

# What's New in FirstClass 10

## August 2009

Communications Solutions Group  
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## Executive Summary / Introduction

FirstClass 10 will be released in stages. The What's New Document is an overview of all of the new applications, features, and changes for FirstClass 10 and the 9.1 service packs and also includes the Social Media features that will be released at a later date. For more detail about the information you see here see the FirstClass online help. For details about fixes see the product release notes.

### Overview of What's New

#### Social Media

Social Media is a new state of the art browser based interface that offers customers all the social networking offerings (wikis, blogs, tagging, profiles, etc) in a safe collaborative environment. For users of FirstClass 10 and Social Media there will be various ways to toggle between the two applications.

#### Mobility

In July the FirstClass iPhone™ & iPod touch® App was released. With FirstClass Mobile, iPhone and iPod touch users can now take FirstClass with them on the road and have all of the power of FirstClass in the palm of their hands.

#### Search

Social Media provides our users with a "magic" search box where users can type requests and quickly receive relevancy-ranked results of information that they have permission to see.

#### Platforms

FirstClass 10 will run on a 64-bit hardware and operating systems. This enables Open Text to build much more sophisticated capabilities that exploit the greater power and scalability that these platforms provide.

#### Features

Various features have been added or enhanced such as:

- Enhanced calendar printing
- Support for Web DAV protocol
- Validation Key support
- Unread counters for mailboxes and conferences

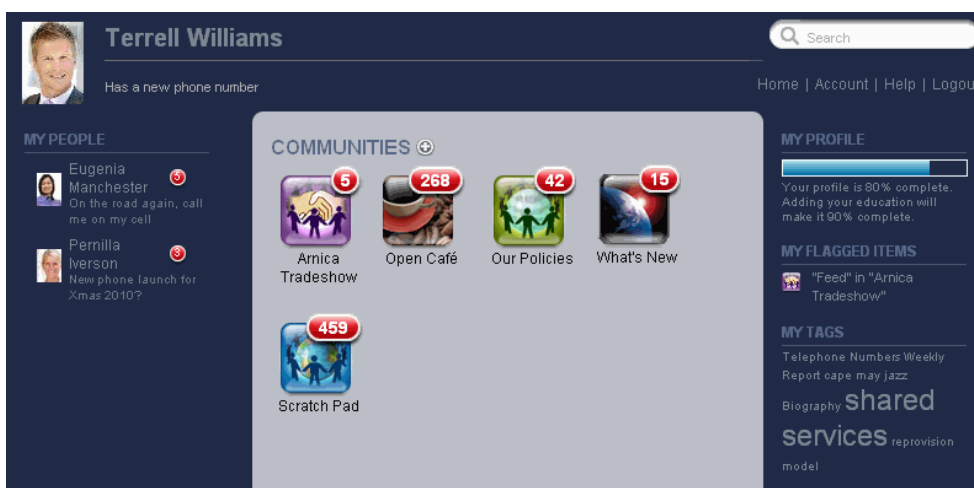


## What is Social Media?

Open Text Social Media is a flexible Web-based solution that brings together many of the tools that have defined the modern Internet — such as profiles, blogs, wikis, social networking, social search, collaborative communities, tagging, and more — into an organizational framework that is both collaborative and safe. This powerful Web 2.0-style solution has been designed to enable organizations to work faster, smarter, and more productively by connecting people and content important to them within a secure, collaborative, community-based environment. The key features of Social Media are:

### Home

The home provides a powerful “dashboard” into the social network by supplying a visual indicator of Communities being tracked, People being followed, and Watches that are pending. This enables users to effectively prioritize and navigate through the wide range of information available to them.



