Open-Xchange Server 6 (OX6)

v6.14-Rev5

Major Release v6.14

Release Notes 1.02

Release Date: 2009-11-30

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1. About this Release

This is the major release v6.14 of Open-Xchange Server 6 (OX6), including major updates of

- the OXtender for Business Mobility
- the OXtender for MS Outlook, and
- the OXUpdater

Warning:
Before installing this version in a production environment, please make sure that you understand the known limitations described in section 6 of this document.

2.   Shipped Packages and Version

2.1.   Open-Xchange Server 6

Version: v6.14.0-Rev5 (2009-11-27)

The version number is the same for the groupware server and the groupware front-end.

When reporting bugs, please make sure to include this version number in your bug report.

The version number can be found
a) in the Login dialog
b) in the About dialog (Question icon in the upper right -> About)

2.2.   OXtender for Business Mobility

Version: v6.14.0-Rev5 (2009-11-27)

Updating from earlier Versions

If you have already installed an earlier release of the OXtender for Business Mobility, it is very important to follow the steps described in the Update section of the installation manual for this add-on.

Please visit the following page for more information:

http://www.open-xchange.com/wiki/index.php?title=OXtender_for_Business_Mobility_Installation_Guide#Upgrade_from_a_previous_version

2.3.   OXtender for MS Outlook

Version: v6.14.1 (2009-11-18)

File name: OXtender_for_Microsoft_Outlook_<language>_6.14.1.msi

When reporting bugs, please include the version number in your bug report.

The version number can be found
a) in the splash screen when starting Outlook
b) Extras -> OXtender for MS Outlook -> About

2.4.   OX Client Updater

Version: v6.14.1 (2009-11-18)

3. New Features

3.1. Open-Xchange Server Highlights

3.1.1. Web Mail

- Administrators can switch on/off a spell checker for mails (412, 3122, 3211)
- For editing HTML mails a new version of TinyMCE has been integrated (2415)
- Mail editing has been improved: A number of flaws with Safari 4.0 have been resolved (2415)
- Mail menus for mails (RMB) now include a „Mark as „ menu entry (961)
- The contact collector for mail sender/recipients to support the type-ahead function can now be configured (2186, 3210)
- The contact collector now also respects mail aliases
- User can select his sender name for mails to be sent (2843)
- User gets a disclaimer dialog about the availability of external mail account services.
- Multiple attachments of a received mail can now be saved in one shot (one ZIP file)

3.1.2. Calendar

- Multiple full-day appointments are now displayed in the calendar day view, week view, work week view, and month view (205, 3205)
- Preliminary print views are available (962, 975, 980, 3013, 3204)
- When hovering an appointment, the hover pane displays reasons given for declining an appointment (2073)
- Improved and zoom-able team view (3233)
- When logging on, the user will see a list of all pending appointment invitations instead of having to confirm multiple confirmations individually (2779)
- Improved appointment confirmation dialog

3.1.3. Address Book

- When searching for contacts, more search criteria are considered (3195, 3207)
- Context menus for contacts (RMB) now include a function to send the contact's vCard by e-Mail (925)
- New adapters have been introduced to subscribe address data from
    - Web.de (2493)
    - Yahoo (2903)
    - GMX address book (2491, 3123)
    - Facebook API (2975)

3.1.4. Improved Usability

- Additional themes and a new icon set have been made available (2578/3125)
- Users do not have to confirm a „Session lost" dialog when closing their browser anyway. (2776)
- Users do not have to confirm a Save-dialog when closing their browser / browser tab (2775)
- „Beta" tags have been removed (3139)
- When logging on, the user will see a list of all pending appointment invitations instead of having to confirm multiple confirmations individually (2779)
- The header of a list view now displays the number of objects contained in the respective folder (1604)
- Users can see which of their folders have been published (1972)
- Mail menus for mails (RMB) now include a „Mark as „ menu entry (961)
- When hovering an appointment, the hover pane displays reasons given for declining an appointment (2073)
- Context menus for contacts (RMB) now include a function to send the contact's vCard by e-Mail (925)
- User Help Plug-In for Mobile Devices Setup (2990)
- Users may not modify their initial OX mail account when setting up external mail accounts (2262)

3.1.5. Social OX - Publish & Subscribe

- Publish & Subscribe functions actions are now accessible via context menus (RMB) (2263)
- By the folder icon users can see which of their folders have been published (1972)
- New adapters have been introduced to subscribe address data from
  - Web.de (2493)
  - Yahoo (2903)
  - GMX address book (2491, 3123)
  - Facebook API (2975)
- Crawler federation: Crawler services can now be subscribed from external OX Servers (2976)

3.1.6. Additional User Options

- User can configure which module opens when starting Open-Xchange (1012)
- User can configure the folders where to store Trash, Drafts, Spam, Sent Mail (994)
- When the OXtender for Business Mobility is installed on the Open-Xchange Server, an Online Help for Mobility Setup is provided as part of the general Online Help.

