

FirstClass® Export Tool

User and Administration Guide



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Overview

This document has been written to provide assistance in running and administering the FirstClass Export Tool, and application created for users who need to store or archive messages outside of FirstClass®, the leading Messaging, Collaboration and Social Media platform.

Contents

1. [Introduction](#)
2. [System Requirements](#)
3. [Limitations](#)
4. [Working with the FirstClass® Export Tool](#)
5. [Opening an Exported Container in Mozilla Thunderbird](#)
6. [Installation and Initial Configuration](#)
7. [Update History](#)

Introduction

Welcome to the FirstClass Export Tool, a simple tool that can be run by FirstClass users who need to export or archive messages outside of FirstClass. All that is required is a login to an up-to-date FirstClass server with FirstClass client software and access to the FirstClass Export Tool application.

The FirstClass Export Tool can export all received and sent messages from FirstClass conferences, OpenText Social Workplace communities and folders (also known as containers), including those in sub-containers, to files on your FirstClass Desktop or on your computer.

This application uses the latest features available in FirstClass Application Services version 4523 or newer to export messages to MBOX-formatted files.

The MBOX format is an open standard, which can be handled by many third-party and legacy email clients, such as Thunderbird by Mozilla and Eudora by Qualcomm.

System Requirements

You must be logged in to a FirstClass Server with FirstClass Client version 10 or later.

The FirstClass Export Tool requires FirstClass Server 11 build 972 and FirstClass Application Services build 4523 or later, although it may work with FirstClass Server 10, but this has not been tested. Please check with your FirstClass Administrator if you need to export messages from FirstClass.

If you are a FirstClass Administrator, please refer to the [Installation and Initial Configuration](#) section further down in this guide.

Limitations

The FirstClass Export Tool exports only received and sent messages, including their attachments, while retaining the stylized message contents and received or sent dates.

All SMTP headers from messages arriving from the Internet are exported. The headers for internal FirstClass messages are generated from the available information.

All other object types, such as documents and uploaded files, are not exported.

Only containers likely to hold messages are opened by the FirstClass Export Tool, therefore the Bookmarks, Calendar, Contacts, Documents, File Storage, Web Publishing and Workspaces folders are not exported.

Sub-containers that are an alias rather than an original item are skipped.

When using the search facility to export matching items, the result is limited to 1,000 items. This is because the FirstClass server does not return more than 1,000 hits.

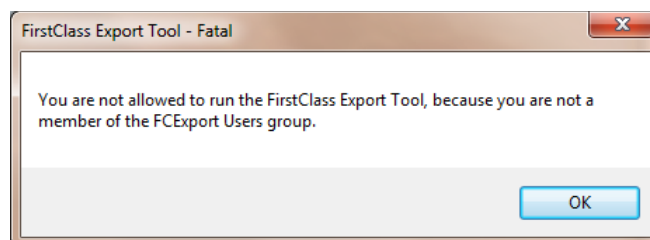
Before reporting problems with the FirstClass Export Tool, please check out the [Known Issues](#) section in this document.