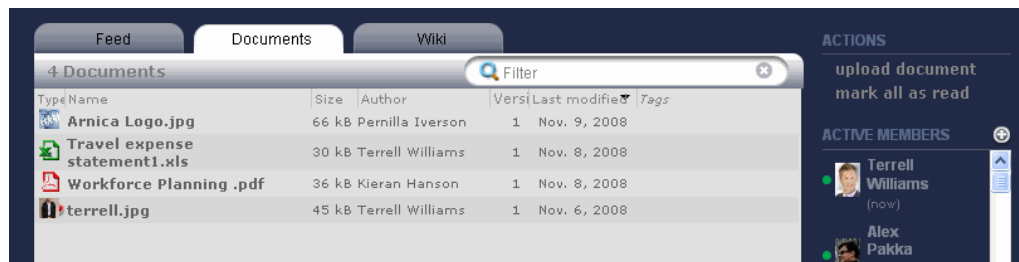
### Communities

These are shared spaces that provide support for enhanced group discussions, as well as wikis and advanced document/file sharing. Tagging, versioning, and flagging (a request to be notified if the item is updated) can all be applied to items within a community.

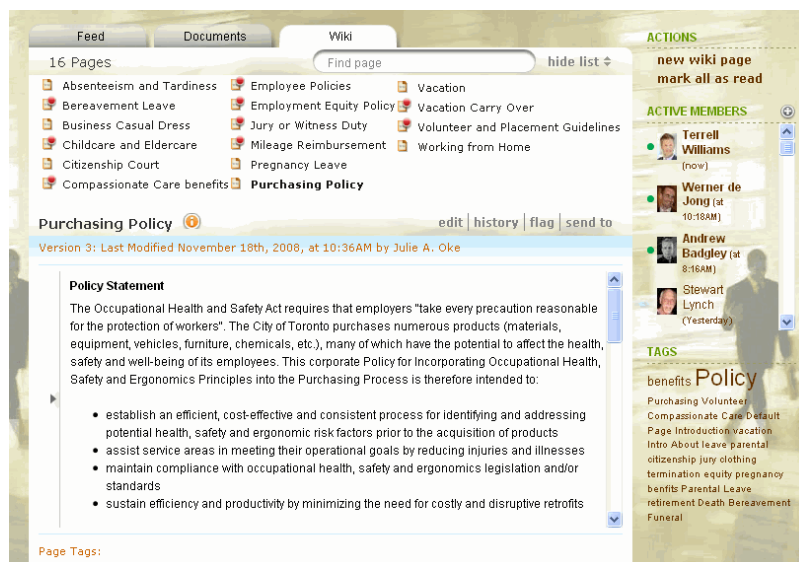




Advanced document and file sharing is supported on the Documents tab.

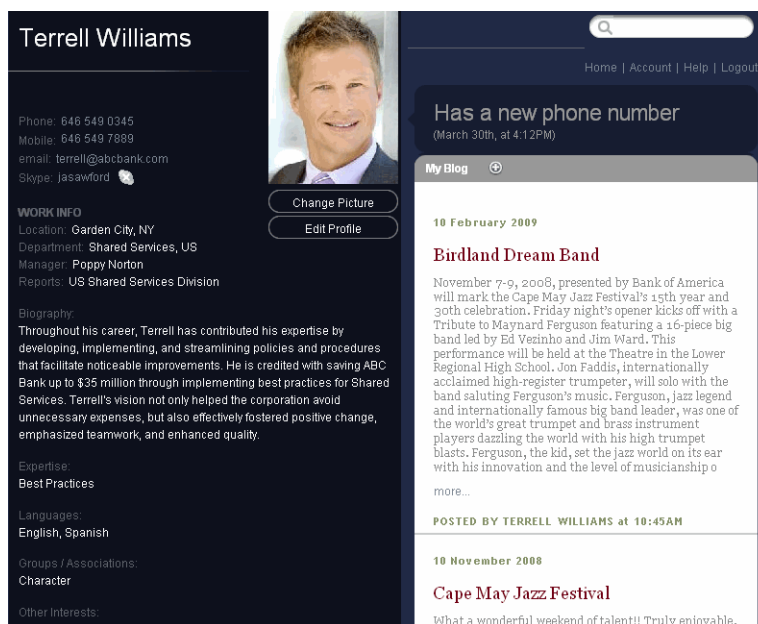


Wikis are a great way for a team to publish the latest information. This is the Wiki tab for a community whose layout has been customized



## People

Each person has a profile for sharing a wide array of personal information (name, phone numbers, email address, skills, interests, etc.), a “twitter-like” status message and a blog to publish items of interest. People can be found by searching based on their skills, interests, and content contributions. Key thinkers and contributors can be followed to provide immediate notification of when they are online or have made new contributions.