3.1.7. Additional Administration Options

- Access to the Global Address Book can be switched on/off via RMI/SOAP (756, 1458, 3202)
- The default for enabling/disabling Beta-state features can be set ()
- The JMX Interface has been extended for improved reporting/accounting, e.g. module permission statistics per context, current maintenance key (3021)

For details about configuration setting changes/additions please check section 4 of the release notes.

3.1.8. Additional Programming Options

- A preliminary API has been defined for the Modules pane (2893, 3085)
- A preliminary API has been defined for the Menu-panel (2890)
- A preliminary API has been defined for a JSON User Interface (1413)
- A new API has been defined for the Push Abstraction Layer: PAL (2556, 2897)
- Transform iCal attachments of an e-mail into an appointment object (2961)

For details about further API changes please check section 4 of the release notes.

3.1.9. New Settings Wizard (1966, 3014, 3206)

A wizard has been introduced to ease multiple setup steps for new Open-Xchange users. Depending on the services and modules available, the wizard provides setup features for

- External mail accounts
- Mobility access
- Subscription of external data sources (e.g. address books)

3.1.10. New User Manual and Online Help

The new user documentation is written with the goal to get users started easily. Furthermore it provides an improved assistance when using the groupware features for the daily work. This is true for both the PDF manual as well as the online help.

3.2. OXtender for MS Outlook / OXUpdater download Servlet

A new mechanism has been introduced to provide Windows end users easily with client site installations.

In the last major releases a new installer/updater mechanism had been introduced: The operator provided new/updates modules on his server, together with an update configuration file, allowing end users to determine whether new modules are available, download and install them.

With this new major release operators may setup a servlet on their server, that prepares individualized update modules for end users, where the host address and the respective user name has already been prepares in the update module. End users may then initiate the download of new Windows modules right from the Open-Xchange User Interface.

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4. Major Changes

4.1. For Developers - API Changes

4.1.1. RMI

Change #150 - New option to control access to the Global Address Book

So far users of a context all had access to the Global Address Book, containing the data of all users in that context. In some environments is may be preferred that such data should not be visible.
The RMI Admin Interface now has a new Boolean option named GlobalAddress-BookDisabled.

The Admin CLT/RMI interface has a new option "access-global-addressbook-disabled" to enable/disable access to the global address book folder on a per user basis.
By default this value is set to false. Please set it to true for users who shall <u>not</u> be able to view contents of the Global Address Book.

4.1.2. CLT – Command Line Tools

Change #150 - New option to control access to the Global Address Book

So far users of a context all had access to the Global Address Book, containing the data of all users in that context. In some environments is may be preferred that such data should not be visible.
The CLT Admin Interface now has a new Boolean option named "access-global-addressbook-disabled" to enable/disable access to the global address book folder on a per user basis. By default this value is set to false.

Change #151 – Default permission for the Global Address Book

A new CLT script has been introduced to restore default permissions of global address book folder: "restoregaddefaults".
This functionality is also available as an MBean in JMX console.

4.1.3. HTTP-API Changes/Extensions

n/a

4.1.4. WebDAV/XML - Changes/Extensions

Change #103 – New Versioning Scheme

A unified naming scheme has been introduced across all interfaces, including the WebDAV/XML interface

Starting with 6.10 Open-Xchange introduced a unifying version naming scheme, documented under
http://www.open-xchange.com/wiki/index.php?title=Versioning_and_Numbering

So far this new convention had not been followed by the webdav.version servlet, which basically all clients use to find out about the current server version. In order to apply the unified versioning scheme the version number returned by that servlet would have to change.

Expected side effects:
Originally a numerical build number was provided by that servlet. So when changing that to the new versioning scheme clients relying on the version to be an integer number (comparable by the customary arithmetic comparators) will probably fail with an error or will have to be updated to understand both the new and old versioning schemes.

