
Subject: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [SBMT](#) on Sat, 07 Apr 2018 19:59:32 GMT

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Kerio Connect updated to 9.2.6 build 3811 yesterday.

I have two different servers experiencing this issue, one on Windows Server 2016 Standard and the other Windows Server 2008 R2

Since this morning, occasionally I am seeing the Kerio mailserv.exe crash and write the following in the event log:

Faulting application name: mailserv.exe, version: 9.2.6.3811, time stamp: 0x5abae02

Faulting module name: MSVCR100.dll, version: 10.0.40219.1, time stamp: 0x4d5f034a

Exception code: 0x40000015

Fault offset: 0x000000000000761c9

Faulting process id: 0x4a8

Faulting application start time: 0x01d3cea513e635fa

Faulting application path: C:\Program Files (x86)\Kerio\MailServer\mailserv.exe

Faulting module path: C:\Program Files (x86)\Kerio\MailServer\MSVCR100.dll

Report Id: bfc5a0-3a9a-11e8-b2e7-000c29fc6890

Also I have the following random entries in the warning log of Kerio Connect:

[07/Apr/2018 19:38:07] Message index in folder ~auser<_at_>domainreplaced.com/INBOX is corrupted. Recovering index with redo log from indexlog.fld.

[07/Apr/2018 19:38:07] Message index in folder ~auser<_at_>domainreplaced.com/INBOX successfully recovered (2 items changed).

[07/Apr/2018 19:38:16] Message index in folder ~user<_at_>domainreplaced.com/INBOX is corrupted. Recovering index with redo log from indexlog.fld.

[07/Apr/2018 19:38:16] Message index in folder ~user<_at_>domainreplaced.com/INBOX successfully recovered (2 items changed).

[07/Apr/2018 19:38:17] Message index in folder ~user<_at_>domainreplaced.com/Alerts (Clients SYS) is corrupted. Recovering index with redo log from indexlog.fld.

[07/Apr/2018 19:38:17] Message index in folder ~user<_at_>domainreplaced.com/Alerts (Clients SYS) successfully recovered (29 items changed).

[07/Apr/2018 19:38:17] Message index in folder ~user<_at_>domainreplaced.com/Deleted Items is corrupted. Recovering index with redo log from indexlog.fld.

[07/Apr/2018 19:38:17] Message index in folder ~user<_at_>domainreplaced.com/Deleted Items successfully recovered (2 items changed).

[07/Apr/2018 19:40:25] Message index in folder ~user<_at_>domainreplaced.com/INBOX is corrupted. Recovering index with redo log from indexlog.fld.

[07/Apr/2018 19:40:25] Message index in folder ~user<_at_>domainreplaced.com/INBOX successfully recovered (4 items changed).

[07/Apr/2018 19:40:48] Message index in folder ~user<_at_>domainreplaced.com/Sent Items is corrupted. Recovering index with redo log from indexlog.fld.

[07/Apr/2018 19:40:48] Message index in folder ~user<_at_>domainreplaced.com/Sent Items successfully recovered (1 items changed).

[07/Apr/2018 19:45:49] Message index in folder ~user<_at_>domainreplaced.com/Deleted

