



Known Issues in the MOS 4.3.3–GA Release

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This document supports Messaging Operating System (MOS) release 4.3.3–GA until replaced by a newer edition.

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Known Issues in the MOS 4.3.3–GA Release



This document lists, by category, outstanding or unresolved issues that were known as of the MOS 4.3.3–GA release date.

Administration Protocol

- ◆ When migrating to an S6000 running MOS 4.1.6, a domain had to be deleted and its migration restarted. The CLI indicated success deleting the domain, however the domain directory was still present and the space was not freed.
Workaround: Run `Domain Delete` from the administrative interface instead of the CLI. (48795)
- ◆ Return-Path headers are not consistently retained in customized messages. (48010)
- ◆ The `Uce CountException` and `ListException` commands accept only null or an asterisk for the `Address` argument. (40584)

Administration Suite

- ◆ After upgrading from MOS 4.1 to MOS 4.2.2, and sometimes after a new MOS 4.2.2 installation, the Administration Suite could be inaccessible.
Workaround: Perform a full reboot of the appliance. (54202)
- ◆ The Administration Suite would not allow a login, possibly due to changing SSL-related settings while maintaining an SSL connection with the appliance.
Workaround: Perform a full reboot of the appliance. (52110)

Antispam Scanning

- ◆ When upgrading from a MOS 4.1.x release to a later release, the Premium Edition Antispam license is present but does not display. (55385)
- ◆ Principal Edition Antispam could fail to restart after upgrading the MOS release on the appliance, indicated by messages being deferred with the error:
`Deferred (system failure) by Principal Edition Antispam: 450 System failure`
Workaround: Perform a UCE update and restart the SMTP subsystem:
 - a. `Uce Update *`

- b. Service Stop Smtplib
- c. Service Start Smtplib (53573)
- ◆ Administrative messages generated on the local appliance, such as SMTP reports or JMM summaries, can be marked as spam if they contain the email addresses of spammers.
Workaround: Whitelist mail coming from 127.0.0.1:
Uce Addexception "(domain=any)" WhitelistIp 127.0.0.1 (51962)
- ◆ A Signature Edition Antispam update failed due to a failure to remove old entries. (46975)

Antivirus Scanning

- ◆ Sophos Antivirus scans could fail, reporting “disk full” when scanning messages with certain large PDF or XLS file attachments. (55494)
- ◆ When the primary antivirus update site experiences heavy bandwidth requiring some update requests to fail over to the secondary site, the download of larger pattern files might not fail over to the secondary site. (55103)
- ◆ When a quarantine filter runs before a Rapid Antivirus filter, messages quarantined by Rapid Antivirus were not released after the specified quarantine delay. (50483)
- ◆ Updates to the Rapid Antivirus engine also update the Rapid Antispam engine rpdengine even if another engine is currently in use.
Workaround: Disable scheduled updates to Rapid Antivirus. It will be kept current by updates to your selected Rapid Antispam engine. (46165)
- ◆ Under certain circumstances, messages can be temporarily left in the queue with error messages reporting that the antivirus scan engine was offline. These messages are delivered when the underlying issue is resolved. (44308)
- ◆ By design, Rapid Antivirus depends on WebMail to handle releasing messages from the quarantine mailbox. If WebMail is not running, this automatic process fails without notice.
Workaround: Ensure that the WebMail service is enabled and started on all appliances using Rapid Antivirus. (40048)

Backup and Restore

- ◆ Rebooting the appliance during a Selective Restore session can, upon reboot, make a snapshot selected prior to reboot inaccessible from the **Snapshots** page.
Workaround: Go back to the **Volume** page, select the volume again. The snapshot is again available. (53415)
- ◆ The Backup Get Mailboxpath command, used to find the location of a mailbox on disk for NDMP selective restore, does not work in delegated domains.