The screenshot shows a user profile for Terrell Williams. On the left, there is a dark sidebar with the user's name, contact information (phone, mobile, email, Skype), work info (location, department, manager, reports), biography, expertise (Best Practices), languages (English, Spanish), groups/associations (Character), and other interests. A profile picture of Terrell Williams is shown in the top right of the sidebar, with 'Change Picture' and 'Edit Profile' buttons below it. The main content area on the right has a search bar at the top, navigation links (Home, Account, Help, Logout), and a notification 'Has a new phone number (March 30th, at 4:12PM)'. Below this is a 'My Blog' section with two entries: one from February 2009 about the 'Birdland Dream Band' and another from November 2008 about the 'Cape May Jazz Festival'.

A key aspect of the new Social Networking feature set is the ability to invite external people (parents, business consultants, service companies, etc.) into a specific community. This is done in a transparent fashion so that users inside and outside the organization can collaborate as peers. Since the Community feature set runs in a standard web browser there is no need for the external user to have the FirstClass client. The external user receives their invitation via standard email, and they can access the indicated community by a supplied link in the email (for the richest experience) or simply receive notification of new content via email pushed to their own email account.

## Administering Bluefield

The administrator can assign specific users as Custodians. These users will have access to Bluefield through a Custodian account and can perform basic tasks such as creating, deleting, and managing users and accounts. This is a FirstClass 10 client interface.



## New in FirstClass Server

### Installing and Upgrading

#### Platforms

FirstClass Server and FirstClass Internet Services now require 64-bit machines. In addition, more memory may be necessary and the network store will be significantly larger. See System Requirements for complete information.

For Windows machines, Windows 2008 64-bit and Windows 2003 64-bit are supported. Also note that FirstClass Server no longer runs on Windows 2003 32-bit or Windows 2000.

#### Changes to the administrator's Desktop

When you run the FirstClass 10 upgrade, you will notice the following changes:

- All existing FirstClass Network Store content is indexed automatically during audit. The time it takes to create the index for existing content is variable, but for large sites it could possibly take a few days to complete. During the transition, users may find searches to be incomplete, but once the index is complete, searches will occur at speeds comparable to standard Web search engines.
- An "Owner" meta-group has been added to Groups. The purpose of this change is explained below in "Groups".
- A group called Peer Registered Users has been added to the Groups folder. Anyone invited through the Social Media interface is added to this group. You will only see this if the Social media templates are installed.
- An All Communities group has been added to the Groups folder. This group controls containers created through the Social Media interface and is only visible and active if the Social Media Templates are installed.

#### Backwards compatibility changes

A full review of backwards compatibility has been done and here are the major changes:

- Support has been removed for many now-unsupported protocols. Only TCP, UDP and internal pipes are supported. (not LocalPipe between process, but rather internal memory buffer for CLUI support in the server.)
- Some protocol defaults have changed from AppleTalk to TCP/IP.
- Support has been removed for .SES files.



- Any remaining code references to 16-bit Windows, Mac OS 8/9 and Mac 68K support have been removed.
- MacOS9-specific volume-handling from SAFile has been removed.
- CIFS is no longer supported.

## Time Zones

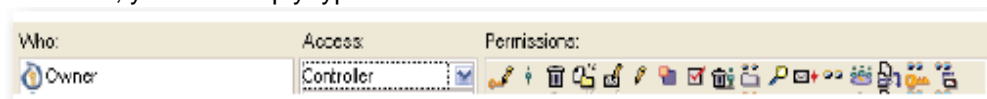
New locales have been added to the time zone system and all time zone rules have been updated to revision 2009b of the Olsen time zone database.

