



8.5

Quick Start Guide

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introduction

Setting Up ChatBlazer in 5 Easy Steps

This quick start guide serves as a summary for customers who are more technically inclined and can install and start a chat program given terse and minimal information.

This guide is not a substitute for the main user manual. The user manual remains important as it is the single reference for advanced usage and detailed configuration of the ChatBlazer system. You should take time to look up the user manual once you are able to get ChatBlazer running with this short guide. Furthermore, this guide assumes the best-case scenario when you are setting things up, it skimps through some possible problems that may crop up during the setup process.

To avoid being too verbose, this guide will elucidate examples based on a Windows platform operating system. Unix users should have no problem translating Windows commands to Unix semantics.

Installation Environment

The installation assumes that you are installing a single-domain license on your 'live' server, i.e. the machine that is assigned the domain licensed to you. It also assumes that you are installing a basic package of ChatBlazer 7 that does not comprise of any additional plug-ins, e.g. Media AV, Public IM. For assistance with regards to installing ChatBlazer with a database, please refer to the user manual.

If you are not physically located with your server machine, you should probably have remote control over the server machine. Some applications that provide this service include Microsoft's own Terminal Services Client / Remote Desktop Connection, Symantec pcAnywhere and Netopia Timbuktu Pro. The remote control client must be able to open a command line shell.

For Unix users, you can use either Telnet or SSH. Your background processes must be able to persist after you log out of your account.



5 easy steps

Step 1 – Installing the Files

When you unzip the package that you have purchased and downloaded, there are several directories required for basic setup.

File / Directory	Description
admin/	Directory that contains the ChatBlazer Administrator client
client/	Directory contains all client-side files, including resources (banners, sound clips, emoticons) and online help files. This directory should be copied or moved to your public web directory directory (public_html, Inetpub, etc.) on your server.
server/	Directory contains all the server-side files, essentially the ChatBlazer server files. It should not be in a public directory or your WWW directory as it contains sensitive information about your chat system.

The following sub-sections will tell you where these directories should be placed.

Installing the client Directory

This directory must be moved (or copied) into a directory that is either your web root directory or a sub-directory under it. On Windows, the web root directory is often `c:\Inetpub\wwwroot`. So you can either move to this directory or say, `c:\Inetpub\wwwroot\chatblazer`. In Unix, the directory could be `/home/site1/public_html/chatblazer` or `/var/html/httpdocs`. Your web server must be able to serve this directory.

Installing the server Directory

This directory can be placed outside of your web root directory. A possible directory could be `c:\chatblazer8\server`. For Unix, perhaps `/home/site1/chatblazer8/server`. Placing it outside your web root directory will prevent web users from trying to access restricted materials, like your configuration settings.

Installing the admin Directory

This directory can remain in your local computer and does not need to be uploaded to the ChatBlazer host machine. The Administrator client can be run like a normal end-user program.

(There is a procedure to install the Administrator client as a web-based application but that is left to the user guide.)

Step 2 – Starting the ChatBlazer Server

You will usually start the ChatBlazer server using the startup scripts attached, `startsvr.bat` for Windows and `startsvr.sh` for Unix. But before you run the setup script, you need to ensure that the correct environment is set and that the Java executable can be found by the script.

To do the following, you need to open a command-line shell, e.g. *Command Prompt*, *Terminal*, etc.

Setting up the Environment

To ensure that the startup scripts run correctly, you should set the `JAVA_HOME` variable in the shell. To see if this variable has been set, you can run the following commands.

Windows

```
> echo %JAVA_HOME%  
C:\jdk1.5.0_11
```

Unix

```
> echo $JAVA_HOME  
/usr/java/jdk1.5.0_11
```

If you do not see any output on the second line, then the variable is not set. To set this variable, you need to find out the installation directory of Java on your server. Then run the following commands.