Working with the FirstClass® Export Tool

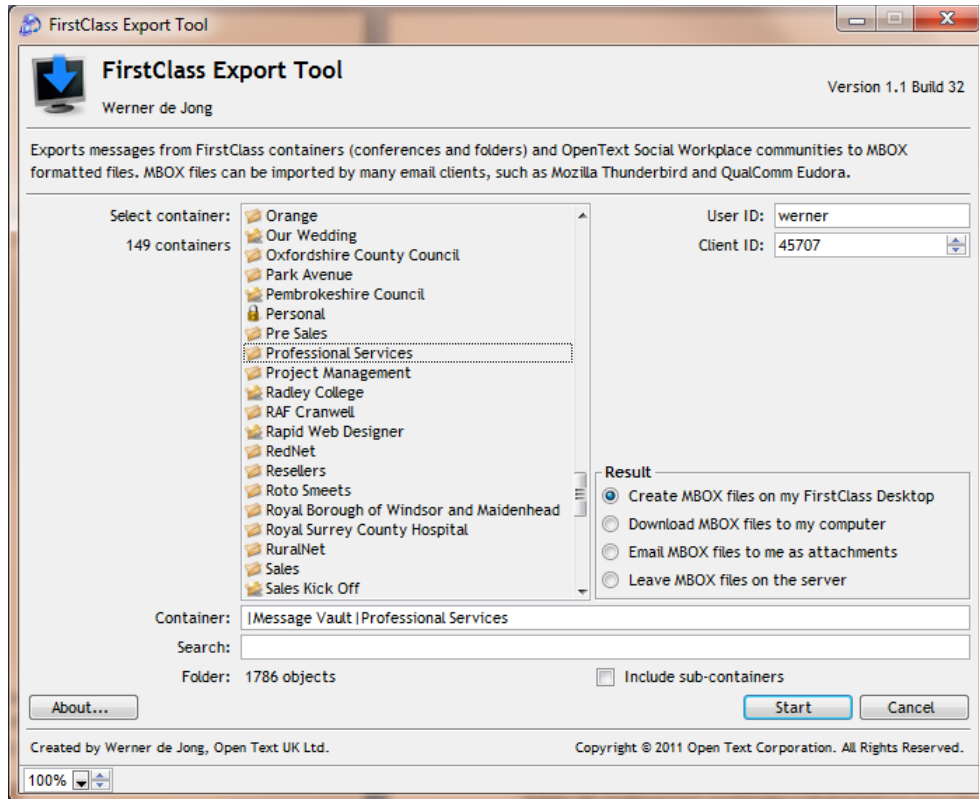
After your FirstClass Administrator has made the FirstClass Export Tool available to you, you will have a FirstClass Export Tool conference on your Desktop. When you open the folder, you will find the FirstClass Export Tool application icon:



To start the application, double-click this icon. If you get any kind of error message, please contact your FirstClass Administrator for assistance. The most likely message you will see is that you are not allowed to run the application because you are not a member of the appropriate group:



If your FirstClass Administrator setup the FirstClass Export Tool correctly, the application opens its main window:



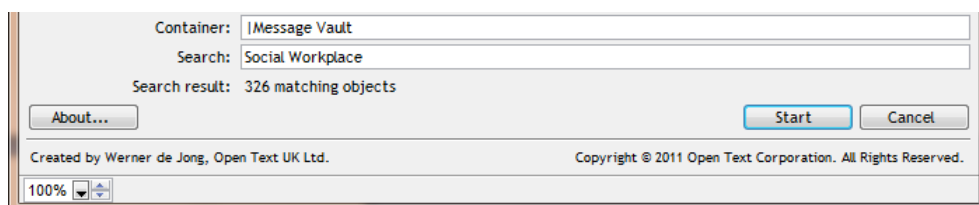
It lists all conferences and folders that exist on your Desktop and can be exported. You now have to select which container you want to export. It is not recommended that you export your entire FirstClass Desktop, although the FirstClass Export Tool will quite happily walk through it all of your content!

If there is a software update available, it will be shown on all FirstClass Export Tool windows, for example:

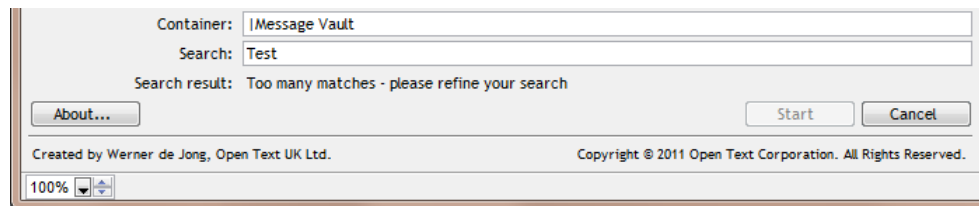
Version 1.1 Build 32
[Update available \(v1.1-33\)](#)

When you click on the update message, your default web browser will load the software download page. You should notify your FirstClass Administrator, so he or she can install the upgrade.

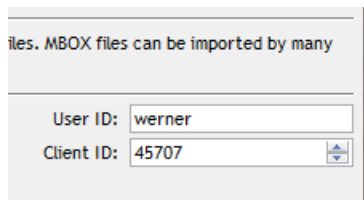
You can use the Search field to locate matching items and export these items to an MBOX formatted file:



However, the FirstClass server limits the result to a maximum of 1,000 matches. If there are more, you will be requested to refine your search criteria, as shown below.



Depending on your permissions, you may or may not see fields to enter a user ID or client ID:

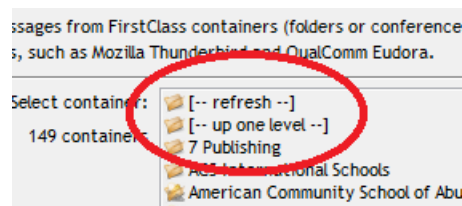


This allows you to export messages from a different user than yourself. This feature is only enabled if you are a member of the FCExport Admin Users user group. If you know the user's user ID, or if you know the user's client ID, you can enter the value in the appropriate field. The container list will load all items that exist on the entered user's Desktop.

