



System Software Release Notes

Release 4.3.1
March 2011
Part Number: 010-00873

This Release Note supports Messaging Operating System (MOS) release 4.3.1-FCS and higher releases 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.

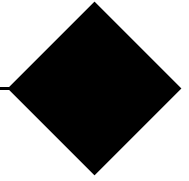
Linux is a registered trademark of Linus Torvalds.

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

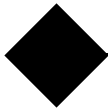
All other trademarks are the property of their respective owners.

OTHER THAN ANY EXPRESS LIMITED WARRANTIES THAT MIRAPPOINT PROVIDES TO YOU IN WRITING, MIRAPPOINT AND MIRAPPOINT'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 MIRAPPOINT'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. MIRAPPOINT'S LIABILITY SHALL BE AS LIMITED IN THE LICENSE AGREEMENT.

Contents



New Features	5
New in MOS 4.3 Releases.....	6
Administration Protocol	6
Branding	7
WebMail/WebCal Corporate Edition.....	7
XML Application Programmatic Interface (API).....	10
Product Notices	11
SynQ Support Ended	11
NIS Is Not Supported	11
Deprecated Commands and Applications	11
LDAP Schema Updates	11
SNMP MIBs are Periodically Updated	12
Recommended Schedule for Image Backups.....	12
Getting Technical Support	13
Sending Diagnostic Data to Technical Support	13
Installing the MOS 4.3.1–FCS Release	15
Before You Install the MOS 4.3.1-FCS Release.....	17
Upgrading with the Administration Suite.....	18
Upgrading with the Command-Line Interface (CLI).....	20
Reinstalling If Problems Arise	20
Upgrading on Clustered Appliances	21
After You Install the MOS 4.3.1-FCS Release.....	22
Update Appliance Licenses.....	22
Update Appliance Time (non-NTP Server Only)	22
Update the Antispam Engines	22
Check the Antivirus Protection	23
Reinstall Needed Patches	23
Back Up the Appliance.....	23
Upgrade Your Brand.....	24
Problems Fixed in MOS 4.3 Releases	25
Address Book.....	25



Administration Protocol.....	25
Administration Suite	25
Antispam Scanning.....	26
Backup and Restore	26
Calendar	26
Cluster Failover.....	26
IMAP and POP Services	27
Kernel	27
LDAP Client.....	27
Logging, Reporting, and Monitoring.....	27
Message Filtering	27
Migration.....	28
Security	28
SMTP Service.....	28
Upgrade	28
WebMail.....	28
XML API	29

New Features



This chapter provides the following information:

- ◆ [New in MOS 4.3 Releases on page 6](#) - A list of new features and minor enhancements in MOS 4.2 releases, with brief descriptions.
- ◆ [Product Notices on page 11](#) - A list of product notices and important considerations for Mirapoint customers.
- ◆ [Getting Technical Support on page 13](#) - How to get help from Mirapoint Technical Support.

The following are the most significant new features in MOS 4.3:

Table 1 Major New Features in MOS 4.3

Feature	Description
WebMail/WebCal Corporate Edition	Completely new, state-of-the-art user interface for email, calendar, tasks, and contacts. New features include tagging, real-time mail, and more.
XML API version 3	Vastly expanded XML interface for programmatic interaction with Message Server mailstore, calendar, and address book.

These major features, and many other new features and significant improvements in MOS 4.3, are explained in [New in MOS 4.3 Releases on page 6](#).



You can upgrade directly to MOS 4.3.1 only from MOS 4.1.9 or later releases. If you are running a MOS 4.x release prior to MOS 4.1.9, you must first perform a simple upgrade to MOS 4.1.9 or later, and then upgrade to MOS 4.3.1. This is due to an upgrade of an underlying core component of MOS.

If upgrading from a release prior to MOS 4.2, see the MOS 4.2 *Release Notes* for its new features that are also available in MOS 4.3, including:

- ◆ Selective restore from SAN snapshot (S6000, S7000) and local disk (7-Series)
- ◆ Local image backup to hard disk (7-Series appliances)
- ◆ Premium Edition Antispam, and MultiScan Antispam mode

New in MOS 4.3 Releases

Messaging Operating System (MOS) 4.3 contains new features and improvements in the following areas:

- ◆ [Administration Protocol](#) on page 6
- ◆ [Branding](#) on page 7
- ◆ [WebMail/WebCal Corporate Edition](#) on page 7
- ◆ [XML Application Programmatic Interface \(API\)](#) on page 10

All referenced manuals are available in the Information Library on the Mirapoint Technical Support website, at <https://support.mirapoint.com/>.

Administration Protocol

The following features and improvements are available through the Administration Protocol. For more information on these features and improvements, see the *Mirapoint Administrator's Protocol Reference*.

