

NetMail 3.52e FTF 1 Readme

November 3, 2005

Overview

This FTF (Field Test File) should be treated as the quality of beta software. NetMail 3.52e FTF 1 is a free update for NetMail 3.52. It contains fixes for software defects and configuration problems. This is a cumulative patch. You do not need to install any other NetMail 3.52 patch before installing NetMail 3.52e FTF 1.

1 Installation Instructions

1.1 Linux

1. At the Linux console, login as the root user and open a terminal window.
2. Stop NetMail by entering the following command:

```
/etc/init.d/novell-netmail stop
```

3. Stop WebAdmin by entering the following command:

```
/etc/init.d/novell-webadmin stop
```

4. Make a backup of your NetMail system files. You do not need to back up user mailbox data—the install does not modify this data. The following directories should be backed up:

```
/opt/novell/netmail  
/opt/novell/webadmin  
/var/opt/novell/netmail/dbf
```

5. Copy NetMail3.52e_ftf1_linux.tgz to the root of the Linux file system.
6. From the root directory, install the patch by entering the following command:

```
tar xvfz NetMail3.52e_ftf1_linux.tgz
```

7. Start NetMail by entering the following command:

```
/etc/init.d/novell-netmail start
```

8. Start WebAdmin by entering the following command:

```
/ect/init.d/novell-webadmin start
```

1.2 NetWare

1. Log in to the NetWare server console.
2. Stop NetMail by entering the following command:

```
ims u
```

3. Stop WebAdmin by entering the following command:

```
unload webadmin
```

4. Make a backup of your NetMail system files. You do not need to back up user mailbox data—the install does not modify this data. The following directories should be backed up:

```
system
novonyx\mail\dbf
system\modweb
system\webadmin
system\nls\4\imslist
```

5. From a client, log in as Admin to the NetWare server and install the patch by extracting NetMail3.52e_ff1_NetWare.zip at the root of the volume.
6. At the server console, start NetMail by entering the following command:

```
load ims
```

7. Start WebAdmin by entering the following command:

```
load webadmin
```

1.3 Windows

1. At the Windows server, log in as Administrator or as a user with administrative privileges.
2. Stop NetMail. From Start Menu/Control Panel/Services, select NetMail Manager, then click Stop. This will stop all NetMail services except Antispam. To stop Antispam, open the Task Manager, select antispam.exe in the Processes window, then select End Process.
3. Make a backup of your NetMail system files. You do not need to back up user mailbox data—the install does not modify this data. The following directories should be backed up:

```
Program Files\novell\netmail
Program Files\novell\webadmin
```

4. Stop WebAdmin. From the Start Menu/Control Panel/Services select Novell WebAdmin and click stop.
5. Copy NetMail3.52e_ff1_Windows.zip to the root of the Windows file system and extract it to Program Files\novell.
6. Restart the NetMail and WebAdmin services using the Services window.

2 Resolved Issues

1. Fixed a bug in the ModWeb agent MWCAL to create a status message when a user declines an appointment. This allows the sender to see status of sent appointments when recipients have declined them.
2. Fixed an obscure bug in NMAP where under high load conditions new messages received would be inappropriately delayed for delivery.
3. Fixed buffer overruns in IMAP.
4. Fixed CleanQ on Linux to have better performance, and to better recover from errors.

3 Issues Addressed in Previous Patches

3.1 NetMail 3.52d

1. All agents
 - The shutdown code paths have been restructured in an attempt to speed up shutdown execution time.
 - Prevent abends in DDB on error conditions.
2. List Server agent fixes
 - Prevent an abend in the list server
3. Modweb agent fixes
 - When displaying messages to the user, strip or otherwise disable Javascript that is embedded in HTML formatted messages. This is an additional fix the issue reported in CAN-2005-2176.
4. IMAP Agent fixes
 - Fix the IMAP SEARCH HEX command to handle out of band messages that would cause client disconnects.
5. NMAP Agent fixes
 - Make the SEARCH command respond in a predictable way. (Allow IMAP agent to correctly handle out of band messages.)
 - Fixed a buffer overflow vulnerability in the USER command. See CAN-2005-2469. Note: If you have previously instantiated a new NMAP authentication credential using the nmapcred utility, this buffer overflow condition is avoided. (To learn about the issue or to obtain the nmapcred utility, go to <http://www.novell.com/support> and search for Technical Information Document (TID) 10095545.)
6. CAL agent fixes
 - Prevent an abend that could occur because of improper error handling.
7. POP Agent fixes
 - Fixed a deadlock condition in the POP agent. When POP is configured to leave messages on the server and when the user's mailbox contains many messages

