

OpenText™ FirstClass Client CE 16.2 SP4 (16.211)

Release Notes

Product Released: 2025-09-26

1 Introduction

These Release Notes provide an overview of FirstClass Client 16.2 SP4 (16.211), including new features, delivery information, and supported platforms. OpenText recommends that you read these Release Notes in conjunction with the documentation included with the software package. If any conflicts exist, the Release Notes supersede the other documentation.

We also recommend that you check OpenText My Support (<https://support.opentext.com>) for any patches or documentation updates that may have been posted after the initial release of this product.

1.1 Release Notes revision history

Revision date	Sections revised	Description of revisions
2025-09-25	First Release.	All new content.

2 About FirstClass Client

This section provides an overview of FirstClass Client 16.2 SP4 (16.211).

The FirstClass client is the graphical front-end software to connect to FirstClass servers. It is designed for use with FirstClass 16.2 SP4 (16.211) and has the trusted communication and collaboration functions of previous FirstClass Client products.

2.1 New features

FirstClass Client 16.2 SP4 (16.211) includes the following new features.

- EML Export option for mailbox.

2.2 Discontinued and deprecated features

The following features have been discontinued in this release:

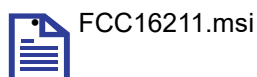
- None

3 Packaging and documentation

Downloads and documentation for FirstClass Client are available on OpenText My Support (<https://support.opentext.com>).

3.1 Packaging and delivery information

The software and documentation for FirstClass Client includes:



Note:

This release does not include mac version of FirstClass Client.

3.2 Related documentation

For additional information about FirstClass Client, or for supplemental information about related products, refer to the following documents, which are available on OpenText My Support (<https://support.opentext.com>).

4 Supported environments and compatibility

This section provides details about supported platforms, systems, and versions.

PC:

- 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- 1 gigabyte (GB) RAM or 2 GB RAM (64-bit)
- 50 MB available hard disk space Mac:
- 64-bit Intel CPU
- 2GB of RAM
- 50 MB available hard disk space

4.1 Supported systems

64bit operating system required for macOS builds.

Supported Operating Systems:

- Windows Server 2012
- Windows 8
- Windows 10
- Windows Server 2016
- Windows Server 2019

4.2 OpenText product compatibility

The section provides details about which versions of other OpenText products are compatible with this release of FirstClass Client 16.2 SP4 (16.211).

Product name	Version	Notes
FirstClass® Server	16.2 SP2*	FCS
FirstClass® Internet Services	16.2 SP2*	FCIS
FirstClass® Web Services	16.2 SP4*	FCWS
FirstClass® Sync Services	16.2 SP2*	FCSS

FirstClass® GO	16.2 SP1*	FCGO
FirstClass® External Integration Services	16.1*	FCEIS
FirstClass® Directory Services	16.0*	FCDS
FirstClass® Voice Services	8.3 or later	FCVS
FirstClass® Application Services	4.0 B4534	FCAS

*Earlier supported versions may still work with the new release, but new features and fixes will not be available.



Note: For the latest compatibility information for OpenText products, refer to the Compatibility Matrix (<https://knowledge.opentext.com/go/matrix>) on OpenText MySupport.

4.3 Language support

FirstClass Client is currently localized in the following languages. Additional languages may be available in future releases.

Component	Languages									
	EN	DA	DE	ES	FR	IT	JA	NL	NO	SV
FirstClass Client 16.2 SP4 (16.211)	B	UI	UI	UI	UI	UI	UI	UI	UI	UI

UI = user interface only

B = both user interface and online help

5 Installation and upgrade notes

This section provides additional installation and upgrade information, including related or third-party product information and any required critical patches.

5.1 Installation notes

Before you install FirstClass Client, review these additional installation notes and verify related product or third-party product requirements.

5.1.1 Installation Instructions

1. Download the client installer file into a temporary folder.
2. Double-click the file and follow the on screen instructions to complete the installation.

NOTE: Please flush the client's cache to enjoy the latest features, fixes and changes.

5.2 Upgrade notes

Before you upgrade, review these instructions.

5.2.1 Installation Instructions

1. Download the client installer file into a temporary folder.
2. Double-click the file and follow the on screen instructions to complete the installation.

NOTE: Please flush the client's cache to enjoy the latest features, fixes and changes.

6 Patches

A *patch* is a piece of software that is designed to fix or improve a computer program or its supporting data. These may include repairs to security vulnerabilities or resolution of bugs, and may also improve usability or performance. On OpenText My Support you will find two general types of patches. *Hotfixes* are also known as quick-fixes or bug fixes. *Updates* are also known as service packs or service releases.

The following patches must be applied to FirstClass Client 16.2 SP4 (16.211). OpenText recommends that administrators check the 'FC Update Service' container on their FirstClass server or the OpenText Knowledge Center (<https://knowledge.opentext.com/>) for any patches or documentation updates that may have been posted after this release.

Please follow the [upgrade installation instructions](#) above to install any patches, including both hotfixes and updates.

6.1 Hotfixes

Hotfixes are small patches that address software issues. Typically, there is no new functionality in a hotfix. Hotfixes can be cumulative. This is the initial release of the 16.2 FirstClass Client. There are no hotfixes available.

Hotfix installation

All future updates to the 16.2 FirstClass Client will be cumulative. All hotfixes will be delivered via the FirstClass Update server.