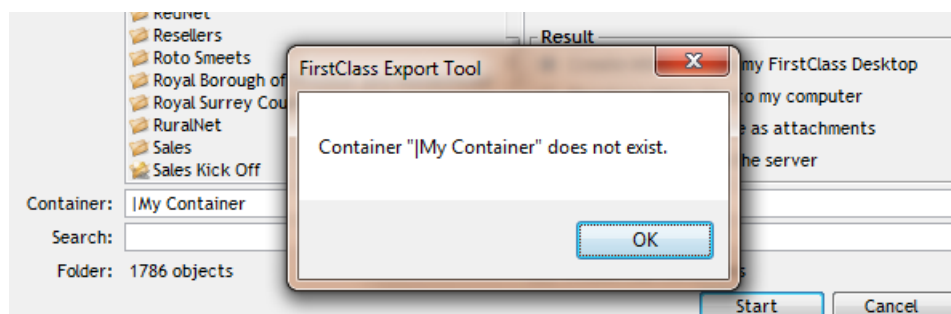
You can select a container to export by single-clicking its name in the "Select container" list. The "Export container" field will display your selection.

If you want to see a list of sub-containers in your Mailbox, you can open your Mailbox by double clicking the name in the list. The "Export container" field will also show the Mailbox as your selected container.

To refresh the list, double-click on the "refresh" item, to go up one level, you can click on the "up-one-level" item in the list:



You can also type the path (for advanced users only) directly into the "Export container" field. You must use the pipe character (|) as a path separator. If the container exists, the list will be updated to show the sub-containers, if any. If it doesn't exist, you will get an error:



Once you have chosen the container that you want to export, you can select how you want to obtain the exported files. The name of the file will consist of the name of the folder with an ".MBX" extension.

- Create MBOX files on my FirstClass Desktop
- Download MBOX files to my computer
- Email MBOX files to me as attachments
- Leave MBOX files on the server

Note that you may not have the permission to leave the files on the server.

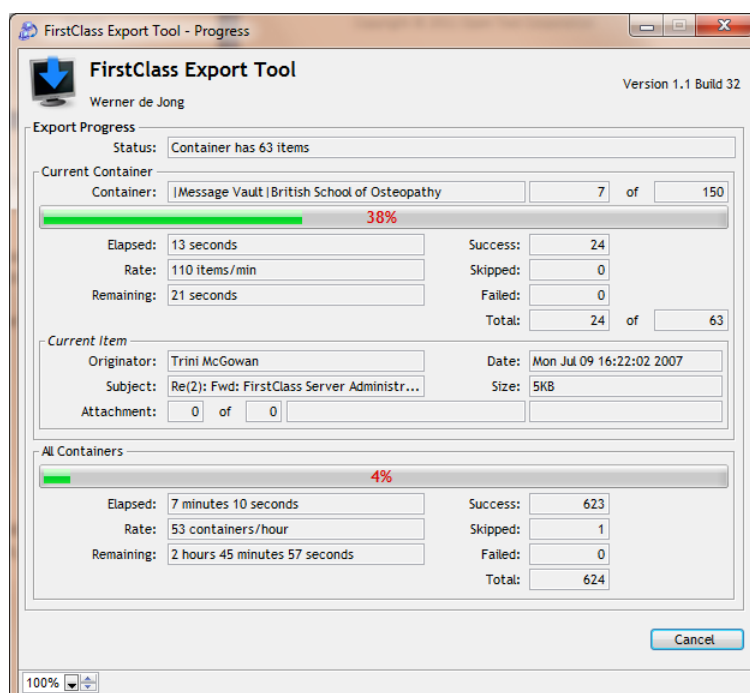
If you want to include sub-containers, you must tick the "Include sub-containers" box. All original sub-containers (not aliases, primarily to prevent endless loops) will be included in the export.

Warning: by selecting the "Include sub-containers" checkbox, you could potentially export a very large amount of data!

