

# FirstClass® Server

## **Release Notes**

16.2 (Build 3535)

Product Released: 2020-03-31

Release Notes Revised: 2020-03-31

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# 1 Introduction

These Release Notes provide an overview of OpenText™ FirstClass® Server 16.2 (Build 3535), 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>) and the 'FC Update Service' conference on your FirstClass server 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® Server

This section provides an overview of OpenText™ FirstClass® Server 16.2 (Build 3535).

The FirstClass server is the core of a family of communications and collaboration applications that provide access to information from many different devices.

## 2.1 New features

OpenText™ FirstClass® Server 16.2 (Build 3535) includes the following new features.

### 2.1.1 Support for Archive Search Tool

The FirstClass Archive Search Tool works with FirstClass Web Services to 'quickly' search a FirstClass Archive Server to find all messages that match a natural language query. The resulting messages can then be exported into a subfolder in the form of .eml files, which are readable by MS Outlook and most other email clients.

### 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® Server will be delivered to customers via the FirstClass update server.

Additional documentation may be available on OpenText My Support (<https://support.opentext.com>).

### 3.1 Packaging and delivery information

The software and documentation for OpenText™ FirstClass® Server includes:

- Linux - fcsd\_linux\_16.2.3535.tgz
- Windows - FCS16.2.3535.zip

### 3.2 Related documentation

For additional information about OpenText™ FirstClass® Server, 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.

- This FirstClass 16.2 B3535 server release can be used as a FirstClass archive server.

### 4.1 Supported Systems

#### Hardware Requirements

The FirstClass Server requires 64-bit x64 hardware. The FirstClass server requires a dedicated machine. 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 server performance.

#### Minimum Hardware Requirements (Standard License)

- quad-processor 64-bit (4 CPUs in any configuration, e.g. a single dual-core)
- 8GB RAM (full indexing not enabled).
- 16GB RAM (full indexing enabled)

#### Typical Hardware Requirements (MP License)

- quad-processor 64-bit (4 CPUs in any configuration)
- 32GB RAM (full indexing not enabled)
- 64GB RAM (full indexing enabled)

#### Recommended Hardware (VLS License)

- octa-processor 64-bit (8 CPUs in any configuration)
- 64GB RAM (full indexing not enabled)
- 128GB RAM (full indexing enabled)

## 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 \*

\* While the FirstClass Core Server supports these operating systems, Support is not extended to the use of the new **Resilient File System (ReFS)**. From our testing, running the FirstClass Server with the Network Store residing on a drive formatted as a Resilient File System will result in the FCNS becoming corrupted. You should instead continue to use NTFS.

## 4.2 OpenText product compatibility

The section provides details about which versions of other OpenText products are compatible with this release of OpenText™ FirstClass® Server 16.2 (Build 3535).



**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® Web Services	16.2*	FCWS
FirstClass® External Integration Services	16.1*	FCEIS
FirstClass® Client	16.2*	FCC
FirstClass® GO	16.2*	FCGO
FirstClass® Sync Services	16.2*	FCSS
FirstClass® Internet Services	16.2*	FCIS
FirstClass® Directory Services	16.0*	FCDS
FirstClass® Application Services	4.0 B4534	FCAS
FirstClass® Voice Services	8.3 or later	FCVS
FirstClass® Mobile	16.0*	FC Mobile

\*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® Server is currently localized in the following languages. Future releases may add additional languages.

Component	Languages										
	EN	DA	DE	ES	FI	FR	IT	JA	NL	NO	SV
FirstClass® Server 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

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 OpenText™ FirstClass® Server, 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 server executable and the FirstClass Network Store (FCNS).

**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.

On all platforms the core server installer will prompt for the following:

- Server name. This is the name users will see when logged into the system. The default is 'FirstClass'.
- Primary domain. This is the primary domain the server will use (e.g. mydomain.com).
- Primary DNS. This is the primary DNS host that the FirstClass server will query for domain name lookups.

Some additional configuration may be required once installation is complete and the FirstClass server 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.
  - Internet Services can be installed at this time, or separately on any number of machines. Please refer to the FirstClass Internet Services Release Notes for additional instructions.
- Once the installation is complete you can delete the installer file.
- Check for any updates to the FirstClass server software and use the upgrade procedure below to update your FirstClass server 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.
  - Internet Services can be installed at this time, or separately on any number of machines. Please refer to the FirstClass Internet Services Release Notes for additional instructions.
- Once the installation is complete you can delete the temporary package directory and downloaded tar file.
- Check for any updates to the FirstClass server software and use the upgrade procedure in section 6.1.4.4 below to update your FirstClass server to the latest available update.

## **5.2 Upgrade notes**

Before you upgrade, review these instructions.

- Once you run the server version 16.2 you may roll back to a previous version of the server. The server can be rolled back to a minimum server version of 16.1 B3516.

## **Licensing**

**You must have a FirstClass 16 server license in order to login to this server as anything but the administrator account.**

To prevent licensing restrictions from taking effect on your existing FirstClass server, it is very important that you have your FirstClass Suite license installed before applying this server update.

### **How do you know if you have the FirstClass Suite license installed?**

You can confirm that it is installed by looking on the "Admin / System Profile" under the licensing tab.

If the number of OTSW users matches that of the Regular users, it is an indication that the FirstClass Suite license is installed. If those numbers do not match it indicates you need to install the FirstClass Suite license prior to installing this release.

### **Windows Installation**

- Make sure that you have a properly installed and configured FirstClass Server 16.0 Build 2540 or later before proceeding.
- Shut down the FirstClass Server (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 Server machine.
- Extract the contents of the zip archive.
- Shut down Internet Services (if running).
- Copy or move the version of the FirstClass Server application you just extracted into the FirstClass Server (FCServer) folder and replace the shipping version of the FirstClass Server application from the FirstClass Server (FCServer) folder with the FirstClass Server 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 Server 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 Server files to be updated and an installer that supports the update of the Server executable and its resource file.

### **Installation Prerequisites (one-time requirements):**

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

### **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 the FirstClass Server (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® Server 16.2 (Build 3535). 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 OpenText™ FirstClass® Server. There are no hotfixes available.

Hotfix installation

All future updates to the 16.2 OpenText™ FirstClass® Server 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 Server 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 OpenText™ FirstClass® Server. 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 *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 Server 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 Server at this time.

#### 6.2.1.6 *Additional information*

## 7 Fixed issues

This section provides information about past issues that have been fixed in the initial release of the FirstClass Server 16.2.

Issue number	Issue description
FC-1929	FCAST support for the summarize feature.
FC-1803	Handle exception in ValidateOCBList (Windows only)
FC-3602	Message bodies or documents that started with a UTF-8 Byte Order Mark were not being indexed.

## 8 Known issues

The following known issues exist in this release.

Issue number	Issue description
FC-1559	Calendar event displays wrong creator when event is created by a shared calendar user
FC-1698	FCWS creates a new user, even if the user exists
FC-796	Draft Emails showing on Desktop of users (FCWEB)
FC-1541	Audit functions stop working after the server has been running without any issues
FC-1561	When user sends message to Profile container, all logged in users hear new message ding
FC-1758	New FirstClass Server Install contains Custodian
FC-1765	Email sent to unauthenticated users
FC-1784	Using "New From Conference" then moving the message to the conference hides the message from other conference collaborators unless they have subadmin access
FC-1804	Disable All Users - Uncheck doesn't take effect using Server Control
FC-1737	Multiple containers being created for same retention period

## 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](http://www.opentext.com)

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