Items is corrupted. Recovering index with redo log from indexlog.fld.
[07/Apr/2018 19:45:49] Message index in folder ~user<_at>domainreplaced.com/Deleted
Items successfully recovered (2 items changed).
[07/Apr/2018 19:46:23] Inconsistent message index detected in folder
~user<_at>domainreplaced.com/Drafts.
[07/Apr/2018 19:46:23] Restoring index in folder ~user<_at>domainreplaced.com/Drafts.
Flags and status information may be lost.
[07/Apr/2018 20:10:53] Message index in folder ~user<_at>domainreplaced.com/INBOX is
corrupted. Recovering index with redo log from indexlog.fld.
[07/Apr/2018 20:10:53] Message index in folder ~user<_at>domainreplaced.com/INBOX
successfully recovered (2 items changed).
[07/Apr/2018 20:11:59] Message index in folder ~auser<_at>domainreplaced.com/INBOX is
corrupted. Recovering index with redo log from indexlog.fld.
[07/Apr/2018 20:11:59] Message index in folder ~auser<_at>domainreplaced.com/INBOX
successfully recovered (2 items changed).
[07/Apr/2018 20:14:24] Message index in folder ~user<_at>domainreplaced.com/INBOX is
corrupted. Recovering index with redo log from indexlog.fld.
[07/Apr/2018 20:14:24] Message index in folder ~user<_at>domainreplaced.com/INBOX
successfully recovered (1 items changed).
[07/Apr/2018 20:20:21] Inconsistent message index detected in folder
~user<_at>domainreplaced.com/Drafts.
[07/Apr/2018 20:20:21] Restoring index in folder ~user<_at>domainreplaced.com/Drafts.
Flags and status information may be lost.
[07/Apr/2018 20:46:44] Message index in folder ~user<_at>domainreplaced.com/Alerts
(Clients SYS) is corrupted. Recovering index with redo log from indexlog.fld.
[07/Apr/2018 20:46:44] Message index in folder ~user<_at>domainreplaced.com/Alerts
(Clients SYS) successfully recovered (1 items changed).
[07/Apr/2018 20:48:45] Message index in folder ~user<_at>domainreplaced.com/INBOX is
corrupted. Recovering index with redo log from indexlog.fld.
[07/Apr/2018 20:48:45] Message index in folder ~user<_at>domainreplaced.com/INBOX
successfully recovered (2 items changed).
[07/Apr/2018 20:49:09] Message index in folder ~user<_at>domainreplaced.com/Alerts
(CCTV) is corrupted. Recovering index with redo log from indexlog.fld.
[07/Apr/2018 20:49:09] Message index in folder ~user<_at>domainreplaced.com/Alerts
(CCTV) successfully recovered (2 items changed).
[07/Apr/2018 20:54:08] Message index in folder ~user<_at>domainreplaced.com/Junk E-mail
is corrupted. Recovering index with redo log from indexlog.fld.
[07/Apr/2018 20:54:08] Message index in folder ~user<_at>domainreplaced.com/Junk E-mail
successfully recovered (1 items changed).
[07/Apr/2018 20:54:43] Inconsistent message index detected in folder
~user<_at>domainreplaced.com/Drafts.
[07/Apr/2018 20:54:43] Restoring index in folder ~user<_at>domainreplaced.com/Drafts.
Flags and status information may be lost.
[07/Apr/2018 21:39:36] Inconsistent message index detected in folder
~user<_at>domainreplaced.com/Drafts.
[07/Apr/2018 21:39:36] Restoring index in folder ~user<_at>domainreplaced.com/Drafts.
Flags and status information may be lost.

I have another server updated at the same time yesterday which does not seem to suffer from
the same problem.

Did anybody see similar behavior?

I went through the logs in great detail, and I cannot see any similar messages in the logs prior to the update to 9.2.6.

Windows is updated on both the servers with issues, to the latest updates.

Stefan

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll
Posted by [bram06](#) on Sun, 08 Apr 2018 01:12:07 GMT
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I am seeing the same entries which is then followed by a message saying IM external process is not responding or is not running, closing all client sessions then followed by Corrupted IM external process stopped.

I saw in one thread where one user said the disable the XMPP and Secure XMPP service which did nothing. Continued to have this problem until I turn secure XMPP service back on. Every 20 hrs I have the same problem and just restart that service then its fine for 1 day then back to the same. It's frustrating because when this happens my users keep getting disconnected every 5 minutes until I restart that service.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll
Posted by [SBMT](#) on Sun, 08 Apr 2018 09:19:40 GMT
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I had the XMPP services stopped and set to manual before the update.

I started them and set them to Automatic and I will see how it goes.

I have another two servers updated to 9.2.6 which also have the services set to manual and stopped, these particular two servers are not suffering the same problem, so it must be something else causing this or a different combination of things.

I opened a case with Kerio since I have software maintenance and I will see how they respond. It's the weekend so it will probably be Monday.

In the meantime I will see if the situation changes with the XMPP services running and set to automatic.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll
Posted by [bram06](#) on Sun, 08 Apr 2018 13:56:30 GMT
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Well I think i spoke too soon. Last night the issue started again and it happens every 15-20 minutes. Kicks everyone off when it does happen. If you find anything out from support please

let me know.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [wag357](#) on Sun, 08 Apr 2018 22:11:13 GMT

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I have the same issue as OP.

I'm running 2008R2 and my errors are almost identical.

Event the same version of MSVCR100.DLL

I had XMPP stopped and disabled before the upgrade and I have left both secure and non-secure off.

