



System Software Release Notes

Release: MOS 4.3.6-GA
December 2012
Part Number: 010-00894

This Release Note supports Messaging Operating System (MOS) release 4.3.6-GA and higher releases until replaced by a newer edition.

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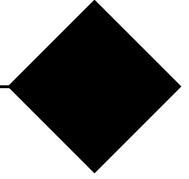
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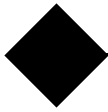
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Contents



New Features.....	7
New in MOS 4.3 Releases.....	8
Administration Protocol	8
Administration Suite	10
Antispam	10
Branding	11
Cloud Sync	11
Improved multi-threaded database.....	12
Smart Phone Web UI	12
DKIM Support.....	12
WebMail/WebCal Corporate Edition.....	13
XML Application Programmatic Interface (API).....	16
Evaluating Performance for MOS 4.3 Upgrade	17
Identifying Your User Profile	17
Checking Your Appliance Load	18
Product Notices	20
SynQ Support Ended	20
NIS Is Not Supported	20
Deprecated Commands and Applications	20
LDAP Schema Updates	20
SNMP MIBs are Periodically Updated	21
Recommended Schedule for Image Backups.....	21
Getting Technical Support	22
Sending Diagnostic Data to Technical Support	22
Upgrading to the MOS 4.3.6–GA Release.....	23
Before You Upgrade to the MOS 4.3.6-GA Release	24
Upgrading with the Administration Suite	25
Upgrading with the Command-Line Interface (CLI).....	27
Reinstalling If Problems Arise	28
Upgrading on Clustered Appliances	29
After You Upgrade to the MOS 4.3.6-GA Release	30
Update Appliance Licenses.....	30

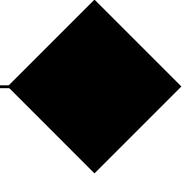


Update Appliance Time (non-NTP Server Only)	30
Update the Antispam Engines.....	30
Check the Antivirus Protection.....	31
Install Patches for Corporate Edition Version 1 Availability	31
Reinstall Needed Patches.....	32
Back Up the Appliance	32
Upgrade Your Brand.....	33
Update Branding Code for Corporate Edition Version 1 Availability	33
Problems Fixed in MOS 4.3 Releases	37
Problems Fixed in MOS 4.3.6-GA.....	37
Address Book	37
Administration Protocol.....	37
Anti-spam Scanning	37
Multi-threaded database module.....	38
Documentation	38
FDD	38
Hardware.....	38
Logging, Reporting, and Monitoring.....	38
Migration.....	38
SMTP Service.....	38
WebMail.....	38
WebMail/WebCal Corporate Edition	39
Problems Fixed in MOS 4.3.5-GA.....	39
Address Book	39
Admind	39
Admin UI	39
Enterprise UI.....	39
Fastpath	40
Filter	40
LDAP	40
Logging, Reporting and Monitoring.....	40
Upgrade	40
WebMail.....	40
Problems Fixed in MOS 4.3.4-GA	41
Address Book	41
Administration Protocol.....	41
Backup	41
Branding	41
Calendar	41
Documentation	42
IMAP and POP Services	42
LDAP	42
Logging, Reporting, and Monitoring.....	42
Mailhurdle	42
WebMail.....	42

WebMail/WebCal Corporate Edition.....	42
Problems Fixed in MOS 4.3.3–GA.....	44
Address Book.....	44
Branding.....	44
IMAP and POP Services.....	44
SMTP Service.....	44
Upgrade and Installation.....	44
WebMail Corporate Edition.....	44
WebMail Standard Edition.....	44
Problems Fixed in MOS 4.3.2–FCS.....	45
Address Book.....	45
Administration Protocol.....	45
Administration Suite.....	45
Antivirus Scanning.....	45
Calendar.....	45
Kernel.....	46
Mailhurdle.....	46
SNMP.....	46
SMTP Service.....	46
Upgrade and Installation.....	46
WebMail.....	46
WebMail Corporate Edition.....	47
WebMail Standard Edition.....	47
Problems Fixed in MOS 4.3.1–FCS.....	48
Address Book.....	48
Administration Protocol.....	48
Administration Suite.....	48
Antispam Scanning.....	48
Backup and Restore.....	49
Calendar.....	49
Cluster Failover.....	49
IMAP and POP Services.....	49
Kernel.....	49
LDAP Client.....	50
Logging, Reporting, and Monitoring.....	50
Message Filtering.....	50
Migration.....	50
Security.....	50
SMTP Service.....	50
Upgrade.....	51
WebMail.....	51
XML API.....	51



New Features



This chapter provides the following information:

- u [New in MOS 4.3 Releases](#) on page 8 - A list of new features and minor enhancements in MOS 4.2 releases, with brief descriptions.
- u [Evaluating Performance for MOS 4.3 Upgrade](#) on page 17 - A guide to whether your current Message Server and Corporate Edition user load can handle upgrading to MOS 4.3.
- u [Product Notices](#) on page 20 - A list of product notices and important considerations for Mirapoint customers.
- u [Getting Technical Support](#) on page 22 - 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 8.



You can upgrade directly to MOS 4.3.3 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 4.3.3. This is due to an upgrade of an underlying core component of MOS.



4.3.6-GA is not installed on 8 series hardware (57013)

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:

- u Selective restore from SAN snapshot (S6000, S7000) and local disk (7-Series)
- u Local image backup to hard disk (7-Series appliances)
- u 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:

- u [Administration Protocol](#) on page 8
- u [Antispam](#) on page 10
- u [Branding](#) on page 11
- u [Cloud Sync](#) on page 11
- u [Improved multi-threaded database](#) on page 12
- u [Smart Phone Web UI](#) on page 12
- u [DKIM Support](#) on page 12
- u [WebMail/WebCal Corporate Edition](#) on page 13
- u [XML Application Programmatic Interface \(API\)](#) on page 16

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.