- ◆ `Conf Enable` (and `Disable`)
 - `WebMailPush` - Enables updating of the message list in WebMail Corporate Edition as soon as a message is received instead of incrementally or manually, thus providing real-time email. This feature could impact performance. (Enabled by default on new appliances; disabled by default when upgrading to MOS 4.3 from an older MOS release. Requires a Calendar license. Some configuration settings for this feature are under the CLI `Calendar Admin` command.)
- ◆ `Filter` - Standard filter format is extended:
 - New arguments for all filter actions and `"(enabled=value)": YesNo` (default).
 - `"(extraheader=)"` extended to all filters that let you apply multiple tags.
- ◆ `Http proxy support` - The new `Http AddBackend`, `CountBackend`, `DeleteBackend`, and `ListBackend` subcommands allow remapping of URLs to different backend hosts and let webproxy support different versions of Corporate Edition.
- ◆ `Miralet` - The `Miralet` commands let you enable, disable, and otherwise control Miralets on the Message Server. This command is to be used only as directed by Mirapoint Professional services. For more information on Miralets, see [Miralets](#) on page 8.
- ◆ `User`
 - `Logout` lets you immediately log the specified user out of any open IMAP, POP, or WebMail sessions. It does not prevent the user from logging in again; that is accomplished with the `User Set Login Off` command.

Branding

Due to the redesign of WebMail/WebCal Corporate Edition (CE), there are numerous changes and improvements to Corporate Edition UI branding.

You must create a new branding for CE; any existing branding is not compatible with the new CE interface. WebMail/WebCal Direct Standard Edition (SE) and Junk Mail Manager (JMM) branding are unaffected and carry forward without change.



When upgrading to MOS 4.3, pre-existing branding files make the old Corporate Edition interface appear, which is not supported for use. To see the new Corporate Edition interface, redo your CE branding when instructed in [Upgrade Your Brand](#) on page 24.

Never publish pre-4.3 Corporate Edition branding files on an appliance running MOS 4.3.

- ◆ CE Bundling streamlines file organization by relocating all `extras/css` CE UI `.css` files in the `/em1/locale/locale_name/*` directory, which improves brand portability.
- ◆ The procedure for modifying the UI themes is basically the same, but the `themes/` directory is also moved under `/em1/locale/locale_name/extras/css/themes`.
- ◆ CE UI icons are now in an Image Bundle, an image map of all the interface's icons that can be branded.
- ◆ The brandable tabs formerly in the top left of the UI are now located horizontally across the top of the page.
- ◆ The following `brandvars.var` file changes were implemented:
 - `miravar_tab_list` - format changed
 - `miravar_tab_info` - removed
 - `miravar_large_group_threshold` - new
 - `miravar_font_family` - new
 - `miravar_options_general_preferences_links` - removed variable `$(subscribe_link)`

WebMail/WebCal Corporate Edition

Significant improvements in both features and design are added to WebMail/WebCal Corporate Edition. For more information on these features and improvements, see the *WebMail/WebCal Corporate Edition User's Guide*.



Administrators upgrading to MOS 4.3 will likely want to provide your end users with transition information between the new WebMail/WebCal Corporate Edition and the previous interface. Your communication to end users can be based on the summary in this section, highlighting the new features and actions that some end users might need to take after the transition.

Remind end users of the supported web browsers, as documented in *Supported Web Browsers (MOS)* on the main page of the Mirapoint Support portal (<https://support.mirapoint.com/>). In previous MOS releases, WebMail/WebCal Corporate Edition encountered minor issues with some unsupported browsers, but those issues increase with the new Corporate Edition interface in MOS 4.3. These issues are mostly cosmetic, and in some cases can prevent successful operation, but are not known to damage a user mailbox. Mirapoint strongly recommends using only supported web browsers.

User Interface Redesigned

The entire WebMail/WebCal Corporate Edition user interface is completely redesigned introducing improvements in usability, functionality, and performance. In addition to a noticeable improvement in speed and the addition of the many new features in this release, the redesign includes usability improvements for consistency, such as when adding an event, a tab opens titled **Events** instead of **Description**.

Address Book Fields Expanded

The contact fields available in Address Book entries are greatly expanded. Several existing fields now have several, more specific replacements. For example, instead of one Address field, there are now fields for Business, Personal, and Other Address.



This expansion of contact fields is also available in Standard Edition WebMail.

Existing entries in fields that now have new, more specific fields are automatically carried over in one of those fields:

- ◆ Address entries (street address, city, state, country, postal code) are now in similar Business Address fields
- ◆ Fax entries are now in Home Fax
- ◆ Telephone entries are now in Work Phone
- ◆ Web Page entries are now in Personal Web Page

End users can simply copy and paste entries into the other fields as needed.

Miralets

Specific types of text phrases (for example, email addresses or phone numbers) within an email's text can be active links in WebMail Corporate Edition, providing options for what to do based on the text. These text recognition-based links are called Miralets. For example, if you enable the Miralet `mi ra_email`, it highlights email addresses in a message, such that clicking the address opens a WebMail **Compose** window to that address.

Working with Mirapoint Professional Services, it is possible for system administrators to create Miralets to perform other functions specific to their email users' environment. The `mira_email` Miralet is installed in this MOS release, but is disabled by default. With Miralets enabled, messages can take longer to load in WebMail Corporate Edition.