Note: This change has been introduced with v6.12 already

Change #154 – Build Number not returned any more.

Instead of an earlier build number, WebDAV request now return the new version numbers of the current OX server. Each WebDAV/XML response now has the following header:

```
<?xml version="1.0" encoding="UTF-8"?>
<D:multistatus xmlns:D="DAV:" version="6.13.0-Rev2" buildname="Open-Xchange"></D:multistatus>
```

This is only version information without effect on the groupware functionality.

4.1.5. Changes of Front-end Customizations

Change of Themes and default Theme

With this version a new icon set has been introduced for the OX Frontend. The new icon set contains clearer graphics and their transparent background is now suitable for a larger variety of colors schemes.
At the same time the default color scheme changed resulting in the new default theme "Cool Water". The earlier default theme (former icon set and light blue background) is still available, named "Light Breeze".

4.1.6. MAL – Mail Abstraction Layer

n/a

4.2. For Administrators

4.2.1. DB Schema Changes and Update Tasks

This section documents the most important changes in the database schema and the respective update tasks. For a list of the update tasks available please check the configuration file "updatetasks.cfg".

This chapter describes all tasks that are executed to change the schemata of Open-Xchange database.

Change #141 – Additional Table/Counter for Slave Replication Status

To figure whether a slave is up to date with its replication, it is necessary to monitor the replication status. Therefore a table has been added, containing a counter that is increased every time a connection to the master is returned to the pool.
If the pool is asked for a slave connection first that counter is checked on the slave. If this counter does not match the one of the master or is higher, a connection to the master is returned to be able to read currently written data.

The table replicationMonitor has been added and a counter for every context has been inserted.
Before returning a slave connection the counter on the slave is checked.
Side effects: This may decrease performance because an additional SELECT is performed on the slave.

Change #143 – Additional Switch for Contact Collector

So far the user has been able to determine whether addresses contained in E-Mail are collected automatically. Now there is are more fine-grained setting where the collection can be controlled separately for incoming mail and/or outgoing mail. For this feature new config-tree-parameters "contactCollectOnMailAccess" and "contactCollectOnMailTransport" to en-/disable contact collection on incomin/outgoing mails have been introduced.

The old parameter "contactCollectEnabled" is still valid and de-/acitvates the feature in general.

Change #146 - Changed handle methods of SpamHandler API to work on proper MailAccess instance

Since support of multiple mail accounts the spam handler needs to know for which mail account a certain spam/ham action is performed.

By now this has little impact except compile errors in existing MAL and Spam-Handler implementations. But compile errors are easy to find.

Affected methods:
public abstract void handleHam(int accountId, String spamFullname, String[] mailIDs, boolean move, Session session) throws MailException

public void handleSpam(int accountId, String fullname, String[] mailIDs, boolean move, Session session) throws MailException.

Change 154 – Progress Information on Update Tasks

A new interface for update tasks has been established to supports monitoring the progress of update tasks. Update tasks implementing the old interface are still working except they do not monitor their progress status.

4.2.2. Changed Configuration Files

Change 101 –/publications Path

The path /publications has to be mapped from the apaches to the OX Server so that publications work

In order for the OX Server to freely handle publication namespace management a new top level namespace had to be added to the URLs an OX Server is responsible for. Therefore, much like the subpaths /ajax and /webdav are mapped to the OX Server, the path /publications has to be mapped to the OX Server as well.

Note: This change has been introduced with v6.10 already

Change #106 – Separate Quota for Autopublish of Mail Attachments

To support the autopublish function of mail attachments it is mandatory to decouple the mail upload quota and mail upload quota per file from the infostore equivalents.

Currently uploads to the groupware, no matter if they are targeted at the infostore or attachments or mails are goverened by the same user specific properties (uploadquota and uploadquotaperfile) and different server specific properties (coming from infostore.properties and server.properties / attachment.properties and server properties or server.properties respectively).

The user specific upload quotas are used to trigger the autopublish of mail attachments. At the same time we don't want to limit the upload quotas of infostore files / object attachments. To remedy that, we propose that the user specific upload quotas be disregarded by the infostore and attachments and only be applied to mail uploads including the wish to remedy this by introducing user specific upload quotas for the infostore and attachments, separate from the upload quotas used in the mail module.