Workaround: To find the location of mailbox user .jdoe in a delegated domain, temporarily add a mailbox with the same name in the top-level domain, and find its path:

```
hostname> backup get mailboxpath user.jdoe
/mira/usr/store/spool/user/%dh/58/51/jdoe
OK Completed
hostname>
```

The two hashing numbers are the same in a delegated domain, so the location of mailbox user .jdoe in the delegated domain my.example.net would be:

```
/mira/usr/store/domains/my.example.net/spool/user/%dh/58/51/jdoe
```

Remember to delete the temporary mailbox you added in the top-level domain. (50176)

- ◆ A selective directory restore resulted in the restored mail folder not appearing in WebMail due to the subscription indicator being turned off.

Workaround: During selective restore, also select the /imap/user/*username.sub* file for the user to restore that user's subscriptions. (46998)

- ◆ When a user is deleted and then re-created with a new password, and then restored via NDMP, the user cannot log in using the new password.

Workaround: Rename the user to a temporary user name, add a new user with the user's original user name, and then copy the contents from the temporary user to the new user. (46953)

Branding

- ◆ When adding new tabs to WebMail/WebCal Corporate Edition via branding, a typo can cause WebMail to not launch, returning only a blank window. (54620)
- ◆ WebCal Corporate Edition does not honor the properly restrict set by `mivaravar_large_group_threshold`. (54347)

ConnectR

For known issues involving the ConnectR add-in to Microsoft Outlook, see the ConnectR Release Notes at <http://connectrinfo.com/>. ConnectR 4.1 is not compatible with Microsoft Outlook 2010.

- If you try to install ConnectR 4.1 on Outlook 2010, the installer returns an error.
- If you already have ConnectR with Outlook and upgrade to Outlook 2010, you receive no error or warning but ConnectR does not function.

A ConnectR release compatible with Outlook 2010 is in progress and will be available when ready.

Workaround: Do not upgrade to or install Outlook 2010.

Hardware

- ◆ The Storage Set RebuildRate command is not compatible with M610, RG610, or RG6100 appliances with the LSI RAID controller running firmware 4.5.2 version 12.00.0-0016 (9260-8i). (55018)
- ◆ Several incidents of slow I/O on 6-Series appliances caused symptoms such as mail queue build-up and inability to use the Administration Suite UI. From the CLI, the Storage Arrays and Storage Disk commands might take a long time to respond.

Workaround: Reboot the appliance. (47580)

IMAP and POP Services

- ◆ IMAP status queries occurring too frequently could cause WebMail to become unresponsive. (48271)
- ◆ When POP mode is set to ldaproxy, the administrator user cannot log in to the POP service. (47853)

Junk Mail Manager (JMM)

- ◆ You cannot use `plaintext:local` authentication instead of LDAP authentication for JMM mailboxes on Junk Mail Manager systems. (This might be wanted when a JMM mailbox belongs to a mailgroup, which cannot authenticate, but is not supported.) (40054)
- ◆ LDAP MX routing (`SMTP set ldapmxrouting on`) does not function properly when user LDAP records list the mailhost by IP address instead of hostname.

Workaround: Create DNS A records for all mailstores, and use fully qualified domain names in the mailhost attribute. (47264)

- ◆ Messages approved for delivery from a JMM mailbox retain the original X-Junkmail headers; if such a message bounces, the DSN ("bounce message") contains an X-DSN-Junkmail header that might cause it to be deleted by filters at some customer sites. (31017)

LDAP Client

- ◆ The Mail Transfer Agent cache could retain a mail domain entry even after it is deleted.

Workaround: Perform a soft reboot of the appliance. (55397)

- ◆ When the domain is present on another Message Server, the LDAP UI deletes LDAP entries. (50291)

- ◆ A `user:groupmembership` query does not work if the user is a `mgrpRFC822MailMember`.

