



# System Software Release Notes

Release 4.3.2-FCS

June 2011

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This Release Note supports Messaging Operating System (MOS) release 4.3.2-FCS and higher releases until replaced by a newer edition.

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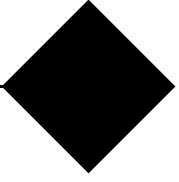
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# New Features

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 13 - A list of product notices and important considerations for Mirapoint customers.
- ◆ [Getting Technical Support](#) on page 15 - 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 version 2	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.
DKIM support	Support for the Domain Keys Identified Mail (DKIM) protocol, letting a domain owner claim ownership of messages claiming to be from that domain. (New in MOS 4.3.2.)

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 4.3.2 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 4.3.2. 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 8
- ◆ [WebMail/WebCal Corporate Edition](#) on page 9
- ◆ [XML Application Programmatic Interface \(API\)](#) on page 12

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)**
  - **Dkim** - (new in MOS 4.3.2) Enables the DKIM feature on the appliance.
  - **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. Some configuration settings for this feature are under the CLI `Calendar Admin` command.)
- ◆ **DKIM** - (new in MOS 4.3.2) New command for using DKIM to validate and sign outgoing or verify incoming messages for a domain (commands are domain-sensitive):
  - **Add** - adds a fully-qualified domain name or a range of IP addresses in CIDR notation to the selected list, either the ignore list or require list, for DKIM verification.
  - **Count** - returns the number of items on the selected list, either the ignore or require list for DKIM verification, which match the supplied pattern.
  - **Delete** - removes a domain name or a range of IP addresses from the selected list, either the ignore or require list, for DKIM verification.
  - **Disable** - disables the signing or signature verification of messages selected in or destined for, respectively, the current domain.
  - **Enable** - enables the signing or signature verification of messages selected in or destined for, respectively, the current domain.
  - **Enabled** - displays the enabled/disabled status of DKIM signing or verification, or both, of messages originating from or destined for the current domain.

- `GetSigningOption` - displays the current configuration options for the Signing feature of DKIM message validation.
- `GetVerifyOption` - displays the current configuration options for the Verification feature of DKIM message validation.
- `List` - displays a sublist from the list of items on the selected list, either the ignore or require list for DKIM verification, which match the supplied pattern.
- `SetSigningOption` - lets you update the configuration options for the Signing feature of DKIM message validation.
- `SetVerifyOption` - lets you update the configuration options for the Verification feature of DKIM message validation.
- ◆ **Filter** - Standard filter format is extended:
  - New arguments for all filter actions and “`(enabled=value)`”: Yes|No (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.
- ◆ **Key** - (updated in MOS 4.3.2) All subcommands updated to support DKIM keys.
- ◆ **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 11.
- ◆ **Ndmp** - The `Ndmp Set Dma` command now defaults an NDMP DMA’s protocol version to 4. (55542)
- ◆ **Update** - (enhanced in MOS 4.3.2) New subcommands let you download a software update file separate from installing it, to minimize maintenance windows and allow one download for updating multiple appliances:
  - `AddFile` - (new) downloads a Mirapoint system software update file without installing it.
  - `CountFiles` - (new) displays the number of downloaded update files present on the appliance.
  - `DeleteFile` - (new) deletes the specified update file(s) from the appliance.
  - `Install` - (updated) lets you install a software update as before, or using a previously downloaded update file located on this or another Mirapoint appliance.
  - `ListFiles` - (new) lists the downloaded update files present on the appliance.
- ◆ **Verification** - disables signature verification of messages destined for

- ◆ 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.

## Antispam

Signature Edition Antispam is cache configurable, as of MOS 4.3.2. (55569)

## 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 27.

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

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- ◆ 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 forward and forward excerpt options in WebMail Corporate Edition can be hidden via branding.
  - ◆ 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)`

## DKIM Support

(New in MOS 4.3.2) The Domain Keys Identified Mail (DKIM) protocol provides email authentication that uses public-key cryptography and key server technology to permit verification of the source and contents of messages by either Mail Transfer Agents (MTAs) or Mail User Agents (MUAs).

