



## Communications Solutions Group Product Bulletin

**Title: Open Text FirstClass 10.0 Server SP2 & Internet Services SP4 Release Announcement**

**Bulletin Number: 229**

**Version: 1.0**

**Date: August 23, 2010**

### **Audience**

This Product Bulletin is intended for distribution to the Communications Solution Group's installed base administrators, Customer Support Center team, Business Development Center team, Account Managers, and Channel Partners.

### **Description**

This is an announcement of the general availability (GA) of FirstClass 10.0 Server SP2 and Internet Services (FCIS) SP4 for Windows, Mac OS X, and Linux platforms.

The new product versions are:

- FirstClass 10.0 Server SP2 Build 883 for Windows
- FirstClass 10.0 Internet Services SP4 Build 10.017 for Windows
  
- FirstClass 10.0 Server SP2 Build 883 for Mac OS X
- FirstClass 10.0 Internet Services SP4 Build 10.017 for Mac OS X
  
- FirstClass 10.0 Server SP2 Build 883 for Linux
- FirstClass 10.0 Internet Services SP4 Build 10.017 for Linux

# FIRSTCLASS®

## Availability

FirstClass 10.0 Server SP2 and Internet Services SP4 components are available to customers who have a valid maintenance and support contract. FirstClass Update Services will automatically download this software update to your server. If your server's Update Services schedule is turned off, you may manually initiate an Update Services request to receive the update.

To renew or purchase your M&S contract, please contact your regional Sales Support Center listed at the end of this bulletin.

Please ensure that you have your server specific FirstClass 10 license, and review the instructions accompanying the installer thoroughly before proceeding with the upgrade.

## New Product Features and Enhancements

The new features and fixes (since FirstClass 10 Server SP1 Build 859 and Internet Services SP3 Build 10.010) are listed in this section.

### **FirstClass Server**

- Remote user sessions are now billed per user instead of per session (i.e. if a remote user is logged in twice, it bills only a single Session License).
- POP3 mail import form can now be saved.
- Session Monitor only updates sessions with changes rather than filling the entire list. A side effect of this is that empty sessions at the time of opening the monitor are not shown.
- Server now replaces existing notification registrations when a device registers with a different Userid. This avoids "capturing" notifications that happen when a device is shared with

# FIRSTCLASS®

- someone else. Classic notifiers can still be multi-registered on the same machine.
- Fix to flagging issue when the Trash Can is used to search for deleted items.
  - Additional work for push notification.
  - Users who have the "Maintain Server" privilege can now login when all logins are disabled on the system profile.
  - Fix for crash when replying to message that has been either Moved or Deleted.
  - Fix to use calculated mail expiry for mailboxes and desktops.
  - Restored the ability to access the Group privileges form when clicking on a group name.
  - Fixed the removing of entries from the Unread Tracking Table that caused flagging issues.
  - Added validity checks to the Unread Tracking Table to detect inconsistencies and avoid flagging issues.
  - Fixed a Send Rule crash related issue.
  - Fix that should address the 4119 errors using volumes.cfg to specify an alternate primary volume.
  - Fix for an issue in classic (old) search where you could end up with Edit Read Only permissions on a conference you own.
  - Mail recycling now only recycles your own mail.
  - Fix for attachment names with hi-ASCII characters. It was only for items that were attached prior to upgrading to the latest FirstClass 10 SP server.
  - Fixed the hit count incrementing for each time the profile is accessed via FirstClass Directory Services (FCDS).
  - Change to prevent IMs sent to the mailbox from being auto-forwarded.
- 
- Gateway client error handling and reporting has been improved. This change should fix an obscure gateway related crash. It may also fix some of the cases where a gateway might get stuck on a message and not moving on to the next message.
  - Fix for time issues on gateways (seen specifically on the Archive Gateway).