- u `Conf Enable` (and `Disable`)
 - m `Dkim` - (new in MOS 4.3.2) Enables the DKIM feature on the appliance.
 - m `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. (Disabled by default. Some configuration settings for this feature are under the `CLI Calendar` command.)
- u `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):

- m **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.
- m **Count** - returns the number of items on the selected list, either the ignore or require list for DKIM verification, which match the supplied pattern.
- m **Delete** - removes a domain name or a range of IP addresses from the selected list, either the ignore or require list, for DKIM verification.
- m **Disable** - disables the signing or signature verification of messages selected in or destined for, respectively, the current domain.
- m **Enable** - enables the signing or signature verification of messages selected in or destined for, respectively, the current domain.
- m **Enabled** - displays the enabled/disabled status of DKIM signing or verification, or both, of messages originating from or destined for the current domain.
- m **GetSigningOption** - displays the current configuration options for the Signing feature of DKIM message validation.
- m **GetVerifyOption** - displays the current configuration options for the Verification feature of DKIM message validation.
- m **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.
- m **SetSigningOption** - lets you update the configuration options for the Signing feature of DKIM message validation.
- m **SetVerifyOption** - lets you update the configuration options for the Verification feature of DKIM message validation.
- u **Filter** - Standard filter format is extended:
 - m New arguments for all filter actions and “(enabled=value)”: Yes|No (default).
 - m “(extraheader=)” extended to all filters that let you apply multiple tags.
- u **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.
- u **Http** - (new in MOS 4.3.4) The **Http Set Root** command added the values **Portal**, **EnterpriseUiV1**, and **EnterpriseUiV2** which have the appliance’s root URL default to the WebMail Portal page, or Corporate Edition version 1 (if available on the appliance) or version 2 login pages, respectively. (56154)
- u **Key** - (updated in MOS 4.3.2) All subcommands updated to support DKIM keys.
- u **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 15.

- u NdmP - The NdmP Set Dma command now defaults an NDMP DMA's protocol version to 4. (55542)
- u 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:
 - m AddFile - (new) downloads a Mirapoint system software update file without installing it.
 - m CountFiles - (new) displays the number of downloaded update files present on the appliance.
 - m DeleteFile - (new) deletes the specified update file(s) from the appliance.
 - m Install - (updated) lets you install a software update as before, or using a previously downloaded update file located on this or another Mirapoint appliance.
 - m ListFiles - (new) lists the downloaded update files present on the appliance.
- u User
 - m 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.

Administration Suite

(New in MOS 4.3.4) The System>Services>HTTP>Main Configuration page dropdown menu for setting the default page for the appliance's root URL includes options for the Portal page, and the WebMail Corporate Edition version 1 and version 2 login pages. (56154)



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 34.

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

- u 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.
- u 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`.
- u CE UI icons are now in an Image Bundle, an image map of all the interface's icons that can be branded.
- u The brandable tabs formerly in the top left of the UI are now located horizontally across the top of the page.
- u The forward and forward excerpt options in WebMail Corporate Edition can be hidden via branding.
- u The following `brandvars.var` file changes were implemented:
 - m `miravar_tab_list` - format changed
 - m `miravar_tab_info` - removed
 - m `miravar_large_group_threshold` - new
 - m `miravar_font_family` - new
 - m `miravar_options_general_preferences_links` - removed variable `$(subscribe_link)`

Cloud Sync

(New in MOS 4.3.6) The Cloud Sync service is a solution enables owner/administrator of a Mirapoint appliance providing Mail/Calendar/Contact storage to end-users to offer mobile access to data to their users.

Users can access their Mail, Contact and Calendar data, stored on a Mirapoint appliance, on their smart phones.

It is called the “Cloud Sync” service because the components that provide mobile data access will be deployed owned and operated by Critical Path. The customer provides connection information so that the “cloud” component can access their servers.

Improved multi-threaded database

(New in MOS 4.3.6) Due to reliability and performance issues with the former mail store database, the component was replaced. The new multi-threaded server is based on a more recent database technology. While reliability is our primary goal, this solution is also viable in the field and performs equal to, if not better than, the existing implementations.

Smart Phone Web UI

(New in MOS 4.3.6) Added support for accessing Mirapoint WebMail standard edition through specialized locales from smart phones. Currently Smart Phone Web UI is available for English and Japanese languages through respective L-patches.

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:

- u Signing - for messages originating from the current domain, adds one of two headers to a message:
 - m DKIM-Signature - signature generation was successful
 - m 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.

- u 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 8.

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.



The extensive improvements in Corporate Edition version 2 require additional server resources, up to twenty percent more than Corporate Edition version 1. If your users are primarily WebMail users who will use Corporate Edition version 2, make sure you have enough capacity on your appliance for the additional load. IMAP and POP3 performance are unchanged in MOS 4.3.

Corporate Edition Version 1 and Version 2

WebMail/WebCal Corporate Edition version 1 — the Corporate Edition from MOS 4.2 and prior releases — can still be available to users on MOS 4.3.3 and later releases. To make version 1 available, you must install the latest E4_3_CE42_US patch (and, for Japanese support, E4_3_CE42_JP) and perform a couple of tasks in [After You Upgrade to the MOS 4.3.6-GA Release](#) on page 31.

As of MOS 4.3.4, the [Portal Page](#) on page 14 provides access to all WebMail interfaces available on the appliance. You can set any interface's login page or the Portal Page as the appliance's default URL, and can add to the base URL to access each interface (/em for version 1, /xm for version 2, or /pe for the Portal Page).

The version 1 online help is still available to users logged in to the version 1 interface. For version 1 manuals, 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.

