

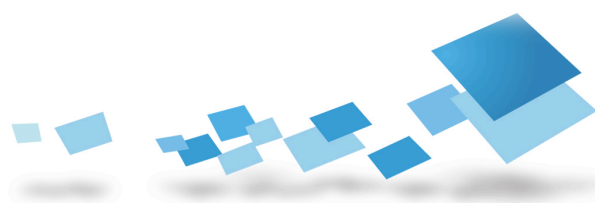
## What's New in FirstClass 11 January 2011

Open Text Communications Solutions Group  
January 2011



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## Introduction

The What's New Document is an overview of all the new applications, features and changes for FirstClass 11. For more detail about the information you see here see the FirstClass online help. For details about fixes see the product release notes.

Most of the features of FirstClass 11 have been developed in close co-operation with our customers following a process whereby customers identified their top enhancement requests.

## Features

Various features have been added or enhanced such as:

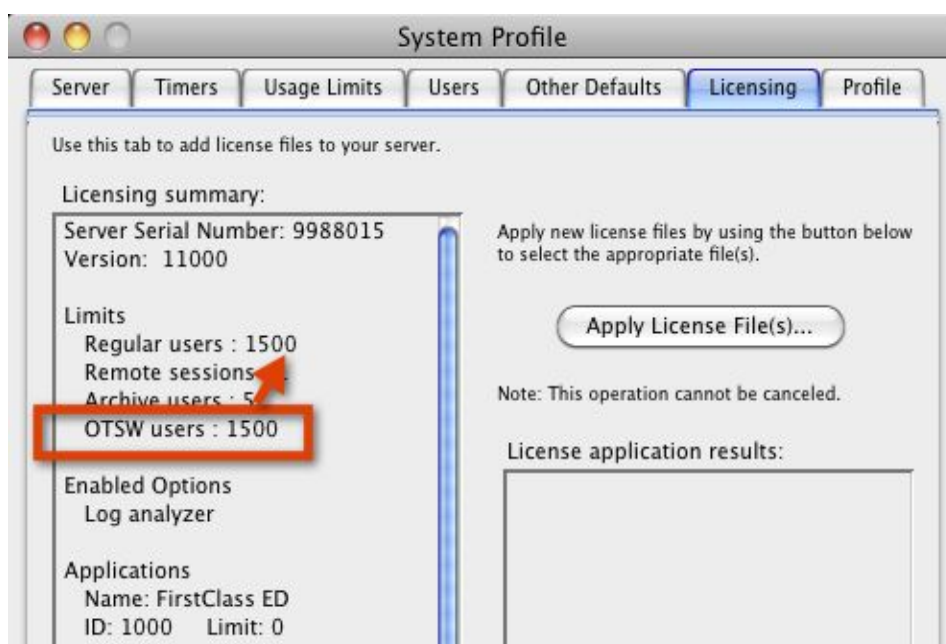
- FirstClass Suite license
- Enhanced calendar options
- Improved calendar printing options
- External message viewing enhanced to include images
- New features and enhancements for Social Workplace
- Enhancements for mobile devices such as Blackberry, iPhone, iPad and iPod touch



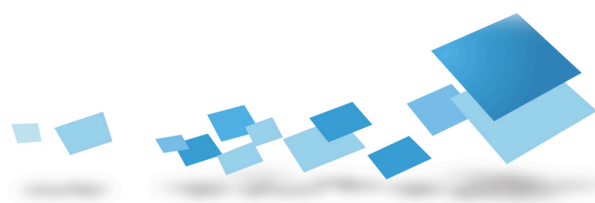
## New in FirstClass Server

### Features

- The Server's handling of tasks for audits, batch admin and the mail queue is greatly improved in this version. There are multiple tasks for the mail queue, speeding up mail delivery on larger servers, and separate tasks for batch admin and audits, so that these do not interfere with the mail queue. While hardware performance still needs to be taken into account, the benefit to servers with high levels of email should be significant.
- Server's notification table now grows dynamically. A specific upper limit is no longer required on the system profile. The table is now saved to disk and reloaded at startup.
- Support for the new FirstClass Suite license has been added to define a site as a FirstClass site where Social Workplace can also be enabled.



- Administrators and subadministrators will be able to log in while logins are disabled.
- New locales have been added to the time zone system (Bishkek, Almaty, and Nuuk).
- The default number of sessions included with FirstClass has been increased from 250 to 500. For sites that require

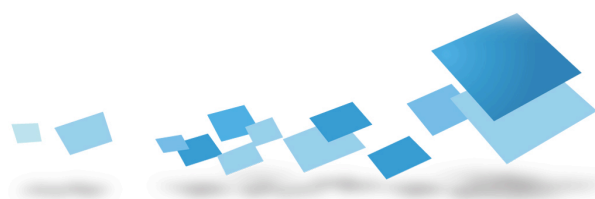


conurrencies beyond 500 users, a Hi-Cap (500-2,500) or VLS (> 2,500) license is required.

- The Session Monitor grows as sessions are created, rather than filling the entire list. Empty sessions at the time of opening the monitor are not shown.
- There is new session billing for both network sessions and remote session licensing. For regular users in FirstClass 11 multiple logins from a variety of devices will be shown in the Session Monitor, however only one network session will be counted against that user. This means that the concurrent login capacity of a site has increased for version 11, particularly for standard sites where the concurrent network session capacity is now 500. By the same token multiple logins by users classed as remote users will only cost one remote session license for login. This will ensure that Social Workplace sites that invite external candidates to use the system, and FirstClass Sites that use session licensing actively are not using up their remote sessions too quickly if their users are permitted to log in via mobile devices.
- Maximum indexing word length extended significantly
- The ability to retrieve passwords using batch admin can be turned off. This is a one time irreversible change to the system.

NOTE: This process is irreversible.

- An enterprise profile for FirstClass and OTSW has been introduced. This is an organizational unit based hierarchy representing the organization as a whole. Based on the OUs a user is a member of, their organizational position can be represented in OTSW.



## Server Features for Open Text Social Workplace (OTSW)

- A "Public container" checkbox has been added to the Container Template form. This should be checked for the standard group "Public Community".



Container Templates can be used to set the permissions, views, rules, resources and columns on many containers at the same time.

Template name:

Comments:

---

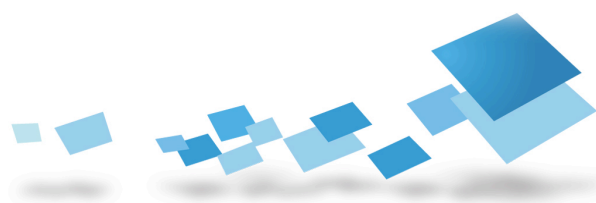
Views/Resources:

Archive containers

Public container

Retention period:

- The server supports adding a number of new Pulse feed entries including the creation of new communities, new users logging in for the first time and users posting new blog entries. These will all feature in the OTSW 1.1 Pulse, which can be filtered to include only entries from people you are following, all users or your own entries.
- Feed entries which have reached their expiry limit, but are part of a thread are retained until the entire thread has expired, rather than removing individual items from a feed.



## Privilege Group (User Group) changes

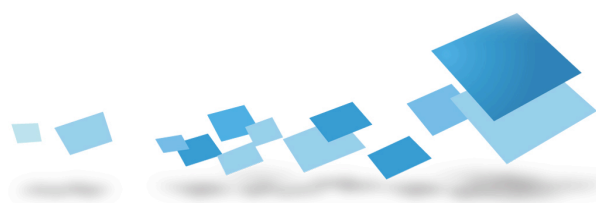
### New checkbox: Mobile client

Mobile client is now an access checkbox split apart from the FirstClass client as a privilege on User Groups and the User Information Form. This applies to all devices that support the FirstClass Mobile client such as iOS devices, etc.