Restarting the mailservr clears it up for a random amount of time for me.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [bram06](#) on Sun, 08 Apr 2018 23:57:36 GMT

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So I wasn't getting the first message that you posted but I was getting the corrupted folders messages. That has seemed to stop now and the only thing I did was I edited the mailservr.cfg file. Searched for Instant messaging and changed the startup variable from 1 to 0. Since then I haven't received a single message about corrupt boxes. Not sure what that service has to do the the users folders but changing that seems to have fixed my issue. If something changes I will post back.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [SBMT](#) on Mon, 09 Apr 2018 06:53:44 GMT

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bram06, your server is on Windows or another platform?

Can you copy and paste the exact line you changed in mailservr.cfg here?

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [SBMT](#) on Mon, 09 Apr 2018 09:45:55 GMT

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Kerio answered back to my support incident, and they told me to revert back to 9.2.5p3

Grrrr...

I did the procedure, and it looks stable now. I just hope the store is healthy and not messed up. So far it looks good.

S.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [Vosan](#) on Mon, 09 Apr 2018 10:04:34 GMT

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the same problem with 9.2.6 on 2008R2 - 20min and service crashed :(
I tried everything with XMPP without success. Interesting is that update was before 5 days
and problems started yesterday. No new updates on WinSrv.
Nice monday !!!!

I.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [bram06](#) on Mon, 09 Apr 2018 10:27:01 GMT

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So one thing I forgot to mention was I deleted the instant messenger database which cleared
up the mailbox messages but I went ahead and disabled the service anyways. I think those
messages we are seeing are for instant messaging. I reindexed each user folder afterwards
and it found no corrupt folders. Also I'm using Ubuntu.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [wag357](#) on Mon, 09 Apr 2018 14:28:04 GMT

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I'm having more frequent issues this morning.
I edited the CFG file and found XMPP was set to 1 eventhough I've had it disabled for months.
I stopped the mailserver service, changed the 1 to a 0 and when I restarted, the log showed
XMPP starting up anyway.
While the server was down, I renamed the MSVCR100.dll and copied in an older version DLL.
Probably dangerous, but worth a try. I'll report back.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [SBMT](#) on Mon, 09 Apr 2018 14:49:05 GMT

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wag357, go back to 9.2.5p3... it's safer!!!

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [wag357](#) on Mon, 09 Apr 2018 18:00:42 GMT

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So far, things seemed to have calmed down. I'm not seeing corrupt folders and the service
has stayed running. *fingers crossed*

The logs have been clean except for:

[09/Apr/2018 10:53:19] Spamassassin Bayes database cleanup has blocked external server.

[09/Apr/2018 10:59:24] SpamAssassin AWL database cleanup has blocked external server.

which may not be related.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [wag357](#) on Tue, 10 Apr 2018 16:17:12 GMT

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Just following up.

Almost 24 hours later and still no more serious issues.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [Konji](#) on Wed, 11 Apr 2018 08:38:19 GMT

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Allegedly disabling av from web admin panel helps with 9.2.6 build 3811 crashes. Worth testing as it takes 30sec. to change settings.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [dzjowk](#) on Wed, 11 Apr 2018 13:02:24 GMT

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I can state that disabling AV will not solve the problem. As we (with build 3811) have been experiencing crashes up to every 10 minutes, and AV was never enabled.

Crashes seem to coincide with x509 certificate operations :

[06/Apr/2018 14:52:02] cert_mgr.cpp: Cannot set SSL private key for server connections: error:0B080074:x509 certificate routines:X509_check_private_key:key values mismatch.

[06/Apr/2018 15:07:09] cert_mgr.cpp: Cannot set SSL private key for server connections: error:0B080074:x509 certificate routines:X509_check_private_key:key values mismatch.

[06/Apr/2018 15:21:19] cert_mgr.cpp: Cannot set SSL private key for server connections: error:0B080074:x509 certificate routines:X509_check_private_key:key values mismatch.

Last update on a new build to be released to fix the issues dates back to 2018-03-29.

Dear support, when will we receive an update ?

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [wag357](#) on Wed, 11 Apr 2018 21:02:43 GMT

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48 hours later and the only issues being reported are a few mobile users have been asked to reenter their password by their mobile mail app. Whether Outlook for Android/iOS or the iOS built-in mail app. This may not even be related, but I wanted to put all the info I have out here.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [Chris68](#) on Thu, 12 Apr 2018 09:37:16 GMT

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Had exactly the same problems ...

Turn on ActiveSync in debug mode - you will see it allways crashes at the same user trying to sync!!! Most likely this will be a Windows 10 Mail-App User (and pretty sure that this user has drafts in this app trying to sync)

We just deleted this MailApp account and gave that user a Outlook to work with. Problem solved!