Personal Calendar

With its new interface, WebCal Corporate Edition now provides Personal Calendar, letting users establish and retrieve personal calendar appointments in an environment that does not provide group calendaring.

Personal Calendar provides customized online help, omitting any information related only to group calendaring.

Similar to Personal Calendar in WebMail/WebCal Standard Edition, users can access their calendar with multiple views, create events with automatic event notifications, create a to-do list, and store contact address information.

Real-Time Mail

When enabled using the `Conf Enable WebMailPush` command, real-time mail lets WebMail Corporate Edition users receive email in real time, removing the need to fetch messages by clicking **Check Mail** or **Inbox** to refresh it. Real-time mail requires additional resources on the appliance and could impact performance. Real-time mail is enabled by default on 7-Series appliances, but disabled by default when upgrading to MOS 4.3 on older appliances.

Expanded Search Interface

The redesigned search interface provides a single, unified search interface across all applications (mail, calendar, and contacts). Simple and advanced searches are available. This single search interface allows a different search syntax specific to each application.

Tags

WebMail now allows tagging of email messages, providing additional categorization and sorting of messages in a mail folder. WebMail users can apply a single or multiple tags to messages, and can sort the open mail folder based on tagged categories.

Out of Office and Tentative Event Status

WebCal Corporate Edition now supports the states Tentative and Out-of-Office for calendar events, in addition to Free and Busy. All these options for calendar event status are moved to the **Show time as** drop-down menu.

SSL/POPS External Mail

WebMail Corporate Edition now lets you select SSL as an external POP mail option, letting you access external mail via SSL/POPS.

AVST Voice Mail Integration

Mirapoint Message Server mail can now integrate with AVST voice mail servers, letting you manage and play back voicemail via WebMail, and handle faxes.

When you acquire the hardware and software for an AVST mail/fax server, AVST personnel set it up and integrate it with your Mirapoint Message Server. For more information, contact your Mirapoint representative.

XML Application Programmatic Interface (API)

The Mirapoint XML API version 3 in MOS 4.3 provides many new commands and changes to existing commands. With XML API v3, the API shifts to using namespaces instead of the DTD architecture of previous versions. XML APIs are provided for WebMail, group calendar, and address book.

For more information on these features and improvements, see the *Mirapoint XML Developer's Guide*.

Product Notices

This section provides important considerations before you upgrade, or as you continue using Mirapoint products.

SynQ Support Ended

The 3.10 and 4.1 releases of MOS were the final MOS releases that supported SynQ.

Before upgrading to a MOS release newer than 4.1, all SynQ environments must move to using ConnectR as described in *Migrating Your SynQ Environment to ConnectR* on the Mirapoint Technical Support website.

NIS Is Not Supported

NIS (Network Information Service) is not supported in MOS 4.x releases. Mirapoint recommends that customers migrating from a MOS 3.x release with NIS authentication convert their data to LDAP.

Deprecated Commands and Applications

Mirapoint Operations Console was deprecated in a previous MOS release. Mirapoint recommends that Operations Console users convert your operational procedures to use the CLI `Conf Import` and `Conf Export` commands to replace the primary Operations Console functions.

The XML license is deprecated in MOS 4.3. XML is now a standard feature, so a license is no longer necessary. (48940)

Commands and applications deprecated in a release still function in that release, but are no longer available in the ensuing release. Therefore, commands and applications deprecated in MOS 4.3 are still available in 4.3, but will no longer be available in any later MOS releases. This gives you time to transition away from using the deprecated commands and applications before they disappear.

LDAP Schema Updates

The Mirapoint LDAP schema file was updated for the 4.3 release.

If you use a Mirapoint Directory Services license, concurrently update that appliance's software. The revised schema is installed as part of the upgrade.

If you use a third-party LDAP server with the Mirapoint schema add-on, update that schema file. To obtain the current schema, run the `Dir Getschema Mirapoint` command after upgrade. For MOS 4.3, these LDAP user attributes were added to `objectclass mirapointMailUser` to facilitate new WebMail Corporate Edition enhancements:

- ◆ `miWmprefShowMiralets`
- ◆ `miWmprefShowMessageView`



Mirapoint recommends that you update your schema file to include these new attributes immediately prior to upgrading, as described in [Before You Install the MOS 4.3.1-FCS Release](#) on page 17.

For information on LDAP schema updates in previous releases, see the Release Notes for that MOS release.

SNMP MIBs are Periodically Updated

If you use SNMP to monitor your system, Mirapoint recommends downloading the MIB files from the system after upgrading Mirapoint software to ensure that you are using the latest MIBs. MIBs can be upgraded by any release.

SNMP MIBs have not been updated in MOS 4.3; current MIBs are always available at:

<http://your-Mirapoint-host/help/snmp-mibs/>

Recommended Schedule for Image Backups

For administrators who perform a daily image backup of the system, Mirapoint recommends not starting this backup during the nightly log processing, which begins at midnight. To avoid excessive system load, wait until after 1:00 a.m. before starting the daily image backup.