DKIM lets a domain owner claim ownership of messages claiming to be from that domain. DKIM validates either incoming or outgoing messages, or both, for a domain, and can mark them accordingly. DKIM provides two validation functions:

- ◆ Signing - for messages originating from the current domain, adds one of two headers to a message:
  - DKIM-Signature - signature generation was successful
  - X-Mirapoint-DKIM - signature generation resulted in an error
- To set up DKIM signing, create a public/private key pair for the domain, change any default Signing Options as needed, and then enable signing.
- ◆ Verification - for messages received by the current domain, if the verify option action is set to tag verified messages, an X-Mirapoint-DKIM header is added.
  - To set up DKIM verification, set any default Verify Options as needed, and then enable signature verification. (No public key is needed.)

For more information on the CLI **DKIM** command and its subcommands, see [Administration Protocol](#) on page 6.

## WebMail/WebCal Corporate Edition

Significant improvements in both features and design are added to WebMail/WebCal Corporate Edition version 2. For more information on these features and improvements, see the *WebMail/WebCal Corporate Edition User's Guide*.

WebMail/WebCal Corporate Edition version 1 — the Corporate Edition from MOS 4.2 and prior releases — can still be available to users on MOS 4.3.2. To make version 1 available, you must install the E4\_3\_CE42\_US patch (and, for Japanese support, E4\_3\_CE42\_JP).

In MOS 4.3, the default Corporate Edition login screen for all users is the version 2 login page. To access the version 1 interface, an end-user must click the lefthand English v1 footer link below the login fields. You can set the version 1 login page as the default, as described in the Patch Notes.

The version 1 online help is still available to users logged in to the version 1 interface. For version 1 manuals compatible with MOS 4.3, use the Corporate Edition manuals in the MOS 4.2.3 documentation library.



There are no changes to the Corporate Edition version 1 interface. All the new features listed in this Release Note are for Corporate Edition version 2 only.

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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.

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## 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.

A user's first login to the new WebMail/WebCal Corporate Edition can take some time to process because of its various new features. As of MOS 4.3.2, a progress bar appears until the user interface finishes loading. The progress bar could briefly appear on some future logins if there is a delay due to network issues or other similar causes. (55812)

## 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.



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

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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 `mira_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, calendar events and tasks, and address book contacts, 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 (**mirapoint** is case-sensitive) 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 Upgrade to the MOS 4.3.2-FCS Release](#) on page 19.

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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.

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## 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](mailto:support@mirapoint.com)  
 (China) [support@mirapoint.com.cn](mailto:support@mirapoint.com.cn)

Telephone:

- (USA) 1-877-MIRAPPOINT (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:

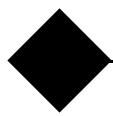
Table 2 Appliance Information for Technical Support

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

## 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.



## New Features

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# Upgrading to the MOS 4.3.2–FCS Release

This chapter describes how to upgrade to the 4.3.2-FCS release on any compatible Mirapoint Message Server or RazorGate appliance.

You can upgrade to MOS 4.3.2-FCS 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 4.3.2 cannot have a RazorGate running a release prior to MOS 4.3.1 as its proxy.



You can upgrade to MOS 4.3.2 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 4.3.2. This is due to an upgrade of an underlying component of MOS.

- ◆ [Before You Upgrade to the MOS 4.3.2-FCS Release](#) on page 19
- ◆ Install the 4.3.2-FCS Release, using either method:
  - [Upgrading with the Administration Suite](#) on page 20
  - [Upgrading with the Command-Line Interface \(CLI\)](#) on page 22
- ◆ [Reinstalling If Problems Arise](#) on page 23
- ◆ [Upgrading on Clustered Appliances](#) on page 24
- ◆ [After You Upgrade to the MOS 4.3.2-FCS Release](#) on page 25

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.

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## Before You Upgrade to the MOS 4.3.2-FCS Release

Before you upgrade to 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 4.3.2 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 Upgrade to the MOS 4.3.2-FCS Release](#) on page 25.

- ◆ 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.

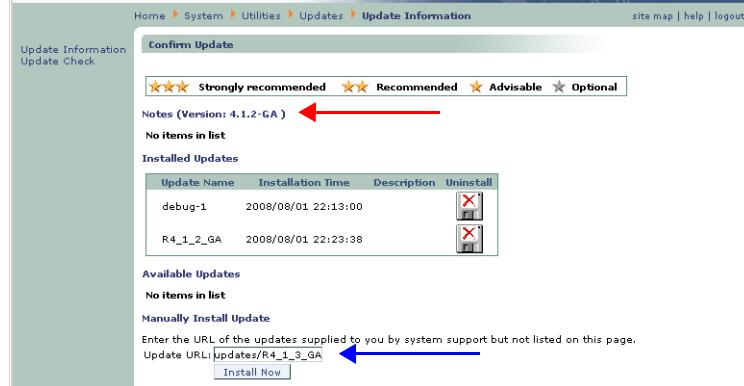
## Upgrading with the Administration Suite

To upgrade to the MOS 4.3.2-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 4.3.1-FCS, 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_2_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_2_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 4.3.2.
- 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 Upgrade to the MOS 4.3.2-FCS Release](#) on page 25.



