OPENTEXT™

OpenText™ FirstClass® Server

Release Notes

16.1

Product Released: 2017-03-14

Release Notes Revised: 2017-03-15

> ⚠️ **Caution**
>
> Cautions help you avoid irreversible problems. Read this information carefully and follow all instructions.

! **Important**

Important notes help you avoid major problems.

📓 **Note:** Notes provide additional information about a task.

💡 **Tip:** Tips offer you quicker or easier ways of performing a task.

Contents

OpenText™ FirstClass® Server 16.1 Release Notes

1 Introduction

These Release Notes provide an overview of OpenText™ FirstClass® Server 16.1, 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
2017-02-27	First release.	All new content.

2 About OpenText™ FirstClass® Server

This section provides an overview of OpenText™ FirstClass® Server 16.1.

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 16.1 includes the following new features.

2.1.1 Access Notification

Made Access Notification message localizable through strings resource ID 1307.

2.1.2 Change Tracking

Changes to specific administrative forms will be tracked and an email message will be sent to the user and administrator indicating the changes.
Report the changes to the stats file when the enabled on the stats control form.
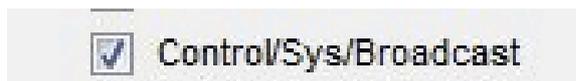
Forms currently tracked:
  System Profile
  Stats & Billing
  Groups (Privilege, Conference and Calendar)

Group (Conference and Calendar) permissions
Global mail lists
Gateway configuration
Internet Services configuration
User information
Server tools
System administration calendar events
Properties/get info for Volumes (mirroring changes)

2.1.3 Device Notifications

Include PermaLink information in device notifications to allow the swipe action to take the user immediately to the item.

Added optimization to only check the notification table for those users that have requested a notification.

Change to commit the CID of the account for each notification registration.

Added reporting of path for notification records not associated with a CID.

2.1.4 Gateways

Show Gateways now uses a pop up message showing more details.

2.1.5 Groups

Single audit reports group membership and their attributes.
Full audit reports groups that have key attributes.
Show Groups now uses a pop up message showing more details.
Better reporting when diagnosing groups.
Added stats log entry when a pop up is used to Show Groups.

2.1.6 Indexer spam detection

Added the ability for admin to maintain a SPAM detection file, which will help avoiding garbage making it's way into the search index dictionary. Below is a sample file. Place this file ("indexingspam") in the FCNS folder, or in the FCServer folder. (search for FCNS file first). If any of the entries are found, the body of the message will not be indexed.

#

```
# Title, Text String, 0 or 1 (strncmp OR strstr)
#
Subject,Mail delivery failed,0
Subject,Undeliverable:,0
Subject,Mail Delivery F,0
Subject,failure notice,1
#
# Title, Text String, nBytes to scan, Offset
#
Body,spam message rejected, 1024, 0
Body,This message was created automatically, 100, 0
Body,Below this line is a copy, 1024, 0
Body,Return-Path:, 1024, 0
Body,Content-Type:, 1024, 0
Body,-- Transcript of session follows --, 1024, 0
Body,Hi. This is the qmail-send program, 100, 0
Body,*** Original Message ***, 1024, 0
Body,**Message you sent was blocked by our bulk email filter**, 1024, 0
Body,This is an automatically generated Delivery Status Notification, 1024, 0
Body,Message could not be delivered., 1024, 0
#
# Title, Text String,  0 or 1 (strncmp OR strstr)
#
From, Internet Mail Service, 0
From, Batch Admin, 0
```

2.1.7 Mail List Administration

Restrict mail list administrators to only local users (requires a 16.1 client).

2.1.8 Notifications

Show Notify now uses a pop up message showing more details.

2.1.9   Passwords

Ability to force a change password on an individual user (requires a 16.1 client).

Ability to force a change password on a group of users (requires a 16.1 client).

Completed group based password censorship list.