Note: This change has been introduced with v6.10 already

Change #134 – UID field of the LDAP User Object

A customer request required an option of the LDAP authorization plug-in, that different fields of the LDAP user object can be returned as its UID to the group-ware.

The entry
    ldapReturnField
has been added to the config file
    /opt/open-xchange/etc/groupware/ldapauth.properties

With this additional field you can specify the field in the user object which should be returned as the UID instead of the first part before the "@"-sign.

If you do not want to pass on the user id, used for authentication, to the group-ware but another field entry of the LDAP user object, then you can specify that field.

Note that the default value will be empty here, so that existing installations will not be changed and the old behavior prior to this change is maintained.

Change #135 – Admin daemon using the management bundle instead of creating its own JMX interface

Now two different configurations are needed for running both instances of the JMX interface bundle com.openexchange.management. Therefore JMX properties from groupware server.properties are moved to group-ware/management.properties.
To configuration the management bundle instance running in the administration daemon the configuration file admindaemon/management.properties has been created while the JMX properties from the admindae-mon/plugin/hosting.properties have been removed.
Each JMX default settings have been used in the new configuration files.

Change #138 – New Configuration File for MAL Poll

A new configuration file has been introduced for the new MAL Poll bundle, which is an actual implementation of the API, used in new (mail) Push bundle frame-work.
The configuration file defines:
1. Define the amount of time in milliseconds when to periodically check for new mails.
2. Whether a global timer is set or a timer per user
3. Define the folder to look-up for new mails in each mailbox

Change #137 – New Configuration File for Thread Pool

An additional configuration file is needed for the newly introduced thread pool bundle. The configuration file defines:

1. The number of threads to keep in the pool, even if they are idle.

2. Whether to start all core threads, causing them to idly wait for work.

3. The maximum number of threads to allow in the pool.

4. The keep-alive time that is when the number of threads is greater than the core - this is the maximum time (in milliseconds) that excess idle threads will wait for new tasks before terminating.

5. The queue type to use for holding tasks before they are executed. This queue will hold submitted tasks.
Supported values: synchronous and linked
A synchronous queue is an appropriate choice when "com.openexchange.threadpool.maximumPoolSize" is unlimited and possible rejection of tasks is allowed.
A linked queue is an appropriate choice when "com.openexchange.threadpool.maximumPoolSize" is limited and rejection of tasks is prohibited.

6. The default behavior to obey when execution is blocked because the thread bounds and queue capacities are reached
Supported values: abort, caller-runs, and discard
abort: Aborts execution by throwing an appropriate exception to the caller
caller-run: The caller is considered to run the task if thread pool is unable to do so
discard: The task is silently discarded. No exception is thrown.

Change #153 – IMAP authentication encoding

The fix of bug #14634 (IMAP authentication bundle doesn't support utf-8 passwords) requires an option to set the encoding for the IMAP authentication bundle.

The property file imapauth.properties now has a new property
# Define the encoding for IMAP authentication
com.openexchange.authentication.imap.imapAuthEnc=UTF-8

Note: If an installation has been running with Umlauts before, it may be possible that this default setting must be changed to another character set.

Change #142 – SIEVE authorization encoding

The fix of bug # 14525 (Authentification-IMAP is using ISO/latin1 instead of UTF8 when connecting to IMAP-Server) required an additional configuration option to define SIEVE authorization encoding (used when a password contains umlauts).
The mail filter SIEVE configuration is enhanced by an option called "SIEVE_AUTH_ENC" which allows to specify the character encoding to use when authenticating against SIEVE server, e.g. UTF-8, ISO-8859-1, etc.

This is useful if a user's password contains non-ASCII characters like German umlauts.

Change #144 – Enable/Disable Beta Features

A new properties file "user.properties" has been introduced. With these properties an administrator is provided with a global switch to define whether beta features are enabled/disabled per default.

