



FirstClass Division Product Bulletin

Title: OpenText FirstClass 12 Release Announcement

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Date: June 28, 2013

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 FirstClass 12 for Windows, Mac OS X, and Linux platforms.

FirstClass 12 is a phased release. The new product components available in the first set are:

- FirstClass Server 12 Build 1264 for Windows
- FirstClass Internet Services 11.1 Build 11.137 for Windows
- FirstClass Web Services 12 Build 35 for Windows

- FirstClass Server 12 Build 1264 for Mac OS X
- FirstClass Internet Services 11.1 Build 11.137 for Mac OS X
- FirstClass Web Services 12 Build 35 for Mac OS X

- FirstClass Internet Services 11.1 Build 11.137 for Linux
- FirstClass Web Services 12 Build 35 for Linux

FIRSTCLASS®

- FirstClass Client 12.005 for Windows
- FirstClass Client 12.005 for Mac OS X

- FirstClass 12 Network Store Contents

Availability

FirstClass 12 component upgrade installers 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.

FirstClass 12 for new installs will become available in the upcoming weeks for download from FCOL in the following locations:

Windows server New Install

Conferences/Downloads/FirstClass 12 Product Updates/FC12
Windows Server Updates/

Mac OS X server New Install

Conferences/Downloads/FirstClass 12 Product Updates/FC12
OS X Server Updates/

Linux server New Install

Conferences/Downloads/FirstClass 12 Product Updates/FC12
Linux Server Updates/

Please ensure that you have your server specific FirstClass 12 license, and review both the Release Notes and instructions accompanying the installers thoroughly before proceeding with the upgrade.

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

FIRSTCLASS®

FirstClass 12

Powerful, secure and highly scalable collaboration platform that bridges the chasm between in-person and digital communication through rich, online communities.

FirstClass Connect, FirstClass Collaborate and FirstClass Communicate deliver the tools organizations need to achieve true, effective collaboration. With FirstClass, knowledge flows together naturally, circulates readily and is easily accessible across the organization, across geographies and amongst organizations. FirstClass empowers individuals and teams to work together towards a common goal, with a shared sense of purpose, driven by new ways to participate.

Collaborate

With its powerful and intuitive Web 2.0 interface FirstClass 12 provides a rich, social collaborative experience providing a platform to support your organizational initiatives such as culture and team building, on-boarding and training and internal -external support, all within a secure online environment.

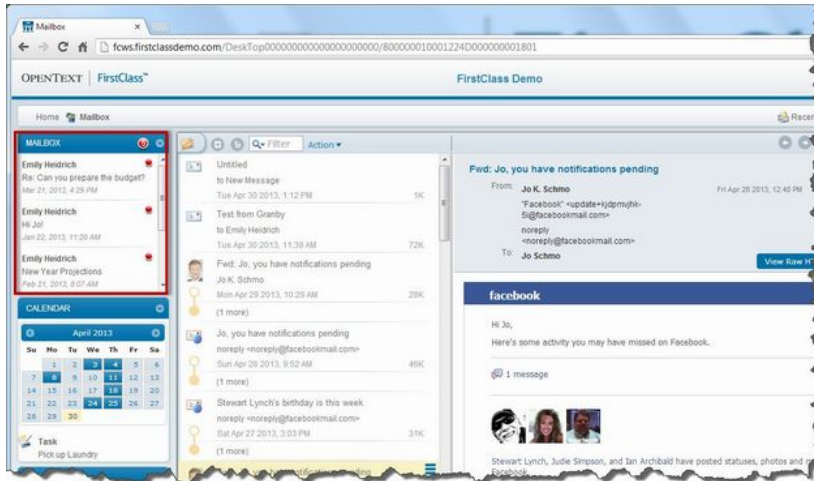


- Organization, group and individual defined communities
- Communities support threaded discussions, subfolders and calendars
- Communities contain wikis and file storage areas
- Support for rich text content, attachments, embedded images and videos
- Drag and drop, and full editing capabilities
- Directory and presence management

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Communicate

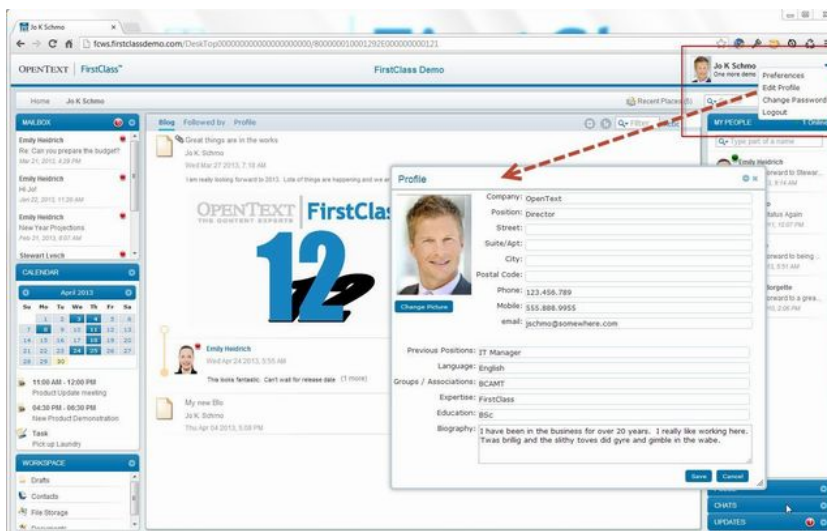
FirstClass 12 offers fully functional email, voicemail and calendaring capabilities that enable users to securely communicate within the organization's online community or to external internet destinations.



- Email and instant messaging
- Calendars and scheduling
- Contact management
- Integrated unified communications (visual voicemail)
- Fax

Personalize

A user-defined dashboard allows the individual to decide what is presented to them allowing the most productive and relevant experience for the user's individual role.

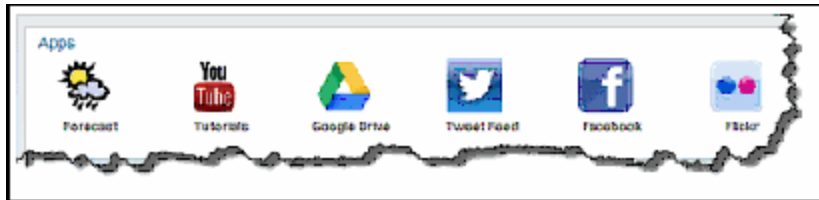


- Customized Views
- Personal Information Management and Workspace
- Personal Profiles and Blogs
- "My People" list and Status Updates
- "Pin" Frequently Visited Content
- "Follow" User-Defined Topics of Interest
- Chat
- Pulse

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Open for Integration

The FirstClass open API allows integration with HTML 5 based applications providing one, central point for collaboration around an organization's valuable content.



- OAuth Client support
- Flexible group-membership access

Anytime - Anywhere Access

FirstClass is easily accessible from any internet-enabled computer or via our FirstClass Mobile applications that are available for the iPhone®, iPad®, BlackBerry® and Android®. Users can take FirstClass with them wherever they go and have all of the power of FirstClass in the palm of their hands - delivering a true “anytime, anywhere” mobile collaboration experience.

For more detailed information about the extensive new features of FirstClass 12, please see the release notes:

<http://mimage.opentext.com/support/ecm/FirstClass/FirstClass12/releasenotes/firstclass12releasenotes.pdf>

For more information about of FirstClass, see the following web page:

<http://www.firstclass.com/>

FIRSTCLASS[®]

Contact Information

Sales

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

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Sales Support

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