

Good Mobile Messaging™ Server Version 6.0.3 Good Mobile Control™ Server 1.0.3 for Microsoft Windows Exchange

Release Notes

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Overview

This release of Good Messaging™ includes software for Good Mobile Control 1.0.3.83, Good Messaging Server 6.0.3.38, and client software for supported wireless handhelds. For a complete list of handhelds that are compatible with this client and server software, and additional details and known issues about a specific device/ROM/carrier combination, refer to the Good Monitoring Portal | Supported Devices (www.good.com/gmp). The Portal also lists which handhelds are covered by Good's Technical Support.

The following Microsoft Exchange versions are supported:

- Microsoft Exchange 2003
- Microsoft Exchange 2007 SP2 and prior

Upgrade GMM and GMC Servers at the same time to avoid compatibility issues.

Note that devices are redirected to the proper build.

Note: Support for Exchange 2000 has been discontinued for versions later than 6.0.0. Support for Exchange 5.5 has been discontinued for versions later than 4.9.2 and for Microsoft Small Business server for versions later than 4.9.1. If you are a Microsoft SBS customer or are running Exchange 5.5, a separate communication regarding this change has been sent to you from the Good product management support team.

Note: Versions 6.0.1 and 6.0.3 of Good Mobile Messaging Server support all previous versions of Good Mobile Messaging Client beginning with 4.9.3. Version 6.0.3 of Good Mobile Messaging Client supports the two previous versions of Good Mobile Messaging Server (6.0.0 and 6.0.1).

http://www.good.com/corp/int_support.php?id=502&pid=497).

In the following “Notes” sections, the listed issues have not been sufficiently resolved in this release and will be addressed in a future release. The issues are identified by component and a brief description is given. A workaround is provided if it is available. For more information, contact your Good representative.

Good Mobile Control = GMC

Good Mobile Control Console =- GMCC

Good Migration Utility = GMU

Good Mobile Messaging Migration Utility Standalone = GMM MUSA

Good Messaging Server = GS

Good Messaging Client = GC

Client Installer = Installer

Handheld Platform = PE

Good Mobile Security = GMD

Good Mobile Intranet = GMI

Good Mobile Connection = GMA

Local Versions (French, Italian, German, Spanish) = FIGS

Local Version (Chinese Traditional) = ZT

Local Version (Chinese Simplified) = ZS

GS/GC = If an issue originates in the server but manifests itself in the client, this acronym is used.

Over the Air (wireless software distribution) feature = OTA

Windows Mobile Based Pocket PC = PPC

Windows Mobile 5.0, 6.1 = WM5, 6.1

Smartphone = SP

Palm Updates

- Support for IMEI - Palm OS client builds 5.0.6.17 supports capturing and displaying of IMEI (in GMC version 1.0.3.83 and higher)
- Text conversion of attachments is not supported.

New in Good Mobile Messaging Version 6.0.3.46/Good Mobile Control 1.0.3.93

- New iPhone configuration feature allows you to set policies that utilize iPhone configuration profiles
- Compliance Manager iPhone support
- Self Service. The Good admin can now permit end users to perform the following tasks by logging in to the GMC console:
 - Add a handheld
 - Delete a handheld
 - Regenerate the OTA PIN
 - Remote wipe

New in Good Mobile Messaging Version 6.0.3.38/Good Mobile Control 1.0.3.83

- Numerous open issues resolved.
- Support for Windows 2008 and Windows 2008 R2
- Support for the Dash 3G (TMo) and HTC HD2

New in Good Mobile Messaging Version 6.0.3.25/Good Mobile Control 1.0.3.58

- iPhone cut/copy/paste policy (GMC)
- iPhone Enable button to enable/disable logging on iPhone
- iPhone GAL lookup policy enabled (GMC)
- Vmware support(in- addition to ESX): GMM and GMC are certified to work with virtual Guests that run on Windows 2008 R2 Hyper-V Virtual boxes.