Change #159 – New Configuration File for Mail JSON Cache

A new configuration file called "mailjsoncache.properties" is added to "/opt/openexchange/etc/groupware" directory to define following properties:

1.) The shrinker interval in seconds for the superior user map.
com.openexchange.mail.cache.json.shrinkerIntervalUserMap=60

2.) The shrinker interval in seconds for folder maps.
com.openexchange.mail.cache.json.shrinkerIntervalFolderMap=60

3.) The time-to-live in seconds for folder maps put into user map.
com.openexchange.mail.cache.json.ttlUserMap=300

4.) The time-to-live in seconds for an ID-to-JSON mapping put into folder map.
com.openexchange.mail.cache.json.ttlFolderMap=300

5.) The max. time in milliseconds to wait for a mail's JSON representation to become available in a folder map.
com.openexchange.mail.cache.json.maxWaitTimeMillis=100

6.) Whether the cache is enabled
com.openexchange.mail.cache.json.enabled=true

Change #145 – Refresh Intervals

The example configuration files will contain new values specifying the refresh interval the thread in the background will use to update the cached contacts

The file LDAPglobal.properties.example will get the entry

# Specify the refresh interval for the cached contacts. If authtype is
# "anonymous" or "AdminDN" the contacts are cached and refreshed in the
# background in the interval specified here (given in ms)
com.openexchange.contacts.ldap.context111.LDAPglobal.refreshinterval=10000

and the file LDAPglobal1.properties.example will get the entry

Specify the refresh interval for the cached contacts. If authtype is

# "anonymous" or "AdminDN" the contacts are cached and refreshed in the
# background in the interval specified here (given in ms)
com.openexchange.contacts.ldap.context111.LDAPglobal1.refreshinterval=10000

Note that these config files are just example files.

If these values are missing in a config file, the default value of 10000 will be used

Change #161 - OXInstaller defaults to prompt for License Keys

The OX installer now per default requires providing a license key.
This new behavior can be overridden in specifying another new option.

The new option is:

--add-license=<LICENSE-CODE>

to override this behavior, the option

--no-license

must be specified.

Change #169 – Page Size for paged Results

On some directory servers PagedResults are not supported (e.g. Fedora DS).

At the moment PagedResults is always used, even if the parameter pagesize is set to 0. This behaviour will change such that 0 disables PagedResults.

The description text

Specify the page size for paged results here. e.g. active directory only allows a max pagesize
of 1000

will therefore be changed to

Specify the page size for paged results here. e.g. active directory only allows a max pagesize
of 1000
Setting this value to 0 disables paged results

4.2.3. Changed Defaults

n/a

4.2.4. Changes in Packaging/Bundles

Change #156 – New License for Crawler Bundle

The crawler-bundle will use the Google gdata-APIs, where the following two Licenses apply:

- all of googles own .jars use Apache2-License

- one dependency (jsr305) uses its own bsd-license

Change #175

The mysql-client metapackage must now be installed, which is done automatically by **apt**. When using **dpkg** to install the open-xchange packages, the mysql-client package must be installed manually.

Background: The dependency to package mysql-client had been implemented in an awkward way. Instead of depending on the MySQL database client metapackage, a dependency on a specific package with the version in it's name had been used, which broke dependencies on recent Debian versions such as Ubuntu 9.10.

Change #170 - New Report Bundle

A new report bundle has been introduced, replacing earlier scripts.

The new optional report bundle provides the following script, which also allows fetching user reports from the OX system: /opt/open-xchange/report.

Please remove any existing /opt/open-xchange/oxreport script.

Change #nn – Sample MAL Poll Bundle

This release ships with a new MAL Poll bundle. The package open-xchange-push-malpoll is a prototypical sample implementation of the Open-Xchange-Push API for Mails. As a prototypical implementation it should not be deployed in larger systems at this might lead to memory problems. Using it in a test system with up to 10 users should be possible though.

4.2.5. Changes of End User Behavior

Change #136 – Logout Dialog removed

The option 'Ask' will be removed from the user setting 'Save configuration before every logout'. The default option will change to 'Yes'. If a user has been using

the option 'Ask' before it will be automatically mapped to 'Yes'.

Core Changes:
The Logout Dialog has been completely removed from the UI and the functions Logout.openWindow and Logout.closeWindow will be marked as deprecated and points to a dummy function to prevent JS errors. The DOM Node with the id "logout_window" won't be available anymore!

The functions LogoutPopup.commitno and LogoutPopup.commityes won't be changed and both are still available and functional.

Side effects:
Third parties may have created custom plug-ins using the logout hook. Even though these have been internal functions that have not been part of the public UI API, we recommend checking custom plug-ins for such calls.