Assuming Java installed in `c:\jdk1.5.0_11`.

```
Windows
> set JAVA_HOME=c:\jdk1.5.0_11
```

Assuming Java installed in /usr/java/jdk1.5.0_11.

```
Unix
> JAVA_HOME=/usr/java/jdk1.5.0_11
> export JAVA_HOME
```

You can also insert these commands into the above script files, before the lines where the scripts check for the existence of the JAVA_HOME variable.

Running the Startup Script

Navigate to the server directory, say c:\chatblazer8\server.

```
Windows
> cd \chatblazer8\server
```

```
Unix
> cd /home/site1/chatblazer8/server
```

Next you can execute the ChatBlazer server program. To do this, use the startup script.



Unix users may have to assign the executable permission to the startup script first, e.g. "chmod 755 cb8svr.sh".

```
Windows
c:\chatblazer8\server> startsvr.bat
```

```
Unix
/home/site1/chatblazer8/server> ./cb8svr.sh start
```



Please note that it is required that your installed Java Runtime Environment / Development Kit must be at least version 1.5.

Note the difference between Windows and Unix, for Unix, you have to specify a "start" parameter.

The ChatBlazer server uses port 18001 by default for direct connections. If this port is not currently occupied on your server, it will start successfully. To change the port, you can either edit the configuration file, conf.xml, or specify an optional argument to the startup script.

```
Windows
c:\chatblazer8\server> startsvr.bat 28001
```

Figure 1 ChatBlazer server process started successfully. In Windows, the script file does not return to the prompt.

```
E:\chatblazer7\server>startsvr.bat
Using Java: "D:\jdk1.4.2_09\bin\java.exe"
Classpath: classes;lib\cb7svr.jar;lib\jakarta-regexp-1.3.jar;lib\javolution.jar;lib\log4j.jar;lib\hsqldbmin.jar;lib\xml-apis.jar
===== Application Start =====
[INFO 2006-02-09 15:07:56] ChatBlazer 7 (7.0.007)
[INFO 2006-02-09 15:07:56] Licensed to: My Company
[INFO 2006-02-09 15:07:56] Loading embedded Database Manager
[WARN 2006-02-09 15:07:56] No sites loaded
[INFO 2006-02-09 15:07:57] Moderator activated
[INFO 2006-02-09 15:07:57] Usage report interval (min): 15
[INFO 2006-02-09 15:07:57] Status output file: logs/usage.log
[INFO 2006-02-09 15:07:57] Starting ChatBlazer server on port: 18001
```

You may see a line “No sites loaded” when the ChatBlazer server starts. The next step will instruct you on how to use the Administrator client to create your chat site.

Minor Difference For Unix

In Unix, the startup script will return to the command line prompt regardless of whether the ChatBlazer server process has started or failed to start. To check whether the process has started and is running in the background, you can use the “ps” command.

```
Unix
> ps -u username
  PID TTY          TIME CMD
 12295 ?                00:00:04 java
 24407 ?                00:00:00 sshd
 24408 pts/2          00:00:00 bash
```

If you see a line with a process name “java”, then the ChatBlazer server process is most likely started.

You can also check the log file.

```
Unix
/home/site1/chatblazer8/server> less logs/server.out
```

The output of this command should be similar to what you see in Figure 1.

Step 3 – Creating your Chat Site

Once the ChatBlazer server is started, it is ready to receive connections from the administrator client as well as the Flash chat client. If you have not used ChatBlazer before, you will not have any chat site created. This section will show you how to create your first chat site.



A chat site is roughly equivalent to a domain which you can operate your chat service. If you have purchased more than one domain license, you can operate the number of chat sites equal to the number of domain licenses you have purchased. However, one chat site may be used on more than one domain.