Workaround: Use `uniquemember` instead of `mgrpRFC822MailMember`. (35835)

Licenses

- ◆ If a Directory Services license expires, the directory service settings are erased.
Workarounds: Do not let licenses expire, or apply a permanent license rather than relying on temporary licenses. (48950)

Logging, Reporting, and Monitoring

- ◆ MTA.DKIM.ACTION messages are not logged as they should be when the DKIM subsystem takes action. (56113)
- ◆ An RG610 had a blinking alert light and logs indicated a failure, but some health monitoring information was missing from the system logs. (54820)
- ◆ Weekly Reports can report incorrect login information. (48287)
- ◆ The Mail Traffic performance graph (accessible from **Home > Performance Graphs > Mail**) and anti-virus security log (accessible by clicking **Home > Logs/Reports > Security > Anti-Virus**) differ in the number of viruses found. (45283)

MailHurdle

- ◆ A customer twice experienced an SMTP service interruption after adding a MailHurdle misbehaving mailer beyond the supported limit (1023). Normally, attempting to add too many entries fails with an error message and does not impact the SMTP service. (42080)

Message Filtering

- ◆ A message cannot be flagged if the user filter action is None. (54505)
- ◆ When setting up RazorSafe wiretap with a filter in domain “any” and the RazorGate has other filters in domains “local” or “nonlocal”, duplicate messages appeared in the wiretap mailbox if the email was sent to both local and external users. (50011)
- ◆ Envelopeto and TOCC matches do not trigger filtering, though Envelopefrom matches do trigger filtering. (45609)
- ◆ By design, all filters at the same priority are evaluated before any are acted on. Because of this, user modspamscore filters do not affect the action of user junk mail filters, and headers added by one filter cannot be seen by another filter at the same level.
Workaround: Use filters at different levels, or a combination of domain and global filters, to accomplish complex filtering tasks. (33040, 39831, 44827)

Microsoft Outlook

For known issues involving Microsoft Outlook, unrelated to the ConnectR add-in, which Mirapoint end users might particularly encounter, see the ConnectR Release Notes at <http://connectrinfo.com/>.

MIME Handling

- ◆ A specific message was stuck in the mail queue with an internal error, consuming excessive CPU on every delivery attempt. (46552)

SMTP Service

- ◆ An lb4s client on an appliance running MOS 4.x cannot relay when the lb4s server is on an appliance running MOS 3.x. (53648)
- ◆ Recipient check is not checking mail sent from a remote MTA when all messages have PTR records that respond with “localhost.” (48928)
- ◆ With RBL and Fastpath enabled but no RBL server, the connection can be refused.
Workaround: Disable the RBL check using `smtp set rbl off`. (48678)
- ◆ With FastPath on, SPF blocked, with a 5xx error, messages from neutral domains. (47030)
- ◆ When an RBL (real-time blackhole list) server is not responding, system-wide mail can be severely delayed until the unresponsive server is removed from the list. (40971)
- ◆ In one case, SMTP performed poorly when a message was sent to 57,000 users. (43924)
- ◆ Under unusual circumstances, mail to one user might get stuck in the SMTP queue and return a “4.3.0 System I/O Error.”
Workaround: In some cases, this can be fixed by resetting the user's autoreply settings (internal, external, or both, as relevant.) (43516)

WebCal

- ◆ When using the `dumpcal` command to clean up duplicate and corrupt events in a user calendar, some valid events were also removed. (53178)
- ◆ Calendar services could periodically restart unintentionally. (53121)
- ◆ When viewing a few specific events, the calendar services would unexpectedly fail. (52814)
- ◆ Calendar allowed search for only up to eighty-seven users.
Workaround: Increase the LDAP maximum count limit:
`Calendar Set Ldapmaxcount 200000` (52050)
- ◆ Some repeating events with exceptions are not properly synced with an Intellisync server. (48410)
- ◆ A recurring meeting created in iCal with a specified end date had one extra instance added at the end when the invitation was viewed in WebMail. (46622)

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- ◆ With `calendar_set_attachenabled` set to `NO`, attachments are still seen in WebCal. (47550)
 - ◆ In invitation messages from the Japanese version of Microsoft Outlook 2003, double-byte description data is not displayed, and double-byte location data and attachment filenames are corrupted. (45083)

WebMail

- ◆ When a user sends a read receipt back to a sender whose address includes certain non-ASCII characters, the receipt message is returned with user unknown. (54225)
- ◆ On occasion, WebMail started showing “**Body: Open**” in the message pane rather than showing the body of the message. Clicking **Open** provides the option to open or save the message body.
Workaround: Restart WebMail. (48342)

WebMail Direct Standard Edition

- ◆ With the Safari browser, Japanese characters in attachment filenames are sometimes garbled and cannot be opened or saved without renaming.
Workaround: Use another browser to download the attachment. (46013)

WebMail/WebCal Corporate Edition

The issues listed herein are related to Corporate Edition version 2.