5. Bug Fixes

The following list gives an overview over the fixes for bugs reported by customers and partners:

Bug No	Severity	Description
14648	blocker	Version 6.12 is not able to access global address book if database is updated to 6.13
14561	critical	Upper case UIDs can't login in from Outlook when using authentication.imap bundle
14636	critical	Appointment cannot be deleted - object owner isn't set
14637	critical	New contexts cannot be created
13454	major	Task gets automatically deleted when opened by assignee
14453	major	User can not be deleted - Uncaught exception in admin.rmi.exceptions.StorageException
14578	major	Error: [Not available] (MSG-9999) while trying to display an e-mail
14653	major	Accepting/Declining an appointment in OL2007 generates "changed appointment" mails
14677	major	Performance issues in getVisibleFoldersNotSeenInTreeView and getAllVisibleFoldersIteratorOfModule
14708	major	Context Creation too slow due to redundant Storage Usage Calculation
14741	major	Clicking on some mails causes all others to disappear
14773	major	getData from Admin user interface doesn't work with usernames any more
14889	major	"REM-0006 Category=8 Message=Unable to delete reminder" while trying to delete a user
14306	normal	E-Mail with broken Content-Type shows strange error message
14336	normal	Missing UID item in FETCH response.
14405	normal	Online manual for mail filter should describe difference between "matches" and "matches regex"
14489	normal	decodeMultiEncodedHeader-Exceptions in logs
14495	normal	Contact collection folder created several times during update to SP5 U1
14496	normal	Translations for Danish and Korean cannot be selected at the UI, syntax error
14512	normal	Opening mail via double click moves new window into the background
14525	normal	Authentification-IMAP is using ISO/latin1 instead of UTF8 when connecting to IMAP-Server
14572	normal	Error when trying to access Sieve-Scripts
14576	normal	Import appointment "successful" with Error message and importer accepts the appointment
14599	normal	E-Mail Editor: Font size can not be changed after cut and paste
14647	normal	Mail is shown as mail source instead of source interpreted e-mail
14652	normal	Sorting in recipients dialogue doesn't work
14655	normal	Sieve capability wrong if TLS is used
14733	normal	Outlook push implementation does not listen on all interfaces
14739	normal	Nach Neuanlage oder Update auf Elemente des GAB zeigt der OXtender HTTP 403
14740	normal	Context creation too slow due to checking each schema while calculating next schema
14846	normal	deletecontext call via soap sends "reconnect to rmi service" failed error
14926	normal	Confirmation for changing rights should be shown longer.

To learn about all fixes coming with this version, please refer to the change log files provided with the software packages.

6.   Known Issues

6.1.   Open-Xchange Server

6.1.1.   Functional Limitations

For recurring appointments the confirmation status can only be set for the series as a whole, not for its single instances.

6.1.2.   Known bugs of Severity blocker, critical, or major

Bug-No	Severity	Module	Subject
-	none –		

6.2. OXtender for Business Mobility

6.2.1. Functional Limitations

Mail attachments are not supported with this version of the OXtender for Business Mobility. This affects receiving mails and forwarding mails on your mobile device.
An OXtender version supporting this feature is planned for early 2010.

6.2.2. Known Bugs of Severity Blocker, Critical, or Major

Bug-No   Severity Module   Subject

- none -

6.3. OXtender for MS Outlook

Due to a bug in the OXtender for MS Outlook v6.12.1 some group definition changes in the Global Address Book may not have arrived in Outlook properly. An HTTP 403 error might have occurred instead.
This behavior has been corrected with the OXtender for MS Outlook v6.14.

Some data may yet be inconsistent and unfortunately cannot be repaired automatically in one of the following cases:
- The end user has created a new mail profile after installing the OXtender v6.12.1, or
- After updating to v6.12.1 some groups have been changed or new groups have been added to the Global Address Book.

Here are two options to correct the effects and enforce a proper update of the Global Address Book:
1. In the folder properties of the Global Address Book, press the button "Slow sync with delete" and then restart Outlook.
2. Create a new Profile after updating the OXtender for MS Outlook to v6.14.0.

6.3.1. Functional Limitations

[MS Outlook 2003] Appointment confirmation

In MS Outlook 2003 we have seen deadlock situations after confirming an appointment or checking an appointment's status page. When closing the MS Outlook window, the Outlook application may reside in memory.
Workaround: If such situations occur, the user can close Outlook using the system's processes window.
We strongly recommend updating to MS Outlook 2007 where this effect has been fixed.

6.3.2. Known bugs of Severity blocker, critical, or major

Bug-No   Module   Severity   Subject

- none -