Upgrades from 5.0.4, 6.0.0, and 6.0.1 to 6.0.3 are supported.

If a user is moved from one Messaging server to another using GMC, iPhone Calendar reminders/notifications on the home screen will cease to function. To remedy, use GMC to remove and re-add the user to the new Messaging server.

New in Good Mobile Messaging Version 6.0.3/Good Mobile Control 1.0.3

- iPhone and Android support
- Transaction logging has been added for the BDB session storage database and is enabled by default to improve the server resilience.
- Build 6.0.1.107 adds support for the Samsung i637 Jack WM 6.5 ROM.

New in Good Mobile Messaging Version 6.0.1

- New Good Mobile Messaging (GMM) home screen allowing customization of launcher bar, and browsing of calendar events on home screen.
- Good Mobile Access (GMA) split tunnel support allowing carrier and other applications' traffic to be routed directly to the Internet
- GMA Log upload utility to help troubleshoot server issues.
- Improved GMA UI displaying characters briefly before obfuscating in order to minimize incorrect password entries.
- Support for encrypting SD cards with capacity larger than 4GB.
- Support for custom message on device lock screen
- Additional granularity in managing rights for the roles defined in Good Mobile Control (GMC) management console.
- Ability move users across on GMM-Domino servers in addition to on GMM-Exchange servers.
- Server stability and performance improvements
- Numerous open issues resolved
- Support for additional devices:
 - Sprint HTC Touch Pro2 XV6875
 - Verizon HTC Touch Pro2 XV6875
 - Verizon Imagio

- Sprint Intrepid

New in Good Mobile Messaging Version 6.0.0

- Bluetooth profiling
- Allow Voice Dialing from the lock screen.
- RSS feed sharing via email.
- Support Special Characters in password policy.
- Good Mobile Messaging is now localized in Chinese Traditional and Chinese Simplified, in addition to European languages.
- Good Mobile Messaging, Good Mobile Intranet, and Good Mobile Connection run under Good Mobile Control 1.0.1.
- Good Messaging data is now maintained in the Good Mobile Control SQL database.
- The Good Mobile Control console is web-based.
- Web service APIs are provided.
- A new “superuser” role is handled differently in the console from other roles. superuser rights are assigned and changed via the Settings tab, not the Roles tab. There can be only one superuser.
- Policies have been redesigned for greater ease of use. There is now a one-to-one relationship between handheld and policy set.
- Groups play a less significant part in this version of Good Messaging; the focus in this version is on handhelds rather than users, since a user can have multiple handhelds.
- The PalmOS Client is not supported in this release. Enhanced Palm support is provided in Version 5.0 SR4.
- Add To Contacts option.
- Scheduled data and news synchronization.
- Support for additional devices:
 - Samsung Omnia
 - LG Incite
 - Verizon HTC Diamond
 - Verizon HTC Touch Pro
 - ATT Fuze
 - Samsung Epix
 - Samsung Saga i770
 - Samsung i780
 - Verizon 6175

Note: Build 6.0.0.118 added support for three new devices (Samsung Omnia (Verizon), LG Incite (ATT), HTC Touch Pro (Sprint)). Build 6.0.0.119 fixes a font problem (109582) for Saga i770. Build 6.0.0.123 added support for Samsung i637 (Samsung Jack). Build 6.0.0.121 added support for AT&T Samsung Propel Pro, and Alltel and Sprint Palm Treo Pro.

For the Samsung Jack, when restoring from an SD card backup, the user must go to the storage card and manually select “Restore Good.”

End Software Updates (ESU) Notice

Symbol devices are not supported in this release. The Q9h Enterprise ROM is not supported.