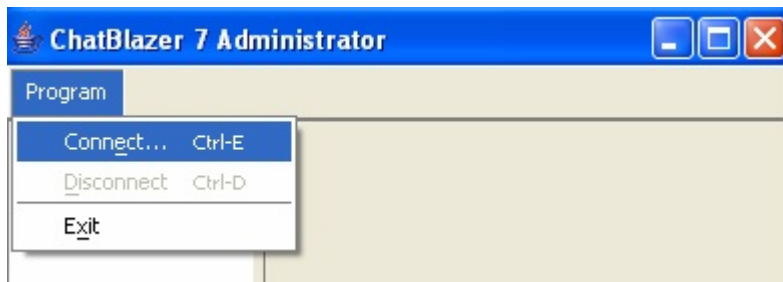
Using the Administrator Client

Recalling where you have unzipped / installed the software package, go to the “admin” directory using your OS’ file browser, e.g. Explorer for Windows. Click on either “launchadmin.bat” for Windows or “launchadmin.sh” for Unix / Mac OS.



As with the ChatBlazer server, please note that your local computer running the Administrator client must have Java installed with version 1.5 at least.

Figure 2 Administrator client started, click on “Program” and then “Connect”.

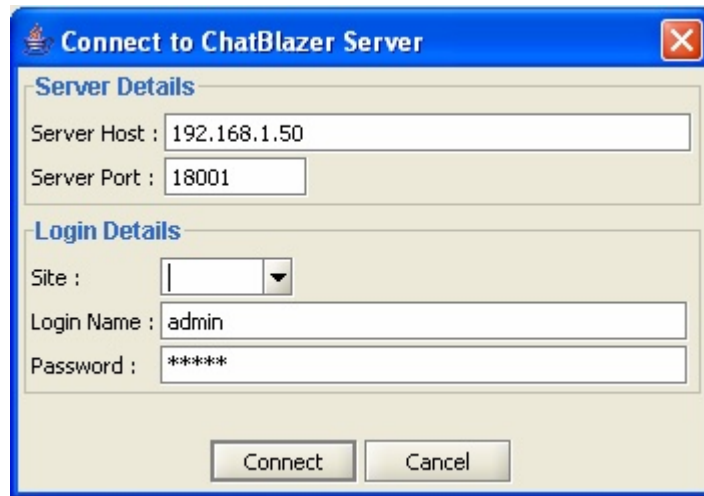


When the application is launched, follow the steps below to login to the ChatBlazer server.

1. Click on “Program” in the menu bar.
2. Click on “Connect” in the Program menu. The Connect window will appear.

3. Enter the name of the ChatBlazer host server in the "Server" field, e.g. "myserver.com". This can be an IP address as well. If you have changed the default port, enter that in the "Port" field.
4. Leave "Site" empty.
5. The default login name is "admin". The factory default password is also "admin".
6. Click on "Connect".

Figure 3 Connect window



Connect to ChatBlazer Server

Server Details

Server Host : 192.168.1.50

Server Port : 18001

Login Details

Site : []

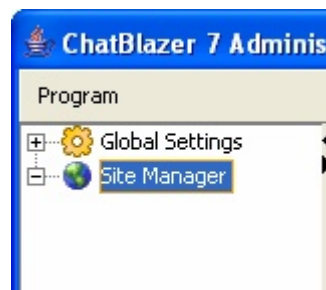
Login Name : admin

Password : *****

Connect Cancel

If your connection is successful and the login is authenticated, the Connect window will display a message indicating so. After logging in, the left navigation panel will be populated with menu items that you can click on to manage the various aspects of ChatBlazer.

Figure 4 After logging in, the navigation panel will contain navigation items.



Using the Site Manager

When the navigation panel is populated, click on “Site Manager”. As expected, there are no sites shown in the Site Manager.

Follow the steps below to create your first chat site.

1. In the “Site Details” panel in the lower right, enter your site’s name.
2. Select a domain from the “Add domain...” drop-down. This drop-down contains the list of domains that you have licensed in your purchase.
3. Click “Add” to create the site.