End-User Transition

Administrators upgrading to MOS 4.3 will likely want to provide your end users with transition information between the new WebMail/WebCal Corporate Edition version 2 and the version 1 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.

Supported and Recommended Web Browsers

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 Corporate Edition version 2 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.



In particular, Mirapoint recommends using Internet Explorer 8 or Firefox 4 on a recent generation PC. The new Corporate Edition interface uses the newest web browser capabilities, and these browser versions provide the best experience.

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.



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:

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

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

Portal Page

(New in MOS 4.3.4) The Portal Page lets you provide end-users with the option of logging in to any of the WebMail interfaces available on the appliance from a single screen. When selecting a WebMail interface from the dropdown menu, the Portal Page provides direct login to that interface rather than sending the user to a different login page.



The Corporate Edition v1 option is available only if the patch to enable it is installed on the appliance.

MIRAPOINT®

Username:

Password:

Corporate Edition v2 ▼
 Corporate Edition v2
 Corporate Edition v1
 Standard Edition

Sign In

Clear Text Secure

English | 日本語

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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_ema i l`, 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 `mi ra_ema i l` 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 disabled by default.

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.

Evaluating Performance for MOS 4.3 Upgrade

The extensive improvements in Corporate Edition version 2 require additional server resources beyond Corporate Edition version 1. If you will offer version 2 to your users, before upgrading a Message Server to MOS 4.3 you must evaluate the potential performance impact on your appliance. If you answer “no” to any of these questions, you do not need to evaluate and can upgrade to MOS 4.3:



RazorGates have significant performance benefits in MOS 4.3, so upgrading is highly recommended. No evaluation is necessary.

- u Are you running Corporate Edition WebMail?

Check your license list for “Corporate Edition,” using either the CLI `license list` command, or in the Administration Suite under System > Utilities > License. If it is not licensed, there is no performance impact when upgrading.

- u Are your users predominantly IMAP and/or POP users?

If your users are mostly POP and IMAP users, or even a mix of POP, IMAP, and Standard Edition WebMail, there is no performance impact when upgrading. To confirm this, see [Identifying Your User Profile](#) on page 17.

- u Is your appliance heavily loaded?

If your appliance is already heavily loaded in its current release, the load will only increase with MOS 4.3. To evaluate this, see [Checking Your Appliance Load](#) on page 18.

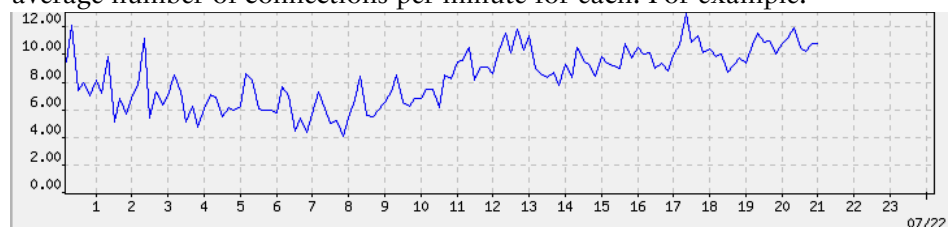
- u Are there any factors that would cause disk I/O to be slow?

Message Server performance can be significantly impacted by the performance of a supporting system, particularly parts of a SAN. When discussing an upgrade to MOS 4.3, Mirapoint might require performance information from these supporting systems. If you do not have this information, please contact the appropriate vendor.

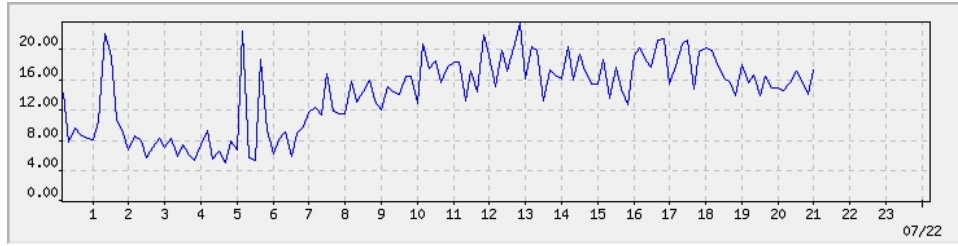
Identifying Your User Profile

The main performance concern for upgrading to MOS 4.3 is if most of your users are Corporate Edition users. To get a profile of your user community:

1. In the Administration Suite, go to Home > Performance Graphs > POP/IMAP.
2. In the bottom two graphs (POP Connections and IMAP Connections per Minute, respectively), look at busy periods and note what appears to be the average number of connections per minute for each. For example:

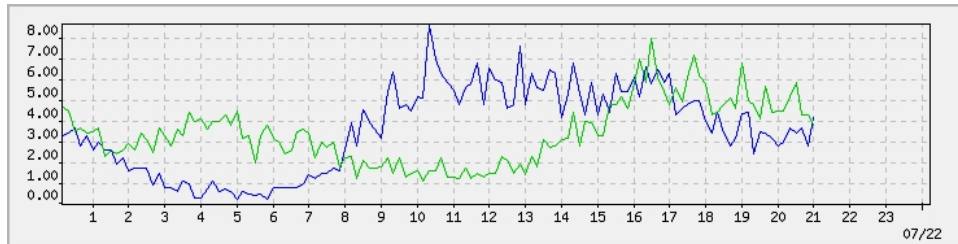


This graph could read that the appliance averages 10 POP logins per minute.



This graph could read that the appliance averages 18 IMAP logins per minute.

3. Go to Home > Performance Graphs > WebMail.
4. In the bottom graph (WebMail Logins and Logouts per Minute), look at busy periods, and note what appears to be the average number of logins (the blue line) per minute. For example:



This graph could read that the appliance averages 6 WebMail logins per minute.