Issues Resolved in GMC 1.0.3.83/GMM Server 6.0.3.38

Component	Issue	Tracker
GMC	"SSL Cookie Not Used" sets cookies to secure in JavaScript and Java code.	64880
GMC	Handheld Authentication Type > Policy Template dropdown - Any action disables save/revert buttons.	60478
GMC	Added users in GMC are added again without any error when "Import Handheld from File" action is performed.	60413
GMC	Grammar error in Good Mobile Control under Storage Cards.	60477
GMC	GMC does not always detect active directory user changes.	63870
GMC	Certificate error when accessing GMC - Command-line method is required to allow importing customer certificate to the GMC cert store.	64793
GMC	UI Changes in tool tip now show : <ul style="list-style-type: none"> • Allow Handheld to receive high quality attachment • Expire Password After 	
GMM	Upgrading GMM Server may cause some user disconnects.	63752
GMM	OTAP failure due to handheld already used by another user.	64770
GMM	GMM Server looping on Calendar item.	64754
GMM	GMM disconnects, then re-connects, then disconnects a user again after suspending him/her.	64194

Issues Resolved in GMC 1.0.3.58/GMM Server 6.0.3.25

Component	Issue	Tracker
GMMS	Performance improvement: improved Calendar data lookup.	62546
GMC	Performance improvement: quicker website login	59944
GMC	AD user-account lockout policy incorrectly allowed user to log in.	60634
GMC	Disabling an AD user after login did not take affect with lockout until next login.	60703
GMC	Performance improvement: automatic daily SQL backup times have been randomized in order to reduce simultaneous NOC traffic and thus improve performance.	64029

Issues Resolved in GMC 1.0.1/GMM Server 6.0.1/Client 6.0.1

Component	Issue	Tracker
GMC	During GAC Server installation, your entry for "Enter Domain Information" is not authenticated. The install process will continue and complete even if you enter an incorrect domain name.	91116
GMCC	Users are not visible in the Handheld tab if they have a special character (e.g. "-") in the domain section of their AD distinguished name	109001
GMCC	All Windows Mobile devices appear as WM5 in device details even though they may be WM6.0 or WM6.1 devices	110810 109087
GMC	During GMC installation, if local host is selected, Named instance Radio button should be selected by default	108120
GC	[A9h] After a Messaging server upgrade from 5.x to 6.0.1, Q9h handhelds may display an "Insufficient memory" error when launching Good Messaging. Soft-reset the device to proceed.	115228
GC	[Treo 850] AutoRun will not launch automatically when an SD card is inserted into the handheld. The user can launch AutoRun	115258

	manually by selecting the card after inserting it.	
GMC	If the GMC Server exits, the NT service manager is expected to restart it but will not do so.	103780
GS	For Windows 2008, GLS performance object/counters are missing from the list of counters available for selection from the local computer/server when setting up a performance monitor log under "Data Collector Sets->User Defined.	83317
GS	If you install GMC and GMM, then uninstall and reinstall GMC using a different DB/instance, and then repair the GMM, you will be starting fresh with GMM, with any policy information loss. No warning is provided.	106031
GS	Chinese characters are displayed as question marks in meeting invitations.	102126
GS SMIME	After migration not able to see the SMIME certificates under the SMIME trusted roots page, which is blank. Workaround is to dirty (change or reapply) SMIME settings while all GMM servers are up and running.	102491
GMCC	GMCC searches, as in the Find Handheld field, will not work with full names. Search using only a first or last name. Including a blank in the search name will cause the search to fail.	92382
GMCC	User Disabled from Active directory of the Domain Controller is not reflected in the paused users list in GMC Console. For this status to be displayed, the account used to run the GMC Windows Service must belong to any one of the following groups: <ul style="list-style-type: none"> • Domain Administrators • Account Operators • RAS Servers group • Built-in Administrators • Enterprise Administrators 	89227
GMCC	The GMU does not provide scroll bars to allow display of previous error messages.	103954
GMCC	Blank screen is displayed when trying to create a policy template with long name.	94843
GMCC	Regenerate OTA PIN action is enabled for a user with missing View OTA Setup PIN rights.	95617
GMCC	Size of Enabled software always displays 0 even if some software is selected.	95888
GMCC	Showing the checkbox for the user still checked after tapping on "Clear Filters" option.	96399
GMCC	Showing checkbox for Name column unchecked when tapping on Name field for sorting handhelds.	96401
GMCC	"Select Columns" column on Software deployment page disappears if some HH families are selected.	96411
GMCC	Invalid OTA download URL is displayed on Handhelds>>OTA page.	96494
GMCC	More info is not displayed for the user which is added from search results.	96878
GMCC	"Disallow previously used passwords" policy is getting applied on handheld by default, even though the policy has not set.	99426
GMCC	'Repair' of GLS leads to Error message on any Handhelds info page along with 'Send Logs to Good' button getting disabled.	100887
GMCC	Handhelds disappear from handhelds page when tapped on GMM client version.	101309
GMCC	Not able to create Policy Template of type "GMI."	98355

