

# OpenText™ FirstClass® Internet Services

## **Release Notes**

16.2 (Build 16.200)

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# 1 Introduction

These Release Notes provide an overview of OpenText™ FirstClass® Internet Services 16.2 (Build 16.200), 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
2020-03-30	First release.	All new content.

# 2 About OpenText™ FirstClass® Internet Services

This section provides an overview of OpenText™ FirstClass® Internet Services 16.2 (Build 16.200).

Internet Services is the module that connects your FirstClass Server to the outside world (Internet) and supports a wide variety of protocols, such as SMTP, HTTP, FTP, POP3, and IMAP4. Internet Services also supports web server extensions, such as ISAPI and CGI.

## 2.1 New features

OpenText™ FirstClass® Internet Services 16.2 (Build 16.200) includes the following new features.

### 2.1.1 Support for Outbound DKIM and DMARC

**Note:** FCIS does not do DKIM verification on received mail.

Administrator steps needed to enable outbound DKIM support:

1. Generate a public/private key pair.
  - Using openssl, type the following commands in terminal window:
    - o `openssl genrsa -out private.key 1024`
    - o `openssl rsa -in private.key -pubout -out public.key`
  - Open public.key, and copy the lines between -----BEGIN PUBLIC KEY----- and -----END PUBLIC KEY-----.
  - In a new file, paste the lines and remove the line endings and any trailing spaces.
2. Create a DKIM DNS record.
  - The format of DNS record name is <selector>.\_domainkey.<domain>, where <selector> is a name that you make up (but must not contain any hyphens), and <domain> is the domain name of your site (e.g. From: user@yourdomain.com)
  - The DNS record type is TXT, and the format of the record value is v=DKIM1; k=rsa; p=<line created at end of step 1>

3. Add the private key to the SSL Certificates folder.
  - Create a document in the SSL Certificates folder named <selector>-<domain>.dkim, where <selector> and <domain> match what was used in step 2.
  - Copy the contents of the private key and paste it into the document.
4. If you have more than 1 outbound domain that you want to add DKIM signatures to, then repeat steps 1 to 3 with a different <selector> and <domain> values.

**Note:** For best results you should add SPF and DMARC DNS records. Information on how to do that is available on the web.

### **2.1.2 Support for Additional Operating Systems**

The following 64 bit Operating Systems are supported as of this release:

- Linux Kernel 4.x
- Windows Server 2019

## **2.2 Discontinued and deprecated features**

The following features have been discontinued in this release:

- Support for the following Operating Systems:
  - Linux Kernel 2.x
  - Windows Server 2008 R2
  - macOS

## **3 Packaging and documentation**

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

### **3.1 Packaging and delivery information**

The software and documentation for OpenText™ FirstClass® Internet Services includes:

- Windows - IS16200.zip
- Linux - fcisd\_16.2.16.200.tgz

### **3.2 Related documentation**

For additional information about OpenText™ FirstClass® Internet Services, 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.

### 4.1 Supported systems

The FirstClass Internet Services requires 64-bit x64 hardware. The processor requirements below refer to a CPU core with no hyper-threading enabled. The RAM configurations shown below are the minimum RAM required. Increasing the amount of RAM in the server machine will improve performance.

#### Minimum Hardware Requirements (Standard License)

- quad-processor 64-bit (4 CPUs in any configuration)
- 8GB RAM

#### Typical Hardware Requirements (MP License)

- quad-processor 64-bit (4 CPUs in any configuration)
- 16GB RAM

#### Recommended Hardware (VLS License)

- octa-processor 64-bit (8 CPUs in any configuration)
- 64GB RAM

### Supported Operating Systems

#### Linux (64 bit)

- Linux Kernel 3.x
- Linux Kernel 4.x

#### Windows (64 bit)

- Windows Server 2012 R2
- 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 OpenText™ FirstClass® Internet Services 16.2 (Build 16.200).



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

Product name	Version	Notes
FirstClass® Server	16.2*	FCS
FirstClass® Client	16.2*	FCC
FirstClass® External Integration Services	16.1*	FCEIS
FirstClass® Client	16.2*	FCC
FirstClass® GO	16.2*	FCGO
FirstClass® Web Services	16.2*	FCWS
FirstClass® Sync Services	16.2*	FCSS
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 server, but new features and fixes will not be available.

### 4.3 Language support

OpenText™ FirstClass® Internet Services is currently localized in the following languages. Additional languages may be available in future releases.

Component	Languages										
	EN	DA	DE	ES	FI	FR	IT	JA	NL	NO	SV
FirstClass® Internet Services 16.2	B	UI	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

Before you install OpenText™ FirstClass® Internet Services, review these additional installation notes and verify related product or third-party product requirements.

Related product or third-party product requirements:

- The version of the Internet Services executable included in this release is designed to work with FirstClass Server 16.0 Build 2540 or higher.

## 5.1 Installation notes

Before you install OpenText™ FirstClass® Internet Services, review these additional installation notes and verify related product or third-party product requirements.

### New Installations

Once the hardware and OS installation is complete, please see the instructions below for your operating system.

The full installer will install the FirstClass Internet Services executable and related files.

**Please note:** A 16.2 full installer is not included with this release. Please use the latest 16.1+ full installer and then follow the upgrade instructions below to complete your installation.

Some additional configuration may be required once installation is complete and the FirstClass Internet Services software has been started.

### Windows Installation

- Download the latest available 16.1 FirstClass Server full installer to your machine.
- The installer is a self-extracting executable. Once it has been downloaded double click the file to launch the installer.
- Enter the information requested at the prompts.
  - If you are installing the FirstClass Server at the same time, please refer to the FirstClass Server Release Notes for additional instructions.
  - Internet Services can be installed separately on any number of machines.
- Once the installation is complete you can delete the installer file.
- Check for any updates to the FirstClass Internet Services software and use the upgrade procedure below to update your FirstClass Internet Services to the latest available update.