After an upgrade, when the server starts the first time, it will copy the state of the FirstClass client checkbox to the Mobile client field so that server behavior remains unchanged in the absence of administrator intervention.

#### Access

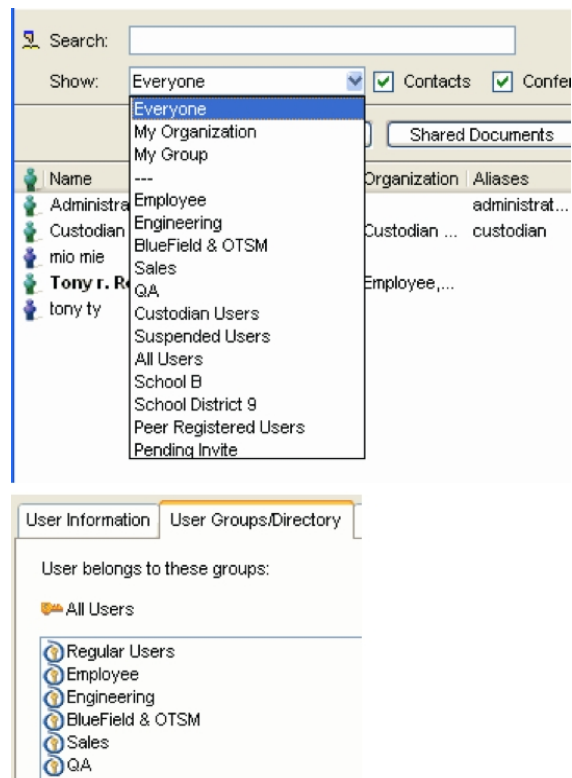
- FirstClass client
- Web client
- Voice client
- Command line
- Internet client
- File client
- Directory client
- Work offline
- Mobile client



## Miscellaneous

### Improved OU popup list

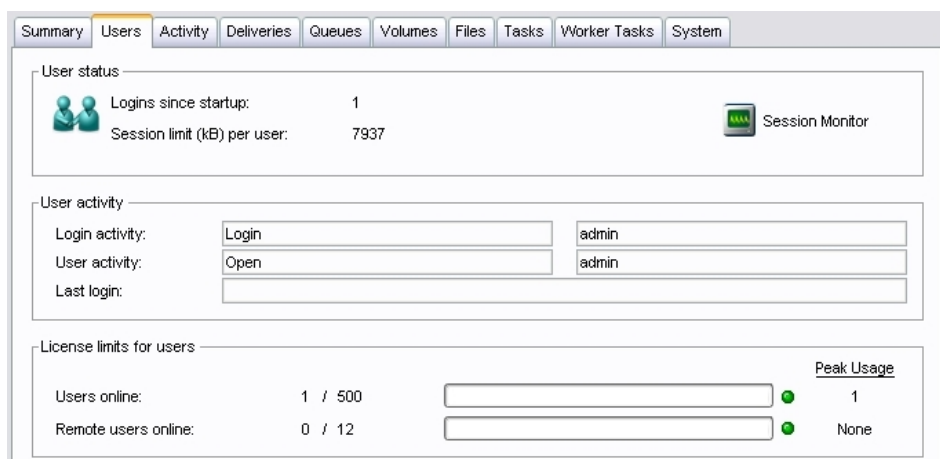
The OU popup list now shows a user's OU groups first (as opposed to non OU groups)





## Server Monitor changes

The server now tracks the peak usage for user sessions and remote user sessions, and includes these on the Users tab of the Server Monitor.



The screenshot shows the 'Users' tab in the Server Monitor interface. It is divided into three sections:

- User status:** Shows 'Logins since startup: 1' and 'Session limit (kB) per user: 7937'. There is a 'Session Monitor' icon.
- User activity:** Contains input fields for 'Login activity' (value: Login), 'User activity' (value: Open), and 'Last login'. There are also dropdown menus for 'admin'.
- License limits for users:** A table showing current usage and limits.
 

	Current	Limit	Peak Usage
Users online:	1 / 500	<input type="text"/>	1
Remote users online:	0 / 12	<input type="text"/>	None

## Calendar alias changes

- When subscribing someone to your calendar the alias will go directly into their calendar, as opposed to onto their desktop and will be renamed to the calendar alias owner's name.

## FirstClass Scripting

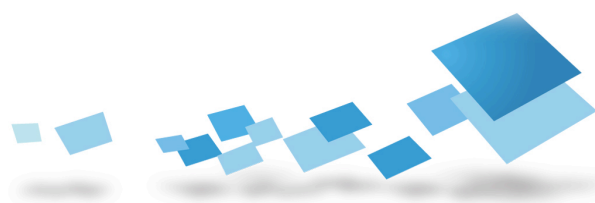
Added the ability to populate a Résumé for a group using the PUT command

### Syntax

```
PUT ABOUT <GroupName> <FieldID> <FieldType>
<FieldValue>...
```

### Example

```
PUT ABOUT "Web Services" 1000 14 1978 1001 0
"Testing 1-2-3"
```



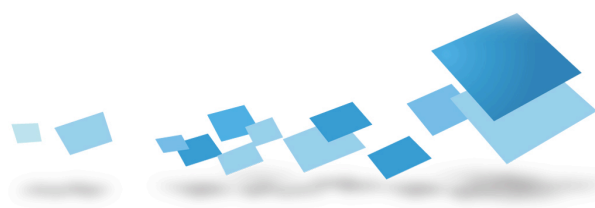
## New in Internet Services

### Features and Enhancements

- Each protocol now has an option to bind that protocol to one or more specific IP address. If a given protocol is bound to specific IPs then IS will only open listeners for that protocol on those IPs instead of on all IPs available on the machine. This increases the security level of IS.
- Using the new PROXY tab on the Basic Internet Setup form it is now possible to enable FCP proxy for sites who do not want to open port 510 directly to the FirstClass Server. Internet services can then be used as a TCP proxy for the FC client (UDP not supported). When this is configured Internet Services listens on port 510 and passes data to the FCS acting as a proxy and keeping the FCServer on the "clean" side of the firewall.
- Further security has been added on the Advanced Mail - SMTP - Authentication Tab, by no longer allowing plain text authentication for SMTP on non secure connections.
- Additional support has been added for the new OTSW templates.
- NNTP support has been removed. A pre-FC11 IS cluster can be run against the FC11 Server to continue supporting NNTP if desired.
- A new feature known as the ContentSite has been added to protect your users against erroneous files being downloaded via the Web interface. Essentially this can be used to point at a second site, where the Read Only status has been set so that downloading a file with malicious content will have no effect.

### SMTP

- New mail rules parameters have been added to further enhance protection against spam. These new parameters will better detect SMTP spam servers.
- New debug measures have been implemented for SMTP to allow administrators to turn on and off SMTP debugging for shorter periods of time.



### POP3 and IMAP

- A number of changes were made to better support POP and IMAP clients, as well as smart mobile devices.