5. Tally the total of POP, IMAP, and WebMail connections, and then compare their percentages. In this example:
 - m POP = $10/34 = 29\%$
 - m IMAP = $18/34 = 53\%$
 - m WebMail = $6/34 = 18\%$

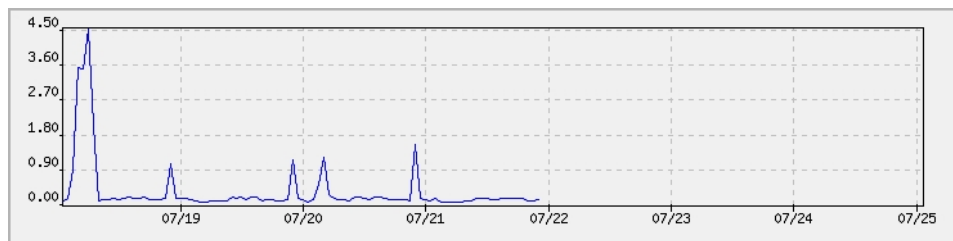
WebMail Usage	Evaluation
< 40%	Low. Low risk of performance impact in upgrading to MOS 4.3.
40-60%	Medium. Consider other factors before upgrading.
60% +	High. Consider other factors before upgrading.

While other factors can affect performance, such as the number of messages sent by each user, this evaluation considers such factors as consistent across all users.

Checking Your Appliance Load

If your appliance has a medium or high percentage of WebMail Corporate Edition users, you must evaluate how it handles the current load.

1. In the Administration Suite, go to Home > Performance Graphs > CPU.
2. In a week view of the System Load, note what appears to be the average load for the week. (The appliance can handle intermittent spikes; the average is the relevant statistic.)



This graph shows a single spike of moderate usage, but the load average is less than 1.

Load Average	Rating	Upgrade to MOS 4.3
< 2	Moderate	Should not cause performance issues.
2-4	Moderate to high	Probably will not impact performance, but if load is often at the high end, discuss upgrade impact with Mirapoint.
5-8	High	Probably will have high CPU usage during busy periods, and corresponding performance issues. Further information is required to determine upgrade impact.
9 +	Very high	Likely already experiencing performance issues. Contact Mirapoint before upgrading to MOS 4.3.

If further advice about upgrading is needed, contact Mirapoint Technical Support as described in [Getting Technical Support](#) on page 22.

Mirapoint recommends that you have Customer Care enabled. This sends a brief report to Mirapoint every Monday at 00:00 with information about the health of the appliance. To enable Customer Care, use the CLI Conf Enable Customercare command.

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

F-Secure Antivirus is deprecated, as of November 2011. Mirapoint recommends that F-Secure users transition to using Sophos Antivirus instead.

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)

Uce `SetOption MultiEngineBulkOnly` subcommand has been deprecated and replaced by Uce `SetOption RescanLowerLimit` and `RescanUpperLimit`. (50241)

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:

- u `miWmprefShowMiralets`
- u `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 4.3.6-GA Release](#) on page 24.

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:

- m (USA and Canada) 1.800.353.8437
- m (Italy) + 39 011 4513811 + 39 011 4513832
- m (UK) 00 800 222 88800
- m (China) 400 707 1086
- m (Australia) 1 800 633 784
- m (Elsewhere) +800 2228 8800.

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://clustername/ndiag`
where `clustername` 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.

Upgrading to the MOS 4.3.6–GA Release



This chapter describes how to upgrade to the 4.3.6-GA release on any compatible Mirapoint Message Server or RazorGate appliance. You can upgrade to MOS 4.3.6-GA on any Mirapoint 6-Series or 7-Series Message Server or RazorGate appliance running MOS 4.1.9-GA and later releases.



You can upgrade to MOS 4.3.6 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 4.3.6. This is due to an upgrade of an underlying component of MOS.

- u [Before You Upgrade to the MOS 4.3.6-GA Release](#) on page 24
- u Install the 4.3.6-GA Release, using either method:
 - m [Upgrading with the Administration Suite](#) on page 25
 - m [Upgrading with the Command-Line Interface \(CLI\)](#) on page 27
- u [Reinstalling If Problems Arise](#) on page 28
- u [Upgrading on Clustered Appliances](#) on page 29
- u [After You Upgrade to the MOS 4.3.6-GA Release](#) on page 30

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, including patches. For example, a RazorGate appliance must run the same MOS release as the Message Server for which it serves as a proxy. Because of the new Corporate Edition interface, a Message Server running MOS 4.3.6 or later cannot have a RazorGate proxy running a release prior to MOS 4.3.1.



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 Upgrade to the MOS 4.3.6-GA Release

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

- u Ensure the appliance is running MOS 4.1.9 or a later release. Upgrade the appliance if necessary; you cannot upgrade directly to MOS 4.3.6 from a release prior to MOS 4.1.9.
- u 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.

- u If your appliance is licensed for Antispam, note which engine(s) you are using, such as `default` or `rpdengine`:
 - m In the Administration Suite, use the Anti-Spam page.
 - m 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 4.3.6-GA Release](#) on page 30.

- u 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.

- u 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.

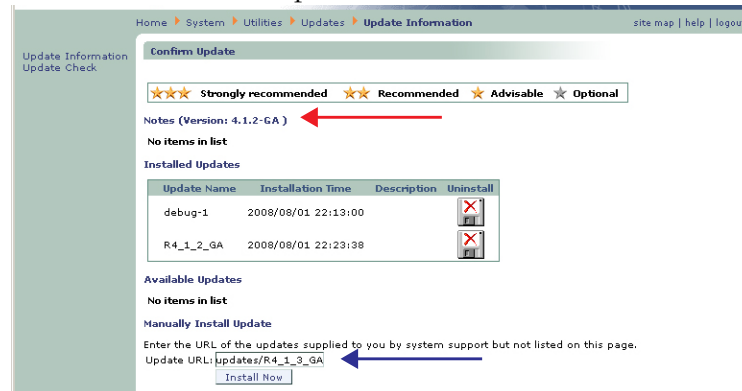
Upgrading with the Administration Suite

To upgrade to the MOS 4.3.6-GA 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:
 - m MOS 4.3.1-FCS or MOS 4.3.2-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_6_GA`.