GMCC	Some handhelds get unselected after clicking on the "GMM server" header to sort handhelds. Instead, go to "Filter by Server" in the left-hand column. Select only GMM servers. No handhelds will get unselected.	109106
GMCC	The "Handheld OS" field does not show correct information for specific handheld. For example it shows Windows Mobile 5.0 for all Smartphones even if the OS is 5.0/6.0/6.1. Use the "Handheld OS version" field to display the OS version using the Microsoft numerical convention.	109087
GMC	At GMC Server startup, only the host machine name is recorded in the log, not the fully qualified domain name.	100260
GMC	GMC Server service must be installed only as a domain user when using Active Directory.	92149
GMC	Domain name cannot contain special characters except '-' and '.' and can never start with a special character.	96617
GMC	When GLS is down, suspend state should be shown as "Suspend requested" when suspend command is issued from GMC.	96666
GMC	TODO fields are displayed in MoveHandheldJobView.	96844
GMC	GMC not reporting fully qualified domain name to GMM server on startup.	100260
GMC	Junk values are being displayed on Installed Instances popup.	84460
GMC	The Good Mobile Connection policy template is not supported. You must create a custom Good Mobile Connection policy for each policy set.	108754
GMC	To refresh the backup screen to get latest action on the grid, click on "Backup" on navigation to the left or refresh on browser in Settings.	104680
GMC	During installation, named instance should be checked by default on the "locate instance" screen. (Refer to the installation step "Select Named instance in the Locate Instance screen." Enter a name for the Server instance, whether existing or to be created. If the instance of the Server has a static port, enter that port number instead.	108120
GMC	During GMC Server installation, your entry for "Enter Domain Information" is not authenticated. The install process will continue and complete even if you enter an incorrect domain name.	91116
GMC	[AT&T Tilt] Disabling a policy template's Network Communication "Data Transfer Sub-profiles" and "Hardware and Device Sub-profiles" is not synced to the handheld.	108880
GMD	[Blackjack-II] GMM is accessible without setting password after fresh installation with password policy enabled from GMC.	106565
GC Installer	Some files may not be removed when uninstalling Good Mobile Messaging.	101350
GC Installer	[HTC TyTN II][Q8][Samsung] Ftp log file not sent from device during OTA when using "Sending logs" menu option.	108621
GMD	[HTC TYTN II][Tilt O2]: Able to delete files from file explorer (My documents, Storage card, My device) on the lock screen.	107123
GC	[Treo Pro][HTC Hermes][HTC Touch Pro] Today screen is not restored after uninstalling GMM.	102822
PE WM 2005	[Omnia] Pressing Contacts in Main Menu->Programs fails to open native contacts. To access native contact, use Open Start->Programs->Pocket Outlook->Contacts.	109423