Admin must create a text file with the same name as a group with password censorship with extension "!PW"

The file must contain one censored password per line in the following format:
        <Policy> <Password>

        Policy: 0 - Contains, 1 - Starts with, 2 - Matches exactly
        Password: Any 27 bytes of characters

This file must be uploaded to the groups folder and the Icon and subject will be set
Example:

To enable this feature you must select the additional restrictions on the group of the same name

Added check to avoid checking groups for censorship when they aren't any.

2.1.10 Paused Mirroring Notifications

Implemented an admin notification when the mirror remains in a Paused state longer than the configured time.
Notification consists of log entry as well as a message sent to the admin.
Added the ability to configure the warning intervals for a paused mirror from the Server Control form (requires a 16.1 client).
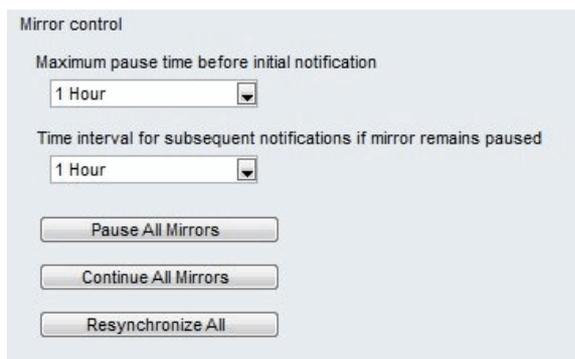
2.1.11 Reminders

Show Alarms now uses a pop up message showing more details.

2.1.12 Statistics

Added "[M]" to the login stat form mobile connections

2.2 Discontinued and deprecated features

The following features have been discontinued in this release:

- None

The following features have been deprecated in this release:

- None

3 Packaging and documentation

Downloads and documentation for OpenText™ FirstClass® Server will be delivered to customers via the FirstClass update server.

Additional documentatiuon may is 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_16.1.3516.tgz
- OS X - fcsd_16.1.3516.dmg
- Windows - FCS16.1B3516.zip

3.2 Related documentation

Updated online help for FirstClass 16.1 will be delivered via the FirstClass update server.

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). Supported environments and compatibility

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

4   Supported environments and compatibility

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

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) Audit

- 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

Linux systems (64-bit) with a minimum kernel version of 2.6.23

OS X

- 10.9.5
- 10.10.x *

- 10.11.x *

* On a new install, on OS X 10.10.4 and later, the operating system no longer allows the installer to place the fcsctl scripts in /usr/sbin/. fcsctl scripts should be moved from /usr/sbin to /usr/local. The scripts located in "/Library/FirstClass Server/" will need to be updated to point to the new fcsctl script location. This will be addressed in a future full installer release.

Windows

Windows Server 2008 R1/R2 64-bit
Windows Server 2012 R1/R2 64-bit*

* While the FirstClass Core Server supports the 2012 operating system, Support is <u>not</u> 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 16.1.

📄 **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	16.1*	FCWS
FirstClass® External Integration Services	16.1*	FCEIS
FirstClass® Client	16.1*	FCC
FirstClass® GO	16.1*	FCGO
FirstClass® Sync Services	16.0*	FCSS
FirstClass® Internet Services	16.1*	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	FR	IT	JA	NL	NO	SV
FirstClass® Server 16.1	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 OpenText™ FirstClass® Server, review these additional installation notes and verify related product or third-party product requirements.

New Installations

Installation Overview

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).

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 FirstClass full installer to your server 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.
- 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.

OS X Installation

Installation Prerequisites (one-time requirements):
- The installer must be run as the user with a userid of 'fcadmin' (and any full name, but "FirstClass Administrator" is recommended). This user must be a member of the 'admin' group.
- After creating this user and adding it to the 'admin' group, log out and back in as 'fcadmin'. Create this group first, if it does not already exist.

Installation Instructions

- Download the latest available FirstClass full installer to your server machine..
- Once the image is mounted, execute the "installer.command".
- Enter the information requested at the prompts.
- Once the installation is complete you can eject the mounted image.

- 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, and answer the prompts as asked. **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.

