your center helpdesk to have them install the client*
- After its done installing files onto your computer do the following
- Select the **Adium Image** on your desktop
- Go to **File -> Eject Adium X 1.x**
- Drag and drop the Adium installation file to the trash

Configuration Instructions (First startup)

- Launch/Start Adium

Search for a Contact

- Go to **Preferences**
 - Click on the **Account** tab
 - Highlight your account
 - control click or right click on your account
 - Select **Search For Users**
 - Select **users.im.nasa.gov**
- Once the user accepts your request you will see him/her on your buddylist

- Configure Adium to connect to NASA Jabber
 - **Service:** Jabber
 - **Screen Name:** *username@im.nasa.gov*
 - **Password:** Your Agency Password
If you do not know your username or password you can [go here](#). For additional instructions [click here](#).
- Click on **Continue**
- Click on **Done**