

Hotfix: MailStore Version 24.2.1 Now Available

Viersen, 25.04.2024 +++ The German specialist for email archiving, [MailStore by OpenText](#), is today launching a hotfix of its MailStore email archiving solutions. Version 24.2.1 for [MailStore Server](#) and the [MailStore Service Provider Edition \(SPE\)](#) corrects a potential issue in V24.2 regarding recovery records.

Why Is There a Hotfix?

With the previously released version 24.2, it was necessary to manually update the archive store databases to Firebird 4. Until the manual update was conducted, no recovery records would be written. However, the correct archiving of emails was still guaranteed provided that the software was used correctly.

What Is the Purpose of Recovery Records?

MailStore stores email metadata in its archive store databases. In addition to the archiving date and the email's directory, this metadata contains further information that enables users to quickly navigate and search through an archive. The metadata are additionally stored in what are known as recovery records. Recovery records are stored in files in the file system alongside the email content. Only the database is used when metadata are read. If this database is defective, it can be restored from the recovery records.

Hotfix Ensures Complete Recording of Recovery Records

The hotfix ensures that the recovery records are created as usual and also covers the period between the update to MailStore version 24.2 or 24.2.1 and the manual update of the archive store databases to Firebird 4. This means that databases can easily be restored from the recovery records.

Notes on the Use of MSSQL and PostgreSQL Databases

For archive stores using MSSQL or PostgreSQL databases, the recovery records are fully populated in 24.2. These are not affected by the problem. The hotfix only affects archive stores that use Firebird as the database.

Certification: Meeting Data Privacy Requirements

The existing GDPR certification for our software remains unaffected by the hotfix. You can find all information on the certifications [here](#).

Further information about MailStore V24.2.1 can be found in [this](#) blog post. Information about MailStore as well as images can be downloaded [here](#).

About MailStore

MailStore Software GmbH from Viersen near Duesseldorf, Germany, is a subsidiary of OpenText, “The Information Company” (NASDAQ: OTEX) (TSX: OTEX) and one of the world’s leading providers of email archiving solutions. Over 80,000 companies, public authorities and educational institutions in more than 100 countries have placed their trust in the products of the German specialist.

MailStore was awarded the [Business Excellence Award 2023](#) in the category “Best Independent Email Archiving Vendor”.

Also, with its Service Provider Edition (SPE), MailStore offers a solution that is tailored to the needs of MSPs, who can provide their customers with email archiving as a managed service.

The product portfolio also includes MailStore Home, a solution that enables individual home users to archive their private emails free of charge. MailStore Home is currently used by more than 1,000,000 people worldwide.

More Information

Information	Source
PDF-File of the press release	https://www.mailstore.com/en/company/press/
Images for press release	https://download.mailstore.com/marketing/en/mediakit.zip
Product portfolio information	https://www.mailstore.com/en/products/mailstore-server/ https://www.mailstore.com/en/products/mailstore-spe/ https://www.mailstore.com/en/products/mailstore-gateway/ https://www.mailstore.com/en/products/mailstore-home/
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