### HTTP

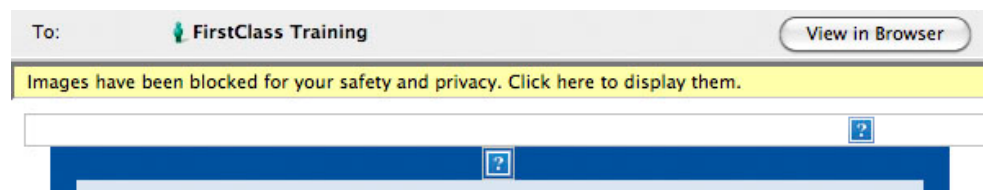
- Improved Social Workplace templates have been added to support the new Pulse, enterprise profile and community information features.
- Improved FC templates to reflect calendar changes made in the client interface.
- The default idle timeout for users logged in over HTTP can now be set in the Headermatch, and will override group settings to decrease the idle timeout (it cannot be used to increase the timeout).
- FCIS LDAP server can now return the UserID instead of the ClientID for the UID attribute.
- On the Advanced Web and File form there is a new option which now allows the site to scan uploaded files when they are uploaded via HTTP using the configured Symantec scan engine in Advanced Mail - Anti-Virus tab. This scans HTTP uploads only for both FC and OTSW logins.
- Support for a new User Headermatch document has been added, allowing administrators to customize a headermatch document for their site which will not be overwritten during an FC upgrade.



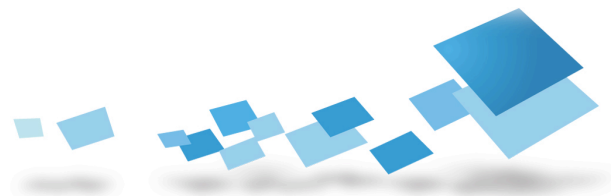
## New in FirstClass Client

### Features and Enhancements

- Display of HTML messages is the major new feature to have been added to the FC11 Client. The FirstClass Client will now render HTML messages with a high level of fidelity. There are some configurable security measures still in place to prevent/allow malicious images being delivered.
- A View In Browser button is added to the message form for external messages in cases where the client is still prevented from rendering the message correctly. The attach0.html attachment is now hidden as a result of this new feature and will not display in the message form or in the List View of a container.
- A new clickable yellow bar in a received message form now indicates that some images have been blocked for safety, and can be viewed by clicking on the bar. This can be overwritten by the user using their Preferences to "Always show Embedded Images".



- The attachment list has been reworked so that multiple attachments are displayed on one line.
- New options have been added to the Reply menu - Reply "From Conference With Quote" and Reply "To Conference With Quote".
- A new search capability has been added, allowing a user to select text in a FirstClass message body, right-click, and open a

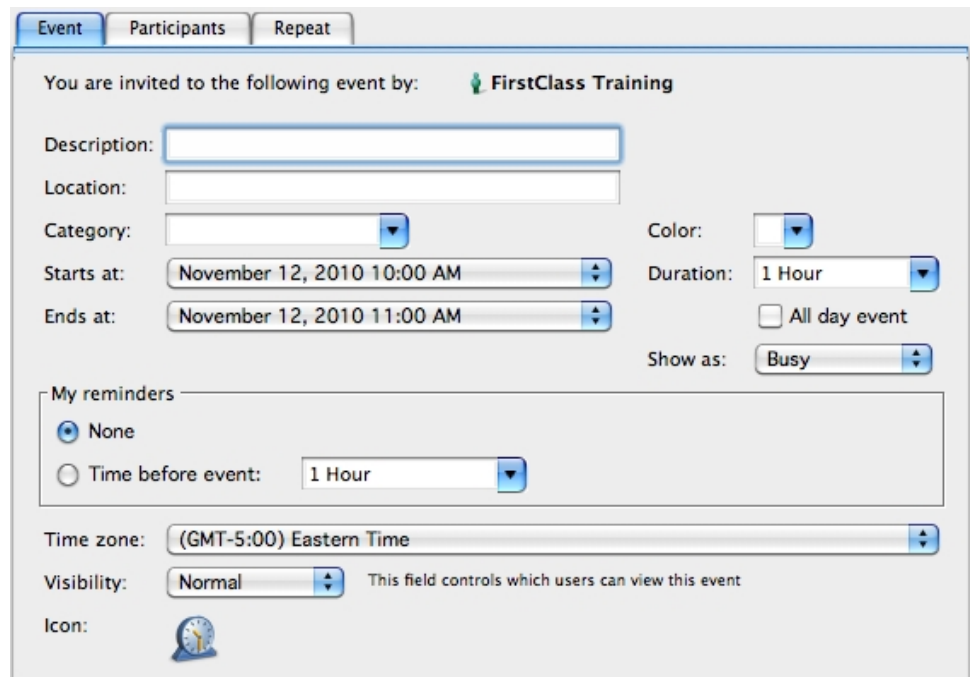


server search for the selected text. This will search for the selected text in the container (and its subcontainers) where the message resides.

- To facilitate large mail outs, multiple e-mail addresses or plain-text names can be pasted into the To/Cc/Bcc fields, mailing lists, etc. The list should be semi-colon or tab-delimited.

## Calendar

- There have been a number of improvements to the visual appearance of the calendar including new colour and week organizer options, available through the Preferences.
- Within calendar events, the form has been modified slightly to allow most of the required actions to take place on the primary Event tab.



The screenshot shows the 'Event' tab of a calendar interface. At the top, there are three tabs: 'Event', 'Participants', and 'Repeat'. Below the tabs, it says 'You are invited to the following event by: FirstClass Training'. The form contains the following fields and options:

- Description: [Text input field]
- Location: [Text input field]
- Category: [Dropdown menu]
- Color: [Color selection dropdown]
- Starts at: [Date and time dropdown, set to November 12, 2010 10:00 AM]
- Duration: [Duration dropdown, set to 1 Hour]
- Ends at: [Date and time dropdown, set to November 12, 2010 11:00 AM]
- All day event: [Checkbox, unchecked]
- Show as: [Dropdown menu, set to Busy]
- My reminders: [Radio button selected for 'None', 'Time before event: 1 Hour' dropdown]
- Time zone: [Dropdown menu, set to (GMT-5:00) Eastern Time]
- Visibility: [Dropdown menu, set to Normal, with a note: 'This field controls which users can view this event']
- Icon: [Clock icon]

- When closing the event window (not clicking Save And Close) upon making a new event, there's now a prompt to save, save as tentative, don't save or cancel.
- An event can now be closed and "Saved as Tentative" to store it without it appearing as a booked time in a user's calendar.
- Added new types of repeats for greater flexibility: you can choose every n days/weeks/months/years/hours/minutes.

