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**Title: OpenText FirstClass Client 11.017 Release
       Announcement**
**Bulletin Number: 250**
**Version: 1.1**
**Date: October 13, 2011**

## Audience

This Product Bulletin is intended for distribution to FirstClass Division'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 the **US English**, **Dutch**, **Norwegian**, **Spanish**, and **Swedish** language versions of FirstClass Client 11.017 for Windows and Mac OS X platforms.

The new product versions are:
- FirstClass Client 11.017 for Windows
- FirstClass Client 11.017 for Mac OS X (Universal binary for PPC and Intel machines)

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## Availability

FirstClass Client 11.017 US English Downloads System Upgraders are available now to existing customers who have a valid maintenance and support contract. FirstClass Update Services will automatically download these 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.

The Downloads System Upgrader will add the FirstClass Client 11.017 for Windows and Mac OS X installers to your All Desktops group's resources folder, and update ClientDownloads in Internet Services > WWW. Users logging in with an 8.301 or newer client will be presented with a client update dialog.

FirstClass Client 11.017 is available for download from FirstClass OnLine FCOL (fc.firstclass.com) for customers who have a valid maintenance and support contract, and publicly available via the FirstClass web site.

> **On FCOL:**
> /Conferences/Downloads/FirstClass 11 Clients/
>
> **On www.FirstClass.com:**
> http://www.firstclass.com/Divisions/FAV13-0024FC95/?Plugin=FC&OpenItemURL=S047C50E4

For administrators, the Dutch, Norwegian, Spanish, and Swedish language FirstClass Client 11.017 Downloads System Upgraders are available for download from FCOL in the following locations:

> **For Windows Servers**
> Conferences/Downloads/FirstClass 11 Product Updates/FC11 Windows Server Updates/FirstClass International Client Downloads Sys Upgraders

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**For OS X Servers**
Conferences/Downloads/FirstClass 11 Product Updates/FC11
OS X Server Updates/ FirstClass International Client
Downloads Sys Upgraders

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

## New Product Features and Enhancements

The new features and fixes (since FirstClass Client 11.006) are listed
in this section.

- Clicking on the group resume button in the 'Profile tab' for a
  group now works.
- Clicking on the items on the 'Exclude these groups' and 'Include
  these groups' on the 'Directory Tab' now works.

- Reply With Quote (with nothing selected) on an HTML message
  will always quote the entire message, even if the message
  doesn't start with an HTML tag (Bugzilla 635).
- Client grabs other HTML content from the Internet Headers, so
  style sheets and other content referenced in the <head> tags
  are used.
- Mousing over a link in an HTML message will display the URL
  in the status bar.
- Client no longer crashes occasionally when quoting text from
  an HTML message in a reply.
- Client will rewrite https:// images to http:// images. This may fail
  (e.g. the image may *only* be accessible via https://), but the
  alternative is downloading and maintaining SSL certificates
  used to verify the remote server.
- Quoting an HTML message should work even when the
  selected text returned from WebKit isn't enclosed in HTML tags.

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- Keyboard shortcuts are now properly routed to the client even when WebKit has the focus (eg. click on WebKit; PgDn/PgUp/Home/End will move around the HTML document, while Ctrl+' and Ctrl+W will quote and close the message).
- Quoting messages works from the list if there's a message (FC or HTML) visible in the preview pane. This also means that if you click on an HTML body and select some text, you can quote it even though the envelope doesn't have focus (it was never clicked on) since quoting happens from the list.
- Client decodes URLs for embedded images in HTML messages so that images from messages posted from mobile clients will show up properly.
- The clipboard is no longer used when quoting part of an HTML message (so original clipboard contents will be preserved when quoting).

- Calculations for custom weekly calendar repeats are now correct (Bugzilla 516).
- Calendar event repeats get saved properly, no matter what field(s) are changed on the form.
- No longer possible to type on the calendar list.
- Calendar code no longer gets in an endless loop when encountering bad data created in 11.006 or earlier clients.
- Double-clicking a calendar event will correctly open the event in all calendar modes.

- Voice clips will play even if the output volume can't be set programmatically on a sound channel.
- Client now uses the right index for resume items when the resume is opened via the right-mouse menu.
- Client no longer freezes when loading a message with zero-length style runs.
- Client no longer crashes when opening the mailbox too quickly on startup (usually requires a slow connection to reproduce).
- List again updates correctly when messages are deleted or added (Bugzilla 505).

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- Clicking on a group name in the Directory tab no longer opens the wrong group (Bugzilla 331).
- Viewing a .mov file in the preview pane no longer crashes the client.
- Opening a message with two copies of the same embedded attachment no longer causes a 1084 error.

- Client now only disables IME support when entering a password.
- Reply With Quote handles extended characters properly.
- Client and server no longer get out of sync when deleting multi-byte characters in a message.
- Subject for an uploaded file is no longer corrupt in the list view in Japanese.

- [Win] Windows client no longer crashes when double-clicking the body of an HTML message (Bugzilla 242).
- [Win] Windows client will no longer crash when closing an HTML message.
- [Win] Client uses a new form of File Open and Save dialogs on Windows 7 and later, allowing files to be opened from and saved to Library folders.
- [Win] Using Push To Talk more than once in a chat no longer crashes the client on Windows 7.
- [Win] Copyright on Windows updated to 2011.

- [OS X] Slashes in filenames are treated properly when downloading or saving the file on OSX.
- [OS X] The Enter key on the numeric keypad on a Mac now does the same thing as the Return key.
- [OS X] OSX client no longer displays a contact/directory name a second time after the user chooses from the list of matches (Bugzilla 517).
- [OS X] Name validation (or closing a window/sending a message after name validation) no longer causes crashes on OSX.

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**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

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**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