- 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 upgrade to the MOS 4.3.2-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 4.3.1-FCS, 4.2.1-BETA or a higher MOS 4.2 release, run this command:

```
Update Install ftp://ftp.mirapoint.com/pub/updates/P4_3_2_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_2_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 4.3.2.
- 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.

To reduce maintenance downtime, you can download the update separate from installing it. This also lets you download the update to one appliance and use it to upgrade other appliances instead of downloading it to each. For more information, see the *Update* command in the *Mirapoint Administration Protocol Reference*.

For important post-installation tasks, see [After You Upgrade to the MOS 4.3.2-FCS Release](#) on page 25.

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](http://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:
  - To install using the Administration Suite, see [Upgrading with the Administration Suite](#) on page 20.
  - To install using the CLI, see [Upgrading with the Command-Line Interface \(CLI\)](#) on page 22.

For important post-installation tasks, see [After You Upgrade to the MOS 4.3.2-FCS Release](#) on page 25.

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 Upgrade to the MOS 4.3.2-FCS Release

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

- ◆ [Update Appliance Licenses](#) on page 25 for all appliances
- ◆ [Update Appliance Time \(non-NTP Server Only\)](#) on page 25 for all appliances that are not using an NTP server
- ◆ [Update the Antispam Engines](#) on page 25, for all appliances running Antispam
- ◆ [Check the Antivirus Protection](#) on page 26, for all appliances running Antivirus
- ◆ [Reinstall Needed Patches](#) on page 26, 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 26, for all appliances except RazorGates without JMM mailboxes
- ◆ [Upgrade Your Brand](#) on page 27, 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 rpengine`
- ◆ `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

Install any patches that you still need on your appliance:

- ◆ To provide Corporate Edition WebMail/WebCal version 1 on MOS 4.3.2, you must install the E4\_3\_CE42\_US patch (and, for Japanese support, E4\_3\_CE42\_JP). Without this patch, only Corporate Edition version 2 is available on the appliance.
- ◆ If you use ConnectR or Mirapoint Connector for Mac (MCM), you must reinstall the patches that supply those downloads.
- ◆ You 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 29.

## 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 4.3.2 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.

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To brand Corporate Edition in MOS 4.3:

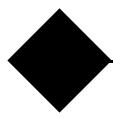
1. Download the MOS 4.3 sysbrand.zip file for CE.
2. Unzip and modify the MOS 4.3 files.
3. Publish the modified MOS 4.3 CE brand files.

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

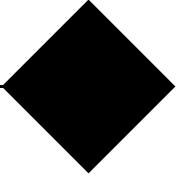


Never publish a brand based on a different MOS release. It can lead to functionality loss, broken links, and incorrectly displayed pages. For example, do not publish a MOS 4.0.5 brand onto a MOS 4.1.9 appliance.

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## Problems Fixed in MOS 4.3 Releases

This chapter provides the following information:

- ◆ [Problems Fixed in MOS 4.3.2-FCS](#)
- ◆ [Problems Fixed in MOS 4.3.1-FCS](#)

Information on reported issues is available on the Mirapoint Technical Support website. In the Software Center, on the MOS 4.3.2-FCS Release page click the Known Issues link near the top.

### Problems Fixed in MOS 4.3.2-FCS

This section describes, by category, problems fixed in the MOS 4.3.2-FCS release.

#### Address Book

- ◆ When editing a contact, a different contact would be edited if a contact somehow was missing a required field. (55982)

#### Administration Protocol

- ◆ The `Model Get Info` command would not return data on appliances with particularly large message stores. (55549)

#### Administration Suite

- ◆ The Queue Sort page (**Home > Queue > Sort**) did not display the proper information. (55994)
- ◆ When checking for updates by clicking **Check Now** under **Home > System > Utilities > Updates > Update Check**, an internal server error was returned. (55743)
- ◆ Under certain circumstances, Message Server Domain Administration Suite login might not work properly. (55642)
- ◆ The displayed SSL certificate dates and times would display the incorrect timezone. (55260)