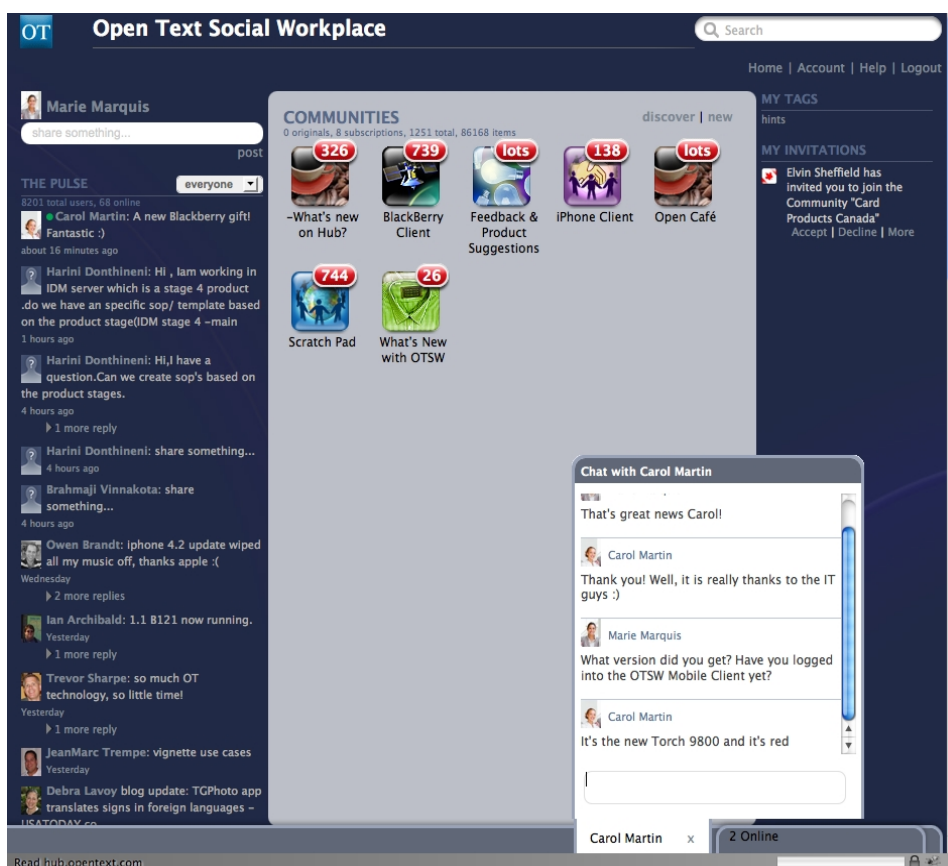


## New in Social Workplace

Several features and enhancements have been made in Open Text Social Workplace 1.1

### Features and Enhancements

- The home screen has been enhanced with the introduction of the Pulse. The Pulse enables users to effortlessly build connections with each other and clearly illustrates the high activity level of the system. As users microblog, post blogs, and create public communities, the Pulse is automatically updated. A user also has the ability to filter the view of the Pulse to just the My People List or personal contributions.
- A system can support multiple Pulse containers to build relevant community connections within a very large system.

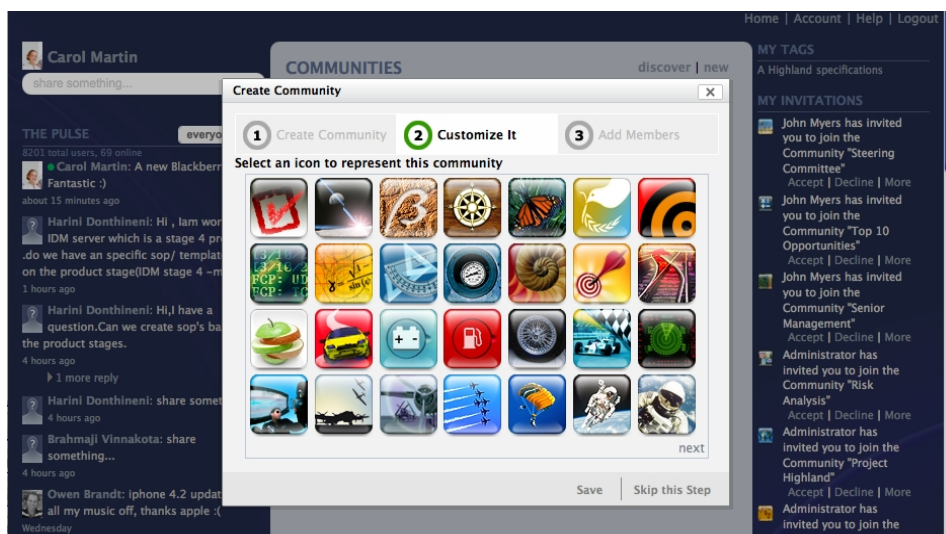


- Instant Messaging has been added. An IM can be initiated from the My People list or from the mini profile and will not disappear if one participant loses their connection or logs out.

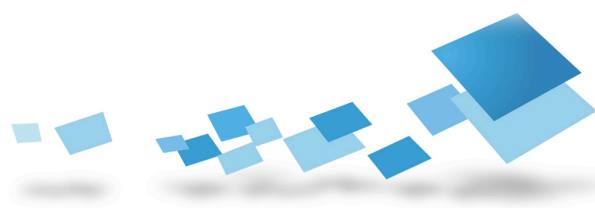
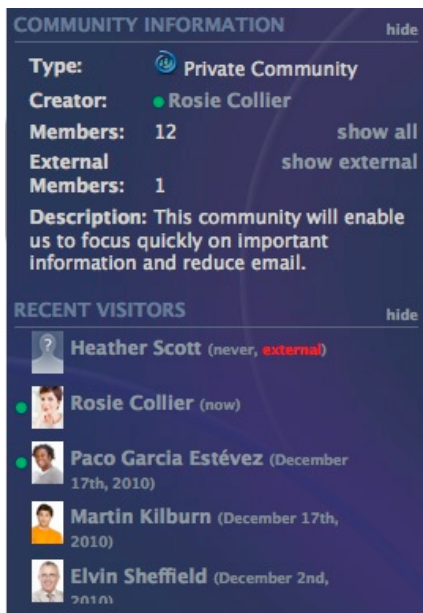


### Communities

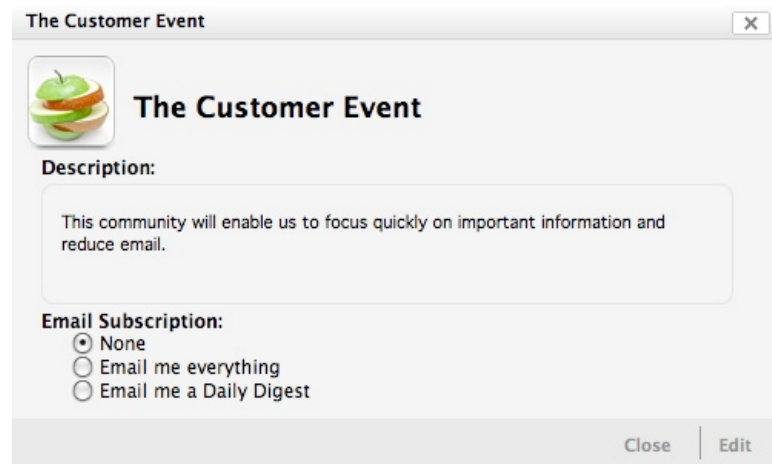
- New community setup includes more icons to choose from and there will be a range available for customization.



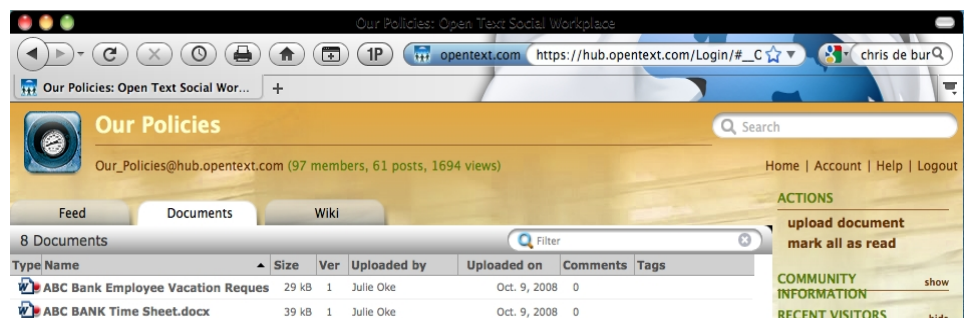
- The Community Information section reveals the community type, the name of the creator, names of moderators and the number of internal and external users. The community indicates the names of the most recent visitors or the names of the recently invited.