Issues Resolved in GMC 1.0.0/GMM Server 6.0.0/Client 6.0.0

Component	Issue	Tracker
GS	Time bomb timeout values are now configurable.	93779
GS	GMMS will verify each of the database files before using it during startup. It will report the cache corruption and avoids crashing.	95151
GS	GMMS now automatically deletes the cache files of the user that has reprovisioned so that the new cache file does not get corrupted with the old data again.	95373
GS	GMMS crash with when multiple users are added as attendees and invited for a meeting.	96989
GC	[Treo 750]: User is able to send SMS/MMS on the lock screen from Incoming call screen.	93173
GC	[AT&T Tilt]: Able to Save, Edit and Delete a native contact from lock screen.	96046
GC	[Blackjack-II] Able to send files using Bluetooth even when same application is blocked on GMC console.	97160
GC	[Blackjack-II] Still can send the JPG file by FileExplorer after uncheck "Basic imaging profile" in GMC (Case:61128).	97057
GC	[Q9h]Keyboard lock is not working when Password lock is disabled.	93515
GC	[Q9h]: On the Lock screen, selecting the Unlock option causes a black screen; device becomes unusable. To recover, soft reset.	96235
GC	[AT&T Tilt]: Able to circumvent the lock when the device is locked from phone dial pad. (Dial number)	93790
GC	In some cases, when the handheld is locked, numbers cannot be dialed from the keypad. The handheld user can use the soft dial pad available in the Dialer screen, using stylus.	92847
GC Treo 800	Attempting to restore Good Messaging on the handheld with the radio turned on fails because when the SD card is inserted, no restore dialog is displayed.	50960
GC WM 2005/2006 SP	Good preferences screen may disappear when adding a folder and pressing Cancel on the Email Delivery screen.	83458
GC	User will lose any unsaved drafts in an open Compose window if he/she exits GMM without saving a draft explicitly. A warning message is displayed that all unsaved windows content will be lost.	95544
GMCC	The GMC Console will allow you to add a user whose mailbox is over quota, without displaying an error or warning.	89347

Good Mobile Control 1.0.1/Good Messaging Server 6.0.3/Client 6.0.1 Notes

Install/Uninstall

HTTP through proxy for GMC is supported for connectivity to the data center. Good Mobile Messaging and Good Mobile Connection use HTTP to communicate with Good Mobile Control Server; HTTP through proxy is not supported for this communication.

For native Microsoft Exchange 2003 environments or mixed Microsoft Exchange 2003/2007 environments, Exchange System Manager 2003 with Service Pack 2 is required on all Good Messaging Server machines; if necessary, install Exchange System Manager from the Exchange 2003 CD.

For Microsoft Exchange 2007-only environments, the MAPI/ CDO download from Microsoft is required on all Good Messaging Server machines. If mapicdo is present and its version is *earlier than* ExchangeMAPICDO 6.5.8039.0, no changes are necessary.

If Exchange MAPICDO is not present or is version 6.5.8039.0 or later, do the following:

1. If necessary, download the latest version of ExchangeMAPICDO from Microsoft.
2. Set two environment variables to bypass the MAPI version check within the Good Messaging Server installer:
 - a. Open Control Manager ->System.
 - b. Click on the "Advanced" tab.
 - c. Click on Environment Variables.
 - d. Under System Variables:
 - i. Click "New."
 - ii. Type in "SKIPMAPICHECK" for the variable name.
 - iii. Type in "1" for the variable value.
 - iv. Click OK.
 - v. Click "New" again.
 - vi. Type in "REQUIREANYCDO" for the variable name.
 - vii. Type in "1" for the variable value.
 - viii. Click OK and then click OK again to exit.
3. Verify that the mapi32.dll is 1.0.xxxx (if not, run fixmapi.exe from the system32 directory).
4. Run the Good Messaging Server installer.

Note: If the installer complains that Exchange System Manager is not found, manually re-register the CDO.dll and retry the installation. To manually register CDO.dll, use Regsrv32 (regsrv32.exe *full path and file name of CDO.DLL*).