(anywhere from a few hundred to five thousand or more), the POP commands LIST or UIDL could cause the POP agent to hang.

3.2 NetMail 3.52c

1. Improved shutdown reliability and speed on Linux.
2. Eliminated the condition of random page faults on high mail server utilization on Linux.
3. Provided the ability for consistent and automatic MSGAPI configuration updates (on 5 minute intervals) on Linux.
4. Added an option to disable lists.
Configuration: Set the NIMS:ListConfiguration attribute on the List object. To disable the list, add 32768 (1 << 15) to the current value stored in this attribute. To reenable the list, subtract 32768 from the value stored in this attribute.
5. Added code in the SMTP agent to prevent an illegal email address in SMTP ORCPT field (Original Recipient).
6. Prevented a page fault when running IMSAUDIT. The page fault would occur when running IMSAUDIT only after running the nmapcred utility. (For information on nmapcred, see TID 10095545 at <http://support.novell.com>)
7. IMAP agent fixes:
 - Added code to prevent a buffer overrun with long command tags.
 - Added code to correctly handle an IMAP client making a partial request on an entire message. If the partial request was performed on the entire message body, NetMail would always send the entire message body.
 - Added code to prevent a buffer overrun in the IMAP command continuation function.
8. Modweb agent fixes:
 - Added code to prevent bad HTTP authentications from causing a page fault.
 - Added code to prevent a hang on shutdown if ModWeb templates are not found.
 - Added code to use IANA approved character set names (CP125* is replaced with WINDOWS-125*). In order to see this change, each user must reselect their default character set from the preferences menu in WebAccess or Webmail. This only applies to users are using the CP* character sets.
 - Added code to prevent a CPU hog (NetWare) while decoding headers.
 - Added code to prevent a cross site scripting attack in calendar display fields.
 - Added code to prevent a buffer overrun condition when renaming folders.
 - Added more sanity checks to rules creation/editing process.
 - Added code to stop adding quoted condition strings when creating rules.
9. The rules server will now treat multi-word condition strings as an integral phrase instead of logical ORs.
10. NMAP Agent fixes:
 - Restored the ability to support lines that contain .r\n in the body of the message. This sequence is used to signal the end of the message, and couldn't be used as part of the message.

11. Fixed a race condition in the address book agent that could prevent indexes from updating.
12. Alias agent fixes:
 - Fixed a race condition that could prevent the index from updating.
 - Corrected the syntax for log events 20020 (Alias working contexts) and 20059 (message delivery failed)
13. Added new log events:
 - 2006E Dredge status. This event is used for alias and LDAP index database creation processes.
 - 2006F Query. This event is used to show what changes the alias agent has made on messages.
 - 20070 Query. This event is used to show what queries have been submitted to the alias database.
14. (Linux only) Enabling NetMail servers to consume identical configuration information.

Theory:

NetMail stores all of its configuration in eDirectory. Allowing NetMail servers to consume identical configuration information frees the administrator from needing to duplicate the configuration information separately for each server.

One application of this feature is to enable nodes in a cluster to consume identical configuration information. For more information, see the NetMail 3.52 Administration guide under the discussion of the -s switch for DDB on NetWare.