- The Community Setup action offers users choices for keeping up with activity within a community.



- While the appearance of the Document tab is largely unchanged,
  - the file uploader has been improved;
  - progress bars have been added;
  - multiple uploads are now supported;
  - improved interface for comments and history.





- In the Wiki tab, the list of wikis is now a full page view.

Name	Ver	Modified on	Modified by	Comments	Tags
Closing Event	1	Nov. 23, 2010	Rosie Collier	0	
Elvin's Task List	5	Nov. 25, 2010	Rosie Collier	1	People
Friday 17th Agenda	2	Nov. 25, 2010	Rosie Collier	4	Meeting Agenda, 2011
Keynote	2	Nov. 25, 2010	Marie Marquis	2	Working Together
Keynote Presentation	3	Nov. 25, 2010	Paco Garcia Estévez	1	2011, Meeting Agenda
Marie's Task List	2	Nov. 25, 2010	Paco Garcia Estévez	2	2011
Paco's Task List	1	Nov. 25, 2010	Marie Marquis	3	Volunteer, Tendencias Industr
Poppy's Task List	1	Nov. 25, 2010	Marie Marquis	1	Biography, Prospectives Indus
Rosie's Task List	2	Nov. 25, 2010	Paco Garcia Estévez	1	Task List, Rosie
Session 1	3	Nov. 25, 2010	Paco Garcia Estévez	1	2011, Meeting Agenda, Classi
Session 2	1	Nov. 25, 2010	Marie Marquis	1	implementation plan, Action I
Session 3	3	Nov. 25, 2010	Rosie Collier	1	Expert
Session 4	3	Nov. 25, 2010	Elvin Sheffield	1	Innehåll, Expert
Session 5	1	Nov. 25, 2010	Marie Marquis	1	Content
Session Overview	3	Nov. 25, 2010	Paco Garcia Estévez	1	Working Together
Speaker Biography	3	Nov. 25, 2010	Elvin Sheffield	0	Biography
Terrell's Task List	3	Nov. 25, 2010	Rosie Collier	1	Task List, Biography
Tuesday AM	2	Nov. 25, 2010	Elvin Sheffield	2	People, Expert
Tuesday PM	2	Nov. 25, 2010	Rosie Collier	1	Working Together
Wednesday AM	1	Nov. 25, 2010	Marie Marquis	3	Meeting Agenda, Benutzer
Wednesday PM	1	Nov. 25, 2010	Marie Marquis	1	Belöningsprogram

- A History of incremental changes is now maintained for each wiki. Users have the ability to scan through the versions or compare any version to the most current version.

**The Customer Event**  
The\_Customer\_Event@temp.otcoolstuff.com (12 members, 132 posts, 346 views)

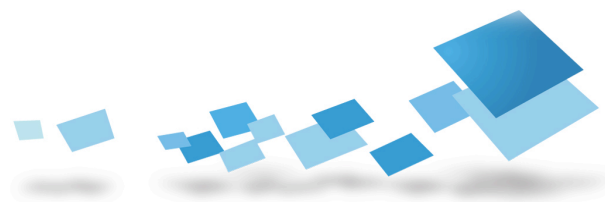
Feed Documents Wiki

21 Pages (show list of pages)

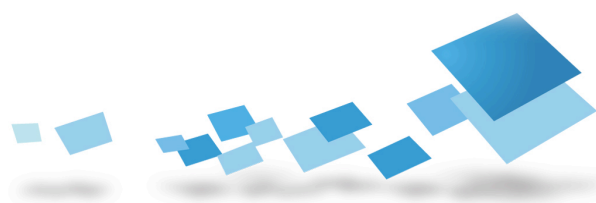
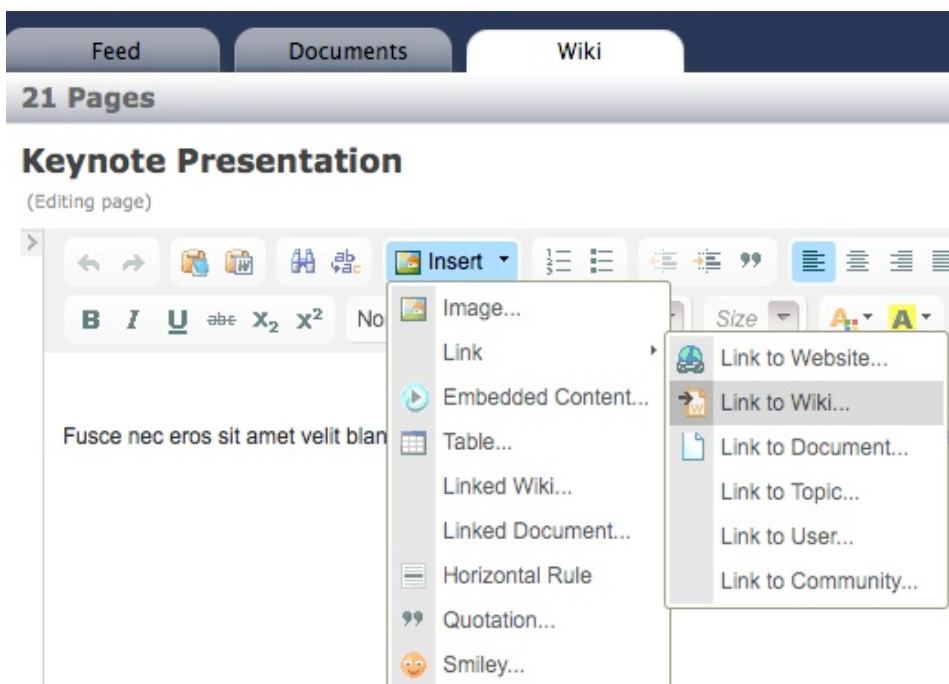
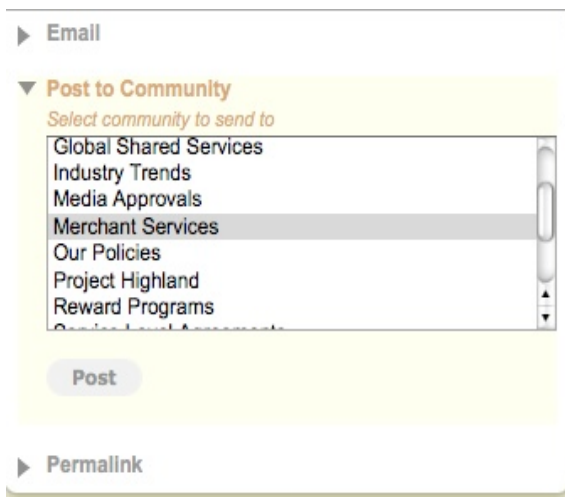
**Keynote Presentation**  
Version 3 (latest) last modified November 25th, 2010, at 2:21PM, by Paco Garcia Estévez  
comments | tags | flag | edit page | history | delete | print | share

**Page History**

- Version 3 (latest)**  
updated by Paco Garcia Estévez, November 25th, 2010, at 2:21PM
- Version 2**  
updated by Marie Marquis, November 25th, 2010, at 2:23PM  
view | show changes | compare to current | delete
- Version 1**  
created by Rosie Collier, November 23rd, 2010, at 2:55PM

