FIRSTCLASS® 9.0

What's New

FirstClass 9.0 Highlights:

NEW - Archive Services

NEW - Unicode Support

Enhanced Applications

Improved Performance

Welcome to FirstClass 9.0, the latest and most powerful version of the one of the industry's leading solutions for communication, collaboration, content management, and online networking. This document provides an overview of the new and enhanced features and capabilities of the FirstClass Collaboration Suite, Version 9.0.

In addition to the many new features of FirstClass 9.0, we have maintained a strong focus on the key attributes of the solution that have consistently differentiated it from alternative solutions, including:

STRONG SECURITY

The information age provides an ever-increasing set of challenges to those working to create safe and reliable electronic environments for their users. These challenges include spam, viruses, worms, hackers, denial-of-service attacks, and so on. Each FirstClass release includes enhancements to provide effective means for managing these security concerns.

PLATFORM CHOICE

A key strength of FirstClass is the choice we provide to system administrators and end users regarding the computing environments they can use. Our support for Windows, Macintosh, Linux, and web browsers enables flexibility that other solutions don't provide. Our support for access from telephones is unparalleled in the industry. Each release extends the range of platforms we support to ensure that our users aren't locked into one particular platform.

LOW TOTAL COST OF OWNERSHIP

Our customers find that the total cost of ownership of FirstClass when compared to alternative solutions is often one-fifth to one-tenth of the cost of competing solutions from other major vendors. With each release we add to our leadership position in this area by focusing on automated user administration, simplified software upgrades, reductions in hardware requirements, higher scalability and an expanding suite of solutions that run on the FirstClass platform.

For further details on the features outlined in this document, please refer to the FirstClass 9.0 online help.

NEW IN FIRSTCLASS SERVER

NEW APPLICATIONS

Archiving Services

FirstClass Archive Services is a completely integrated archiving system for FirstClass. It is an add-on server which addresses the growing need that many customers have to meet legal and policy-based compliance requirements. It provides archival/compliance features by storing messages to and from selected users, as well as instant messaging transcripts. Some of the main features are:

Administrators can toggle archiving and set the desired retention period for group members on a per-group basis.

Archiving is managed automatically, so the chance of users forgetting to archive critical messages is removed.

> Messages are automatically retained for the specified period of time and may not be deleted during that period. Messages are automatically deleted from the Archive Server when the retention period has been reached. Storage areas are automatically created for each user for whom archiving is enabled, and additional areas are created as needed.

FirstClass Archive Services provides a read-only environment for accessing archived messages. This discourages tampering with archived data. The Archive Server is only accessible to the Librarian, using a special user ID and password.

For large and complex sites, FirstClass Archive Servers may be clustered, with messages from particular groups being automatically directed to the appropriate Archive Server.

The Librarian can restore messages easily by logging into the Archive Server, searching for messages, and transferring those messages back to their FirstClass Core Server.

Licensing is set up separately on a per user basis. Customers can license all users on their system, or just a subset of users.

COMPLIANCE

Unicode Support

Like many operating systems, FirstClass has adopted a new unified character encoding called Unicode, which allows all possible national characters to be viewed on all platforms. The new Unicode support enables all FirstClass applications to include all possible national characters. This includes:

> Messages
> Document bodies
> Forms fields
> System data such as names

User IDs, and passwords. Unicode support is fully integrated into FirstClass Internet Services for seamless inbound and outbound mail and web publishing with non-English characters.

SERVER MAINTENANCE

Statistics

A new field has been added to the ConfDelete and FoldDelete statistic strings. It is listed as containertype. Its purpose is to track nested containers as the root containers are deleted.

CHANGES TO FORMS

Group Privileges Form

Features tab - there is a new field called "Internet mail". Use this to permit or disallow inbound Internet mail on a per-group basis.

Services tab - there is a new Archive Services section. Use it to toggle Archive Services and to set the retention period for archived content.

Server Tools form (in Core Services) - the last of the FirstClass Tools functionality has been absorbed into the server. Use this form to perform Directory rebuilds, manage network sessions, and set the Directory language sort order.