Figure 5 Creating a chat site in the Site Manager

Site Details

Site ID: CBS1

Name: Company Intranet

Domain(s): 192.168.1.40

Add domain... (dropdown)

Remove (button)

Add (button) Delete (button) Change (button) Cancel (button)

If your chat site is created successfully, you will see it appear in the list in the Site Manager. Now you are ready to create rooms within your chat site.

Figure 6 Site created shows up in the Site Manager

Site ID	Name	User Count
CBS1	Company Intranet	2

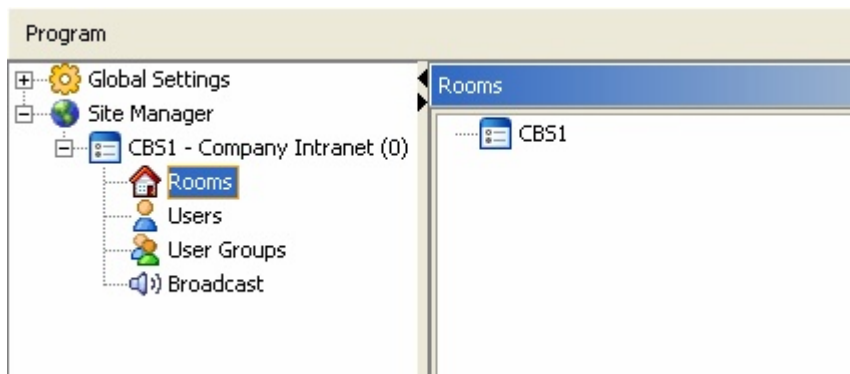
Step 4 – Creating Rooms

When the chat site has been created, its own set of navigation items will appear in the navigation panel, under “Site Manager”.

Expand the site’s menu, e.g. “CBS1” and you can see several items like “Rooms”, “Users”, etc.

Click on “Rooms”.

Figure 7 Expand the site’s node in the navigation panel and click on “Rooms” to open the Rooms management panel.



Next, right-click on the site’s node in the “Rooms” panel (not the navigation panel). This will bring up a popup menu. Click on “Create”.

Select “Room” and enter your room’s name.



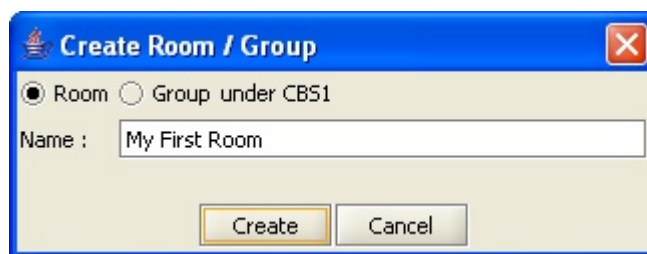
Room names (like user names) must be between 3 to 64 characters and can contain spaces, e.g. “My Chat Room”, instead of the more unreadable “My_Chat_Room”.

Click “Create” to save the room.

Once the room is created, you will see it appear in the room list.

You can now create more rooms if you want.

Figure 8 Create room / group dialog



Each room has its own specific settings, like password, welcome message, logout URL, etc, that can be configured when you select a room. The Settings panel below will be populated with the selected room's settings. We will not be discussing them here. You should refer to the user guide for a detailed description of every room setting.

Step 5 – Accessing a Chat Room for the First Time

To access your chat site and rooms, your users will use ChatBlazer's Flash-based chat client. Flash technology is widely installed in modern day browsers, even if not, is easily and quickly installed.

To use the chat client, you need to browse to the chat client's HTML file (which is the *client* directory), through a "live" web address. This means you cannot open the chat client with a `file://` protocol or browse it on "localhost". For example, to access the chat client, you need to point your browser to <http://www.mydomain.com/chatblazer8/client/index.html>. Accessing it from URLs (addresses) like the ones following is not allowed and the ChatBlazer server will refuse your connection by giving a "Your domain is not allowed to access" error.