## Groups

### Groups

- “Owner” meta-group

We now recognize Owner as the person in charge of the container, so there’s no need to list individual names when setting permissions for the owner of the container, you can simply type “Owner”.



## Improvements to applications

### Directory

- Conference by Name

You can now open conferences directly from the Directory.

### Search

- Indexing

Searches are now performed by indexing and categorized by places (containers) in the upper pane and documents and messages in the lower pane. This improves the speed and accuracy of searches.

The first audit primes the index for searching by opening each document in the system and processing it. Expect your first audit to take much more time than usual. Once the index is primed, the state of the index is written each evening to a new subfolder in the FCNS called “index”.

In the event of a server crash prior to the latest copy being written, or if the index file becomes corrupted the next audit will bring the index up to date. If you request a shutdown, indexing will be aborted if it isn’t already complete. When the





index has been fully loaded from the disk, a notification is displayed on the server console.

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**Note: Hidden items are not returned in the search results and items that are about to be deleted are not indexed.**

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- Relevancy score

The server sends the results to the client pre-sorted by the relevancy score. Although the client default sort is by Last Modified, you can use Change View Properties to remove sorting, grouping, and reverse sort options to see the results in relevancy-scored order.

### Batch Admin

- Diagnostics

Index diagnostic commands are now available to all users with the Monitor Server privilege.

- SETEXPORTFILTERS

The SETEXPORTFILTERS command has been expanded to reduce the number of steps needed to produce an import script. For example, instead of editing the returned import script to add the starting path, you can now specify the path in the initial message. The syntax is as follows:

**Syntax:** SETEXPORTFILTERS VERSION CURRENT  
Will only export current version. (Default)

**Syntax:** SETEXPORTFILTERS VERSION ALL  
Will export all versions, including back versions.

A new MODIFIED option has been added to filter based on the modified date.

**Syntax:**  
SETEXPORTFILTERS MODIFIED BEFORE yyyy/mm/yy hh:mm:ss +d  
Show everything before the specified date and time.

**Syntax:**  
SETEXPORTFILTERS MODIFIED AFTER yyyy/mm/yy hh:mm:ss +d  
Show everything after the specified date and time

**Syntax:**  
SETEXPORTFILTERS MODIFIED BEFORE yyyy/mm/yy hh:mm:ss MODIFIED  
AFTER yyyy/mm/yy hh:mm:ss +d  
Show everything between the specified dates and times



- SETEXPORTOPTIONS

The command has been modified to allow the administrator to set just one option if desired and not have to set all the options.

**Syntax:**

```
SETEXPORTOPTIONS  
ATTACH <AttachmentName>  
EXTENSION <ExtOfAttachments>  
TARGET <BaseObjDesc>
```

## New Features

### Server maintenance

#### Audit summary

The audit now counts the number Peer Registered users and the number of newly indexed items.

Example:

Archive accounts: 10

Users with a Voice DN: 144

Number of users expired: 45

Regular users: 572 Remote users: 7087

Peer registered accounts: 1

Archive accounts: 12

Users with a Voice DN: 455

Number of newly indexed items: 173

Number of items in index: 4239794

23 Blogs 68 Posts.

7 Communities 7 Items.

0 Documents 0 Messages 0 Files 93127 Events

Sorted 395 of 118104 containers found.

Skipped 50 read-only containers.



Repaired 1 of 2 problems found.

5 errors found.

- Performance

Index information is processed in bulk to speed up the audit process. In addition, you can now run multiple audits at once, and FirstClass forces persistent connections to log off prior to auditing accounts.

- Reports

The audit reports inconsistencies between the audit and the index. In addition, diagnostic reports now reflect a new diagnostic check that determines if the Directory is balanced.

