


RESTENA

Réseau Téléinformatique de l'Education Nationale et de la Recherche

THE INSTANT MESSAGING SERVICE

A "CHAT" SERVICE RELATED TO YOUR EDUCATION.LU ACCOUNT

The instant messaging service (similar to a 'chat' service) is an easy-to-use communication service to send text messages, data files, events and others to contact lists or discussion groups in near real-time.

This service is open to all users with a RESTENA email account (e.g. name.surname@education.lu) that is used as unique identifier. Once online, you can communicate with colleagues from the education domain or even with contacts having an account next to another instant messaging provider (e.g. Google+, Facebook, IRC...), if your installed XMPP client/software is compatible with.

XMPP—Extensible Messaging and Presence Protocol



XMPP (aka. "EXtensible Messaging and Presence Protocol") is a protocol aimed for the online presence and instant messaging.

It is the result of the collaborative work of the "Jabber Software Foundation", the developers of the original Jabber* protocol and the IETF▪ ("Internet Engineering Task Force"). It has become a standard protocol for the online presence and instant messaging.

XMPP is a TCP/IP protocol that has its origin in the open technology ("open-source") domain and is based on a (secure) client-server architecture that allows the exchange of decentralized structured data flows and elements in XML format between clients in almost real-time. Besides the base XMPP protocol, there exist a lot of extensions/plugins to personalise the instant messaging client.

For more information about the main functions of the XMPP protocol, please refer to the technical protocol document RFC2779, available on the official website of the IETF or refer to the XMPP website, <http://www.xmpp.org>, which additionally provides details about the protocol as well as additional tools and accessories.

*: <http://www.jabber.org>

▪: <http://www.ietf.org>

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Benefits of the instant messaging and advice

- The instant messaging service is a tool for
 - instant communication,
 - sharing text messages or other file formats,
 - simple and easy use.
- Most available instant messaging clients/applications are open-source technology and available for free.
- The instant messaging service is compatible with other providers. Therefore it is possible to chat with contacts using another instant messaging technology.
- You can choose the instant messaging application that fits your needs best for Windows, Linux, MacOS, mobile phone compatible client, browser based client or even integrated within an email client.
- Personalise your client with plug-ins and accessories which allow to encrypted messages, share images or files, personalised visual themes, animated symbols, sounds...
- Regroup your contacts in contact lists, create your own individual chat-rooms with a selection of contacts only, share events, discuss and work in groups, send messages to more contacts in near real-time and many more functionalities.

Compatibility with other instant messaging clients



Depending on the installed instant messaging client, you can communicate with a large selection of other messaging providers or similar services. A short list with providers compatible with the instant messaging:

AIM	Google Talk	IRC	SILC	XMPP	Facebook
Bonjour	Groupwise	Skype (limité)	SIMPLE	Yahoo!	Twitter
Gadu-Gadu	ICQ	MXit	Sametime	Zephyr	...



Figure 1: Where can you find information about the instant messaging service?

How to access the instant messaging service for the first time?

On the website of the RESTENA Foundation, click on the "User Space" tab on top of the page, then click on "Instant Messaging" in the "Personal Services" menu on the left side of the page (see Figure 1) or use the following direct link:

<http://www.restena.lu/restena/en/EN-Jabber.html>

To use the instant messaging service, you need the following:

- a RESTENA email account
- an instant messaging client/software

Find and install an instant messaging client/software: In the section about the instant messaging service on our website, you can find a link to the XMPP website that holds a list with free instant messaging clients that can be installed on your computer, tablet, smartphone or browser. Another possibility is to refer to a plugin for an email client. The link to the XMPP website with the list of clients/plugins:

<http://xmpp.org/xmpp-software/clients/>

Examples of clients:

- Pidgin (Windows and Linux)
- Adium (MacOS)
- Messages (integrated in MacOS and iOS)
- Integrated plugin client in Mozilla Thunderbird or in Mozilla Firefox browser

Configure your client: To configure your instant messaging client correctly, you need your username and a password:

Username - your RESTENA email address (e.g.: "name.surname@education.lu")

Password - your RESTENA password

To simplify the configuration process, small user guides for Pidgin and Adium are available on the RESTENA website:

<http://www.restena.lu/restena/en/EN-SoftwareConfig.html?article=jabber>

Plugins

The choice of available plugins depends on the installed XMPP client, e.g. translators, security extensions, gaming plugins, workgroups, visualisation and many more. For clients like Pidgin and Adium dedicated websites have been set up to regroup plugins by categories:



- plugin website for Adium:

<http://www.adiumxtras.com>



- plugin website for Pidgin:

<https://developer.pidgin.im/wiki/ThirdPartyPlugins>

Here just a few useful plugins:

- Security: **OTR** (*off-the-record*), a plugin for encrypting messages to guarantee high confidentiality (available for Adium, Pidgin and others)
- Voice: **skype4pidgin**, a plugin for interacting with Skype (Pidgin)
- Text: **WhatsApp IM** or **Facebook-Messenger** plugin for sending messages
- Games: **Steam IM** plugin for communicating between gamers in online gaming sessions (available for Adium, Pidgin and others)

Contact us

If you encounter any problems or have further questions, feel free to contact us:

helpdesk@restena.lu or by phone +352 42 44 09 - 1

NEWS

The proceedings from the **2014 TERENA Networking Conference** (TNC'14) have been released. An article on darkspace analysis, co-authored by RESTENA and CIRCL, is one of them. The official link to the proceedings:

<http://www.terena.org/publications/tnc2014-proceedings/>



The "**Community Award**" organised by TERENA and GÉANT, has been attributed to Stefan Winter, research engineer at the RESTENA Foundation, at the TNC'14 for his contribution to the eduroam service. The official link to the award page: <http://www.terena.org/about/people/awards/index.php>



Since september 2014, the RESTENA Foundation actively supports the new BEE-SECURE campaign "Clever klicken" on electronic frauds and trickery. For more information, please see: <https://www.bee-secure.lu/clever-klicken>