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

- m 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_6_GA`.
 - m 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 4.3.6.
 - m 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 4.3.6-GA Release](#) on page 30.



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 4.3.6-GA 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:
 - m MOS 4.3.1-FCS or MOS 4.3.2-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_6_GA
```



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

- m 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_6_GA
```
- m 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 4.3.6.
- m 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 4.3.6-GA Release](#) on page 30.



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.



If you decluster a box that has “failed over” the licenses can be revoked as they are not valid for that host - they are for the box that failed. Re-applying the correct licenses for that box can mitigate the issue.

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:
 - m To install using the Administration Suite, see [Upgrading with the Administration Suite](#) on page 25.
 - m To install using the CLI, see [Upgrading with the Command-Line Interface \(CLI\)](#) on page 27.

For important post-installation tasks, see [After You Upgrade to the MOS 4.3.6-GA Release](#) on page 30.

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

```
Cluster Add n urs
```

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 4.3.6-GA Release

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

- u [Update Appliance Licenses](#) on page 30 for all appliances
- u [Update Appliance Time \(non-NTP Server Only\)](#) on page 30 for all appliances that are not using an NTP server
- u [Update the Antispam Engines](#) on page 30, for all appliances running Antispam
- u [Check the Antivirus Protection](#) on page 31, for all appliances running Antivirus
- u [Install Patches for Corporate Edition Version 1 Availability](#) on page 31, if you want WebMail/WebCal Corporate Edition version 1 available to your users
- u [Reinstall Needed Patches](#) on page 32, if you still need any D-patches, or E-patches (such as ConnectR or MCM), that are not integrated into this release
- u [Back Up the Appliance](#) on page 32, for all appliances except RazorGates without JMM mailboxes
- u [Upgrade Your Brand](#) on page 33, if you have a branded interface
- u [Update Branding Code for Corporate Edition Version 1 Availability](#) on page 33, if you installed Corporate Edition version 1, you must do this even if you do not brand your appliance

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:

- u `Uce Update rpdengine`

- u Uce Update rpdasia
- u Uce Update rpdeurope
- u Uce Update rpdoutbound
- u Uce Update default
- u 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|rapid]
```

Install Patches for Corporate Edition Version 1 Availability

If you want to offer WebMail/WebCal Corporate Edition version 1 — the Corporate Edition that was in MOS 4.2 and prior releases — in addition to Corporate Edition version 2, you must install the patches appropriate to your language needs:

- u English — Install the latest E4_3_CE42_US patch
- u Japanese — Install the latest E4_3_CE42_JP patch
- u Other supported languages — Install both the MOS 4.2 and MOS 4.3 localization patches (the 4.3 patch is required for localized Corporate Edition version 2; the 4.2 patch is required for localized Corporate Edition version 1)

If you brand your appliance, make sure to keep your MOS 4.2 brand while also performing branding for MOS 4.3 as described in [Upgrade Your Brand](#) on page 33.

If you do not brand your appliance, you must still perform a small change in the branding code to make Corporate Edition version 1 available to your users, as described in [Update Branding Code for Corporate Edition Version 1 Availability](#) on page 33.



Without installing one of these patches, only Corporate Edition version 2 is available on the appliance. If you do not want Corporate Edition version 1 available to your users, do not install any patches as described here.

Reinstall Needed Patches

Install any patches that you still need on your appliance:

- u If you use ConnectR or Mirapoint Connector for Mac (MCM), you must reinstall the patches that supply those downloads.
- u 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 37.

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:

- u For Mirapoint backup, run the CLI `Backup Status` commands.
- u 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.

- u 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.
- u Selective restores—Can be done to an appliance running the same or a newer MOS release.

To check the status of a restore:

- u For Mirapoint restore, run the CLI `Restore Status` commands.
- u 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 4.3.6 and carry forward unaffected.



If you had branded Corporate Edition before upgrading to MOS 4.3, launching Corporate Edition after the upgrade displays the Corporate Edition version 1 interface. 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 (version 2) 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.

Update Branding Code for Corporate Edition Version 1 Availability

Whether you brand your appliance or not, if you installed patches to make Corporate Edition version 1 available to your users, you must do the following to make it visible in the Corporate Edition login page footer (this example is for Spanish):

1. In the Spanish MOS 4.3 locale file `L4_3_es_MX_1_em1/locale.var`, at the bottom of the file, add the following entries as needed only for the languages installed on the appliance:

```
"de_DE.utf-8L4_2" = "Deutsch v1";
"de_DE.utf-8L4_3" = "Deutsch v2";
"en_US.ISO_8859-1" = "English v2";
"en_US.ISO_8859-1L4_2" = "English v1";
"es_MX.utf-8L4_2" = "Español v1";
"es_MX.utf-8L4_3" = "Español v2";
"fr_FR.utf-8L4_2" = "Français v1";
"fr_FR.utf-8L4_3" = "Français v2";
"ja_JP.utf-8" = " 日本語  v2";
"ja_JP.utf-8L4_2" = " 日本語  v1";
```

```
"zs_CN.utf-8L4_2" = "简体中文 v1";
```

```
"zs_CN.utf-8L4_3" = "简体中文 v2";
```

```
"zt_TW.utf-8L4_2" = "繁體中文 v1";
```

```
"zt_TW.utf-8L4_3" = "繁體中文 v2";
```

2. In the same file, remove the following entries:

```
"en_US.ISO_8859-1" = "English";
```

```
"ja_JP.utf-8" = " 日本語 ";
```

3. In the Spanish MOS 4.2 locale file `L4_2_es_MX_1 em1/locale.var`, at the bottom of the file, add the following entries as needed only for the languages installed on the appliance:

```
"de_DE.utf-8L4_2" = "Alemán v1";
```

```
"de_DE.utf-8L4_3" = "Alemán v2";
```

```
"en_US.ISO_8859-1" = "Inglés v2";
```

```
"en_US.ISO_8859-1L4_2" = "Inglés v1";
```

```
"es_MX.utf-8L4_2" = "Español v1";
```

```
"es_MX.utf-8L4_3" = "Español v2";
```

```
"fr_FR.utf-8L4_2" = "Francés v1";
```

```
"fr_FR.utf-8L4_3" = "Francés v2";
```

```
"ja_JP.utf-8" = "Japonés v2";
```

```
"ja_JP.utf-8L4_2" = "Japonés v1";
```

```
"zs_CN.utf-8L4_2" = "Chino simplificado v1";
```

```
"zs_CN.utf-8L4_3" = "Chino simplificado v2";
```

```
"zt_TW.utf-8L4_2" = "Chino tradicional v1";
```

```
"zt_TW.utf-8L4_3" = "Chino tradicional v2";
```

4. In the same file, remove the following entries:

```
"en_US.ISO_8859-1" = "Inglés";
```

```
"ja_JP.utf-8" = "Japonés";
```

5. In the following Spanish MOS locale files (for Standard Edition, Administration Suite, and Junk Mail Manager, respectively):

```
m L4_3_es_MX_1 mail/locale.var
```

```
m L4_2_es_MX_1 mail/locale.var
```

```
m L4_3_es_MX_1 sa/locale.var
```

```
m L4_2_es_MX_1 sa/locale.var
```

```
m L4_3_es_MX_1 spam/locale.var
```

```
m L4_2_es_MX_1 spam/locale.var
```

at the bottom of the files, add the following entries as needed only for the languages installed on the appliance:



Mirapoint strongly recommends not using the MOS 4.2 Administration Suite on an appliance running MOS 4.3.

```
"de_DE.utf-8L4_2" = "Alemán 4.2";  
"de_DE.utf-8L4_3" = "Alemán 4.3";  
"en_US.ISO_8859-1" = "Inglés 4.3";  
"en_US.ISO_8859-1L4_2" = "Inglés 4.2";  
"es_MX.utf-8L4_2" = "Español 4.2";  
"es_MX.utf-8L4_3" = "Español 4.3";  
"fr_FR.utf-8L4_2" = "Francés 4.2";  
"fr_FR.utf-8L4_3" = "Francés 4.3";  
"ja_JP.utf-8" = "Japonés 4.3";  
"ja_JP.utf-8L4_2" = "Japonés 4.2";  
"zs_CN.utf-8L4_2" = "Chino simplificado 4.2";  
"zs_CN.utf-8L4_3" = "Chino simplificado 4.3";  
"zt_TW.utf-8L4_2" = "Chino tradicional 4.2";  
"zt_TW.utf-8L4_3" = "Chino tradicional 4.3";
```

6. In the same files, remove the following entries:

```
"en_US.ISO_8859-1" = "Inglés";  
"ja_JP.utf-8" = "Japonés";
```



Problems Fixed in MOS 4.3 Releases

This chapter provides the following information:

- u [Problems Fixed in MOS 4.3.6-GA](#)
- u [Problems Fixed in MOS 4.3.5-GA](#)
- u [Problems Fixed in MOS 4.3.4-GA](#)
- u [Problems Fixed in MOS 4.3.3-GA](#)
- u [Problems Fixed in MOS 4.3.2-FCS](#)
- u [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 4.3.6-GA Release page click the Known Issues link near the top.

Problems Fixed in MOS 4.3.6-GA

This section describes, by category, problems fixed in the MOS 4.3.6-GA release.

Address Book

- u First search in Global address book is now working. (56626)
- u Now changes to contacts are correctly notified through the proxy. (57091)

Administration Protocol

- u Quarantine role setting is now backed up in config dump (56635)
- u "storage configure" is not stooped prematurely if the administrator logs out of the CLI session. (57019)

Anti-spam Scanning

- u Rpdcci engine is now updated with ctengine 7.03.0049 (56988)

Multi-threaded database module

- u Database sync failures and timeouts are resolved with introduction of the new multi-threaded database module. (54231)
- u Database timeouts with high POP login rate are resolved with introduction of the new multi-threaded database module. (55599)

Documentation

- u XSAN document modified to include correct LUN id (56994)

FDD

- u HTTP diagnostic access from FDD is now deprecated. (57047)

Hardware

- u Support has been added for platform DX440 from Fujitsu (56811)

Logging, Reporting, and Monitoring

- u diag data generation for system having large number of domains now resolved. (56769)

Migration

- u Network failover settings from the source machine are no longer copied on to the target machine while migrating. (56819)

SMTP Service

- u SMTP HostStat is now updating properly in mailmon (56522)
- u MMFID cores generated with high CPU usage and mail queue size has been fixed. (56840)
- u Possible smtpd cores after upgrading to 4.3.5-GA has been fixed. (56896)
- u The MMFID crash generated, when the message/body charset and the charset of the disclaimer facility differ and are not compatible and the default (UTF-8) facility does not exist on the system, has been fixed. (56970)
- u Disclaimers are displayed inline in all supported mail clients (52664)
- u "Recipient domain must exist" error observed while ending external email, with 'recipient check on' is now fixed. (56927)

WebMail

- u Mail notifications are reported via the proxy if a timestamp is provided with the idle command. (57050)

WebMail/WebCal Corporate Edition

- u Information panes are now correctly displayed by WebMail Corporate edition on Internet Explorer version 8. (55762)
- u From field in TOC now shows sender as “[none]” instead of "true" when sender is blank in Webmail Corporate edition..(56518)
- u Renaming a Folder Having Sub-folder(s) now succeeded in Webmail corporate edition. (56800)

Problems Fixed in MOS 4.3.5-GA

This section describes, by category, problems fixed in the MOS 4.3.5-GA release.

Address Book

- u LDAP address book (created via URL ADD) was deleted when a user logged in with an uppercase username. (56512)

AdminD

- u UCE addexception command failed with "Internal error (20:2)". (56563)
- u Additional log points in adminD are no longer needed. (56591)

Admin UI

- u An “internal server error” message was displayed causing a madmin error. (56041)
- u After upgrade from 4.1.10 /madmin did not proxy on RazorGate. (56576)

Enterprise UI

- u The “are you sure you want to leave this page” message no longer displays on Internet Explorer when ‘Options’ is selected from a message window. (55811)
- u Auto Reply start and end times are now displayed correctly. (56250)
- u A CE loading issue caused by a blank fullname in prefs.txt has been resolved. (56333)
- u Attachments changed to winmail.dat if mail is generated via OL (rich text format/TNEF enabled). (56346)
- u Global address book “Maximum Results” correctly reflects any change in UI branding. (56353)
- u Webmail delete folder synced with IMAP client. (56359)
- u Global addressbook search results do not duplicate after clicking "Next"(56364).

- u Google Chrome opened a compose window (and other windows) in the background. (56472)

Fastpath

- u Forced smtp ssl by exception/domain has the desired effect. (51022)
- u "Recipient domain must exist" failure succeeds on retry. (52741)
- u SMTP set rblhandling header is now fixed. (56480)

Filter

- u Command uce set option threshold "(domain=local)" 50 returned "NO Invalid scope". (56343)

LDAP

- u An ldap unbind request is now issued. (52833)
- u Bad logins do not cause a LDAP failover or interruption in service. (56350)
- u SLAPD coring when using auth mechanism CRAM-MD5 has been resolved. (56608)

Logging, Reporting and Monitoring

- u ALERT! makes it into alert email to distribution list system-alerts@localhost. (23654)
- u REPLICATE.FATAL.ERROR can now 'mv' Inactive Store file(s) to "Active" position. (56068)

Upgrade

- u Upgrade with R4_3_4_GA wipes out UCE exception lists. (56433)

WebMail

- u Core was generated by `sendmail: Waiting' (56099)
- u There was an issue with IE9 with custom user agent string causing issue. (56367)
- u Read/ delivery receipt mail did not handle dot in username correctly. (56368)
- u Maildom domain addition did not take effect until service reboot. (56376)
- u The in _int_malloc()/ HTTP services issue has been resolved.(56429)
- u CE rendering problems with cookies disabled have been resolved. (56458)
- u Webmail SE: Japanese locale: Restoring draft message altered double-byte strings in To: CC: and BCC:.. (56566)

Problems Fixed in MOS 4.3.4–GA

This section describes, by category, problems fixed in the MOS 4.3.4-GA release.

Address Book

- u The auto-complete function would not work with personal contacts. (56234)
- u After upgrading to MOS 4.3.3, nicknames for contacts previously created from within WebMail would disappear when viewing the contacts after upgrade. (56220)
- u Localisation patches contained i-mode and WAP content. (56256)
- u Category field was not localised into Japanese. (56312)

Administration Protocol

- u On an appliance with SSH open to the internet, the failed logins log would grow to eventually near capacity. (55610)
- u A “permission denied” error was returned to a user that attempted to login with capitalized ASCII characters in their username. (54116)
- u The "storage configsan init" used raw SCSI device and did not operate as designed. (56325)

Backup

- u The `ucelwhitelists` information on an appliance was not backed up. (56160)

Branding

- u Branding changes made in some .css files were not taking effect. (56204)

Calendar

- u A recurring event created in WebCal synchronized as a single-instance event. (56218)
- u Some non-external attendees were stored as external attendees, resulting in notifications not being sent. (56168)
- u An event created with an attachment would no longer contain the attachment once accepted into an attendee’s calendar. (56164)
- u Clicking on a recurring event did not display the open event window. (56111)
- u A delegated domain user was unable to send a meeting invitation to a primary domain user. (55424)

Documentation

- u The “Help about” files were truncated in the 4.3.2 and 4.3.3 releases. (56130)

IMAP and POP Services

- u When appending IMAP fails, it leaves behind a POP ID which prevents retrying the IMAP append. (55448)

LDAP

- u The Mail Transfer Agent cache could retain a mail domain entry even after it was deleted. (55397)

Logging, Reporting, and Monitoring

- u Status reports could indicate an appliance being down that was actually running normally. (41982)

Mailhurdle

- u If the PTR record was set to localhost, MailHurdle would not work. (39914)

WebMail

- u In the Compose page, when switching from Japanese HTML to plain text, all Japanese characters became asterisks. (55676)
- u Changing the Sent Folder preference entry to Inbox did not work. (47393)
- u Several blank lines were displayed when the user replied to a HTML message. (56119)
- u The spam filter additions did not filter subsequent mails correctly. (39381, 33040)
- u Timeout could not be set lower than 600 seconds. (56337)
- u Daily JMM summaries were not sent out when enabled. (56275)

WebMail/WebCal Corporate Edition

