

Oracle9iAS Unified Messaging

Release Notes

Release 9.0.2 for UNIX

April 2002

Part No. A95819-01

This document summarizes the differences between Oracle9iAS Unified Messaging and its documented functionality.

See Also: *Oracle9i Application Server Release Notes*

1 What's New in this Release?

Release 9.0.2 of Oracle9iAS Unified Messaging is now an integrated component of Oracle9iAS release 9.0.2. The product is certified to use Oracle9iDB release 9.0.1.3 database server as user message stores.

This release included the following new features:

- New mail store: The mail store has been simplified and enhanced to more efficiently manage a wider set of mail capabilities including:
 - Storing electronic, voice and facsimile mail messages
 - Streaming message parts such as audio clips
- Common Oracle user: Oracle9iAS Unified Messaging uses the same Oracle person other Oracle applications use to define users and user preferences for the mail servers. Benefits include the ability to manage passwords for both standard fat mail clients and thin mail client from a single location as well as provide single sign-on to a broader range of Oracle applications.
- Oracle Enterprise Manager-based administration: You can now manage your complete mail solution from a management console using just a browser. New administration features include:
 - Centralized administration and configuration repository
 - Delegated domain level administration

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- Improved monitoring metrics
- Voice mail: Oracle9iAS Unified Messaging now provides a voice mail and in-bound facsimile solution for a wide range of public and private branch exchanges.
- Thin Client: The Thin Client has been improved to support internationalization and localization. Its framework base provides easier customization.
- New message transfer agent (MTA): Oracle9iAS Unified Messaging now includes an SMTP-compliant mail router tightly integrating the routing of mail messages with the mail store and server side filter engine.
- New mail server enhancements:
 - New server side filters: The powerful Oracle9iAS Unified Messaging filtering engine has been enhanced to enable filters to be applied to outbound messages, inbound messages, when a message is read, deleted or removed (expunged) from the mail system.
 - New PL/SQL packages for mail: The PL/SQL interface has been enhanced for creating, reading and acting upon a wide range of messages and message folders.
 - New Java Mail application programming interface: Oracle9iAS Unified Messaging Java Mail implementation now directly communicates with an Oracle mail store. This greatly reduces the resource requirements per concurrent user and improves performance.

2 Certification and System Requirements

This section describes certification and system requirements for Oracle9iAS Unified Messaging.

- Oracle9i Database backend to be used as Oracle9iAS Unified Messaging store
- RDBMS 9.0.1.3 patch applied on all Oracle9i Application Server ORACLE_HOMEs
- Bug Patch Release 2153761 applied on Oracle9iAS Unified Messaging ORACLE_HOME
- Bug Patch Release 2290606 applied on Oracle9iAS Unified Messaging ORACLE_HOME
- Outlook Express 5.0, 5.5, 6.0
- Outlook 2002

- Netscape Messenger 4.7x, 6.2
- Netscape Communicator 4.7x, 6.0
- Internet Explorer 5.0, 5.5, 6.0

3 General Issues and Workarounds

This section describes general issues and their workarounds for Oracle9iAS Unified Messaging.

- Oracle9iAS Unified Messaging only against a 9i backend RDBMS.
- If you are writing a JavaMail API application when trying to obtain the store from the default session, and the No Such Service Provider message appears, try creating the default session as:

```
Session session = Session.getDefaultInstance(props,new
OracleAuthenticator());
```

- To ensure delivery of mails to all the recipients of a list, the value of `Query Entry Return Limit` on the Oracle Internet Directory server should be set to a value greater than the maximum number of recipients in any list. Alternatively, no list should be allowed to grow larger than the value of this parameter. If a list grows larger this number, then it has to be broken into sub-lists.
- After applying bug patches 2153761 and 2290606, the Oracle9iAS Unified Messaging must be relinked by executing the following commands:

```
$ cd $ORACLE_HOME/oes/lib
$ make -f ins_oes.mk install
```

4 Configuration Issues and Workarounds

This section describes configuration issues and their workarounds for Oracle9iAS Unified Messaging.