# FIRSTCLASS®

- Fix that should address gateway crashes (GWDownloadReply traceback).
- Change to allow https:// in the BlueField Web Domain field.
- Fix for public communities incorrectly insisting that users "Request Membership".
- No longer return Privilege Groups as a result of search in Social Workspace web interface.
- Improved server startup performance.
- Fix to avoid buffer overrun when data is too long.
- Improved memory management.
- Copyright notice changed to 2010.
- Support for FirstClass license to be installed before the FirstClass 11 upgrade.
- [Win] Improved behavior as a Windows service, particularly with respect to providing progress signals to the OS after being asked to terminate.
- [Win] An update to dbghelp.dll, B6.11.1.404, for all 64-bit Windows platforms has been included. Ensure you move (*after extracting 64bit.zip*) the dbghelp.dll into the same directory as the server (or a subdirectory named x64).
- [Linux] Linux memory calculation fix (memory should now be reported correctly).

## **Audit**

- Fix to avoid expiring messages from the IS mailbox during a single container audit.
- Service audits are now suppressed at shut down time.
- Change to count all users that have a community on their desktop, not just those that have an original.
- Fix to use calculated mail expiry for mailboxes and desktops that do not have a specified expiry period.

# FIRSTCLASS<sup>®</sup>

## **Archive Server**

- The NextCID is now updated when creating archive conferences. This corrects the following diagnostic: Server: NextCID (#####) set too low.

## **Indexed Search**

- Added protection to prevent crashes due to deeply nested messages (i.e. a message attached to a message attached to a message, etc.).
- Fall back detection to old search code is now more comprehensive in detecting query patterns, particularly non-alphanumeric symbols that are not supported by indexed search.
- Full text body searching now on by default when "More Options" not set in the case of falling back to avoid a subtle change in semantics as a result of the fall back.
- Confirming document parentage is now always performed. This eliminates the potential to remove objects from the index that should remain.
- Improved MTA throughput, particularly when indexing is behind.
- Search permissions now correctly enforced.

## **FC Scripting (Batch Admin)**

- Change to properly initialize variables when opening the Server Tools form so that it will not cause rebuild check box to be set when running Batch commands.
- Fixed EXPORTING permissions of containers with long (>32 characters) names.

## **FirstClass Internet Services**

- Fixed problems with SSL version negotiation when SSLv2 is disabled.
- Fixed issue where memory could grow unboundedly.
- Fixed problem using Content-Type header without dealing with optional arguments (e.g. ; charset=UTF-8).

# FIRSTCLASS<sup>®</sup>

- Fix for second round of HTTP header injection plugging for hard-coded URL parameters.
- Fixed exception when POSTing to a non-autoreg memform (cause of exception warning on IS console when BB logs in in prior versions).
- Fixed a number of low level software build library inclusions and operations to address crashes and add system stability.

# FIRSTCLASS<sup>®</sup>

## Contact Information

### Sales

To purchase a FirstClass product or user licenses, please contact our Sales Department or your local FirstClass reseller.

#### **North America and South America**

email: sales@firstclass.com

phone: 888.808.0388

#### **Nordic and Baltic Regions**

email: sales@opentext.se

phone: +46.18.68.1600

#### **UK, Europe, Middle East, Africa, Australia, and Asia**

email: sales@firstclass.com

phone: +44.1189.848000

### Sales Support

To renew or purchase your M&S contract, contact your regional Sales Support center.

#### **North America**

For Canada, Southwestern US (AK, AZ, CA, CO, NM, OR, TX, WA), Mexico, South America, Japan

email: rmajchrz@opentext.com

phone: 905.762.6472

For the rest of North America

email: debra@firstclass.com

phone: 905.762.6347 or 888.588.3444 ext 5

# FIRSTCLASS<sup>®</sup>

## **Nordic and Baltic Regions**

email: sales@opentext.se

phone: +46.(0)18.68.1600

## **UK, Europe, Middle East, Africa, South America, Australia, and Asia**

Contact your local FirstClass reseller

or

email: intl\_fcmaintenance@opentext.com

phone: +353.61.467424

## **Customer Support**

Site administrators should contact their regional customer support center, if technical assistance is required.

### **North America**

email: support@firstclass.com

### **Nordic and Baltic Regions**

email: support@opentext.se

### **United Kingdom**

email: intl\_fcsupport@opentext.com

phone: +0800.9.808.808

### **Europe, Middle East, Africa, South America, Australia, and Asia**

email: intl\_fcsupport@opentext.com

phone: +44.1189.848484

FirstClass, Open Text and the associated logos used herein are trademarks of Open Text Corporation and/or its subsidiary used under license.

All other trademarks are the property of their respective owners.