



Known Issues in the MOS 4.3.4–GA Release

Release MOS 4.3.4–GA
October 2011
Part Number: 010-00893

This document supports Messaging Operating System (MOS) release 4.3.4–GA until replaced by a newer edition.

The Mirapoint Software and Mirapoint documentation are Copyright © 1998-2011 Mirapoint Software, Inc. All Rights Reserved. You may not print, copy, reproduce, modify, distribute or display this work in hard copy, electronic, or any other form, in whole or in part, by any electronic, mechanical, or other means, without the prior written consent of Mirapoint Software, Inc., except that you are permitted to make one copy for archival purposes only in connection with the lawful use and operation of this software.

Mirapoint, RazorGate, and the Mirapoint logo are registered trademarks of Mirapoint Software, Inc. Mirapoint Message Server, Mirapoint Directory Server, Mirapoint Operations Console, RazorSafe, DirectPath, WebMail Direct, WebCal Direct, and GroupCal Direct are trademarks of Mirapoint Software, Inc.

Mirapoint integrates third party software programs within the Mirapoint Software, which are subject to their own license terms. If the user does not agree to abide by the applicable license terms for the integrated third party software programs as defined by the Mirapoint Software License Agreement, then you may not install or operate the Mirapoint Software. These software license agreements, including the Mirapoint Software License Agreement, can be viewed at <http://www.mirapoint.com/licenses/thirdparty/eula.php>.

Portions of this product are Copyright © 1982, 1986, 1989, 1991, 1993 the Regents of the University of California. All Rights Reserved.

Portions of this product are Copyright © Dell Inc. Used with permission.

Portions of this product are Copyright © 2010 Red Hat, Inc. All Rights Reserved. The “Red Hat” trademark and the “Shadowman” logo are registered trademarks of Red Hat, Inc. in the U.S. and other countries.

Portions of this product are Copyright © 1997, 1998 FreeBSD, Inc. All Rights Reserved.

Portions of this product are Copyright © 1996-1998 Carnegie Mellon University. All Rights Reserved.

Portions of this product are Copyright © 1997-1998 the Apache Group. All Rights Reserved.

Portions of this product are Copyright © 1987-2006 Larry Wall. All Rights Reserved. See <http://www.perl.org>.

Portions of this product are Copyright © 1990, 1993-1997 Sleepycat Software. All Rights Reserved.

This software is derived in part from the SSLava™ Toolkit, which is Copyright © 1996-1998 by Phaos Technology Corporation. All Rights Reserved.

Portions of this product are Copyright © 1998, 1999, 2000 Bruce Verderaime. All Rights Reserved.

Portions of this product are Copyright © 1999-2003 The OpenLDAP Foundation, Redwood City, California, USA. All Rights Reserved.

Portions of this product are Copyright © 2005-2010, The Dojo Foundation. All Rights Reserved.

Portions of this product are Copyright © 2010, Yahoo! Inc. All Rights Reserved.

Portions of this product are Copyright © 2010 VMware, Inc. All Rights Reserved.

OpenLDAP is a registered trademark of the OpenLDAP Foundation.

Macintosh is a trademark of Apple Computer, Inc.

Windows, Outlook, Exchange, and Active Directory are trademarks of Microsoft Corporation.

Java and Solaris are trademarks of Sun Microsystems, Inc.

Linux is a registered trademark of Linus Torvalds.

Zimbra and the Zimbra logo are trademarks of VMware, Inc.

All other trademarks are the property of their respective owners.

OTHER THAN ANY EXPRESS LIMITED WARRANTIES THAT MIRAPOINT PROVIDES TO YOU IN WRITING, MIRAPOINT AND MIRAPOINT'S LICENSORS PROVIDE THE SOFTWARE TO YOU “AS IS” AND EXPRESSLY DISCLAIM ALL WARRANTIES AND/OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL MIRAPOINT'S LICENSORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY (INCLUDING NEGLIGENCE OR OTHER TORT), ARISING IN ANY WAY OUT OF YOUR USE OF THE SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF DAMAGES. MIRAPOINT'S LIABILITY SHALL BE AS LIMITED IN THE LICENSE AGREEMENT.

Known Issues in the MOS 4.3.4–GA Release



This document lists, by category, outstanding or unresolved issues that were known as of the MOS 4.3.4–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 Smtip`

c. Service Start Smt (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 `rpdenjine` 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 miravar_large_group_threshold. (54347)

Publishing a modified Branding Zip on MOS 4.3 without alleged deprecated CE Branding files can cause WebMail to hang. (53111)

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

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)

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)

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)

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

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

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)

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)

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)

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)

Smtp set quarantinejunkmail on may result in SMTP failing to restart. (55583)

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)

With `calendar set attachenabled` set to NO, attachments are still seen in WebCal. (47550)

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)

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.

When setting the appliance default locale to any L4_2 locale, the Portal Page is blank. (56202)

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)

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)