- ◆ On the Selective Restore **Selected Folders** page, nested folders could not be expanded if folder names included certain 8-bit characters. (53555)

- ◆ A system alert for a brand timeout would appear when actually a user rename operation timeout occurred. (52036)

## Antivirus Scanning

- ◆ The **Conf Disable antivirus-rapid** did not restart SMTP, thus the processor was not freed entirely despite disabling the feature. (55549)

## Calendar

- ◆ The **CLI Calendar Get WeeklySummaryDay** command produced garbled output. (55952)
- ◆ When a Message Server user received an invitation sent from Gmail, there were no Accept/Decline buttons and the error “Error parsing calendar attachment: Error parsing CREATED time: “ appeared. (55705)
- ◆ When using delegated domains, invitations could not be sent to users with very long (37+ characters) email addresses. (55519)

## Kernel

- ◆ Old files in **/tmp** were not regularly cleaned up and no alerts indicated that the filesystem was filling up. (55847)

## Mailhurdle

- ◆ When UCE IP whitelisting was enabled, the **Mtaverify Test** command failed with **NO Failed to open whitelistip (20)** when used for an account in a local domain that did not exist on the appliance. (52194)

## SNMP

- ◆ The OID of **statDiskIndex** did not match the MID description. (55557)
- ◆ The SNMP MIB variable **statSMTPL** incorrectly reported service was down when it was actually available. (55479)

## SMTP Service

- ◆ Using the **CLI Smtplib Set MaxMsgSum** or **SMTP Set MaxMsg** command to set either SMTP message limit to 0 reverted the limit to the default, rather than disabling it. (55513)
- ◆ The **CLI Conf Enable|Disable Reputation** commands would not restart SMTP upon completion. (55471)
- ◆ Outbound connections on other servers would hang when sending to Mirapoint appliances due to the configuration used by Mirapoint IP rate limit handling. (55466)
- ◆ Using the **Exception Add** command’s **domain =** and **security** options together did not work properly. (51022)

- ◆ Messages sent through a distribution list to an address of the format *user@ip-address* were erroneously bounced. (49616)

## Upgrade and Installation

- ◆ Cookies were disabled by default, rather than at least set to automatic by default. (55766)

## WebMail

- ◆ After adding or deleting contacts in the Address Book, the autocomplete feature would not refresh to account for the changes until a new WebMail session. (55898, 29230)
- ◆ When a user replied to a message that had a MIME-encoded **From** header that included a mix of double-byte and single-byte double-quote characters, the resulting **To** field in the Compose window was not filled correctly. (54763)

## WebMail Corporate Edition

- ◆ WebMail would treat a comma as a URL link terminator. (55896)
- ◆ If the calendar service was not running, the **Check Mail** button did not work. (55828)
- ◆ Delegated domain users could not modify their preferences if they were stored in LDAP. (55816)
- ◆ The real-time mail feature was not working for delegated domain users. (55794)
- ◆ The Compose window could go blank after clicking **Expand**. (55659)
- ◆ Changes to the color theme were not retained across sessions. (55651)
- ◆ When responding to a meeting invitation, the message generated by the response to the event owner sometimes bounced. (55615)
- ◆ The message "Expandir: Address book is currently locked" could appear, coinciding with WebMail Corporate Edition slowing down. (55609)
- ◆ With Miralets enabled, an email address inside HTML elements could show some extra data. (55526, 55493)
- ◆ A message with no Subject could not be drag and dropped to move it. (55512)
- ◆ An administrator could not tag messages in his own account. (55255)

## WebMail Standard Edition

- ◆ When the Compose window is accidentally discarded (opening another link in that window, automatic session timeout, clicking a browser reload, back, or home button, etc.), the user was logged out and the email was not stored as a draft. Instead, a message now prompts, "Are you sure you want to discard the current message?" (55677)

## Problems Fixed in MOS 4.3.1–FCS

This section describes, by category, problems fixed in the MOS 4.3.1-FCS release.

### Address Book

- ◆ When using the CLI `Ur1 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 `Ur1 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 `Ur1 Delete` command for that URL.
- c. Run the CLI `Ur1 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 Ur1](#). (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 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 admind.xml operation does not properly handle 8-bit data. (54195)

