



System Software Release Notes

Release: MOS 4.4.2-FCS
December 2012
Part Number: 010-00910

This Release Note supports Messaging Operating System (MOS) release 4.4.2-FCS and higher releases until replaced by a newer edition.

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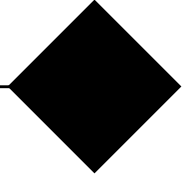
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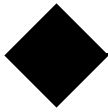
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New Features

This chapter provides the following information:

- u [New in MOS 4.4 Releases on page 5](#) - A list of new features and minor enhancements in MOS 4.2 releases, with brief descriptions.

New in MOS 4.4 Releases

Messaging Operating System (MOS) 4.4 contains new features and improvements in the following areas:

- u [Cloud Sync](#) on page 5
- u [Improved multi-threaded database](#) on page 5
- u [Smart Phone Web UI](#) on page 6

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

Cloud Sync

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

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

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.

New 8 series hardware.

8-series offers faster overall performance and the ability to scale to a larger number of users and transactions than 7-series.

The initial 8-series offering offers a user interface experience which is the same as 7-series but the extra capacity of 8-series allows for the quick addition of new features. These new features have been intentionally decoupled from the 8-series release to minimize any risk of delays.



4.4.2-FCS will only install on series 7 and series 8 hardware.

Evaluating Performance for MOS 4.4 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 4.4 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 4.4:



RazorGates have significant performance benefits in MOS 4.4, 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 7.

- u Is your appliance heavily loaded?

If your appliance is already heavily loaded in its current release, the load will only increase with MOS 4.4. To evaluate this, see [Checking Your Appliance Load](#) on page 8.

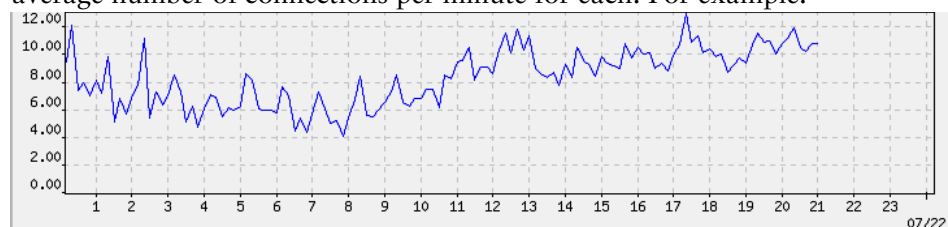
- u Are there any factors that would cause disk I/O to be slow?

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 4.4, Mirapoint might require performance information from these supporting systems. If you do not have this information, please contact the appropriate vendor.

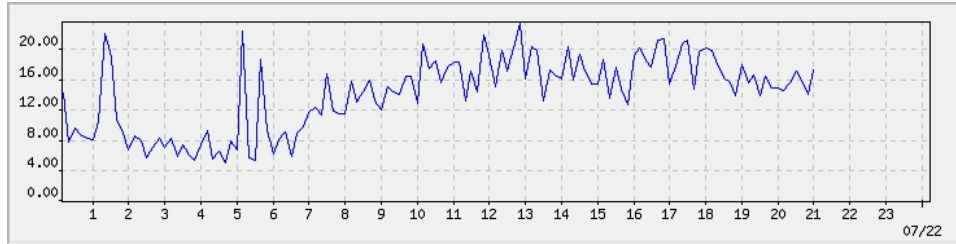
Identifying Your User Profile

The main performance concern for upgrading to MOS 4.4 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:

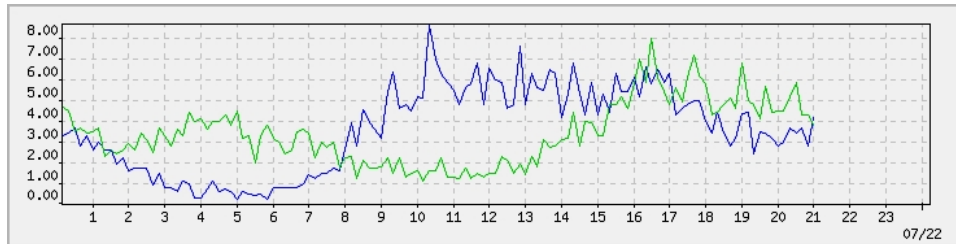


This graph could read that the appliance averages 10 POP logins per minute.