The Mirapoint Selective Restore feature's scheduled daily snapshots, if configured, start at midnight.

Getting Technical Support

If you experience problems with your appliance, contact the company from which you purchased your Mirapoint appliance.

If you purchased your appliance directly from Mirapoint, contact Mirapoint Technical Support by email, telephone, or via the Mirapoint Support website:

Email: support@mirapoint.com
(China) support@mirapoint.com.cn

Telephone:

- (USA) 1-877-MIRAPOINT (1-877-647-2764)
- (UK) +44 (or 0) 1628-535699
- (China) 400 707 1086
- (Australia) 1 800 633 784
- (Elsewhere) +1 408-720-3800

Website: <https://support.mirapoint.com/>

When contacting Technical Support, be prepared with the following information about your appliance:

Table 2 Appliance Information for Technical Support

Information	MOS CLI command
Software release	Version
Host ID	License Hostid
Serial number	Model Get Serial
Hardware model	Model Get Chassis

Sending Diagnostic Data to Technical Support

To help diagnose problems, Technical Support might ask you to provide diagnostic data from your appliance. If requested, to send diagnostic data to Support:

1. Use a web browser to go to this URL:
`http://MirapointSystem/diag`
where *MirapointSystem* is the fully qualified domain name of your appliance.
2. In the **Login** and **Password** fields, enter the login name and password of a user with administration privileges.
3. Under **Collect Diagnostic Data**, set **Diagnostic level** as requested by support and leave **Transfer Method** set to **FTP upload** (the default).
4. Click **Transfer Diagnostic Data** to send the data to Mirapoint Technical Support.



Installing the MOS 4.3.1–FCS Release



This chapter describes how to install the 4.3.1-FCS release on any compatible Mirapoint Message Server or RazorGate appliance.

You can install the MOS 4.3.1-FCS release on any Mirapoint 6-Series or 7-Series Message Server or RazorGate appliance running MOS 4.1.9-GA and later releases.



Because of the new Corporate Edition interface, a Message Server running MOS 4.3.1 cannot have a RazorGate running a release prior to MOS 4.3.1 as its proxy.



You can upgrade to MOS 4.3.1 only from MOS 4.1.9 or later releases. If you are running a MOS 4.x release prior to MOS 4.1.9, you must first perform a simple upgrade to MOS 4.1.9 or later, and then upgrade to MOS 4.3.1. This is due to an upgrade of an underlying component of MOS.

- ◆ [Before You Install the MOS 4.3.1-FCS Release](#) on page 17
- ◆ Install the 4.3.1-FCS Release, using either method:
 - [Upgrading with the Administration Suite](#) on page 18
 - [Upgrading with the Command-Line Interface \(CLI\)](#) on page 20
- ◆ [Reinstalling If Problems Arise](#) on page 20
- ◆ [Upgrading on Clustered Appliances](#) on page 21
- ◆ [After You Install the MOS 4.3.1-FCS Release](#) on page 22

Once installed, this release cannot be uninstalled.

By installing this software, you accept the terms of the License Agreement referenced at the start of this document.



Never reboot the appliance while an upgrade is in progress.



Mirapoint requires that all appliances in the same network run the same MOS release. For example, a RazorGate appliance must run the same MOS release as the Message Server for which it serves as a proxy.



When upgrading, even if the new release has different default settings for appliance options, most options remain unchanged after the upgrade. For example, for the Calendar service, on a new appliance Email Mode is the default. When upgrading to this release, the existing Calendar service mode is preserved rather than automatically switching to Email Mode.

Before You Install the MOS 4.3.1-FCS Release

Before you install this release, you need to do the following tasks as applicable to your appliance configuration:

- ◆ Ensure the appliance is running MOS 4.1.9 or a later release. Upgrade the appliance if necessary; you cannot upgrade directly to MOS 4.3.1 from a release prior to MOS 4.1.9.
- ◆ Perform a backup before upgrading, using your normal appliance backup process.

For RazorGate appliances that do not have JMM mailboxes, Mirapoint recommends using the `CLI Conf Export` command to save a copy of the appliance configuration.

- ◆ If your appliance is licensed for Antispam, note which engine(s) you are using, such as `default` or `rpdengine`:
 - In the Administration Suite, use the **Anti-Spam** page.
 - In the CLI, use the `Uce Version` command.

You must explicitly reapply these engines after upgrading, as part of the [After You Install the MOS 4.3.1-FCS Release](#) on page 22.

- ◆ If you are using LDAP autoreply and are upgrading from a release prior to MOS 4.1, update your Mirapoint schema file:
 - a. To obtain the current schema, use the `Dir Getschema Mirapoint` command.
 - b. Add the LDAP autoreply attributes that are new in MOS 4.3:
`miWmprefShowMiralets`, `miWmprefShowMessageView`

For more information on updating the schema, see the `Dir` command in the *Mirapoint Administration Protocol Reference*.

- ◆ Note which D-patches and E-patches are installed on the appliance. If any of these are not integrated into the new release and you still need them after upgrading, you need to reinstall them as part of the post-installation tasks.

