

OpenText™ FirstClass® Internet Services CE 16.2 SP3 (Build 16.210)

Release Notes

Product Released: 2022-07-04

1 Introduction

These Release Notes provide an overview of FirstClass® Internet Services 16.2 SP3 (Build 16.210), including new features, delivery information, and supported platforms.

OpenText recommends that you read these Release Notes in conjunction with the documentation included with the software package. If any conflicts exist, the Release Notes supersede the other documentation.

We also recommend that you check OpenText [My Support](#) for any patches or documentation updates that may have been posted after the initial release of this product.

1.1 Release Notes revision history

Revision date	Sections revised	Description of revisions
2024-06-25	2.1 New Features 7.2.1 Available Updates 9 Fixed issues	Updated notes for 16.2 SP3 Release

2 About FirstClass® Internet Services 16.2 SP3 (Build 16.210)

This section provides an overview of OpenText™ FirstClass® Internet Services 16.2 SP3 (Build 16.210).

Internet Services is the module that connects your FirstClass Server to the internet and supports a wide variety of protocols, such as SMTP, HTTP, FTP, POP3, and IMAP4. Internet Services also supports web server extensions, such as ISAPI and CGI.

2.1 New features

FirstClass® Internet Services 16.2 SP3 (Build 16.210) includes the following new feature:

- Enhanced authorization mechanism to OAuth2.0 for push notifications support for FCGO Android.

3 Downloads

Downloads for FirstClass® Internet Services are available on [My Support](#).

The software and documentation for OpenText™ FirstClass® Internet Services includes:

- Windows - IS16210.zip
- Linux - fcisd_16.2.16.210.tgz

4 Documentation

Documentation for FirstClass® Internet Services is available on [My Support](#).

For additional information about OpenText™ FirstClass® Internet Services, or for supplemental information about related products, refer to the following documents, which are available on OpenText My Support (<https://support.opentext.com>).

4.1 Related videos

For additional video content, see the FirstClass® Internet Services Videos page on [My Support](#).

5 Supported environments and compatibility

This section provides details about supported platforms, systems, and versions.

5.1 Supported Systems

The OpenText™ FirstClass® Internet Services requires 64-bit x64 hardware. The processor requirements below refer to a CPU core with no hyper-threading enabled. The RAM configurations shown below are the minimum RAM required. Increasing the amount of RAM in the server machine will improve performance.

Minimum Hardware Requirements (Standard License)

- quad-processor 64-bit (4 CPUs in any configuration)
- 8GB RAM

Typical Hardware Requirements (MP License)

- quad-processor 64-bit (4 CPUs in any configuration)
- 16GB RAM

Recommended Hardware (VLS License)

- octa-processor 64-bit (8 CPUs in any configuration)
- 64GB RAM

Supported Operating Systems

Linux (64 bit)

- Linux Kernel 3.x
- Linux Kernel 4.x

- Linux Kernel 5.x

Windows (64 bit)

- Windows Server 2012 R2
- Windows Server 2016
- Windows Server 2019

5.2 OpenText product compatibility

The section provides details about which versions of other OpenText products are compatible with this release of OpenText™ FirstClass® Internet Services 16.2 SP3 (Build 16.210).

Product name	Version	Notes
FirstClass® Server	16.2 SP2*	FCS
FirstClass® Web Services	16.2 SP3*	FCWS
FirstClass® Sync Services	16.2 SP2*	FCSS
FirstClass® Client	16.2 SP2*	FCC
FirstClass® GO	16.2 SP3*	FCGO
FirstClass® External Integration Services	16.1*	FCEIS
FirstClass® Directory Services	16.0*	FCDS
FirstClass® Voice Services	8.3 or later	FCVS
FirstClass® Application Services	4.0 B4534	FCAS

*Earlier supported versions may still work with the new release, but new features and fixes will not be available.

 **Note:** For the latest compatibility information for OpenText products, refer to the Compatibility Matrix (<https://knowledge.opentext.com/go/matrix>) on OpenText My Support.

5.3 Language support

OpenText™ FirstClass® Internet Services is currently localized in the following languages. Additional languages may be available in future releases.

Component	Languages										
	EN	DA	DE	ES	FI	FR	IT	JA	NL	NO	SV
OpenText™ FirstClass® Internet Services	B	UI	UI	UI	UI	UI	UI	UI	UI	UI	UI

UI = user interface only

B = both user interface and online help

6 Installation and configuration

This section provides additional installation and configuration information, including prerequisites.

Before you install OpenText™ FirstClass® Internet Services, review these additional installation notes and verify related product or third-party product requirements.

Related product or third-party product requirements:

- The version of the OpenText™ FirstClass® Internet Services executable included in this release is designed to work with FirstClass Server 16.0 Build 2540 or later.