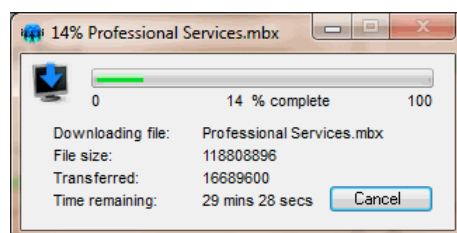
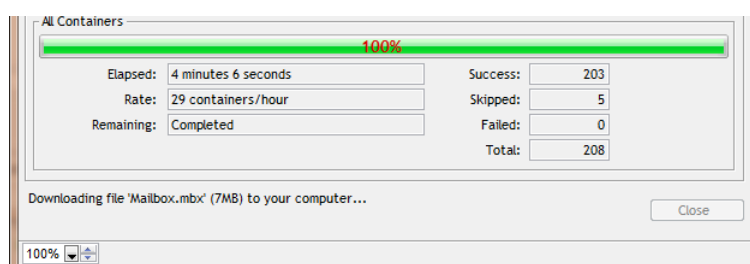
After you have selected the container you want to export and ticked the appropriate options, you can click the Start button. The Progress window will open, where you can follow the progress of the export process.

You can see how long the current folder is likely to take until complete, but unfortunately we can't estimate how long the process takes when you have included sub-containers.

The export process can be interrupted by clicking the Cancel button. Files containing partially exported containers will be removed.



At the end of the export, you will see the created files saved to your FirstClass Desktop or you will be asked to download them or added to an email.



You can choose where to download the files to as the app uses the standard Windows download window.

When the export of a container has completed, a report will be generated. Depending on how your system administrator configured the FirstClass Export Tool, the report is either saved as a document on your FirstClass Desktop or it is sent to you in an email.

Opening an Exported Container in Mozilla Thunderbird

It is very easy to open an exported container in Mozilla Thunderbird.

You need to close down Thunderbird and copy or move the generated MBOX file (with extension “.MBX”) to the relevant Thunderbird folder. The name of the file becomes the folder name in Thunderbird, so you could make the name more user-friendly before copying it to the Thunderbird location, for example by removing the “.MBX” extension.

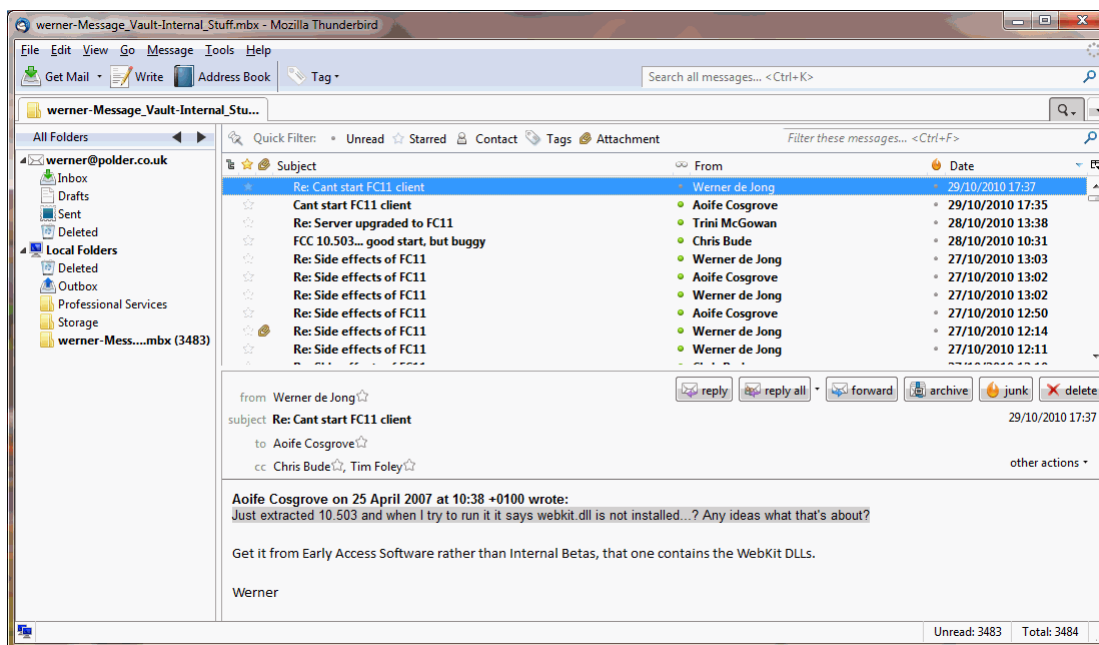
In Microsoft Windows 7, the full path is:

*C:\Users**username**\AppData\Roaming\Thunderbird\Profiles**profileid.default**\Mail\Local Folders*

You can then restart Thunderbird.