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%

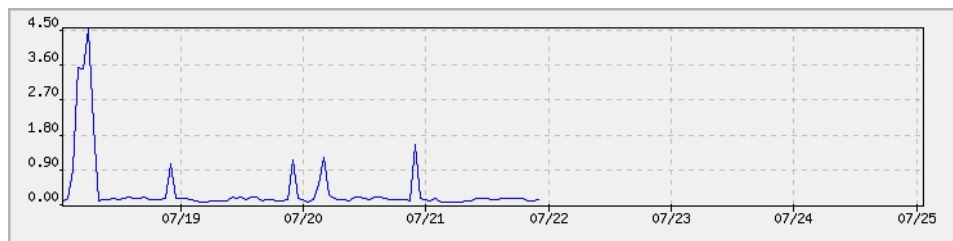
WebMail Usage	Evaluation
< 40%	Low. Low risk of performance impact in upgrading to MOS 4.4.
40-60%	Medium. Consider other factors before upgrading.
60% +	High. Consider other factors before upgrading.

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 4.4
< 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 4.4.

If further advice about upgrading is needed, contact Mirapoint Technical Support as described in [Getting Technical Support](#) on page 12.

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 4.4. 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 4.4 are still available in 4.4, 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.

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 4.4; 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
- (Elsewhere) +800 2228 8800.

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

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

Table 1 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 4.4.2–GA Release

This chapter describes how to upgrade to the 4.4.2-GA release on any compatible Mirapoint Message Server or RazorGate appliance. You can upgrade to MOS 4.4.2-GA on any Mirapoint 8-Series Message Server or RazorGate appliance running MOS 4.1.9-GA and later releases.



You can upgrade to MOS 4.4.2 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 4.4.2. This is due to an upgrade of an underlying component of MOS.

- u [Before You Upgrade to the MOS 4.4.2-GA Release](#) on page 14
- u Install the 4.4.2-GA Release, using either method:
 - m [Upgrading with the Administration Suite](#) on page 15
 - m [Upgrading with the Command-Line Interface \(CLI\)](#) on page 17
- u [Reinstalling If Problems Arise](#) on page 18
- u [Upgrading on Clustered Appliances](#) on page 19
- u [After You Upgrade to the MOS 4.4.2-GA Release](#) on page 20

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 4.4.2 or later cannot have a RazorGate proxy running a release prior to MOS 4.4.1.



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 4.4.2-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 4.4.2 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 4.4.2-GA Release](#) on page 20.

- 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 4.4:
`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.

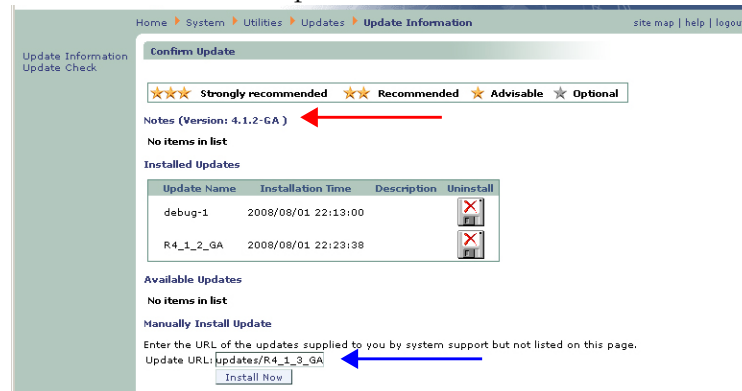
Upgrading with the Administration Suite

To upgrade to the MOS 4.4.2-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 4.4.2-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_4_2_FCS`.