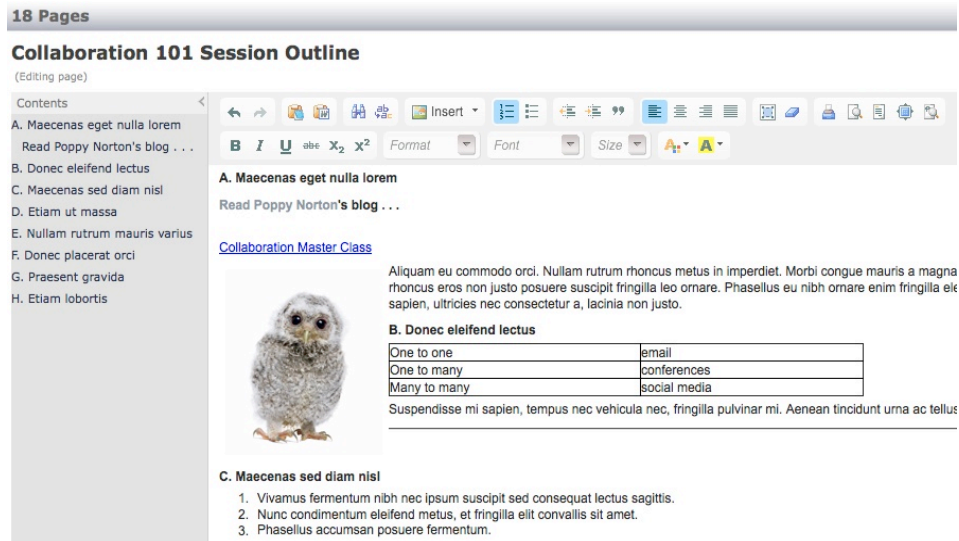


- There are new and easy ways to share content with people, other communities, or by a permalink address as well as connecting existing content from within a community, to other communities and user profiles.



### Editor enhancements

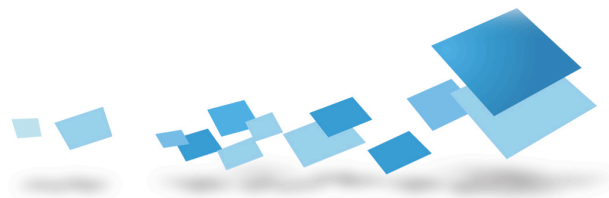
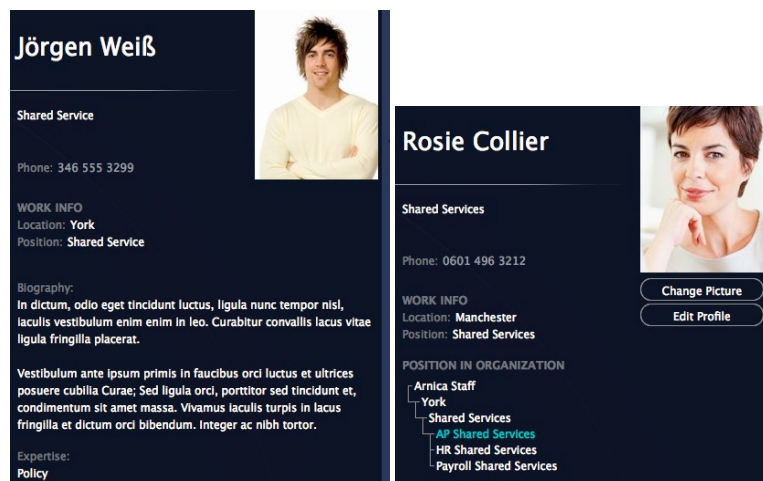
- A new HTML editor includes many new features including HTML tables, full screen editing, bulleted and numbered lists.



### Profile

There is now a choice of implementing two different Profiles:

- The default Profile uses the content provided by the user
- The Enterprise Profile can be enabled for all users or only for selected groups.



- The Enterprise Profile shows an organizational hierarchy, and by clicking on a group name, the user is presented with information about the group on the left hand side and a list of people in the group on the right hand.

**AP Shared Services**  
Edit Profile

Elvin Manchester  
elvin@arnica.ca

300 Commerce Court  
Suite 400  
York, Yorkshire  
S945L

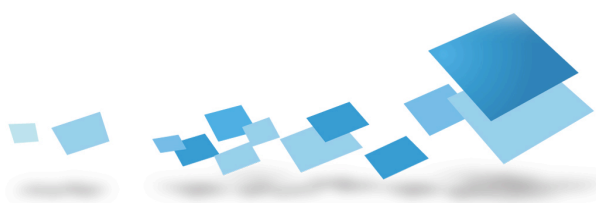
Mission Statement  
The mission of the Accounts Payable team is to provide stakeholder support through effective and quality processing of financial documents in a professional and courteous manner while adhering to Generally Accepted Accounting Principles.

Vision Statement  
The Accounts Payable team will strive to achieve excellence in processing financial documents in a courteous, efficient and effective manner while protecting the assets of the company.

Arnica Staff  
York  
Shared Services  
AP Shared Services  
HR Shared Services  
Payroll Shared Services

Group Details

Name	Position:	Phone:
Rosie Collier	Shared Services Leader	555 1651
Stephanie Manchester	Vivamus consectetur	088 555 6393
Poppy Norton	Assistant Producer	555 5313 1518
Elvin Sheffield	Vestibulum	09255572256



## Custodian (optional)

The custodian is a FirstClass Application Services app developed to manage OTSW users and communities.

### Custodian Features

- The custodian application can show items on user desktop including communities, people, owned communities, pulsed items, flagged items and if necessary modify or delete any of the items for the user.
- Sending invitations, sending new passwords, suspending accounts can all be managed by the Custodian.
- From a community perspective the Custodian can search for all of the different communities which have been created (regardless of their type), and change owners of community, add moderators and subscribers, rename the community, change the icon, invite people from a directory or change community type if required. New configuration capability for outgoing invites.



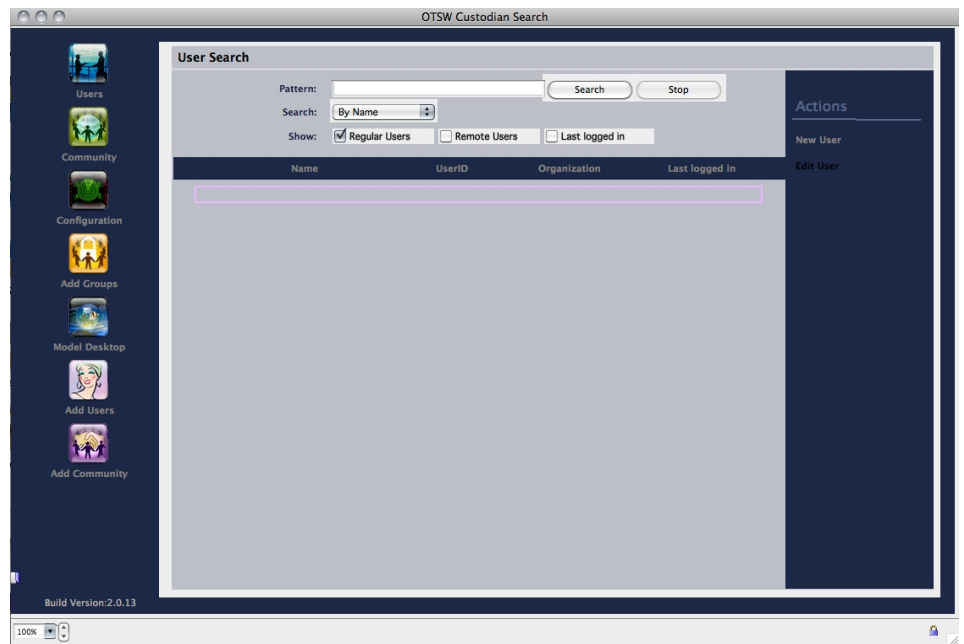
### Power Custodian Features

An enhanced version of the Custodian is also available which allows:

- Adding User Privilege Groups and modify the Model Desktop
- Adding Users
- Adding Communities.
- Adding multiple users to the system using a csv file.
- Adding multiple communities to the system using a csv file including type, about, icon and skin.