Note that Thunderbird needs to index the new file, so it may take a couple of minutes (depending on the size of the folder) before you can access it.

Here is a screenshot of the result:



Both messages received and sent can be opened, including attachments, and all received or sent dates, stylised text, originators and recipients are retained.

Installation and Initial Configuration

This section assumes that you have installed and configured FirstClass Application Services.

To install the FirstClass Export Tool, you must login to the FirstClass Application Services computer and do the following:

- Create an “Export” folder inside the folder where you installed FirstClass Application Services, typically C:\FCAS. The path must be C:\FCAS\Export, or equivalent.

Then login to FirstClass as Administrator:

- Create a new message
- Address it to “Batch Admin”
- Copy and paste the entire script from the next page into the message body
- Attach the following files to the message:
 - fcexport.fcx
 - fcexport.rez
 - registration.fcx
 - FCASAppRegistration.rez
- Send it when ready
- Restart FirstClass Application Services to load the new applications

This script creates a FirstClass Export Tool conference in the General Conferences area on the Administrator’s desktop.

Note: if you are using a FirstClass Server that has been around since version 6, you may have a Private Conferences container. In that case, you must modify the corresponding line in the script to create the FirstClass Export Tool conference.

The script creates the FirstClass Export Tool icon in the new conference and adds the application resources (forms) to the Rules folder of the conference. Finally, it uploads the compiled application files for the FirstClass Export Tool and the Registration application to the Online Applications folder.

You can use the standard FirstClass methods to subscribe users to the FirstClass Export Tool conference.

```

SetBase "General Conferences"
SetRelative FromBase Path ""

New Relative "" "Export Tools" "" Conference 2008 0 0 +P
Put Previous 8301 14 72
Put Item Previous 8082 0 "Administrator"
Put Permissions Relative "Export Tools" 1012 7 0 1006 14 0 1004 14 0 2008 7 0 1000 6 0 1002 6 0
1001 6 0 1007 7 0 2009 7 6 2007 6 0 2016 6 0
SetBase FromBase Path "Export Tools"
SetRelative FromBase Path ""
Put Relative "" 900 0 901 238 902 465 903 496 904 932
Put Relative "" 13005.0 7 250 13074.0 7 2 13084.0 7 1 13082.0 7 112 13083.0 0 "general_bkgd.png"

New Relative "" "FirstClass Export Tool" "" TempS 2008 195 115 8921 8921 +P-U+D
Put Previous 8120 7 -535 8140 0 8141 0 9 ""
Put Previous 4 0 "fcas" -V
Put Previous 1000.0 0 "fcexport"
Put Item Previous 8094 14 3386849301
Put Item Previous 8082 0 "Administrator"
Put Item Previous 8121 7 8921
Put Properties Previous 1018 14 -908117984

SetRelative FromBase Path ""

// Upload Rez to Resources Folder of Target Conference
NEW "General Conferences:Export Tools" "fcexport.rez" "" FCF 17044 -1 -1 +X
UPLOAD PREVIOUS "fcexport.rez"
NEW "General Conferences:Export Tools" "FCASAppRegistration.rez" "" FCF 17044 -1 -1 +X
UPLOAD PREVIOUS "FCASAppRegistration.rez"

COMPILE "General Conferences:Export Tools"

// Upload the fcx file to the Online Applications Folder
SETBASE "Clustered Services:FCAS Config:Online Applications"
SETRELATIVE FROMBASE PATH ""

// Remove existing version and upload the new application file
IF OBJECT RELATIVE "fcexport.fcx" EXISTS
  REMOVE RELATIVE "fcexport.fcx"
ENDIF

NEW RELATIVE "" "fcexport.fcx" "FCAS File" FCF 17044 0 0 -U
UPLOAD previous "fcexport.fcx"

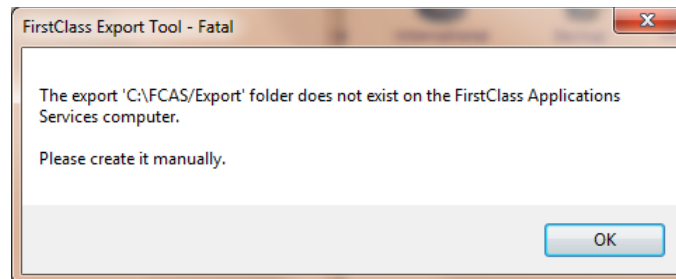
// Check if registration app exists and add it if it doesn't
IF OBJECT RELATIVE "registration.fcx" MISSING
  NEW RELATIVE "" "registration.fcx" "FCAS File" FCF 17044 0 0 -U
  UPLOAD previous "registration.fcx"
ENDIF

SETBASE ""
SETRELATIVE FROMBASE PATH ""

```

Once you have subscribed yourself to the FirstClass Export Tool conference, you can start the application.