### Linux Installation

Installation Prerequisites (one-time requirements):

- The server requires a user with a userid of 'fcadmin' (and any full name, but "FirstClass Administrator" is recommended). This user must be a member of the 'adm' group.
- After creating this user and adding it to the 'adm' group, log out and back in as 'fcadmin'. Create this group first, if it does not already exist.

Installation Instructions

- Ensure the 'fcadmin' account has been created as per the instructions above, that the account is a member of the 'adm' group, and that you have logged out and back in as 'fcadmin'. This is required to ensure that the 'adm' group change is applied.
- Download the latest available FirstClass full installer to your server machine.
- Start a shell Terminal window, and "cd" to your download location.
- Extract the files in the installer tar file, using this command:
  - `tar xzf <name of full installer file>`
- "cd" into installer package directory as in the below example.
  - `cd <name of full installer file>`

- Start the installer using this command:
  - `./installer`

**Note:** If your fcadmin account does not have sudoer privileges you will be asked to re-run the installer after first becoming "root" by executing the "su" command.
- Enter the information requested at the prompts.
  - If you are installing the FirstClass Server at the same time, please refer to the FirstClass Server Release Notes for additional instructions.
  - Internet Services can be installed separately on any number of machines.
- Once the installation is complete you can delete the temporary package directory and downloaded tar file.
- Check for any updates to the FirstClass Internet Services software and use the upgrade procedure below to update your FirstClass Internet Services to the latest available update.

## 5.2 Upgrade notes

Before you upgrade, review these instructions.

- Make sure that you have a properly installed and configured FirstClass Server 16.0 Build 2540 or later before proceeding.

## Installation Overview

Some additional configuration may be required once installation is complete and the FirstClass Internet Services software has been started.

### Windows Installation

- Make sure that you have a properly installed and configured FirstClass Server 16.0 Build 2540 or later before proceeding.
- Shut down Internet Services (if running), and rename or archive the existing executable and pdb files (if desired).
- Download the attached archive into a temporary folder on your target FirstClass Internet Services machine.
- Extract the contents of the zip archive.
- Shut down Internet Services (if running).
- Copy or move the version of the FirstClass Internet Services application you just extracted into the FirstClass Server (FCServer) folder and replace the shipping version of the FirstClass Internet Services application from the FirstClass Server (FCServer) folder with the FirstClass Internet Services version you just extracted. It is advised that you make a copy of the shipping version in case you need to replace the version if problems are encountered.
- Delete (or back up to an alternate location) any Internet Services PDB files that are in the FirstClass Server (FCServer) folder. Once the installation is complete you can delete the archives and temporary folder.

### Linux Installation

This release includes a gzipped tar file containing the IS files to be updated and an installer that supports the update of the IS executable and its' resource file.

### Installation Instructions

- Ensure that you are logged in on the 'fcadmin' account.



- Make sure that you have a properly installed and configured FirstClass Server 16.0 Build 2540 or later before proceeding.
- Shut down Internet Services (if running).
- Download fcisd tar file to a new folder.
- Start a shell Terminal window, and "cd" to the new folder created above.
- Extract the files in the installer tar file, using this command:  

```
tar xzf <file_name>.tgz
```
- CD to the subfolder created by the installer.  

```
cd <name of installer file>
```
- Become "root" by executing the "su" command:  

```
su
```
- Respond to the password prompt with the root password for the server machine.
- Start the installer, and answer the prompts as asked:  

```
./installer
```
- (If for some reason this returns a "permission denied" error, start the installer using the shell (sh)...)

```
sh installer
```
- Press Ctrl-D or type "exit" to end the "su" shell.
- Once the installation is complete you can delete the temporarily folders.

## 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 OpenText™ FirstClass® Internet Services 16.2 (Build 16.200). OpenText recommends that you check OpenText My Support (<https://support.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.

All future hotfixes to the 16.2 OpenText™ FirstClass® Internet Services 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 are no hotfixes for FirstClass Internet Services 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 FirstClass Internet Services. There are no updates available.

#### 6.2.1.1 *New features*

#### 6.2.1.2 *Prerequisites*

Before installing the update, ensure that you have met the following prerequisites:

- You must have a correctly installed and licensed version of the shipping FirstClass® Server 16.0+ on your server before proceeding.

#### 6.2.1.3 *Downloads*

You must download the following to install this update:

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

#### 6.2.1.4 *Installing updates*

All future updates to FirstClass Internet Services will be cumulative. All patches will be delivered via the FirstClass Update server.

#### 6.2.1.5 *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 Internet Services at this time.

#### 6.2.1.6 *Known issues*

This section provides information about known issues with this update.

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

#### 6.2.1.7 Additional information

## 7 Fixed issues

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

Issue number	Issue description
FC-1981	Added support for Windows Server 2019 in GetInfoText.
FC-3581	IPv6 - the 'IP address' field on the 'Multiple Sites & Languages' form only parses the first 16 characters of each IP address entered.
FC-623	Received calendar updates from Gmail recipients contain an "Accept" option.
FC-1113	DKIM and DMARC support for FirstClass.

## 8 Known issues

The following known issues exist in this release.

Issue number	Issue description
	The POP3 and IMAP servers do not support attached FC objects.
FC-1120	RSS feeds is retrieving same copies of messages
FC-3601	Redirection mail rule is not affecting the email on the delivery side

## 9 Contact information

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

For more information, visit [www.opentext.com](http://www.opentext.com)

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