### Performance improvements

- General

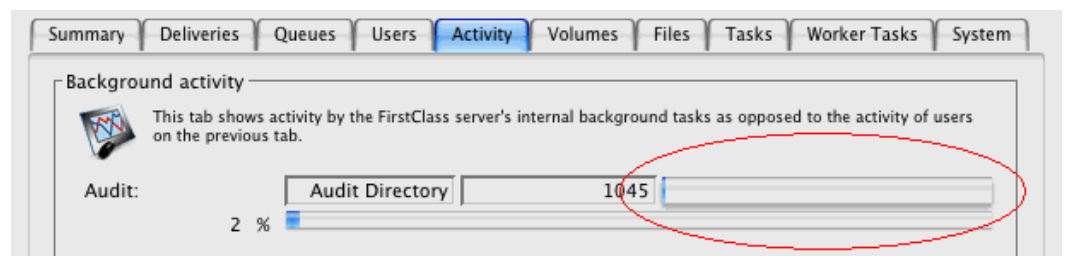
There have been multiple enhancements to performance and infrastructure to increase speed and streamline processing.

- Archive Server

The gateway session for the Archive Server now runs as a “hot” task which gives it priority. If there is a backlog or heavy traffic this will allow the Archive Server gateway to better keep up with message traffic.

### Server Monitor

The Server monitor now has a new per- account, progress bar and the Server Remote Console now displays in a monospaced font.



### Adoption metrics

A new file, “adoption.csv”, located in the FCNS > stats.dir folder, has been added that records data gathered from the server. It’s purpose is to determine how well the system is being adopted by the user base. The file is updated on the hour with the totals reset at midnight or at server start up, and is reported every midnight as well as at server start up and shut down. In addition, the file is also



updated at server shutdown, but the Date column is then marked with an asterisk. This file is XML formatted.

### License updates

License files are now delivered through the Update Server by the local FirstClass Update Service. The FirstClass 10.0 server license can be applied by selecting the update in the list and clicking "Apply Update".

### Changes to Forms

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**Note -New fields won't be visible until the FirstClass 10 client has been installed.**

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#### Server Monitor

Server Monitor has been widened to fit content, the new Worker Tasks tab has been added (FirstClass Client 9.124), and the per account progress bar has been added to the Activity tab.

#### Group Privileges

- A Social Media domain has been added to the Group form on the Services tab.
- The expiry time for inactive users can now be set on a per-group basis on the Limits tab instead of just in the System Profile.



## New in Internet Services

### 64-bit support

FirstClass 10 provides a 64-bit version of Internet Services. This new version has access to more memory and delivers higher performance and higher concurrency. Unlike previous versions, it is also multi-processor aware allowing IS to take advantage of the better performing multicore servers

### Security

Validation Key support has been added to blog templates to provide a defense against cross-site request forgery attacks, provided the browser manufacturer has implemented their cross-site scripting (XSS) defenses correctly.

### WebDAV support

This allows the editing within FirstClass 10 of non FirstClass documents like Microsoft Office documents (Word, Excel, PowerPoint). This function is platform agnostic and will map to your FirstClass desktop anywhere in the world. Users will be able to edit a document and then save it. You will no longer need to save the document and reload it again into FirstClass. This is set up using a Windows based plugin that users install. On Windows and Macs users can map their drive to IS and then authenticate it. Containers can be set to allow or not allow WebDAV access.

### SMTP Submission Port support

The SMTP submission port feature is now supporting the port (587) for clients to connect on to submit messages. Once connected they'll need to supply login credentials, and IS will clean up their RFC-822 headers for them.