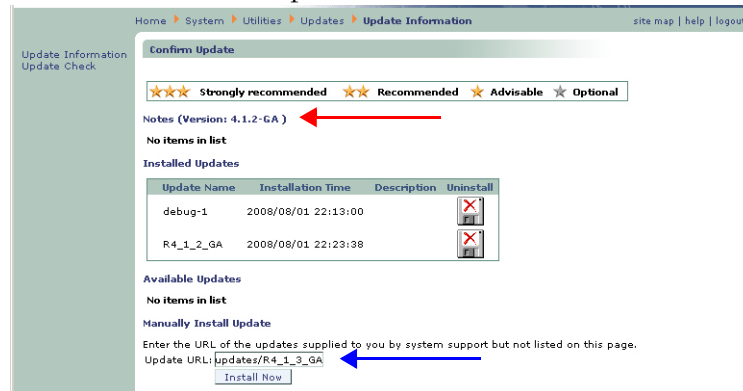
Upgrading with the Administration Suite

To install the MOS 4.3.1-FCS release using the Administration Suite:

1. Log in to the Administration Suite as administrator.
2. From the **System > Utilities > License** page, ensure you have the Upgrades Allowed license (f).

If you do not have it, click **Install Licenses**. If that does not apply the license, contact your Mirapoint sales representative or Mirapoint Technical Support.

3. At the top of the **System > Utilities > Updates > Update Information** page, find the **Version:** number in parentheses.



4. Select one of the following steps, depending on if the current release is:
 - MOS 4.2.1-BETA or a higher MOS 4.2 release, in the **Update URL** field enter `ftp://ftp.mirapoint.com/pub/updates/P4_3_1_FCS`.



For appliances running MOS 4.3.0-BETA, Mirapoint recommends performing a complete reinstall rather than using the upgrade patch.

- MOS 4.1.9-GA or a higher MOS 4.1 release, in the **Update URL** field enter `ftp://ftp.mirapoint.com/pub/updates/R4_3_1_FCS`.
 - A MOS 4.x release prior to MOS 4.1.9-GA, you must upgrade to MOS 4.1.9 or a later MOS 4.1 release, and then upgrade to MOS 4.3.1.
 - A MOS 3.x release, you must migrate the appliance to MOS 4.x before you can install this upgrade. Most migrations involve migrating to a new appliance, though some appliances running MOS 3.x releases can run MOS 4.x. For more information, see the *Migration Guide for MOS 3.x to 4.x*.
5. Click **Install Now**.

After the connection closes, the update completes on its own. The appliance reboots itself several minutes after the connection closes, depending on network speed, RAID arrays, and SAN configuration, if present. Reboot after installing the R-patch is longer than after the P-patch.

For important post-installation tasks, see [After You Install the MOS 4.3.1-FCS Release](#) on page 22.



If the update fails for any reason (the appliance returns the message “NO Unable to install update”), log into the Administration Suite and view the System Log, which might indicate why the update failed. Possible reasons:

- * Your system support license (“Upgrades Allowed”) expired.
 - * Not enough disk space available.
 - * You entered the name of the upgrade patch incorrectly. Everything except <ftp://ftp.mirapoint.com> is case-sensitive.
 - * You have a network connectivity problem. You might get better results by copying the patch .mpu5 files to a local FTP server.
 - * Your current MOS release is too old for this upgrade.
-

Upgrading with the Command-Line Interface (CLI)

To install the MOS 4.3.1-FCS release using the administration CLI:

1. Use a `telnet` client to connect to the administration command-line interface on port 23 on your Mirapoint appliance.
2. Log in as administrator.
3. Select one of the following steps, depending on if the current release is:
 - MOS 4.2.1-BETA or a higher MOS 4.2 release, run this command:
`Update Install ftp://ftp.mirapoint.com/pub/updates/P4_3_1_FCS`



For appliances running MOS 4.3.0-BETA, Mirapoint recommends performing a complete reinstall rather than using the upgrade patch.

- MOS 4.1.9-GA or a higher MOS 4.1 release, run this command:
`Update Install ftp://ftp.mirapoint.com/pub/updates/R4_3_1_FCS`
- A MOS 4.x release prior to MOS 4.1.9-GA, you must upgrade to MOS 4.1.9 or a later MOS 4.1 release, and then upgrade to MOS 4.3.1.
- A MOS 3.x release, you must migrate the appliance to MOS 4.x before you can install this upgrade. Most migrations involve migrating to a new appliance, though some appliances running MOS 3.x releases can run MOS 4.x. For more information, see the *Migration Guide for MOS 3.x to 4.x*.

After the connection closes, the update completes on its own. The appliance reboots itself several minutes after the connection closes, depending on network speed, RAID arrays, and SAN configuration, if present. Reboot after installing the R-patch is longer than after the P-patch.

For important post-installation tasks, see [After You Install the MOS 4.3.1-FCS Release](#) on page 22.