Server Tools Form

NEW IN INTERNET SERVICES

Performance Improvements

Reporting of configuration failures has been improved on the Internet Services console, and you can get more detail for troubleshooting purposes by setting DBG_InetCfg in the inetsvcs.cf configuration file. Also, after a failure, FirstClass attempts to reconfigure after one minute.

There are also some new menu commands that enable you to dump the current configuration.

Handling File Information

Inetsvcs.cf

OS X and Linux versions of Internet Services support a set of signals that can be sent to the Internet Services process, which triggers certain commands. The actions can be specified with entries in the inetsvcs.cf file, in the Config section, using the following keywords:

        SET_SIGUSR1
        SET_SIGUSR2
        SET_SIGINFO
        SET_SIGVTALRM

New Variable

Added a #BYTESXFERED built-in variable for rules.mailrules use, updated with the raw bytes presented after the start of the SMTP DATA command.

NEW IN INTERNET SERVICES (cont'd)

Messaging

SMTP Message Attachments

Internet Services supports a message attached to another message, making an incoming attached message look like an attached FirstClass message.

IMAP IDLE Support

This command lets users (mostly mobile users) stay connected to the IMAP server indefinitely. This way they will see new messages as they arrive, rather than waiting for a polling cycle.

IMAP LIST Document

In previous versions of FirstClass, there were some limitations with the IMAP client when it tried to display every object on your Desktop as a container you could subscribe to. Now, the IMAP client only displays the Inbox and subfolders as a start. If more information is needed, you can edit a "list document" to define what is displayed.

Internet Services Container

HeaderMatch - the following switches have been added to the HeaderMatch document:

"usecomplianterrorcodes" controls whether Internet Services always sends error pages with their actual protocol compliant error codes.

"commontemplates" is used to set a common fallback template set for a given template alias.

Changes to Forms

Basic Internet Setup Form

Service tab - There is a new field called "Configuration refresh interval field". Use this to determine how often the configuration module will query the server to locate new configuration resources.

Internet Monitor Form

Control tab - This tab has been broken down into four subtabs. Much of the same functionality still exists, but the Reload Config button is now a Refresh button and is only necessary if you don't have the patience to wait a few minutes for the changes to refresh automatically.

NEW IN FIRSTCLASS CLIENT

New Look

List View Sort Order

The sort order you choose in list view will be used in other views where FirstClass arranges the display automatically. For example, if you sort a particular container alphabetically in list view, and then you switch to icon view, the items will stay alphabetically sorted.

Filtering Containers

A Filter field has been added to the Mailbox toolbar. Use it to filter container contents to display only objects containing particular text. For example, if you type a person's name, all content to or from that person will be displayed. Simply clear the field to remove the filter. This works on any visible field.
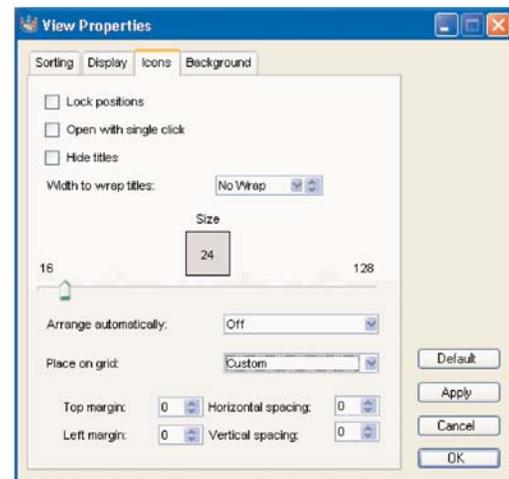
Navigation Bars

Navigation bars can be removed or added, just like other toolbar items.

Aligning Icons to a Grid

You can align icons automatically to a grid by setting this feature on the Icons tab of the relevant container's View Properties form. When you choose to arrange icons automatically, you can choose to align them left to right or top to bottom.

Another option is to align the icons automatically to the grid as you drag them around. You can align them to the default grid or to a custom grid that you specify.

Wrapping Icon Titles

You can wrap icon titles by using the above form to specify how wide you would like the lines to be.