GMC Server hosts with Windows 2003 require SP2.

Note: The Good Mobile Control Console requires Internet Explorer 7.0 or Firefox 2.0.

During installation of the GMC Server, you will be prompted for an SQL database instance to contain the database to be used by the Server. Note the following:

- **Do not automatically select the default. You must select the correct field of the three to describe the instance that is to be used.**
- You can specify the default instance, a named instance, or a port number. If you select Named Instance or Port Number, you must enter a value in the associated field or an error will be returned.
- **Multiple GMC Servers can share an SQL instance but must use separate databases within that instance.**
- The instance can be local or remote.
- If a local, named instance is specified and doesn't exist, it will be created.
- When naming the database, remember that GMC Servers cannot share databases.

Policy Support for Handhelds

Not all policy settings apply to all handheld platforms. The Good Mobile Control console uses icons and tool tips to indicate which settings are supported for a particular platform.

Move the cursor over a handheld platform icon at the top of relevant policy pages to display info and warning icons on the page that apply only to the platform. The tool tips for blue info icons indicate unsupported platforms for a policy. Selecting an unsupported policy causes the blue icon to change to a yellow warning triangle.

User Interface Change

On the Home screen, two calendar events are displayed, rather than, in some previous cases, four. This is not configurable.

SMIME Notes

SMIME-supported devices, ROMs, drivers, and firmware in this release can be found at <https://get.goodsmime.com>.

This release supports BAI readers:

- BAI readers are supported for Windows Mobile 6.1 PPC devices, with driver version 1-3-8-0s.
- BAI readers are supported for Windows Mobile 6.1 PPC HTC Touch pro devices, with driver version 1-3-9-12s.

BAI driver is not supported on Windows Mobile Smartphone devices.

Q9h works with BAI drivers with some limitations. Any attachments that open with Docs to Go, such as .txt, .doc, .xls, etc., will not open.

HTC Diamond on Verizon has issues unlocking the device using CAC.

This release is not supported on **Treo750**. The device will be redirected to install version 6.0.0/SMIME Good Mobile Messaging.

- Apriva Driver is supported on the device lists at <https://get.goodsmime.com>.

BAI Reader and Driver

When BAI driver is installed on the PPC devices, 4 cab files are installed by the main cab file. User has to hit OK 4 time to complete the installation of the driver.

GMM Client Installation

Fresh installation of GMM client using OTA setup

Windows Mobile: 12MB needed (hard-coded)

Good Mobile Messaging Upgrade

Windows Mobile: about 2.5 times the package size

note: Good Mobile Messaging SMIME package for Window Mobile needs at least 1MB additional memory.

The following limitation exists when a device resets or is reset for the first time after installing GMM, until the user enters GMM password (if the password is set).

1. Email notification and dial contact will not be shown from the GMM lock screen.

2. Security features like remote commands and policy enforcement will not work.

Upgrading a GMI User from Client 5.0 to Client 6.0 for Use with a 5.0 GMM Server

GMM Client 6.0 does not support Good Mobile Intranet. To upgrade a user's handheld from Client 5.0 to Client 6.0, first disable GMI on the handheld. To do so, select the user in GMC, right click, and select Disable Good Mobile Intranet. (109583)

Notes for Samsung i325 and i770

When you select Client build 6.0.0.109 in GMC to be downloaded to the Samsung i325, it will instead receive a special build, 6.0.0.110, which enables global roaming. Similarly, the Samsung i770 will receive a special build 6.0.0.115, which also enables global roaming.

Notes for HTC

For the HTC HD2 and any further certified devices, GMM will not override HTC Sense on those devices supporting that UI. To have GMM take over the home screen on those devices, users must go into the Today screen settings, and under Items, uncheck HTC Sense and check Good Home Screen.