- The Oracle9iAS Unified Messaging configuration tool cannot be executed from Oracle Enterprise Manager outside of installation. When installing the Oracle9iAS Unified Messaging option of Oracle9iAS, do not turn off the post installation configuration.
- On most UNIX systems, sendmail is configured by default and is started when the system comes up. To enable the Oracle9iAS Unified Messaging SMTP server to listen to the default SMTP protocol port (port 25), sendmail must to be shut down.

For example on Solaris the following command must be executed as root to shut down sendmail:

```
/etc/init.d/sendmail stop
```

To prevent sendmail from restarting if the system is rebooted, remove the sendmail startup from the OS `init` files. If no other application running on that server uses it, rename the sendmail executable under `/usr/lib`.

5 Known Bugs

This section describes the known bugs for Oracle9iAS Unified Messaging.

- 2306070: After a fresh installation, if any of the SMTP parameters are changed, the `external filter` parameter is set to True. This causes all local delivery messages to be queued and not delivered

Workaround: When changing any SMTP server parameters, verify that the `external filter` parameter is set to False.

- 2306034: In the administration tool, rewriting rules are displayed and stored incorrectly on the server parameter setting page.

Workaround: Set them at the instance level.

- 2305217: The Mail tab is not enabled in the Thin Client.
- 2300817: The `orclmaildsretryforconn` attribute should be set to 10. This should be set at `cn=mailProcessConfig` LDAP entry, before the server instance (IMAP, SMTP, POP) are started.
- 2290658: You may not be able to create base user entries for users under the same domain as their e-mail domain. Base user entries are used for address lookups in the directory.
- 2276085: There is no verification for modifying user attributes.
- 2259224: Memo support for 8,000 characters is not available in Calendar.
- 2275745: No error is thrown if an SMTP distribution list is created without an owner.
- 2271778: In the user modify and user delete screens, the username field is blank, but the userid and e-mail fields are populated.
- 2257871: `IM_API.GETBPNUM()` fails to get the MIME level for part numbers.
- 2250172: When a message arrives in the Oracle9iAS Unified Messaging system, the message body will not be searchable until it is processed by

and OracleText background process. The OracleText process can be scheduled through Oracle Enterprise Manager. Customers should be aware that OracleText is a very CPU intensive process.

- 2242088: The following SMTP metrics are not computed correctly:

```
.MTA.transmit.time  
.MTA.transmit.time_foreign  
.MTA.transmit.time_local  
.MTA.transmit.time_native  
.MTA.transmit.time_relay
```

- 2239659: Renaming an INBOX sub-folder correctly creates the new folder but does not delete the original folder.

Workaround: After renaming, delete the original folder.

- 2237681: SMTP address resolution sometimes fails in the DS API.

Workaround: The `orclmailDSTimeLag` attribute should be set to 500 and the `orclMailMaxDSConnRetryInterval` attribute should be set to 1. This should be set at `cn=mailProcessConfig` LDAP entry, before the server instance (IMAP, POP, SMTP) are started.

- 2227343: In a multi-node system, if a shared folder is shared between users on two or more different nodes, the copying messages from a user folder on one node to a shared folder on another node may sometimes fail.
- 2242735: In the Resource Scheduler, the > button (in the Daily View section of the reservation page) does not work.
- 2223628: `MAIL_MESSAGE.get_auth_info` procedure throws the `NO_DATA_FOUND` exception when no authenticated user information is available.
- 2218708: In Calendar, there is an error reading URLs for Palm Pilot users who synchronize large numbers of records when the Web server timeout is between five to ten minutes.
- 2216707: `OESCTL STARTUP` does not display an error message when the server is already running, and starts another instance.
- 2208654: When OracleText service is requested on an individual bodypart, it fails. It only works on an entire message.
- 2123151: `OESCTL` deletes running instances. Before using `OESCTL` to delete an instance, verify that the instance you are going to delete is not running.
- 2161569: `OESMON`: When the `GETNAME` metric command is not provided, there is no valid error message.

- 2153446: In Calendar, updating the attendee list for repeating appointments create duplicate names.