If the update fails for any reason (the appliance returns the message “NO Unable to install update”), log into the Administration Suite and view the System Log, which might indicate why the update failed. Possible reasons:

- * Your system support license (“Upgrades Allowed”) expired.
 - * Not enough disk space available.
 - * You entered the name of the upgrade patch incorrectly. Everything except `ftp://ftp.mirapoint.com` is case-sensitive.
 - * You have a network connectivity problem. You might get better results by copying the patch .mpu5 files to a local FTP server.
 - * Your current MOS release is too old for this upgrade.
-

Reinstalling If Problems Arise

If you experience a failure which you believe might require a MOS reinstallation, contact Mirapoint Technical Support. Improper installation can cause data loss.

Upgrading on Clustered Appliances

Upgrading the MOS release on appliances in an N+1 failover cluster configuration is more complicated than the normal upgrade procedure. You must detach all appliances from the cluster, delete the cluster, upgrade the standby appliance, create a new cluster, and upgrade and attach each active appliance. Failure to follow this procedure results in upgrade failure.

To install a MOS upgrade on clustered appliances:

1. Use a telnet client to connect to the administration command-line interface on port 23 to an active appliance, and log in as an administrator.
2. Detach the active appliance from the cluster:

```
Cluster Detach
```

3. Repeat steps 1 and 2 until all active appliances are detached from the cluster.
4. Log in to the standby appliance as an administrator.
5. From the standby appliance, delete the cluster:

```
Cluster Delete
```



Though the cluster is gone, all active appliances continue to operate normally.

6. On the standby appliance, install the MOS upgrade:
 - o To install using the Administration Suite, see [Upgrading with the Administration Suite](#) on page 18.
 - o To install using the CLI, see [Upgrading with the Command-Line Interface \(CLI\)](#) on page 20.

For important post-installation tasks, see [After You Install the MOS 4.3.1-FCS Release](#) on page 22.

7. After the standby appliance is successfully upgraded, re-create the cluster:


```
Cluster Add clustername
```
8. On an active appliance, install the MOS upgrade as performed in step 6, including post-installation tasks. (Perform the post-installation tasks on this node immediately after upgrade; do not wait until all active appliances are attached to the new cluster.)
9. Attach the appliance to the cluster:


```
Cluster Attach clustername
```
10. Working on one active appliance at a time, repeat steps 7 through 9 on all active appliances.
11. After all active appliances have been upgraded and attached to the cluster, ensure all appliances have rebooted after their MOS upgrades and post-installation tasks completed.
12. On the standby appliance, associate the standby appliance with all of the active appliance in the cluster:

```
Cluster Scan
```

13. Check the console output to confirm that all the nodes are found.

After You Install the MOS 4.3.1-FCS Release

After you install this release, you need to do the following tasks as applicable to your appliance configuration:

- ◆ [Update Appliance Licenses](#) on page 22 for all appliances
- ◆ [Update Appliance Time \(non-NTP Server Only\)](#) on page 22 for all appliances that are not using an NTP server
- ◆ [Update the Antispam Engines](#) on page 22, for all appliances running Antispam
- ◆ [Check the Antivirus Protection](#) on page 23, for all appliances running Antivirus
- ◆ [Reinstall Needed Patches](#) on page 23, if you still need any D-patches, or E-patches (such as ConnectR or MCM), that are not integrated into this release
- ◆ [Back Up the Appliance](#) on page 23, for all appliances except RazorGates without JMM mailboxes
- ◆ [Upgrade Your Brand](#) on page 24, if you have a branded interface

Update Appliance Licenses

In case any licenses have changed or need to be reapplied after installing an updated MOS release, fetch the appliances licenses using either **Install Licenses** on the Administration Suite **System > Utilities > License** page or the CLI `License Fetch` command. Reapplying licenses does not require a restart of services on the appliance.

Update Appliance Time (non-NTP Server Only)

If you do not use an NTP server for the appliance, when upgrading from MOS 4.1 to 4.3, you might need to update the time on the appliance. MOS 4.3 synchronizes time differently than in releases prior to MOS 4.2, so the upgrade could have reset the appliance time by up to several hours.

This is relevant only when upgrading from a MOS 4.1 release. It is not relevant when upgrading from MOS 4.2 or later releases.

Update the Antispam Engines

If you use one or more antispam engines, for each engine that you use, perform an explicit engine update using either the Administration Suite **Anti-Spam > Updates** page or the appropriate CLI command(s), such as:

- ◆ `Uce Update rpdengine`
- ◆ `Uce Update rpdasia`
- ◆ `Uce Update rpdeurope`
- ◆ `Uce Update rpdoutbound`
- ◆ `Uce Update default`

- ◆ Uce Update premium

Failure to execute the Uce Update command can cause mail flow disruptions.



For the first Uce Update command after a MOS upgrade, do not use Uce Update *. The wildcard does not have the expected effect because the appliance does not know after the upgrade which engines to update.

To verify the proper engines are installed after the update, use Uce Version.

Check the Antivirus Protection

If you use an antivirus solution, ensure that it is updated to the current version. If the appliance is configured for automatic antivirus updates, as Mirapoint recommends, this task might be extraneous.