Install/Uninstall Issues in Previous Releases

Component	Issue	Tracker
GMC	After GMC uninstall, you may need to delete some residual files. This is necessary before reinstalling GMC on the machine. If SQL files remain, go to Control panel Add/remove programs SQL express or SQL Server Remove <select the radio button of relevant DB> Click OK. If the installation directory remains, delete it and its contents.	N/A
Installer	For LG Atos, need to use Landscape mode during OTA in order to type the PIN	114641
Installer	Some devices may exhibit an error during uninstall. After a soft reset the uninstall will complete.	
GS	For all Exchange environments, the public folder store on every mailbox server must be mounted and configured to replicate data to each other in order for the Good Messaging Calendar's free/busy scheduling feature to function correctly. Public Folder referrals to a dedicated Public Folder server are not supported.	
GS	Override URL environment variable must be set before installing the server, if using any port other than 443. To set the relay override for ports other than 443, use the OverrideRelayConnectString environment variable. Example using gti01.good.com, port 15000: OverrideRelayConnectString=gti01.good.com:15000	

GS Exchange	When using the “suggested rooms” feature from the handheld, the information is accurate as of about 5 minutes prior to the lookup. This is a design of the Microsoft Exchange Server 2003, as it publishes the most accurate free/busy information for users and resources at about 5-minute intervals. When the handheld queries GMM server for this information, changes that have occurred within the past 5 minutes will not be available. However, when a meeting is saved with an invitation to an unavailable user or including an unavailable resource, the Microsoft Exchange Server will properly indicate the fact. This limitation mirrors the same behavior when using Microsoft Outlook 2000/2003 client. This behavior is also present in the current release used with Exchange 2007.	90092
GS Exchange	[Exchange 2007] Syncing calendar free/busy data does not work for pure Exchange 2007 environment with public folders dismounted.	64508
GC	If users are not on unlimited data plans, warn them to consider disabling Good Mobile News. An average number of RSS feeds, updated hourly, results in several MBs of data transferred over the network daily. This may result in high data costs from the network carriers.	
GC Installer	The Over-the-Air Setup PIN is not case sensitive, but the input may automatically change from lower case to upper case.	68021
GC Installer	Uninstall may fail if device is reset prematurely during the uninstall process.	73933
GC	Meetings on first or last day of DST may appear one hour off.	
GC Installer	Uninstallation causes Gwes.exe error on the device.	77027
GC Installer	[imate8502] Installer does not allow call to come through while sending log files.	108556
GC	Provisioning a user on a handheld that has already been provisioned for a different user will fail with an error (such as 0x4 or 70) that does not clearly describe the problem.	103285
GMC	During GMC installation or un-installation, a “Component Transfer Error” may appear, in the event of an installer failure. Recovering from this state requires removing the uninstall information from the registry manually and restarting the server before trying again. The registry item to be removed is: [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{9185EA7B-D75E-4315-A89D-84C0272391CC}] Refer to Knowledge Base article 18661, http://www.good.com/faq/18661.html .	

Usage

Release GMC 1.0.3.93/GMM Server 6.0.3.46

Component	Issue	Tracker
GC	[HTC Tilt2] Text prediction is not disabled. In the PIN input fields, the PIN entered earlier is remembered by system.	67600

GMC	[iPhone] Updating a policy to disable iPhone configuration will have no effect. Workaround: To cause the policy change to take effect for a particular iPhone, select that device on the Handhelds tab and from the Actions pulldown, select Regenerate Provisioning PIN. To cause the policy change to take effect for all iPhones to which the policy has been applied, change one of the policy's Provisioning settings, click Save, then change it back and click Save again.	70211
GMC	[IE] The Compliance Manager failure action "Force application download" should not be displayed as disabled for the iPhone platform.	69919
GC	If an iPhone fails a Compliance Manager rule and the failure action is set to exit the Good application, fixing the problem that caused the failure will not allow reentry to Good. The Good application must be reinstalled on the iPhone.	70192
GC	iPhone Management features are not supported with OS 3.0 and earlier.	66287
GMC	Compliance Manager incorrectly allows a rule to be saved even if it contains no settings to be verified.	70210
GMC	The GMC Handhelds page may show more than one row for the same device.	70309