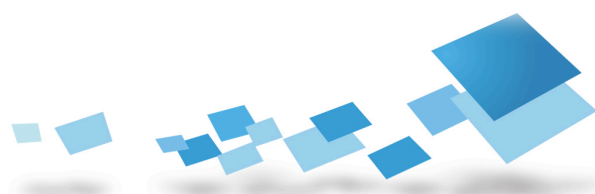
- Creating and populating a user's profile.



## New in FirstClass Mobility

### FirstClass Mobile for BlackBerry

With FirstClass Mobile for BlackBerry, FirstClass users can now access their Mailboxes and conferences, as well as communities and other Social Workplace features such as the Pulse. Contacts and Calendars can be synchronized using FirstClass Sync Services with a BlackBerry ActiveSync Client. The FC mobile client for BlackBerry is a feature rich application which allows FC users to extend their access to FirstClass and OTSW beyond the traditional Client or Web interface. Mail, flagging, notification, blogging, My People, Conferences and the Pulse are all available on the BlackBerry Client.

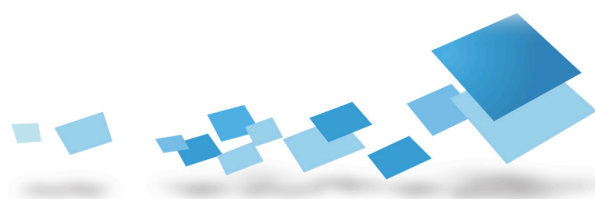


## FirstClass Mobile for iOS

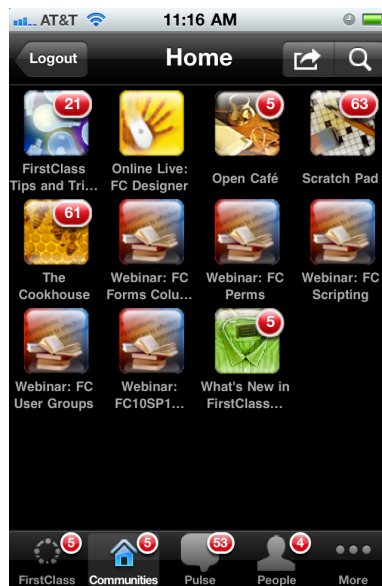
With FirstClass Mobile for iOS, iPhone, iPod touch, and iPad users can take FirstClass with them on the road and have all of the power of FirstClass in the palm of their hands - delivering a true "anytime, anywhere" mobile collaboration and social workplace experience.

### Features and Enhancements

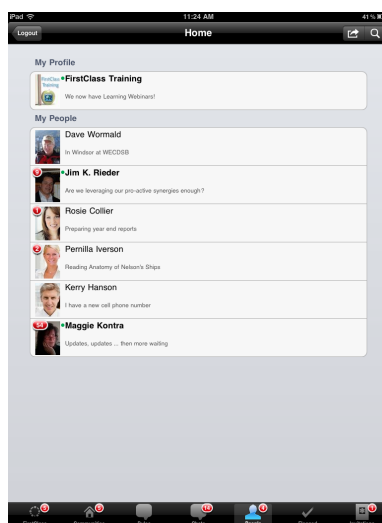
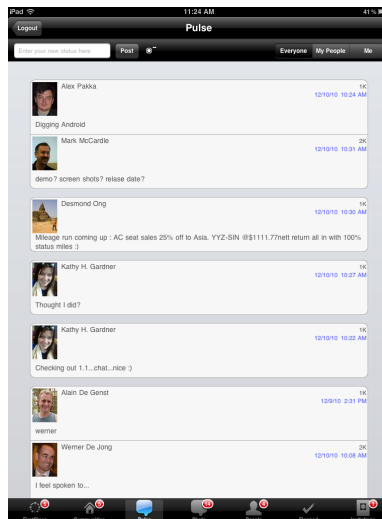
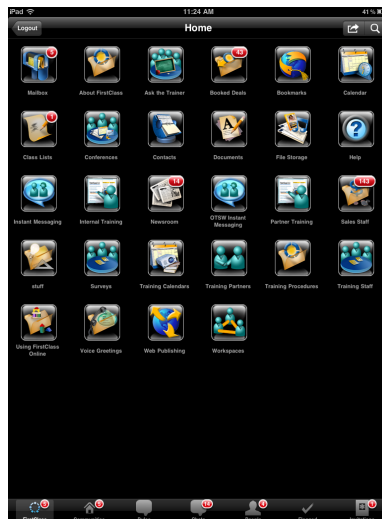
- User interface enhancements to take best advantage of the iPad's large display.
- Integrated support for FirstClass calendars and contacts – separate ActiveSync links are no longer required.
- One tap access to the Social Workplace Pulse, Communities, and People.
- The new FCX Instant Messaging supports Social Workplace Chat and the XMPP protocols.
- FirstClass Mobile now defaults to displaying signatures at the end of posts. This can be turned off by removing the signature text.
- The choice to use CAST encryption for the communications link is now user settable on a per server basis.
- A Save Password? dialog is now presented when an account password is newly entered, to save it or not.
- Offline support and Fast Start.
- Day view for calendar.
- Top bar tints red to indicate offline.
- Performance improvements by utilizing iOS 4.0 multitasking and fast app switching.







iPhone



iPad

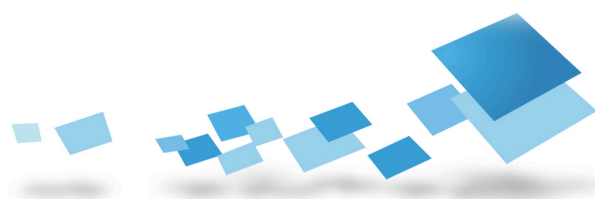


## New in FirstClass Synchronization Services

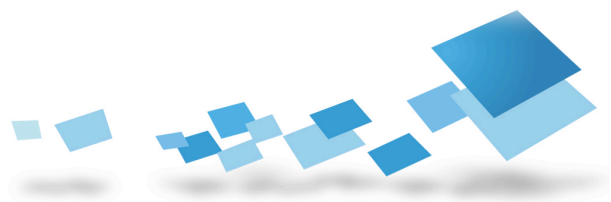
Sync Services allows bi-directional syncing of contact, calendar event, and task data. We have enhanced our "Sync" support for mobile devices with the following new features and enhancements.