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [qElijahq](#) on Thu, 12 Apr 2018 17:44:34 GMT

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I just had to create a quick batch file(I know...I'm old) to start the Kerio mail service every 10 seconds. Sloppy way to do it, but maybe it will hold me until they decide to release a patch.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [Chris68](#) on Thu, 12 Apr 2018 19:04:52 GMT

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Dear qElijahq ... why not just just use service characteristics and make it start once it fails ... But - that will still mean trouble for your users being disconnected every whatsoever...

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [qElijahq](#) on Fri, 13 Apr 2018 00:17:51 GMT

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Just telling it to restart automatically as a service is the default behavior anyway, but doesn't work.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [wag357](#) on Fri, 13 Apr 2018 14:48:59 GMT

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Has anyone else tried replacing their MSVCR100.DLL as I have? I've been running with no issues for a couple of days but without others corroborating my findings I'm not sure my fix is actually what put a band-aid on my issues.

I simply stopped the mailserver service, found another MSVCR100.DLL on the box, renamed the original in the mailserver directory, pasted in the older copy and started the service again.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [Maerad](#) on Mon, 16 Apr 2018 09:08:26 GMT

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wag357 wrote on Fri, 13 April 2018 16:48 Has anyone else tried replacing their MSVCR100.DLL as I have? I've been running with no issues for a couple of days but without others corroborating my findings I'm not sure my fix is actually what put a band-aid on my issues.

I simply stopped the mailserv service, found another MSVCR100.DLL on the box, renamed the original in the mailserv directory, pasted in the older copy and started the service again.

Yeah, I already did the same. Downloaded the latest 2010 C++ Runtime SP1 from Microsoft and extracted the files. Now I changed them. I'll report back, if I still get the application hangs or if it's better now.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [Maerad](#) on Mon, 16 Apr 2018 11:39:00 GMT

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Update - changed the files, nothing happened. Kerio still crashed several times and I had to downgrade. First Patch in months and only problems. Next one was a sync problem with ActiveSync and a Samsung 8...

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [dzjowk](#) on Mon, 16 Apr 2018 11:50:51 GMT

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We have tried this as well, used another MSVCR100.DLL on the box (windows\system32), but did not see any changes in number of crashes.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [freakinvibe](#) on Mon, 23 Apr 2018 13:47:37 GMT

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Just to let you know, 9.2.6 patch 1 (3851) is out today.

It might fix the crash as stated in the release notes.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [qElijahq](#) on Tue, 24 Apr 2018 01:55:06 GMT

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Still crashing

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [Jef Leroy](#) on Tue, 24 Apr 2018 06:09:01 GMT

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Where are the developers? Where is the desire to maintain this application correctly? GFI may want to kill Kerio Connect?

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [SBMT](#) on Tue, 24 Apr 2018 14:34:34 GMT

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From 5x servers I administer, I updated one, it held for 6 hours, I updated a 2nd one, it held for another 6hrs and I updated the 3rd one which started playing up immediately. Within a couple of hours, the other two started playing up as well. All had to be sent back to 9.2.5 p3!

GFI, if you see this, get your act together!!!

Reputation is getting a serious hit!

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [bberlaud](#) on Thu, 26 Apr 2018 11:49:08 GMT

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still crashin too

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [SIBJaborek](#) on Thu, 03 May 2018 11:40:50 GMT

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Hello everyone!

So. We had the same problem. Kerio crashed and the eventlog showed the appcrash with MSVCR100.dll. The Kerio service stopped, restarted, stopped, restarted and stopped. We had also a corrupted mail and those repair informations about it.

The solution in the end was pretty simple for us.

1. Install latest Kerio Connect Update
2. Make a backup from the corrupted mails if you can and then delete them all from the user account. In our case there was one corrupted mail in a drafts folder of a user. I was able to open the mail in the webclient and print a PDF to save the content. Also download the files from the mail if there are any in it.
3. Deactivate all user accounts who have corrupted mails in it.
4. Change the password of every user account who has corrupted mails in it. (Making sure that the client cant access the account.)
5. Remove these accounts completely from all client devices of the users. Remove it from every device which syncs with Kerio. Even the smartphone. Clean it up.
6. Reactivate the accounts and re-index them.
7. Reconfigure the accounts for the users on the client devices. Make a new Outlook profile for

it. On the smartphone i switched from ActiveSync to IMAP + Kerio App Sync.