To check the antivirus solution version on the appliance:

```
Antivirus GetVersion [sophos|fsav|rapid]
```

Reinstall Needed Patches

If you use ConnectR or Mirapoint Connector for Mac (MCM), you must reinstall the patches that supply those downloads. You also might need to reinstall some D-patches or E-patches, if you still need them and they are not integrated in this new MOS release.

Make sure you install patches for the new MOS release; patches for the old MOS release might not be compatible. For more information about a particular patch, contact Mirapoint Technical Support.

For a list of the patches integrated into a MOS release, see the Patches category in the section for that release in [Problems Fixed in MOS 4.3 Releases](#) on page 25.

Back Up the Appliance

Mirapoint recommends that you immediately perform a full backup at this time. For RazorGate appliances without JMM mailboxes, Mirapoint recommends using the CLI Conf Export command to save a copy of the appliance configuration.

Before any action that might require an appliance reboot (such as adding disks, installing a software update, or halting the system), verify that neither a backup nor restore is in progress because rebooting stops it.

To check the status of a backup:

- ◆ For Mirapoint backup, run the CLI Backup Status commands.
- ◆ For NDMP backup, check the backup server (DMA).

Restoring A Backup

Format changes between major MOS releases might prohibit the restore of certain classes of user data from pre-upgrade backups, such as WebCal data, WebMail/WebCal preferences, Address Book data, user dictionaries, and message filters.

- ◆ Full restores—Can be done only to an appliance running the same MOS release and patches as when the backup was made. The mailstore (as reported by the `Storage Space` command) must also be the same size as, or larger than, the source appliance's mailstore.
- ◆ Selective restores—Can be done to an appliance running the same or a newer MOS release.

To check the status of a restore:

- ◆ For Mirapoint restore, run the CLI `Restore Status` commands.
- ◆ For NDMP restore, run the `Ndmp Merge Status` command.

Upgrade Your Brand

Because of the new interface for WebMail/WebCal Corporate Edition in MOS 4.3, you must redo your branding for CE. Your current SE and JMM brands remain intact once you upgrade to MOS 4.3.1 and carry forward unaffected.



If you had branded Corporate Edition before upgrading to MOS 4.3, launching Corporate Edition after the upgrade displays the old interface, which is not supported for use. Seeing the old CE interface does *not* mean that the upgrade to MOS 4.3 failed; you must rebrand for the new CE interface. Publishing MOS 4.3 CE branding overwrites the old CE interface branding, thus providing the new CE interface with its new branding.

To brand Corporate Edition in MOS 4.3:

1. Download the MOS 4.3 `sysbrand.zip` file for CE.
2. Unzip and modify the MOS 4.3 files.
3. Publish the modified MOS 4.3 CE brand files.

For complete details on branding Corporate Edition in MOS 4.3, see the *Mirapoint Branding Guide*.



Never publish a brand based on a different MOS release. It can lead to functionality loss, broken links, and incorrectly displayed pages. For example, do not publish a MOS 4.0.5 brand onto a MOS 4.1.9 appliance.

Problems Fixed in MOS 4.3 Releases



This chapter describes the problems fixed in the MOS 4.3.1-FCS release.

Information on reported issues is available on the Mirapoint Technical Support website. In the Software Center, on the MOS 4.3.1-FCS Release page click the Known Issues link near the top.

Address Book

- ◆ When using the CLI `url Add` command to add the URL of an LDAP address book requiring an authenticated bind, did not properly store bind credentials, resulting in failed LDAP lookups.

Note: If you used `url Add` to add an addressbook with bind credentials after installing MOS 4.2.2-FCS and prior to installing the D4_2_2_SP1 patch or upgrading to any newer MOS release, you must refresh the URL:

- a. Install the patch or upgrade the MOS release.
- b. Run the CLI `url Delete` command for that URL.
- c. Run the CLI `url Add` command for that URL.

The best way to ensure that all addressbooks get properly synchronized to the new URL is to change the instance name. This is a domain-based setting, so if you have delegated domains you must delete and re-add the URL in each domain. For details on the instance name, see `Help About url`. (54281)

Administration Protocol

- ◆ The `radius Set Secret` command would return a System I/O Error, so the only way to know what option and file were involved in the error was to consult the log. (49071)
- ◆ Deleting a mailbox while it is busy can cause future commands for that mailbox to return errors. (48382)

Administration Suite

- ◆ A bind password change in the **Mail Group Queries** page would not take effect. (55292)

Antispam Scanning

- ◆ SPF tagging and blocking functions could stop working if the whitelist got too long. (54182)
- ◆ Principal Edition Antispam would add 18 points to the spam score for messages dated in the year 2010. (51333)
- ◆ A UCE filter of “domain=any” could not be exported. (49020)
- ◆ Running a `Uce Update` command with an invalid argument would not return an error or log an issue. (45350)