- u Japanese text in the From header would be garbled in the message list. (56251)
- u Selecting some options under Options>Mail and Options>Calendar could result in an internal error message. (56249)
- u Repositioning of the Tags and Calendar in the left-hand menu would not retain the repositioning across sessions. (56128)
- u HTTP requests being proxied through an RG700, could occasionally not connect for about a minute at a time. (55934)

- u A newer version of the Corporate Edition (CE) could not open events that were created using the old CE. (56095)
- u The new WebProxy that supported different versions of CE did not function correctly. (55822)
- u A new login page was created to differentiate between CE version 1, CE version 2 and Standard Edition (SE) logins. (56065)
- u No email was sent to the meeting organiser alerting them when an attendee cancelled their attendance at a recurring meeting. The attendee's meeting status also did not change. (56217)
- u Deleting a mail from the 'read' popup window did not close the popup window. (55819)
- u An external invite appeared unconfirmed even if the attendee accepted the invite. (55275)
- u A message window closed down when it was copied from one folder to another. (56049)

Problems Fixed in MOS 4.3.3–GA

This section describes, by category, problems fixed in the MOS 4.3.3-GA release.

Address Book

- u In Corporate Edition version 1, deleting contacts did not update the Address Book letter index. (56005)
- u The message “Expandir: Address book is currently locked” could appear, accompanied by slow WebMail performance. (55609)

Branding

- u A particularly large branding file could not be uploaded and published because its uncompressed size exceeded the maximum size allowed. This limit has been raised. (56066)

IMAP and POP Services

- u When the mailbox ACL is set with many LDAP groups to audit mail traffic, adding many more Mailbox SetAc1 settings could lead to issues. (56039)

SMTP Service

- u When two users on separate appliances set mail to forward to each other, messages would continue to forward back and forth to each other without end, filling up the mail queue. (55923)

Upgrade and Installation

- u After upgrading, administrators received unneeded messages with output from UCE updates. (56043)

WebMail Corporate Edition

- u A user whose username includes a period (.) could not create a folder under Inbox. (55988)
- u Delegated domain users could not modify preferences if stored in LDAP; that is, with LdapWmPrefs enabled. (55816)
- u When running a spelling check on a message being composed in HTML mode, the absence of a scrollbar made it possible to view the spelling check for only the first page of a longer message. (55765)

WebMail Standard Edition

- u A user password including a backslash (\) would not work. (55867, 56048)

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

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

Administration Protocol

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

Administration Suite

- u The Queue Sort page (Home > Queue > Sort) did not display the proper information. (55994)
- u When checking for updates by clicking Check Now under Home > System > Utilities > Updates > Update Check, an internal server error was returned. (55743)
- u Under certain circumstances, Message Server Domain Administration Suite login might not work properly. (55642)
- u The displayed SSL certificate dates and times would display the incorrect timezone. (55260)
- u On the Selective Restore Selected Folders page, nested folders could not be expanded if folder names included certain 8-bit characters. (53555)
- u A system alert for a brand timeout would appear when actually a user rename operation timeout occurred. (52036)

Antivirus Scanning

- u The `Conf Disable antivirus-rapid` did not restart SMTP, thus the processor was not freed entirely despite disabling the feature. (53346)

Calendar

- u The CLI `Calendar Get WeeklySummaryDay` command produced garbled output. (55952)
- u 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)
- u When using delegated domains, invitations could not be sent to users with very long (37+ characters) email addresses. (55519)

Kernel

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

Mailhurdle

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

SNMP

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

SMTP Service

- u Using the CLI `SmtP 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)
- u The CLI `Conf Enable|Disable Reputation` commands would not restart SMTP upon completion. (55471)
- u Outbound connections on other servers would hang when sending to Mirapoint appliances due to the configuration used by Mirapoint IP rate limit handling. (55466)
- u Using the `Exception Add` command's `domain =` and `security` options together did not work properly. (51022)
- u Messages sent through a distribution list to an address of the format `@1t s u` were erroneously bounced. (49616)

Upgrade and Installation

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

WebMail

- u 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)
- u 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

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

WebMail Standard Edition

- u 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

- u 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

- u 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)
- u Deleting a mailbox while it is busy can cause future commands for that mailbox to return errors. (48382)

Administration Suite

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

Antispam Scanning

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

Backup and Restore

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

Calendar

- u 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)
- u With the group calendar mode (`groupcalmode`) set to LOCAL, the appliance could still attempt to open calendars on other calendar servers. (54283)

Cluster Failover

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

IMAP and POP Services

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

Kernel

- u TCP rate limit rules were applied after other firewall rules, which could accept a connection that the rate limit would otherwise drop. (55414)
- u The cleanup process on the system could go into an infinite loop. (54867)

- u During NDMP backup operations on S6000 appliances, database synchronization failures and operational timeouts could occur. (54231)

LDAP Client

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

Logging, Reporting, and Monitoring

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

Message Filtering

- u 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)
- u If an incorrect character set disclaimer was added to a message originating in Microsoft Outlook, the message could get corrupted. (48816)
- u 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)
- u Regular expression matches which were supposed to be case-insensitive, where actually case-sensitive. (40104)

Migration

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

Security

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

SMTP Service

- u The SMTP service could stop when Reputation Hurdle or SPF was enabled, due to memory management issues. (55427)

- u Mail transfer agent authentication log events included the user name that attempted authentication, but not the IP address. (47915)
- u 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)
- u With an OMR set, the appliance should not perform a DNS check because there is no need. (33059)

Upgrade

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

WebMail

- u 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)
- u For WebMail Standard Edition users with a dot in the user name, when creating an autoreply the dot was converted into an underscore. (55304)
- u 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)
- u When reply to or composing a message, WebMail performance could be slow. (54234)
- u When trying to delete a message, the error “Unable to display your HTML attachment” was returned. (53956)
- u In all Asian language localizations, WebMail displayed the incorrect date for certain end-of-year dates. (47151)
- u 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

- u The `admind.xml` operation does not properly handle 8-bit data. (54195)