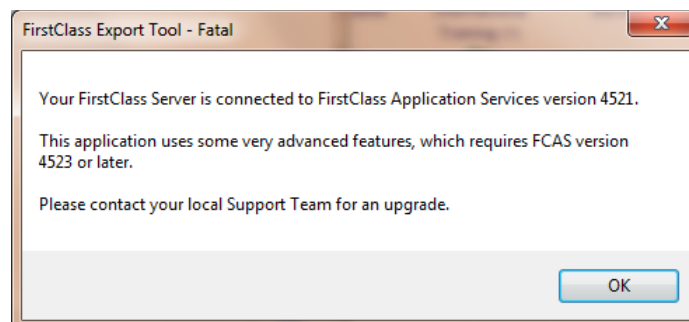
You may see this error message:



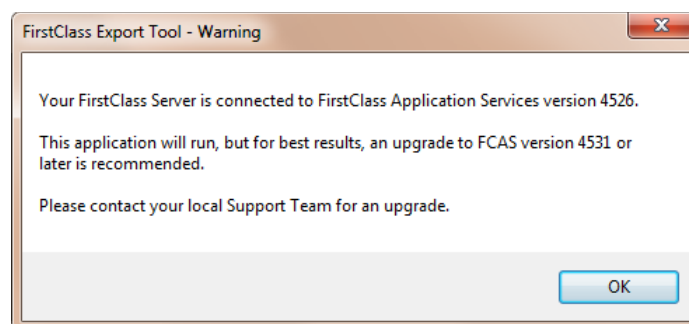
This means that you forgot to execute one of the installation instructions. As part of the installation procedure, you must create the Export folder inside the folder where you installed FirstClass Application Services, typically C:\FCAS. This folder will be used by the FirstClass Export Tool to store temporary files.

A warning message may be displayed if you are not running the recommended minimum version of the FirstClass Server. However, you can continue to run the application at your own risk.

However, if you are running an unsupported version of FirstClass Application Services, you will see the following error message:

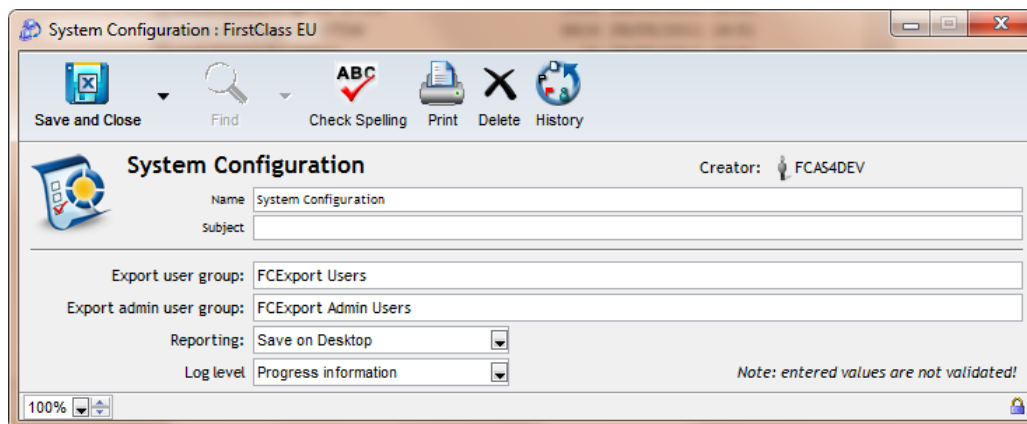


Because the application is using many of the advanced features of FirstClass Application Services, you must run version 4523 or later for the FirstClass Export Tool to start. The currently recommended build is version 4531 or later. This can be obtained from the FirstClass Support Team.