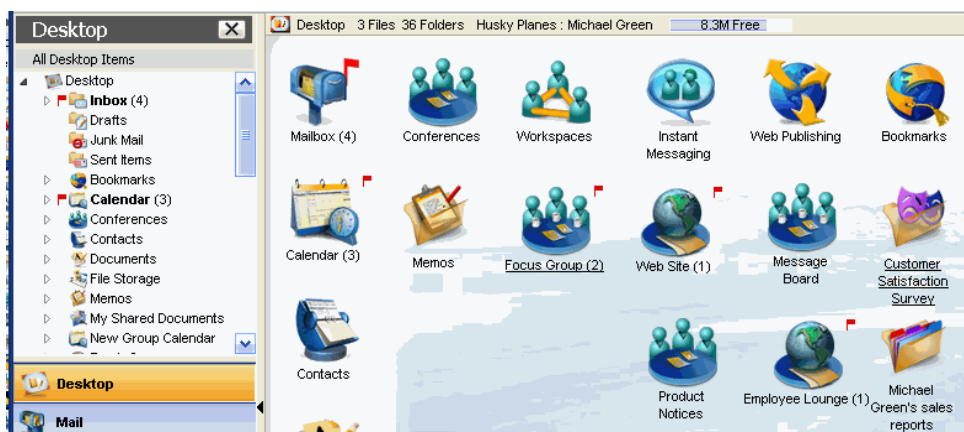


## Calendar

Calendar printing has been enhanced for Day, Week, and Month views.

## Enhanced Unread Item Tracking

The FirstClass Unread Item Tracking System has been significantly enhanced. The key new capability is that it will now provide the count for the number of unread items in each container. This new information is displayed in our user interfaces such as the FirstClass Client and the FirstClass Mobile Client with a counter replacing the red flag on containers. The familiar red flags will still be used to provide the unread status for individual objects.



## Integration with Social Media

FirstClass software integrates easily with Social Media. Users can use either interface to access messages, discussions, and blogs. From the client there will be various ways to toggle between the two applications.



## New in FirstClass Mobility

### FirstClass Native Mobile Clients

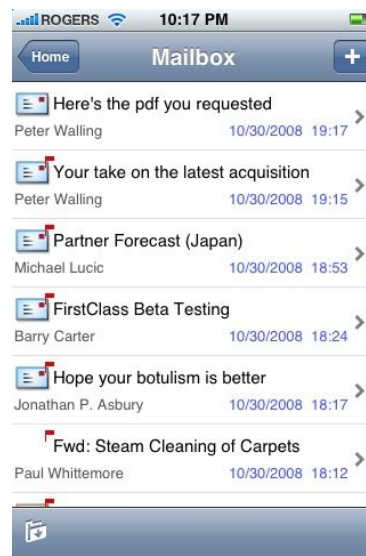
The FirstClass Mobile Client for iPhone™ provides real-time push delivery of mail, in addition to full access to social networking and other applications in the FirstClass suite, including FirstClass forms, workflow and Application Services.

FirstClass Mobile for iPhone is available for download from the Apple App Store.

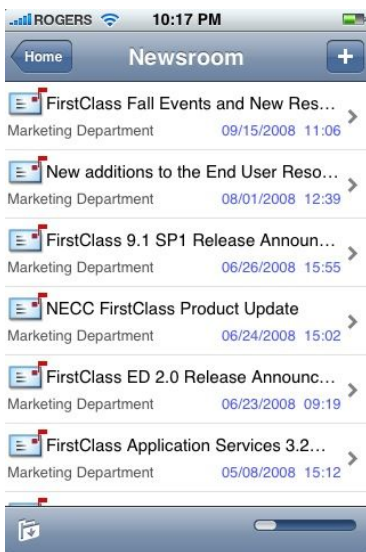
Desktop



Mail



Conference



File Storage





## FirstClass Synchronization Services

### Enhanced Sync Support for Mobile Devices

We have greatly enhanced our “Sync” support with the following new features:

#### Support for Microsoft's ActiveSync ® protocol

FirstClass 10 supports Microsoft's ActiveSync protocol for the bi-directional syncing of contact, calendar event, and task data. This provides a simpler, more cost-effective, and more robust solution since ActiveSync is now natively supported by Windows Mobile, Palm/Treo, and the iPhone. There is no longer a need to purchase and install a 3rd party sync translator on platforms that natively support ActiveSync.

