

Scalix - Bug #50036

Spurious IMAP errors logged after upgrade to Scalix 12.5 from Scalix 12.1

10/21/2015 08:03 AM - Richard Hall

Status:	Answered	Start date:	10/21/2015
Priority:	Normal	Due date:	
Assignee:	ServerDevsGroup	% Done:	0%
Category:	Scalix Server	Estimated time:	0.00 hour
Target version:	All		
Operation System:	--		

Description

omshowlog may show IMAP ERRORS for some Outlook users after an upgrade from Scalix 12.1 to Scalix 12.5.

These errors are spurious and cause to harm. They are of the form:

```
WARNING          IMAP Server Da(IMAP Server Pr) 04.18.15 20:04:43
[OM.UI 680] There are no active (non-deleted) records in the specified list
User Name: John Smith / sales/CN=John Smith
<- ct_CloseExtFile
<- ual_BuildList
>ct_ReadCtnerHeader1
< ct_ReadCtnerHeader1
<- ual_Preplist
>ual_ListCtnerRecord
->ual_UpdateAnyList
->ct_ReadContentRec 3004 0
< ct_ReadContentRec 3004 0
>ct_ReadNextContentRec
< ct_ReadNextContentRec
>ct_GetCtnerLastCRec
< ct_GetCtnerLastCRec
<- ual_UpdateAnyList
<- /build/12.5.0/src/lib/ual/ual_list.c:1353[101,680]
```

```
ERROR          IMAP Server Da(IMAP Server Pr) 04.18.15 20:04:43
[OM 24070] Debug message for Lab use :
imapual_openActionFile: Could not open action file []:
User Name: John Smith / sales/CN=John Smith
```

```
ERROR          IMAP Server Da(IMAP Server Pr) 04.18.15 20:04:43
[OM 24070] Debug message for Lab use :
imapual_isResyncError: Could not open action file.
User Name: John Smith / sales/CN=John Smith
```

History

#1 - 10/21/2015 08:03 AM - Richard Hall

These spurious ERRORS can occur after an upgrade from Scalix 12.1 to 12.5 if the imap cache is not cleared.

Caused because there was a problem if a Scalix 12.1 Outlook user who was also an IMAP user would see strange OL config folders like "Conversation Action Settings". A code change was made to Scalix 12.5 to suppress the listing of these folders for IMAP clients but for an existing IMAP user they are still referenced in the IMAP cache. The solution is to clear the affected user's imap cache using the sx_clearimap script:

http://www.scalix.com/wiki/index.php?title=HowTos/AdminScripts#reset_the_imap-cache_for_a_mailbox

or

http://downloads.it25.de/scripts/sx_clearimap

#2 - 10/21/2015 08:44 AM - Volodymyr Tomash

- Subject changed from https://bugzilla.scalix.com/show_bug.cgi?id=50036 to *Spurious IMAP errors logged after upgrade to Scalix 12.5 from Scalix 12.1*

#3 - 04/12/2016 07:51 AM - Richard Hall

- Assignee changed from *Richard Hall* to *ServerDevsGroup*

Richard Hall is no longer working at Scalix.
Assigning this bug report back to ServerDevsGroup.