- <http://localhost/chatblazer/cbadmin.htm>
- `C:\Inetpub\wwwroot\chatblazer\cbadmin.htm`
- `file:///C:/Inetpub/wwwroot/chatblazer/cbadmin.htm`
- `file:/home/site1/public_html/chatblazer`

Now that your chat site and rooms have been created, you can now try to login as a normal user. To do this, point your browser to where you have installed the ChatBlazer client directory. For example, <http://www.mydomain.com/chatblazer8/client/index.html>.

Once the chat client has loaded, you should see its login screen, where you can enter the nickname to use for going into chat rooms.

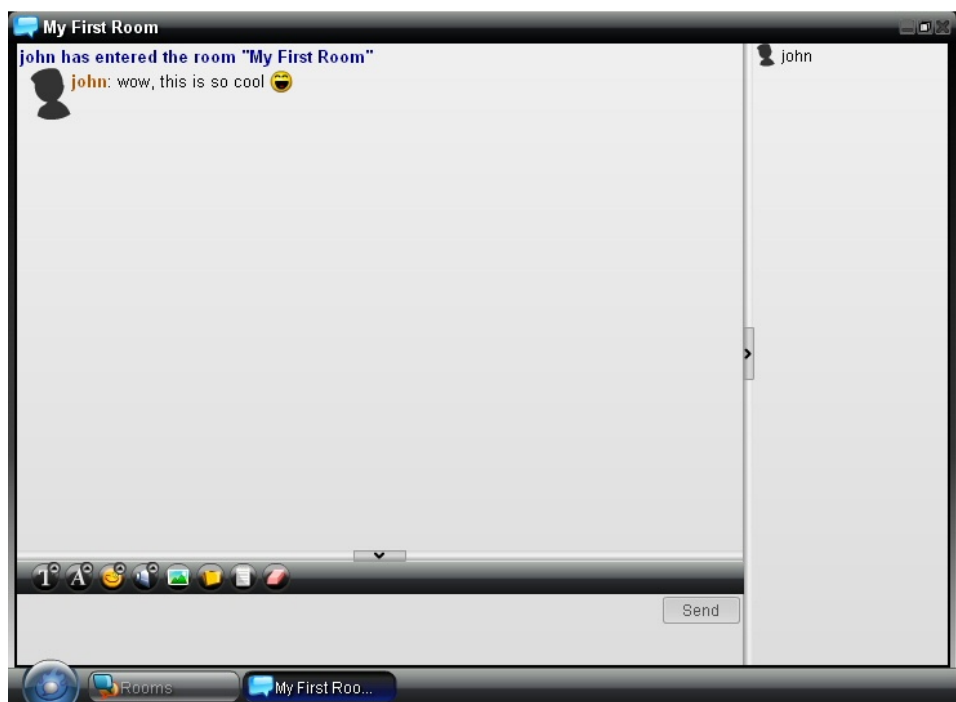
Enter any login name. Do not check the "Login as member" box. This will require you to enter a password.

Click "Login".

Once your login is successful, you will be logged into the chat system. On the left, you can see the list of rooms available. Double-click on any of those rooms to go into them.

The functionalities of the chat client is explained in detail in the online client user guide, which you can open by clicking on the "Help" button at the top left corner of the chat client interface.

Figure 9 Flash Chat client



Congratulations! You have successfully installed and setup your chat service with ChatBlazer 8.



troubleshooting

Support

As you have read in our foreword, purchasing ChatBlazer is just the first step to having a real time chat solution for your business or organization. Quality support plays the other half of the equation. Pendulab is committed to providing you with fast and helpful personal support in the event that you require so.

If you have any suggestion to improve this user manual, we will appreciate your feedback.

You can reach us in the following ways.

Email support@pendulab.com

Customer
Portal <http://customer.chatblazer.com>

(Please contact us if you have not received your login information for the support portal.)

Forum <http://customer.chatblazer.com/forum/>

(The forum contains a wealth of information with regards to issues and problems commonly encountered when using ChatBlazer. Please refer to it or do a search in it when you have any problems.)