In addition, our ActiveSync implementation includes support for Directory Searching. This enables devices that support Directory Searching to search the FirstClass Directory directly from the handheld. Only Directory entries that have valid résumé data will show up in the search, and the résumé data will be provided to the handheld as the user data (sometimes referred to as a virtual contact).

#### FirstClass iSync Connector

FirstClass 10 includes the new FirstClass iSync Connector. This software runs on Apple Mac personal computers and enables FirstClass users to get quickly and easily configured so that FirstClass contacts, calendar events, tasks, and bookmarks are synchronized via the iSync engine with other applications such as Address Book, iCal, and MobileMe and devices such as iPhones, iPods, and 3rd party devices that support iSync.

[www.opentext.com](http://www.opentext.com)

## Application Services

Usage of FirstClass Application Services (FCAS) as a way to customize, extend, and integrate FirstClass with other systems continues to grow. In FirstClass 10, FCAS has been extended significantly to enable an even wider range of solutions to be built. A 64-bit version is now provided, which has greatly improved code execution speed. Support for Helper applications is also provided, and they can be launched from the FirstClass rule system.

This new version of FCAS provides access to entries within the FirstClass Directory. Applications now have the ability to create, modify and delete user accounts without requiring FirstClass Scripting. In addition, applications can search and list the Directory, and even access dynamic Directory-related information such as presence.

It also provides programmatic access to a range of server control functions such as broadcast, audit, enable/disable logins, pause/resume, mirror, and shutdown.

**[www.opentext.com](http://www.opentext.com)**

## FirstClass Directory Services

FirstClass Directory Services now has a more flexible infrastructure integration. We have always worked hard to make the task of managing a FirstClass system as streamlined as possible. Many of our customers are now taking advantage of the strong feature set in FirstClass Directory Services to integrate FirstClass in with the meta-directories such as Microsoft's Active Directory or other LDAP directories. In FirstClass 10, Directory Services has been enhanced to support full synchronization of user groups and mail lists. This provides more flexibility and less management overhead for organizations that are using their meta-directories to help manage groups of users.

[www.opentext.com](http://www.opentext.com)

## New in Voice Services

Recent versions of Voice Services provide direct support for VoIP (Voice over Internet Protocol), facilitating direct connections to IP PBXs and VoIP endpoints using SIP (Session Initiation Protocol). Integration with legacy circuit switched PBXs was retained by the ongoing support of the Dialogic line of DSE (digital set emulation) hardware cards. While this approach has worked well, there was some complexity in having to find appropriate server PCs with sufficient PCI slots of sufficient size for the Dialogic hardware cards and installing the cards.

In FirstClass 10, Voice Services provides support for Dialogic Media Gateways (DMG). The DMG is a standalone unit that provides a bridge between the modern VoIP/SIP world and the legacy proprietary circuit-switched PBX world. Customers deploying DMGs with FirstClass Voice Services will have an easier upgrade path when they eventually transition their PBX infrastructure to a native VoIP offering.

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## About Open Text

Open Text is a leader in Enterprise Content Management (ECM). With two decades of experience helping organizations overcome the challenges associated with managing and gaining the true value of their business content, Open Text stands unmatched in the market.

Together with our customers and partners, we are truly The Content Experts,<sup>™</sup> supporting 46,000 organizations and millions of users in 114 countries around the globe. We know how organizations work. We have a keen understanding of how content flows throughout an enterprise, and of the business challenges that organizations face today.

It is this knowledge that gives us our unique ability to develop the richest array of tailored content management applications and solutions in the industry. Our unique and collaborative approach helps us provide guidance so that our customers can effectively address business challenges and leverage content to drive growth, mitigate risk, increase brand equity, automate processes, manage compliance, and generate competitive advantage. Organizations can trust the management of their vital business content to Open Text, The Content Experts.

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