Configuration:

- a) Configure the first server normally.
- b) Using WebAdmin, navigate to the Messaging Server object and note the server DN listed in the Host Server field.
- c) Create a file named /etc/ddb.cfg. Add a single line in this file:
 ConfigDN=*host_server*, where *host_server* is the value obtained from step b. However the specification in ddb.cfg should be slash notation, not dot notation and also must include the tree name. For example a server object located in tree MY_TREE at CN=MyServer, OU=Engineering, O=Acme would be listed in WebAdmin in the Host Server field as MyServer.Engineering.Acme, but must be specified in the ddb.cfg file as
 ConfigDN=\MY_TREE\Acme\Engineering\MyServer. (Note: You can determine the tree name through the ndsstat utility or from the tree view in WebAdmin.)
- d) Place a copy of /etc/ddb.cfg on all servers expected to run the same configuration. This file will then be used on NetMail startup to determine the server DN for obtaining NetMail configuration information. If this file does not exist or cannot be parsed, NetMail will default to its existing behavior of using the server DN of the node it is running on.

3.3 NetMail 3.52b

Resolved Issues

1. If you configured a customized proxy warning message, the warning message and the next message delivered to the user's mail box are no longer concatenated in the mailbox that received the proxy warning message.

2. Fixed the memory manager to avoid multiple abends.
3. Fixed the gatekeeper to avoid a CPU hog abend when the server is shut down.
4. Fixed NMAP to avoid corrupting mailbox files and sometimes concatenating messages when it finds pointers to non-existent SCMS files.
5. Fixed the rules server to run in distributed mode without needing a configured calendar agent on the same machine.
6. Fixed the situation where some debug log events were mis-marked as non-debug log events.
7. Fixed the Alias agent to allow case in-sensitive names.
8. (NetWare only) In the event of an abend in the Antivirus agent, added the capability for the Antivirus agent to place the name of the file being scanned in the abend log. Additionally, the file that caused the abend is now available in <workdir>/avirus, and system administrators can provide the file to the antivirus vendor for further analysis of the abend. Note: Use WebAdmin to configure <workdir> on the Messaging Server object.
9. Fixed X-SENDER headers in automatically generated replies so they are no longer truncated.
10. (Linux only) Fixed ModWeb to correctly consume the IgnoreInternetEmailAddressAttribute. Use this attribute if you do not want user e-mail addresses to be determined from the InternetEmailAddress attribute stored on the user object. If IgnoreInternetEmailAddressAttribute is set, NetMail will use the following precedence to determine the user's email address:
 - the user ID contains the @ character
 - user ID@<parent object domain>
 - user ID@<context domain>
 - user ID@<system domain, or official domain>Configuration: Set the IgnoreInternetEmailAddressAttribute on the Novonyx:Configuration attribute on the messaging server object.
11. Fixed the NMAP agent to not time out a SMTP connection if a message delivered on that connection has a line longer than 1024 characters.
12. Fixed the NMAP agent to allow message processing in the Proxy agent for a user if the user's mailbox contained a message with any line longer than 1024 characters.
13. Fixed ModWeb so that attachments can be displayed either in line (appearing as part of the message body) or as an attachment. The default is appearing as both in line and as an attachment. Configuration: Setting DisplayTextAttachments=0 in the Novonyx:Configuration attribute in the MWMail Module object suppresses the display of in line text attachments.
14. Fixed an abend in the ModWeb calendar module.
15. Added support for chained or intermediate certificates for SSL. Configuration: Using WebAdmin, check the box to enable support for chained or intermediate certificates. This check box is located on the messaging server object under the Security tab.

16. Fixed an abend in Modweb dealing with extended characters in attachment names.
17. Fixed an out of synchronization problem in ModWeb between message header and message body. End users would see this problem from a Web browser after a purge operation where the subject line for a different message appeared to be associated with the message body of the current message. Additionally, the message would sometimes appear to be truncated.

Support for Alternate Encoding formats

The following encoding formats are supported with NetMail 3.52b:

1. US-ASCII (7-bit)
All characters represented in email headers are 7-bit. Any 8-bit characters are replaced with the ^ (caret) character.
2. RFC 2231
This is the current standard for supporting 8-bit characters for e-mail attachment names. Some vendors do not yet support this format.
3. RFC 2047
A standard for encoding 8-bit characters, but not legal in attachment names. Some vendors use this encoding format in e-mail headers, so you might need to select this format for compatibility.
4. 8-bit
Characters in e-mail headers are encoded as raw 8-bit or 7-bit. Raw encoding means there is no indication as to how the encoding was performed, as there is with RFC 2231 or RFC 2047.