It works fine now. It seems the client was the problem. As soon as the client with the corrupted mails could not access / sync anymore the Kerio service worked well. No more crashes. It's kinda weird that one corrupted mail on the client device was able to stop Kerio again and again and again.

EDIT:

It seems like this error is a combination of the version 9.2.6 (and later) and the activesync on Samsung Galaxy S8 smartphones. We had the same problem with two other mail accounts. Both of them are used on those smartphones. After going to IMAP the server worked again. I guess a it's a communication problem between the smartphone activesync and the kerio server.

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [viki](#) on Tue, 08 May 2018 14:14:56 GMT

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Got the same issue with crap called 9.2.6, since update to 9.2.6 there are only problems, first Timezone problem and now it by it self started to crash afret minute from service start...Reverting back from this piece of sh*t...

Downgraded to 9.2.5p3 and working fine...

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [Maerad](#) on Wed, 09 May 2018 08:42:33 GMT

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SIBJaborek wrote on Thu, 03 May 2018 13:40

It seems like this error is a combination of the version 9.2.6 (and later) and the activesync on Samsung Galaxy S8 smartphones. We had the same problem with two other mail accounts. Both of them are used on those smartphones. After going to IMAP the server worked again. I guess a it's a communication problem between the smartphone activesync and the kerio server.

FYI - we had the same problem, but I couldn't link it to be the problem for kerio to kill itself.

One User with a Samsung S8 tried to send a mail (simple forward to an internal address) and it didn't get out, with me getting tons of errors in the error log (active sync related). Also later on even a iPhone...6? user mad the same error msg in the log. This was with Kerio 9.2.6 SP 2.

It really seems that it's an active sync problem, because we removed/readded the mobile more the one time and the error kept happening.

Also my Pixel 2 connects with ActiveSync 16, the Samsung Phone even when readded with AS 14. Same could be true for the iPhone, but can't check it, because I downgraded and deleted the logs (to start from new)

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [wuti](#) on Wed, 23 May 2018 03:46:30 GMT

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My Kerio Connect 9.2.6 patch 2 has service stop every few minutes. Thanks Maerad pin point that it is all about ActiveSync. And thanks to SIBJaborek shown that somehow clearing old cache is the key.

So I change the "User Access Policy" which default policy was "Allow all protocols". I changed it to "Deny ActiveSync" and "Allow all" for the rest protocols to go on. Kerio Connect service then works fine after that.

And I created another "User Access Policy" as "Allow all protocols" and I apply that access policy to a small group of user 5 at a time. I use this method to discover the mobile phone that caused Kerio Connect to stop service.

So I go to that mailbox. Right click the mailbox -> More Action -> Mobile device menu. I deleted that mobile device and let user Re-Sync. The mobile device will not caused Kerio Connect to stop service anymore.

Hope this help.

Wuti

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [chrisgi](#) on Wed, 11 Jul 2018 14:21:03 GMT

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Hello, on a customer install on 9.2.6 we also have some crash, i ve disable activesync it seems more stable.

Anyone have tried 9.2.7 ? (changelog say : "- Crash due to malformed email (To, Cc, Bcc, From) in Drafts from emails in ActiveSync ")

Regards,

Christophe

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [SiriusMac](#) on Wed, 11 Jul 2018 15:50:14 GMT

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chrisgi wrote on Wed, 11 July 2018 07:21Hello, on a customer install on 9.2.6 we also have some crash, i ve disable activesync it seems more stable.

Anyone have tried 9.2.7 ? (changelog say : "- Crash due to malformed email (To, Cc, Bcc, From) in Drafts from emails in ActiveSync ")

Regards,

Christophe

I have not run 9.2.7, but the (still officially beta) 9.2.7 p1 (4058) seems pretty stable, as long as you have Apple Mail.app configured as IMAP, and not as EWS. My understanding from other posters is that the released 9.2.7 (June 4) version still has ActiveSync issues that I am not seeing under 9.2.7 p1 (4058).

Subject: Re: 9.2.6 build 3811 - Faulting module name: MSVCR100.dll

Posted by [wuti](#) on Wed, 11 Jul 2018 16:36:09 GMT

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I am using 9.2.7 (3949) and ActiveSync problem that caused the crash was gone as stated in the release note. However, I have found that Outlook for Mac 2011 that connect to Kerio Connect using native "Exchange account" type. Cannot delete the mail in the shared folder. No matter that folder is shared with given right as Editor or Owner.

Contact Kerio support and confirmed from their L3 support staff that this is confirmed Bug.