### Features and Enhancements

- FCSS is now supported on 64-bit platforms and now supports SSL.
- Provided support for Open Text Social Workplace servers to supply contacts from My People into a separate folder on a device.
- Support for a number of features such as WIPE DEVICE, contact picture, multiple email addresses, Group Support, depending on the protocol being used (SyncML or AstraSync).
- Added calendar event filtering from device settings as specified in ActiveSync. Filtering is done on events:
  - 2 weeks ago
  - 1 month ago
  - 3 months ago
  - 6 months ago
- Added support for enumeration of containers that have subfolders with same name.
- All entries synced from the device are now stamped with a "last sync time" so that they do not get picked up on the next sync.
- Sync Services now provides Mailbox notifications to the user on sync errors and on new device registration.
- All sessions and connections are now flushed at midnight logrollover.
- FCSS has extended maximum event note length to 20K and contact note to 4K.
- Added iPod as device that supports subcontainers.
- Provisioned for iPad to support sub-containers and correct contact picture aspect ratio.



- Reminders are not synced on punch-through calendar events. This avoids alerts on the phone for events that are not owned by the phone user.
- Fix for newly registered device to send contact pictures on initial sync.
- Implemented device capabilities table. The table can be populated with new entries via intesvcs.cf file and is added during slow sync.




## New in Archive Services

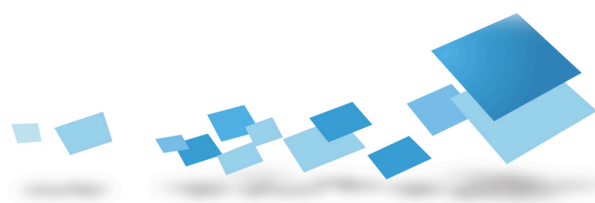
There are two new fields for FirstClass Archive Services controlling the retention period of archived content:

**Never Remove any Content** is a new User Group setting which tells Archive services never to remove any content for members of that particular group. This setting will override all other retention periods set.

**Use Previous Retention Period for existing content.** This setting comes into play when modifying the retention period for a Group of people who's content is archived. When a User Group has this turned on, each existing archived container in the Archive Server is stamped with the previous retention period and newly archived content will be stamped with the modified retention period. This allows administrators to change expiry periods for groups without affecting the expiry of already archived content.

 Archive Services

<input type="checkbox"/> Archive private mail	Retention period: <input type="text"/>
<input type="checkbox"/> Archive group calendar events	<input type="checkbox"/> Never remove any content
	<input type="checkbox"/> Use previous retention period for existing content



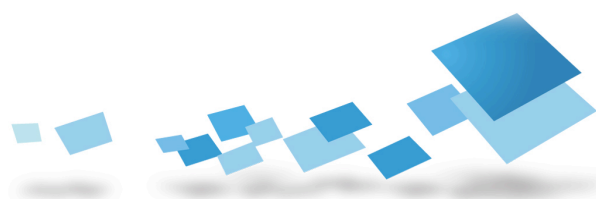
## New in FirstClass Voice Services

FirstClass Voice Services is a powerful suite of voice and fax capabilities that is designed to replace expensive, proprietary voicemail systems and stand-alone fax machines with one centrally-managed multimedia messaging system.

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 will only be supported using Dialogic Media Gateways (DMG). Going forward there will only be SIP based versions.

In FirstClass 11, Voice Services has the following improvements:

- The latest code is now built upon the same source stream as the more recent services. This provided an opportunity to permit longer userIDs and the added benefit of optimization of channel handling code.
- Now runs on Windows 2008 and 2003 32-bit.

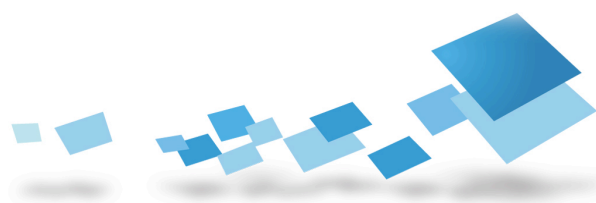


## New in FirstClass Application Services

This is the second release of FirstClass Application Services 4.0 for Windows. The operating system and hardware requirements specified for FirstClass 10.0/11.0 server apply for FCAS 4.

### Features and Enhancements

- A number of new objects have been added to FCAS (HTTP, XML and Binary) allowing further integration with external products.
- An additional Server Directory object has been added, allowing FCAS full access to the FC Directory, retiring the requirement to use FC Scripting to access the FC Directory.
- The option to "act as user logged in" has been added, to allow or limit the applications access to the Directory and FC content if necessary (based on Directory restrictions or permissions assigned to the user).
- The statistics file will now identify actions performed by the user via FCAS so help distinguish application actions from normal actions.
- Further details on the full list of additions and changes to FCAS are available in the product release notes.



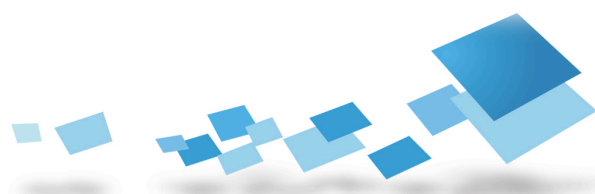
## New in FirstClass Directory Services

The major changes are related to integration with Open Text Social Workplace, solid support for OpenLDAP, and executables for 64 bit only platforms including Linux, Mac and Windows.

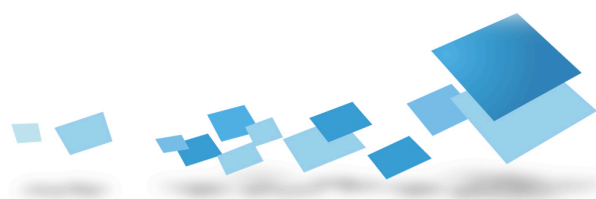
- FCDS now has field proven OpenLDAP (OS X) integration which introduced posixGroup membership and extended filtering capability at the time of account replication.
- FCDS has two new methods to replicate a remote tree which has proven very useful at sites that do not have a single root OU for replication.
- The requirement to have a fully formed OU tree on FirstClass has been relaxed. If a user OU tree is missing one or more OUs to the root DN at time of creation, FCDS will create OUs on FirstClass if necessary.
- FCDS is now Social Workplace aware. A checkbox on the admin form now directs FCDS to replicate LDAP info to the correct FirstClass field and hidden user profile form.

## General New Features

- New setup option to update all user fields when modifying DN in Replication/Advanced tab.
- OUs are now added to the path during replication if they exist in the FCNS directory.
- All groups/OUs including those not under any Directory Services leveling scheme are retrieved at startup and are treated as FC groups.
- Unlisted/Deleted users now have the alias field cleared to allow the creation of a new user with same alias.
- FC Control Panel (FCSCTL64.EXE) is now used to install FCDS as a service, eliminating the need for server registration.
- The DS Monitor has been enhanced to contain extra menu commands needed to fully control Directory Services from the Monitor.
- User email address is now considered a multi-valued attribute.
- The telephone number can be replicated into Voice DN when the command line parameter /USEVOICEDN is found.



- Authentication connection re-use timeout is now configurable. This is a new entry in the Authentication tab which controls the authentication connection pool usage. This feature provides fine tuning of connection pool re-usage with external LDAP servers that have a time limit on any given connection.
- There are a number of new configurations on the DS config form to fine tune DS's interaction with external databases. See product release notes and Admin Help for further details.
- All User Groups that the user is a member of are now preserved even after replication. Groups which are not replicated OUs are no longer removed from the User Information Form.
- A new Custom Attribute field is available which can be mapped to any field in the LDAP server.
- When users are replicated from LDAP and created on the OTSW server FCDS creates an OTSW profile for each user in its Shared Documents folder.
- The OTSW profile is populated with users Name, Phone number, Email, Cell number, Company, Department, Title, Manager and Address.
- User's email address is not placed in the UIF to prevent interference with OTSW configuration.





## 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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