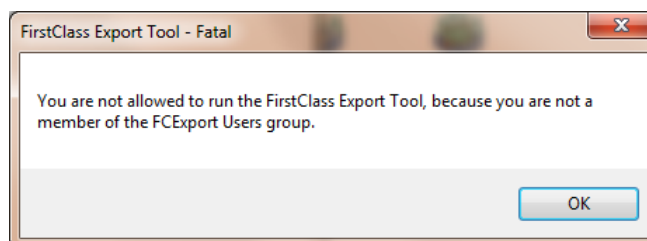
The first time you run the Export Tool, it will perform the following tasks:

1. Create a FirstClass Export Tool folder inside the FirstClass Applications folder on the Administrator's Desktop
2. Create a default System Configuration form in the FirstClass Applications/FirstClass Export Tool folder. This form allows you to set the following options:
 - a. The name of the User Group that gives access to the FirstClass Export Tool. If a user is not a member of this User Group, he or she will not be allowed to start it.
 - b. The name of the User Group that enables the advanced features of the FirstClass Export Tool. The advanced features include exporting containers to the hard disk of the FCAS machine and exporting containers that exist on other users' Desktops.
 - c. The type of reporting. This can be "None", "Save on Desktop", which creates a document on the user's Desktop (default), or "Send by Email", which generates an email to the user.
 - d. The log level. The default is "Progress Information". There are 8 logging levels that provide increasing amounts of detail. Do not use the "Everything" option unless there is an issue that needs debugging.



3. Create the default user groups ("FCExport Users" and "FCExport Admin Users") if they do not already exist.

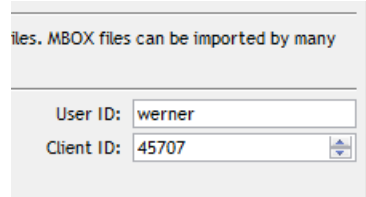
You will then see the following error message:



This means that you have to add yourself to the "FCExport Users" group and start the application again. All users that want to export containers or folders must be a member of this User Group. If you change the name of the group on the System Configuration form, you need to make your users a member of that group.

If a user is a member of the “FCExport Admin Users” group, he or she gets a couple of very powerful permissions:

- The user can export containers and folders from the Desktops of other users by entering the user’s unique user ID or client ID on the main export window:



The screenshot shows a window titled "files. MBOX files can be imported by many". Below the title bar, there are two input fields. The first is labeled "User ID:" and contains the text "werner". The second is labeled "Client ID:" and contains the number "45707". To the right of the "Client ID:" field is a small blue square button with a white upward-pointing arrow.

- The user can export containers and folders to the hard drive of the FirstClass Application Services machine, which may be useful if the amount of data to export is too much to download over a network connection.

Obviously users can abuse this privilege, so these enhanced permissions must be controlled and given out with care!

The next step is the product registration.

You will be prompted to provide some basic information (your name, email address and organisation) on the Application Registration form. This will accompany the information about your server version that will be submitted to FirstClass Online. By providing this information, we can keep you informed about future updates.

You will be requested to update your registration information when you install a new version of the FirstClass Export Tool, or when you change your server serial number.

Application Registration

OPENTEXT
THE CONTENT EXPERTS

Please take a moment to register

The existing registration information of FirstClass Export Tool is invalid for this application build number. Please update your registration details.

First Name: Werner

Last Name: de Jong

Email: wdejong@opentext.com

Organisation: Open Text Corporation

We will include the following information when you register:

App Name: fcexport

App Description: FirstClass Export Tool

App Version: 1.1

App Build: 32

Server Platform: Windows

Server Version: 10979

RAD build: 4534

Server Serial Number: 1012866

Open Text will not share your information with any third party.

Privacy Policy No Thanks Register Now

www.opentext.com

100%

When you click the Register Now button, an email is created and sent to FirstClass Online. The information is also saved in a registration document in the Registered Applications folder, which exists inside the FirstClass Applications folder on the Administrator's Desktop.

You and your users are now ready to start exporting messages from containers and folders.

Update History

Improvements in Version 1.1 Build 33

- Encode more special characters (*?%\$#@) in output filenames.
- Updated copyright date on forms.

Improvements in Version 1.1 Build 32

- Added functionality to search for items relative to the Desktop or a selected container, and export the result as an MBOX formatted file. Note that this is limited to about 1,000 matching items, due to a server limit.
- When the user is not a member of the FCExport Admin Users, ensure that their access permissions are taken into account.
- Show the user's mailbox when user is not a member of the FCExport Admin Users group.
- Automatically check for software updates.