NEW IN FIRSTCLASS CLIENT (cont'd)

ENHANCED APPLICATIONS

Calendars

Punch-through Calendaring

You can combine the items from several calendars into one view and color code each calendar. This is commonly referred to as "punch-through". For example, if a group calendar is available for viewing combined with your personal calendar, you can open your personal calendar, then view the items from the group calendar in addition to your personal items.

A list of available calendars is displayed in the left-hand pane, and you can check off which calendars to display. Here's an example of a calendar with several calendars punched through:

Contacts

Sorting Contacts

There are more ways to sort your contacts. You can assign categories to your contacts, which are color-coded in index card view. You can use the Quick Sort toolbar button to sort contacts by last name, first name, category, or company.

Viewing Contact Web Pages

From a contact form, you can open a contact's web page by right-clicking and choosing Open Link.

ENHANCED APPLICATIONS

Contacts (cont'd)

Mapping Addresses

You can open a web map page for a mailing address by clicking Map on the Address tab.

Distinguishing between Business and Personal Addresses

You can choose which email address you want to use when a contact has both business and personal email addresses. Contacts with both business and personal email addresses are listed twice in the Directory. Also, contacts with no email addresses are still listed in the Directory unless the Directory has opened as a result of addressing a message.

Mail

Message from Conference

You can create messages and replies that appear to come from conferences by using standard menu commands.

Editing Recordings

You can edit a recording before saving it, using the standard copy/cut/paste commands. You can edit the recording by cutting out sections of it, or cutting/copying and pasting a section to another location in the recording.
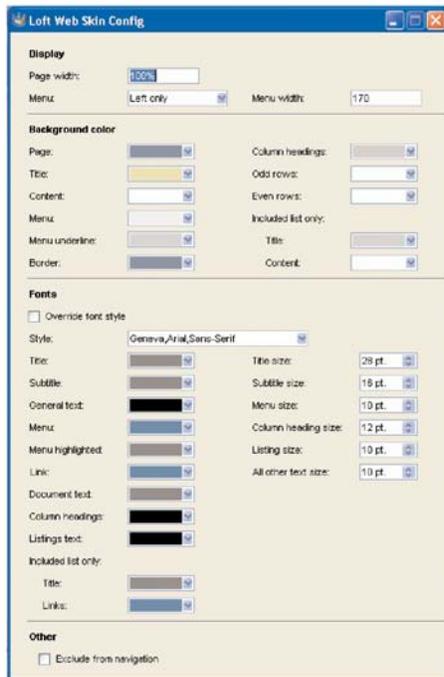
Instant Messaging

Transcripts

The Enable catch up option is on by default, and when you choose Save transcript, the transcript is always saved from the beginning so you don't miss anything.

Web Publishing

Customizing Appearance

As part of the Appearance button in web publishing, you can fine-tune the appearance of the template you are using. Use this form (shown below) to override colors, fonts, and so on.

Blog Comments

The Blog feature of web publishing supports comments. Readers have the option of reading comments left by other users or leaving a comment of their own (login required).
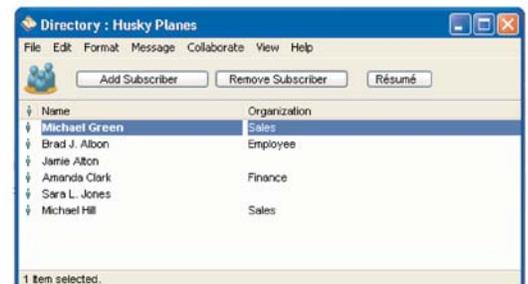
Feature Improvements

Searching by Date Range

The Search form lets you specify a date range to search if desired.

Separate Subscribers List

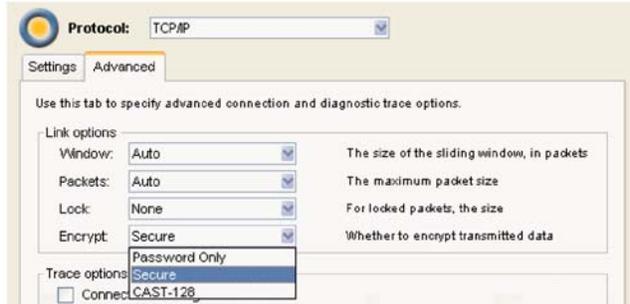The list of a container's subscribers appears in a separate window.