6.1.1 Available hotfixes

The following table lists and describes the hotfixes available for this release.

Hotfix name	Additional information	Downloads
None	There have been no hotfixes for FirstClass Client at this time.	Future hotfixes will be sent via the FirstClass Updates server.

6.2 Updates

Updates consist of a number of fixes combined into a single patch. An update may also include new features proactively introduced into the product. In most cases, updates are cumulative.

6.2.1 About Updates

This is the initial release of the FirstClass Client. There are no updates available.

FirstClass Client 16.2 SP4 (16.211) Release Notes

6.2.1.1 New features

6.2.1.2 Prerequisites

6.2.1.3 Downloads

- All patches will be delivered via the FirstClass Update server.

6.2.1.4 Fixed issues

This section provides information about past issues that have been fixed in this update.

Issue name	Issue description
None.	There are no updates for FirstClass Client at this time.

6.2.1.5 Known issues

This section provides information about known issues with this update.

Issue name	Issue description
None.	There are no updates for FirstClass Client at this time.

6.2.1.6 Additional information

7 Fixed issues

This section provides information about past issues that have been fixed in this release.

- There are no fixes in this release.

8 Known issues

The following known issues exist in this release.

Issue number	Issue description
FC-151	Spell check highlighting does not refresh correctly
FC-232	Calendars contain squished text in event descriptions when printed
FC-270	Invalid file path when exporting messages with attachments

Issue number	Issue description
FC-292	FCC - document view looks corrupted
FC-346	Visual artifacts when switching from one screen to another
FC-353	FCC - overlapping of "User Groups" tab under the User Account

FC-3601	FC - FCC - redirection mail rule is not affecting the email on the delivery side
FC-3604	FirstClass Client crash with certain attachments
FC-3660	FCC - offset position dialog
FC-3679	Cannot create mailbox FC link on Mac OS desktop
FC-3680	Mac Client installer issues when using the FC 16.200 Client Upgrader
FC-3699	FCC for macOS: Hovering over calendar event may show different event details
FC-3705	Printing issue with large HTML emails
FC-3710	FirstClass Bookmarks button cannot be added in FireFox
FC-3735	Time zone for Caracas, LaPaz is incorrect
FC-3748	Drag and drop of contact files (.vcf) with the Client result in a contact with no details
FC-3749	Drag and Drop in the Mac Client should work like the Windows Client
FC-3750	Remove the Content Services section from the Groups form
FC-3756	Client crash when pasting large amount of text into the To: field
FC-3759	Calendar export - options
FC-3761	Users cannot use Chat in FC Client
FC-3784	Forwarded html messages lose their style - CSS
FC-3792	Contacts changed from local to external when moved to a different address field

Issue number	Issue description
FC-3797	Ability to set conference categories and keywords lost between 12.1 and 16.0
FC-3808	Contacts List View does not display all details for all contacts

FC-3810	Modified Subject line reverts when message dragged and dropped to another container on Mac
FC-3811	Dialup Internet.fcp and Internet.fcp connections over UDP work only if the Server IP address is reversed
FC-3818	FCC 16.201 on Mac - freezing when using keyboard Up/Down arrows to Navigate through Mailbox messages
FC-3819	Timeline of the events always starts at 9.00 o'clock even if the preferences are different in the participant tab of event calendar
FC-382	Desktop client crash when opening a message
FC-3820	Resizing internet message window can hide the header resize bar and the header
FC-3828	Receiving feedback for a calendar event from external subscriber
FC-3833	Locations inside the same timezone group shows have events in the calendar that start at different time for same time set.
FC-3838	Inline images are duplicated when multiple images have the same name
FC-3842	Font positioning incorrect
FC-3873	Images on external message that were not blocked no longer display after unblocking
FC-404	Wrong dialog when printing open graphics
FC-453	Display issue when using reply with quote on HTML message
FC-493	Message attachment is losing file extension when attachment file has more than 63 characters
FC-504	Email footer gets modified if it has extended characters if FCC is used on Mac
FC-554	FCC - containers don't show correct number of unread mails
FC-569	Desktop notifications no longer working
FC-584	Calendar export is scanning all containers on desktop
Issue number	Issue description
FC-594	Downloading an attachment by Drag&drop takes too long
FC-600	Embedded images not visible using FCC but they are visible using the FCMobile Client for iOS

FC-606	Problems in editing recipients in the To field
FC-646	Windows FC Client slow to launch
FC-81	Document gets deleted when deleting file attachment within the document
FC-82	Scrollbar does not show up in long lists using MacOS Mojave



Note:

- FirstClass Client on version 16.2 SP2 and earlier are officially supported on macOS 13.x and 14.x.
- FirstClass Server on version 16.2 SP2 and earlier are officially supported on Windows 11.
- FirstClass Server on version 16.2 SP2 and earlier are officially supported on Linux Kernel 5.x.

9 Contact information

OpenText Corporation
275 Frank Tompa Drive
Waterloo, Ontario
Canada, N2L 0A1

OpenText My Support: <https://support.opentext.com>

For more information, visit www.opentext.com

© 2025 Open Text

Patents may cover this product, see <https://www.opentext.com/patents>.

Disclaimer

No Warranties and Limitation of Liability

Every effort has been made to ensure the accuracy of the features and techniques presented in this publication. However, Open Text Corporation and its affiliates accept no responsibility and offer no warranty whether expressed or implied, for the accuracy of this publication.