- ◆ Three-tiered shared folders are not supported with Corporate Edition version 2.
- ◆ If a user’s timezone preferences are not set, all day recurring events display on the next day rather than the day for which they are set.
Workaround: Users should set their calendar preferences before starting to use the calendar. (55959)
- ◆ HTTP requests being proxied through an RG700, could occasionally not connect for about a minute at a time. (55934)
- ◆ When using Firefox in Japanese, searching the online help Index does not highlight the index search results. This condition also exists in the Administration Suite Japanese online help. (55242)
- ◆ In the Japanese online help, some items in the Index are not listed in the correct sort order. This condition also exists in the Administration Suite Japanese online help. (55238)
- ◆ When transferring a message to a three-tiered shared folder, a “Transfer Succeeded” message is received though the message did not move. (55143)
- ◆ For an accepted event that the invitee has tagged, when receiving an update from the meeting owner, the tag disappears.
Workaround: After accepting the update, retag the event. (54354)

- ◆ If you sort by priority a folder with a large number of emails, a timeout can occur though the hourglass continues to display.
Workaround: Click elsewhere in the UI and control is returned to the user. (54332)
- ◆ In the Contacts tab, the Advanced Search Categories selection dropdown menu appears only the first time you open the tab. Thereafter, it shows an empty search field.
Workaround: Refresh the browser to get the Categories selection dropdown menu to appear one time again. (54321)
- ◆ When creating an event in a timezone, then later editing the event and changing the timezone, the start/stop times can become incorrect.
Workaround: Create a new event. (54310)
- ◆ The conversation header might not display the most recent date and time from the conversation. (54154)
- ◆ The Greater Than and Less Than search uses bytes, but the **Size** column in the Messages list displays in kilobytes. (Standard Edition search uses kilobytes, not bytes.) (53936)
- ◆ On the **Schedules** tab of the **New Event** window, sometimes you cannot drag the scrolling time line to change the event's time as expected.
Workaround: Change the time using the other times settings on the **New Event** window. (53876)
- ◆ When using Personal Calendar and Email for the calendar's Schedule Mode, the notification message's Subject displays a date instead of the actual subject. (52893)
- ◆ When moving back and forth between message folders, the page positioning (501-600, 801-900, etc.) within a folder sometimes changes from the positioning when that folder was previously open. (51586)
- ◆ In Firefox, when writing a message in HTML mode, setting the background color does not work.
Workaround: After typing the message text, select it and set its background color. (51253)
- ◆ When using three-tiered shared folders, the WebMail UI hangs if the host with the shared folders is offline. (50928)
- ◆ When using Email for the calendar's Schedule Mode, the response email prefixes (Accepted, Declined, Tentative, Canceled) appear in the appliance's default locale language, and not the user's locale. (49340)
- ◆ When using Firefox on Mac OS, large text files attached to an email message cannot be opened (also true in WebMail Direct Standard Edition). (48065)

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- ◆ When using Internet Explorer 6 or 7 and a Japanese localization, an attachment name in Japanese gets corrupted when the file is opened from the message. This is not an issue in Internet Explorer 8, or Microsoft Outlook 2007 or 2010. (47068)
 - ◆ If a user subscribes to a shared folder that has default permissions, that user can continue to see the folder even after permission is removed. (46963)
 - ◆ When using Internet Explorer 6 or 7 and clicking **Open** for an attachment that has French non-ASCII characters in the filename, trying to save the opened file using NotePad corrupts the filename.
Workaround: To avoid this commonly known IE problem, save the attached file directly rather than opening it, or use another web browser to successfully open the attachment. (47332)
 - ◆ All-day events do not trigger scheduling conflicts when someone tries to schedule a second event during the same day. (45680)

XML API

- ◆ The `getevents.xml` operation does not put repeating annual RRULE events from a subscribed calendar into the user's calendar. (50384)