You can add or remove subscribers from this list. You can access this list using the right-click menu or the Subscribers button on the Permissions form.

Feature Improvements (cont'd)

Other

Some advanced link properties have been restored to the Info form. Encryption options have been renamed. Off is now Password Only. Fast is now Secure. Secure is now CAST-128.

FirstClass Personal

FirstClass Personal now synchronizes your Mailbox, instead of just replicating new messages.

NEW IN FIRSTCLASS WEB CLIENT

ENHANCED APPLICATIONS

Calendars

Punch-through Calendaring

You can combine the items from several calendars into one view and color code each calendar. This is commonly referred to as "punch-through". For example, if a group calendar is available for viewing combined with your personal calendar, you can open your personal calendar, then view the items from the group calendar in addition to your personal items. A list of available calendars is displayed in the left-hand pane, and you can select which calendars to display.

Contacts

Viewing Contact Web Pages

From a contact form, you can open a contact's web page by clicking the URL.

Mapping Addresses

You can open a web map page for a mailing address by clicking Map.

Distinguishing between Business and Personal Addresses

You can choose which email address you want to use when a contact has both business and personal email addresses. Contacts with both business and personal email addresses are listed twice in the Directory. Also, contacts with no email addresses are still listed in the Directory unless the Directory has opened as a result of addressing a message.

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Web Publishing

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Blog Comments

The Blog feature of web publishing supports comments. Readers have the option of reading comments left by other users or leaving a comment of their own (login required).

FEATURE IMPROVEMENTS

Searching by Date Range

The Search from lets you specify a date range to search if desired.

Colored Text

You can select an item, click Set Color, and choose a color for the text that shows for that item.

View the HTML Tags for Content

As you create and format content, HTML tags that control the formatting of your content are automatically generated. You don't normally see these tags. You can click View Body HTML on the edit bar to check your content with its HTML tags revealed.

NEW IN VOICE SERVICES

Administrator features

Spam Filter

Phone numbers or IP addresses can be Allowed or Disallowed on a global basis by creating a vs_spam file. You can configure this file using caller specifiers and directives to create filters that will control incoming calls and actions.

HMP Support

Voice Services supports SIP and T.38 Fax.

User features

Search

You can dial 865 from your Mailbox to search for a message in your Mailbox. Your search string may be part of a message sender, message subject, message category, or message keywords.

Navigate Mailbox as Calendar

You can dial 88 from your Mailbox to toggle your Mailbox "view". Calendar view sorts all messages (voice, fax, and text) by date, making it easier to find specific messages. You can also set this feature as your default view on your Preferences form.

Message Threading

If a message you are listening to over the phone is part of a message thread, Voice Services will only play the messages in that thread.
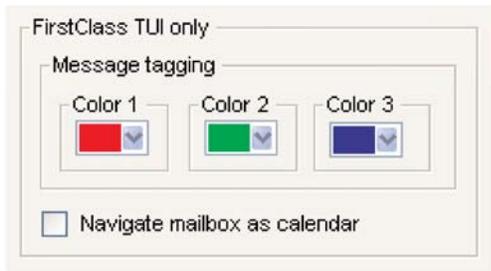
Changes to Forms

User Preferences

Logon Tab

Color message tagging: You can set colors on the Preferences > Voice form and use those colors to tag messages in your Mailbox as you listen to them. The next time you log in using the FirstClass client, or a web browser, the messages will be listed in the selected colors.

Navigate Mailbox as Calendar

Making this your default Mailbox "view" when logging in by phone makes navigating your Mailbox easier, especially if you have many saved messages. All messages are sorted automatically by date instead of by message number. This applies to all message types — voice, fax, and text.

Call Answering Tab

Fax format: JPG format is now supported.
Voice format: MP3 is now supported.
Embed fax: You can choose to embed faxes directly into the body of messages (excludes DCX).