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_4_2_FCS`.
 - 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 4.4.2.
 - 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 4.4.2-GA Release](#) on page 20.



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 4.4.2-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 4.4.2-FCS, 4.2.1-BETA or a higher MOS 4.2 release, run this command:

```
Update Install ftp://ftp.mirapoint.com/pub/updates/P4_4_2_FCS
```



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_4_2_FCS
```
- 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 4.4.2.
- 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 4.4.2-GA Release](#) on page 20.



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 15.
 - m To install using the CLI, see [Upgrading with the Command-Line Interface \(CLI\)](#) on page 17.

For important post-installation tasks, see [After You Upgrade to the MOS 4.4.2-GA Release](#) on page 20.

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 4.4.2-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 20 for all appliances
- u [Update Appliance Time \(non-NTP Server Only\)](#) on page 20 for all appliances that are not using an NTP server
- u [Update the Antispam Engines](#) on page 20, for all appliances running Antispam
- u [Check the Antivirus Protection](#) on page 21, for all appliances running Antivirus
- u [Install Patches for Corporate Edition Version 1 Availability](#) on page 21, if you want WebMail/WebCal Corporate Edition version 1 available to your users
- u [Reinstall Needed Patches](#) on page 22, 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 22, for all appliances except RazorGates without JMM mailboxes
- u [Upgrade Your Brand](#) on page 23, if you have a branded interface
- u [Update Branding Code for Corporate Edition Version 1 Availability](#) on page 23, 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 4.4, you might need to update the time on the appliance. MOS 4.4 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 4.4 localization patches (the 4.4 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 4.4 as described in [Upgrade Your Brand](#) on page 23.

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 23.



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 4.4 Releases](#) on page 27.

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 4.4, you must redo your branding for CE. Your current SE and JMM brands remain intact once you upgrade to MOS 4.4.2 and carry forward unaffected.



If you had branded Corporate Edition before upgrading to MOS 4.4, 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 4.4 failed; you must rebrand for the new CE interface. Publishing MOS 4.4 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 4.4:

1. Download the MOS 4.4 sysbrand.zip file for CE.
2. Unzip and modify the MOS 4.4 files.
3. Publish the modified MOS 4.4 CE brand files.

For complete details on branding Corporate Edition in MOS 4.4, 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 4.4 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 4.4.

```
"de_DE.utf-8L4_2" = "Alemán 4.2";  
"de_DE.utf-8L4_3" = "Alemán 4.4";  
"en_US.ISO_8859-1" = "Inglés 4.4";  
"en_US.ISO_8859-1L4_2" = "Inglés 4.2";  
"es_MX.utf-8L4_2" = "Español 4.2";  
"es_MX.utf-8L4_3" = "Español 4.4";  
"fr_FR.utf-8L4_2" = "Francés 4.2";  
"fr_FR.utf-8L4_3" = "Francés 4.4";  
"ja_JP.utf-8" = "Japonés 4.4";  
"ja_JP.utf-8L4_2" = "Japonés 4.2";  
"zs_CN.utf-8L4_2" = "Chino simplificado 4.2";  
"zs_CN.utf-8L4_3" = "Chino simplificado 4.4";  
"zt_TW.utf-8L4_2" = "Chino tradicional 4.2";  
"zt_TW.utf-8L4_3" = "Chino tradicional 4.4";
```

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

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



Problems Fixed in MOS 4.4 Releases

This chapter provides the following information:

- u [Problems Fixed in MOS 4.4.2-FCS](#) on page 27

Information on reported issues is available on the Mirapoint Technical Support website. In the Software Center, on the MOS 4.4.2-FCS Release page click the Known Issues link near the top.

Problems Fixed in MOS 4.4.2-FCS

This section describes, by category, problems fixed in the MOS 4.4.2-FCS 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 stopped 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 The Fujitsu DX400 SAN is now supported. (56811)

Logging, Reporting, and Monitoring

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

Migration

- u NIC failover settings are no longer copied by RSR and MIGRATE. (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)