Backup and Restore

- ◆ After reinitializing an appliance after MOS upgrade, restoring a full NDMP backup taken after the upgrade but before reinitialization could fail. (55024)
- ◆ When using the Selective Restore feature, unmounting the LUN did not correctly remove multipath maps. (54720)
- ◆ Certain special characters in SAN passwords used for the Selective Restore feature were mishandled. (54719)
- ◆ The NDMP service could not be restarted after DMA-initiated restarts, when the user was repeatedly starting and stopping backups. (54594)

Calendar

- ◆ After upgrading to MOS 4.2.3, HTTP access issues could occur on an appliance whose users heavily uses a calendar connector add-on, such as ConnectR. (55372)
- ◆ With the group calendar mode (`groupcalmode`) set to LOCAL, the appliance could still attempt to open calendars on other calendar servers. (54283)

Cluster Failover

- ◆ Running the `Recan SAN channel` option from the console did not work. (55416)
- ◆ After a failover to the standby node, telnet login to the new active node failed, though SSH and HTTP access succeeded. (54778)
- ◆ When using the Selective Restore feature, a snapshot LUN was accidentally booted as the message store instead of the actual message store. (54772)
- ◆ After upgrading to MOS 4.1.10, the system would not boot, saying that it failed to find the LUN. (54632)
- ◆ When upgrading from MOS 4.1, multipath would not start correctly if the SAN license was already applied. (54481)

IMAP and POP Services

- ◆ Timeouts or failures in POP services could occur when a heavy system load caused POP to run out of file descriptors. (53436)
- ◆ Trying to renew an extended validation certificate could return an error indicating that the CSR contained a weak key. (49513)

Kernel

- ◆ TCP rate limit rules were applied after other firewall rules, which could accept a connection that the rate limit would otherwise drop. (55414)
- ◆ The cleanup process on the system could go into an infinite loop. (54867)
- ◆ During NDMP backup operations on S6000 appliances, database synchronization failures and operational timeouts could occur. (54231)

LDAP Client

- ◆ LDAP failover would not occur when binding failed after a connection succeeded. (55175)
- ◆ Connections to SSL LDAP servers were performed in blocking mode, which caused performance issues under heavy load. (48186)

Logging, Reporting, and Monitoring

- ◆ The CPU usage statistics would rise and fall gradually where a sudden rise or fall was expected instead. (55418)
- ◆ On an M600 appliance running MOS 4.1.8, diagnostic data could not be collected. (55084)

Message Filtering

- ◆ When using redirect filters to send mail to a quarantine host while adding an extra header during the redirect, any message recipients after the first one were discarded. (54058)
- ◆ If an incorrect character set disclaimer was added to a message originating in Microsoft Outlook, the message could get corrupted. (48816)
- ◆ When running the Verity message filtering patch, the appliance message queue could incur delays for all mail until the messages expired and were returned to sender. (47344)
- ◆ Regular expression matches which were supposed to be case-insensitive, were actually case-sensitive. (40104)

Migration

- ◆ After migration from MOS 3.10 to MOS 4.1, the performance graphs would not work. (53252)

Security

- ◆ The SPF tag/block function could stop working if the whitelist was too long and included entries that had DNS issues. (54182)
- ◆ When importing the configuration from an SSH session, problems could occur causing only part of the configuration to import successfully. (51771)

SMTP Service

- ◆ The SMTP service could stop when Reputation Hurdle or SPF was enabled, due to memory management issues. (55427)
- ◆ Mail transfer agent authentication log events included the user name that attempted authentication, but not the IP address. (47915)
- ◆ The mail queue logic that defers connection attempts to unresponsive hosts takes priority over checking the dnsretrylimit, so DSNs (for example, bounce messages) destined for unresponsive hosts could remain in the mail queue, possibly unprocessed, for longer than expected. (47275)
- ◆ With an OMR set, the appliance should not perform a DNS check because there is no need. (33059)

Upgrade

- ◆ On certain 6-Series appliances, upgrading to MOS 4.2 could result in the appliance not rebooting due to RAID firmware issues. (55502)
- ◆ Upgrading to MOS 4.2 could fail on an appliance whose hardware had experienced an RMA. (55263)
- ◆ When upgrading to MOS 4.2.2a, static routes created using the `NetIf AddRoute` command were lost. (54056)

WebMail

- ◆ When setting up a new three-tiered system with LDAP autoprovisioning, a user and mailbox were successfully created but the user could not log in to WebMail. (55379)
- ◆ For WebMail Standard Edition users with a dot in the user name, when creating an autoreply the dot was converted into an underscore. (55304)
- ◆ When trying to compose, forward, or reply to a message using an auto-completed email address that is not a valid address, the **Compose** window would not function. (55007, 51765)

-
- ◆ When reply to or composing a message, WebMail performance could be slow. (54234)
 - ◆ When trying to delete a message, the error “Unable to display your HTML attachment” was returned. (53956)
 - ◆ In all Asian language localizations, WebMail displayed the incorrect date for certain end-of-year dates. (47151)
 - ◆ The preferences for email address could be set to an invalid entry, such as the user’s full name, rather than being restricted to the form of an email address. (15193)

XML API

- ◆ The admin.xml operation does not properly handle 8-bit data. (54195)