Improvements in Version 1.0 Build 27

- FirstClass Directory Names of Regular Users, Remote Users, Conferences and Communities are replaced by the primary email alias, as long as the names are unique, with the exception of Remote Names.

Improvements in Version 1.0 Build 26

- Prevent application crash when encountering an invalid or empty creation date.
- Don't create a multipart/mixed body if the only attachment is attach0.html.
- Write Base64-encoded content as string rather than binary to prevent NULL characters.
- Handle tabs as separation characters in the MIME message header.
- Ensure that processing time displayed on progress form doesn't wrap at midnight (form updated).
- Minimum FCAS version is 4523, recommended version is 4531.

Improvements in Version 1.0 Build 25

- Prevent FCAS crash when attempting to export messages with attached FirstClass objects.
- All containers generate a report at the end of an export. The report can be saved as a document on the Desktop (default) or sent by email.

Improvements in Version 1.0 Build 23

- Added support for OpenText Social Workplace communities.

Improvements in Version 1.0 Build 21

- Allow the export of containers from other users than the current user, if the user is a member of the "FCExport Admin Users" group.

- Prevent client connection time-outs when idle by creating occasional client activity.
- Skip objects that have no name rather than causing it to finish the export process.
- Improved the naming of temporary files, so they don't clash.
- Improved the error reporting document.

Improvements in Version 1.0 Build 20

- Fixed a problem that prevented the export of containers with forward (/) or backward slashes (\) in the name.
- Created a workaround for an FCAS issue that caused containers to be reported as an alias, rather than an original. Permanent fix expected in a future release of FCAS.
- Ask the user before overwriting existing MBOX files.
- Provides a rough estimate in the progress window while exporting sub containers.

Improvements in Version 0.99 Build 17 (beta)

- Fixed a problem with identification of sub-containers aliases.
- Application registration is now required.

Improvements in Version 0.98 Build 16 (beta)

- Corrected container path when exporting Desktop.
- Corrected the number of listed containers (excluded the Refresh and Up-one-level items in the count)
- Only list containers that typically hold messages, so skip bookmarks, contacts, calendars, web publishing, file storage and so on.
- Corrected weekday in date conversion (Friday showed up as Saturday).
- Original SMTP headers are exported for messages from the Internet.
- FirstClass Server 11 build 972 or later recommended.
- Skipping of messages should be fixed when used with FCS 11 build 972 or newer.

Improvements in Version 0.97 Build 11 (beta)

- Clean up partial files after cancelling an export.
- Improved handling of long file names and made the names of the result files more meaningful.
- Provide more feedback when downloading or saving large MBOX files at the end of the process.
- Implemented logging to \FCAS\FCExport.log for trouble shooting reasons.
- Implemented new configuration form to configure user groups and log level.
- Application is self-installing:
 - It creates a new FirstClass Export Tool folder in FirstClass Applications
 - It creates an initial System Configuration form in /FirstClass Applications/FirstClass Export Tool. The default user groups: FCExport Users (to run app) and FCExport Admin Users (to allow MBOX files to remain on the server). The default log level is Progress Information.
 - If the user groups don't exist, they are created. Note that on first launch, the app starts, creates the groups, and then reports that the user is not a member of the FCExport Users group before exiting.

Improvements in Version 0.96 Build 6 (beta)

- The app can only be run by members of the FCExport Users group (group not created by install script).
- MBOX files can only be left on the server if the user is a member of the FCExport Admin Users group (group not created by install script).
- Implemented Stewart's "hack" to prevent app from crashing when encountering an object with negative icon ID.
- By default, MBOX files are saved to the user's FirstClass Desktop.
- Error reports are created as FirstClass documents on the user's FirstClass Desktop.
- Better handling of sub containers.
- Sub-containers aliases are skipped, only originals are included.
- Updated main and progress forms.

Known Issues (in order of importance)

- Embedded images are changed into attachments as it is not possible to detect whether an image is embedded or attached to the original FirstClass message.
- All email attachments will get the default MIME type "application/octetstream". This may be enhanced in a future version.
- The \FCAS\Export folder must be created manually on the FirstClass Applications Services machine before you can run the FirstClass Export Tool. This folder is used for creating temporary files.
- When exporting messages that were copied by drag & drop, the receive date of FirstClass messages becomes the date of the copy. Messages from the Internet are not affected, as the original SMTP headers are being used.