Setting up NetMail to use an Encoding format

Separate settings can be applied that specify how attachment names are to be encoded and interpreted for both downloading attachments and creating new mail messages.

The administrator specifies the encoding format to be used in two places in WebAdmin:

- When downloading attachments
- When creating new mail messages

Downloading Attachments

From the WebAdmin interface, on the ModWeb agent object, there is a new interface to allow an administrator to set the encoding format to be used when downloading attachments. The following options are supported:

- US-ASCII (7-bit)
- RFC 2231
- 8-bit

This is a system-wide setting. It cannot be set for individual users or for groups of users.

Important: If you are using Internet Explorer and expect attachment names with 8-bit characters, you must set this value to 8-bit. If you are using the Mozilla browser and expect attachment names with 8-bit characters, you must set this value to RFC 2231.

Note: When this setting is set to 8-bit, attachment names can be viewed correctly if the following conditions are met:

- The user's NetMail Default Charset attribute is set to the character set that the message is encoded into.
- The client workstation (where the user's browser is running) is set to the character set that the message is encoded into.
- The user's browser is set to a compatible Language and Font for the e-mail message.

Creating New Mail messages

From the WebAdmin interface, on the IMS Mail Module object (this is a sub-object under the ModWeb Agent object), there is a new interface to allow an administrator to set the encoding format for attachment names to be used when creating new mail. The following options are supported:

- US-ASCII
- RFC 2047*
- RFC 2231
- 8-bit*

***Important:** Encoding e-mail attachment names using RFC 2047 or 8-bit format is a violation of Internet standards. Use these encoding formats only if you must have interoperability with email systems that use or expect these formats.

Note: This is a system wide setting. It cannot be set for individual users or for groups of users.

Important: You must set this value to RFC 2047 to be compatible with Microsoft Outlook.

How the encoding works

NetMail uses a series of CODECs (functions that convert mail from one encoding format to another). The CODECs know about the two new settings described above and perform the encoding conversions accordingly.

On downloading attachments when viewing mail through a Web browser:

1. NetMail reads the mail message header and determines if the message is encoded as 7-bit, RFC 2047, RFC 2231, or if it determines that none of those encoding methods were used, it assumes an 8-bit (that is, raw) encoding.
2. NetMail converts the header (containing the attachment name) into the user's defined character set according to the value of the Default Charset attribute. The Default Charset attribute is set by the user from the WebAccess or Webmail interface under the options link.
3. NetMail then marks the encoding method of the attachment name according to the administrator-defined value as discussed above.
4. NetMail then sends the attachment name and attachment content to the browser.

Note: If a standards-based e-mail client is used to view the mail or to download the attachment, NetMail does not perform the steps described here. When using a standards-based e-mail client to view and download attachments, the email client performs all of the work to decode messages.

On creation of new messages through a Web browser:

1. The message is created by the user and is transferred to the server for delivery.
2. NetMail converts the message (including message header, which contains the attachment name) into the user's defined character set according to the user setting in the Default Charset field.
3. NetMail then marks the encoding method of the message according to the administrator defined value as discussed above.

Note: If a standards-based e-mail client is used to create the message, NetMail does not perform the steps described here. When using a standards-based e-mail client to create mail and upload attachments, the e-mail client performs all of the work to encode messages.

3.4 NetMail 3.52a

1. Fixed a high utilization condition in all agents after 30 minutes if the server had a secondary IP address and no SSL certificate.
2. Fixed the the Mailcon utility and mail stat console command (NetWare only) to correctly return statistics if the server had a secondary IP address and no SSL certificate.
3. Fixed an issue with shared folder notifications to display e-mail addresses correctly when a folder is shared with a hosted user.
4. Fixed Modweb to correctly display the subject line, when the subject preceded the TO: line.
5. Rules having a conditional string that were created in NetMail 3.52 prior to this patch no longer have more matches than were intended.

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