                ./installer

- Enter the information requested at the prompts.
- 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 below to update your FirstClass server to the latest available update.

Upgrade Installations

5.2 Upgrade notes

Before you upgrade, review these instructions.

- Once you run the server version 16.1 you may roll back to a previous version of the server. The server can be rolled back to a minimum server version of 12.1 B2169. If you roll back to 12.1 B2169 new style calendar exceptions will no longer be visible to users.

- This FirstClass 16.1 B3516 server release can be used as a FirstClass archive server.

Licensing

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

In FirstClass 12.0, new licensing options were introduced. 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. The FirstClass Suite license was a free license sent out to all existing customers, at the time we first released the 11.0 version of the FirstClass server.

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

On a pre-16 build server 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.

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 16.1. 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.

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 FirstClass 16.1 server. There are no hotfixes available.

6.1.1 Hotfix installation

All future updates to the FirstClass Server 16.1 will be cumulative. All hotfixes will be delivered via the FirstClass Update server.

Windows Installation

- You must have a correctly installed and licensed version of the shipping FirstClass® Server 16.1 for x64 Windows on your server before proceeding.
- Download the FirstClass Server update that was delivered via the update server into a temporary folder on your FirstClass Server computer.

- Extract the contents of the archives.
- Shut down the FirstClass server.
- 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 PDB files that are in the FirstClass Server (FCServer) folder. Once the installation is complete you can delete the archives and temporary folder.

OS X Installation

- You must have a correctly installed and licensed version of the shipping FirstClass® Server 16.1 for x64 Windows on your server before proceeding.
- Download the FirstClass Server update that was delivered via the update server into a temporary folder on your FirstClass Server computer.
- Shut down the FirstClass server.
- Once the image is mounted (e.g. fcsd_16.1.3516), execute the "installer.command". This command will replace and apply correct permissions automatically for the fcsd, fcsd.rez, fcslang.rez, fcfixvol files (if necessary). - It will rename the existing files for backup purposes.
- Once the installation is complete you can eject the mounted image.

Linux Installation

- You must have a correctly installed and licensed version of the shipping FirstClass® Server 16.1 for x64 Windows on your server before proceeding.
- Download the FirstClass Server update that was delivered via the update server into a temporary folder on your FirstClass Server computer
- Shut down the FirstClass server.
- Start a shell Terminal window, and "cd" to your download location.
- Extract the files in the installer tar file, using this command:
- tar xzf fcsd_16.1.3516.tgz
- "cd" into installer package directory as in the below example.
- cd fcsd_16.0.3516
- Start the installer, and answer the prompts as asked. **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.
        ./installer
- Once the installation is complete you can delete the temporary package directory and downloaded tar file.

6.1.2 Available hotfixes

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

Hotfix name	Additional information	Downloads
None	This is the initial FirstClass Server 16.1 release. There are no hotfixes at this time.	Update will be sent via the FirstClass Updates server.

6.1.3 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.

6.1.4 About Updates

This is the initial release of the FirstClass 16.1 server. There are no updates available.

6.1.4.1   New features

6.1.4.2   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 16.1 on your server before proceeding.

6.1.4.3   Downloads

You must download the following to install this update:

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

6.1.4.4   Installing updates

All future updates to the FirstClass Server 16.1 will be cumulative. All patches will be delivered via the FirstClass Update server.

<u>Windows Installation</u>

- You must have a correctly installed and licensed version of the shipping FirstClass® Server 16.1 for x64 Windows on your server before proceeding.
- Download the FirstClass Server update that was delivered via the update server into a temporary folder on your FirstClass Server computer.
- Extract the contents of the archives.
- Shut down the FirstClass server.

- 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 PDB files that are in the FirstClass Server (FCServer) folder. Once the installation is complete you can delete the archives and temporary folder.