6.1 Installation notes

Before you install OpenText™ FirstClass® Internet Services, review these additional installation notes and verify related product or third-party product requirements.

New Installations

After the hardware and OS installation is complete, see the instructions specific for your operating system.

The full installer will install the FirstClass Internet Services executable and related files.

Note: A 16.2 full installer is not included with this release. Use the latest 16.1+ full installer, and then follow the upgrade instructions to complete your installation.

Some additional configurations may be required after the installation is complete, and the FirstClass Internet Services software has been started.

6.1.1 Windows Installation

- Download the latest available 16.1 FirstClass Server full installer to your machine.

- The installer is a self-extracting executable. After it is downloaded, double-click the file to launch the installer.
- Enter the information requested at the prompts.
- If you are installing the FirstClass Server at the same time, refer to the FirstClass Server Release Notes for additional instructions.
- Internet Services can be installed separately on any number of machines.
- After the installation is complete, you can delete the installer file.
- Check for any updates to the FirstClass Internet Services software and use the upgrade procedure to update your FirstClass Internet Services to the latest available update.

6.1.2 Linux Installation

Installation Prerequisites (one-time requirements):

- The server requires a user with a user id of 'fcadmin' (and any full name, but 'FirstClass Administrator' is recommended). This user must be a member of the 'adm' group.
- After creating this user and adding it to the 'adm' group, sign out and sign in as 'fcadmin'. Create this group first, if it does not already exist.

Installation Instructions

- Ensure the 'fcadmin' account has been created as per the instructions, that the account is a member of the 'adm' group, and that you have signed out and signed in as 'fcadmin'. This is required to ensure that the 'adm' group change is applied.
- Download the latest available FirstClass full installer to your server machine.
- Start a shell Terminal window, and 'cd' to your download location.
- Extract the files in the installer TAR file, using this command:

```
tar xzf <name of full installer file>
```
- Type 'cd' into installer package directory as in the following example.

```
cd <name of full installer file>
```
- Start the installer using this command:

```
./installer
```

Note: If your fcadmin account does not have sudoer privileges, you will be asked to re-run the installer after first becoming 'root' by executing the 'su' command.

- Enter the information requested at the prompts.
- If you are installing the FirstClass Server at the same time, refer to the FirstClass Server Release Notes for additional instructions.
- Internet Services can be installed separately on any number of machines.
- After the installation is complete, you can delete the temporary package directory and the downloaded TAR file.
- Check for any updates to the FirstClass Internet Services software and use the upgrade procedure to update your FirstClass Internet Services to the latest available update.

6.2 Upgrade notes

Before you upgrade, review these instructions.

- Ensure that you have a properly installed and configured FirstClass Server 16.0 Build 2540 or higher before proceeding.

6.2.1 Upgrade Installation Overview

Follow the [Installation Notes](#) to upgrade your existing installation.

7 Patches

A *patch* is a piece of software that is designed to fix or improve a computer program or its supporting data. These may include repairs to security vulnerabilities or resolution of bugs and may also improve usability or performance. On OpenText My Support you will find two general types of patches.

Hotfixes are also known as quick-fixes or bug fixes. *Updates* are also known as service packs or service releases.

OpenText recommends that you check OpenText My Support (<https://support.opentext.com>) for any patches or documentation updates that may have been posted after this release.

Please follow the [Installation Notes](#) above to install any patches, including both hotfixes and updates.

7.1 Hotfixes

Hotfixes are small patches that address software issues. Typically, there is no new functionality in a hotfix.

All hotfixes to OpenText™ FirstClass® Internet Services will be cumulative and will be delivered through the FirstClass Update server.

7.1.1 Available hotfixes

The following table lists and describes the hotfixes available for this release.

Hotfix name	Additional information	Downloads
	No Hotfix is available for this version.	All hotfixes are delivered through the FirstClass Updates server.

7.2 Updates

Updates consist of a number of fixes combined into a single patch. An update may also include new features proactively introduced into the product. For OpenText™ FirstClass® Internet Services, updates are cumulative.

7.2.1 Available updates

The following table lists and describes the hotfixes available for this release.

Update name	Additional information	Downloads
Service Pack 3 Build 16.210	Available for OpenText™ FirstClass® Internet Services 16.2 SP3	All updates are delivered through the FirstClass Updates server.

8 Fixed Issues

No Issues are fixed in this release.

9 Known issues

The following known issues exist in this release.

Issue number	Issue description
FC-1120	RSS feeds are retrieving the same copies of messages.
FC-3601	FCC - redirection mail rule is not affecting the email on the delivery side.
FC-3696	Auto registration FCIS - access denied / validation key
FC-3859	FCIS - Webdav file server configuration shows incorrect content.

10 Contact information

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For more information, visit the [OpenText](#) or [My Support](#) websites.

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