OS X Installation

- You must have a correctly installed and licensed version of the shipping FirstClass® Server 16.1 for OS X on your server before proceeding.
- Download the FirstClass Server update that was delivered via the update server into a temporary folder on your FirstClass Server computer.
- Shut down the FirstClass server.
- Once the image is mounted (e.g. fcsd_16.1.3516), execute the "installer.command". This command will replace and apply correct permissions automatically for the fcsd, fcsd.rez, fcslang.rez, fcfixvol files (if necessary). - It will rename the existing files for backup purposes.
- Once the installation is complete you can eject the mounted image.

Linux Installation

- You must have a correctly installed and licensed version of the shipping FirstClass® Server 16.1 for x64 Linux on your server before proceeding.
- Download the FirstClass Server update that was delivered via the update server into a temporary folder on your FirstClass Server computer.
- Shut down the FirstClass server.
- Start a shell Terminal window, and "cd" to your download location.
- Extract the files in the installer tar file, using this command:
- tar xzf fcsd_16.1.3516.tgz
- "cd" into installer package directory as in the below example.
- cd fcsd_16.0.3516
- Start the installer, and answer the prompts as asked. **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.
          ./installer

Once the installation is complete you can delete the temporary package directory and downloaded tar file.

6.1.4.5   Fixed issues

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

Issue name	Issue description

6.1.4.6   Known issues

This section provides information about known issues with this update.

Issue name	Issue description

6.1.4.7   Additional information

7 Fixed issues

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

Category	Issue description
Audit	Avoid premature removal of calendar events due to deleted exclusions.
Audit	Enhanced the auditing of Privilege Groups to try and catch any group inconsistencies.
Audit	Added diagnostic to report which containers had entries that exceeded NextUID to allow for further investigation.
Batch Admin	Fixed crash when batch admin message's file size has not been set prior to requesting progress.
Calendar	Remove repeat when sending a calendar event cancellation notification.
Calendar	Avoid second time zone conversion that resulted in the wrong date being shown if the display time zone is earlier than the system time zone.
Calendar	Prevent initial occurrence date update from causing an unnecessary resend of a calendar event.
Calendar	Changes to allow IS to send event cancellation to external users and the server to local users.
Calendar	Fix to allow deletion of single occurrence of a repeating event from the list level.
Calendar	Set "Show as" to free for cancellation notifications.
Mail Lists	Fix for Global Mail lists deleted but still in directory.
Message Delivery	Fixed a crash when inside a mail list an error happened opening either another mail list or a contact file. This was mainly seen on Linux, but memory corruption possible on all platforms.
Message Delivery	Fixed a bug where multiple contacts inside of a mail list would not deliver to the second contact with same contact but different offset (personal/business).
Message Delivery	Fix Mail delivery bug, where similar names would not get delivered to.
Message Delivery	Change to set MTA delivery exclusion options properly.
Message Delivery	Changes to schedule hot tasks in a more uniform manner to avoid drop outs.

Search Index	If words switch between alpha and numeric, we skip until delimiter. This is to reduce the number of invalid words in the dictionary. String starting with "0" but not followed by 'x' will be a string of numbers until delimiter (or dropped if letters) - good for phone numbers (905) 762 -0006 will parse to 905 and 762 and 0006, 001721-0005-54322 to 001721 0005 and 54322
Search Index	Added hex detection. Looks for "0x" and then hex characters. This is to reduce the number of invalid words in the dictionary.
Search Index	Increased min word length to 3. Reduced longest word from 200 to 30. This is to reduce the number of invalid words in the dictionary.
Search Index	Check for indexing ready so we can fall back to old search.
Search Index	Fix for files left open when file was sent to indexer when indexing not yet loaded.
Search Index	Added report when flushing forward index and out of memory.
Search Index	Fixed crash when server cannot open DocID file.
Search Index	Added the ability to abort the saving of the forward index during fast shutdown. The admin can now hit Ctrl-C 6 times to abort forward index flush.

8 Known issues

The following known issues exist in this release.

Issue number	Issue description

9 Contact information

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Waterloo, Ontario
Canada, N2L 0A1

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

For more information, visit www.opentext.com