Release GMC 1.0.3.83/GMM Server 6.0.3.38

Component	Issue	Tracker
GMC	GTE: GMC_Installation: Clicking "Back" when in Enter Administrator User screen acts as "Next" to "Automatic Backup" screen	65458
GMM	After uninstall of GMM server, performance counter remains in registry	65396
GC	In some cases, HTML pages may not display correctly.	
GC	.msg message attachments are not supported.	
GC	[HTC HD2] get.good.com does not display proper choice when downloading OTA stub in Opera. Use IE instead.	68004
GC	[HTC HD2] Text prediction not disabled in email entry, PIN, email compose fields during OTA. Workaround: disable XT9 manually. Only needs to be done once, as setting will stick.	68006 68007 68076
GC	[HTC HD2] After backup/restore, link to remove GMM is missing from the Settings Remove Programs Applet.	68074
GC	[HTC HD2] Deleting a Good Contact Deletes associated speed dial.	68164
GC	[HTC HD2] Cannot power off the device if locked . Workaround: unlock device, then shut down.	68272
GC	[HTC Touch Pro 2] If HTC Sense UI is enabled, Contacts softkeys will open native contacts instead of GMM contacts.	67765

Release GMC 1.0.3/GMM Server 6.0.3/Client 6.0.1

Component	Issue	Tracker
GMM	When transactional logging is enabled there may be some sluggishness in performance when the number of users on a single server is above 1200. Move users to a different server.	

GC	[HTC Touch Pro2 XV6875] When changing from portrait to landscape display mode, sometimes the Opera icon or Customize icon will be missing. Changing display mode again usually recovers the icons.	60098
GC	[HTC Touch Pro2 XV6875] When completing an outgoing call to a number which is not in the Contacts, the Add to Contacts dialogue does not automatically start as it should.	60602
GMCC	If the Save and Revert buttons on a screen remain grayed out when they should be active, click the screen next to them to activate them.	115635
GMCC	GMC console users who are members of a role with insufficient rights may encounter blank screens when selecting certain actions.	115502
GMCC	The "Change Messaging Server" option in GMC is available from the Handhelds page but not from the Messaging page.	115948
GC	Silence /LSK does not work on receiving a call after GMM is installed. Workaround: press green hard key when receiving a call	
GMD	If SMS application is blocked from GAC, then along with outgoing SMS messages, incoming SMS messages also get blocked.	N/A
GMD	On Treo 750 devices, 5-key navigation key does not work for selecting special characters in the Symbol window on the screen; such characters may be required to input the user password when the device is locked. Instead, user can select the special characters by tapping on the characters in the Symbol window when device is locked.	N/A
GMD	Volume up and down buttons will not work on HTC Touch Pro when GMD lock is on.	N/A
GMD	End-user can invoke applications such as music player via voice-commands when the GMD lock is on. GMD lock will block the application user interface, but not the sound generated by the application. If you want to disable voice-commands, you can do so by blacklisting this voice-command application in Application Policies.	116160
GC	[Treo Pro] While making a call on a locked device, soft keypad cannot be opened on the dialer screen unless a phone call is already in progress.	113162
GC	[PPC] [FIGS] After an upgrade from GMM 6.0.0 to GMM 6.0.1, two versions of the new GMM home screen will be displayed on the device Today screen: an English version and a corresponding non-English version. The user can remove the redundant version by unmarking the checkbox in Settings-> Personal tab-> Today -> Items tab.	114337
GC	[LG Incite] Advise the user to put the device into landscape mode before entering the OTA PIN. Sometimes incorrect letters may get entered in portrait mode.	114641
GC	[Sprint Intrepid] Email hardware key does not work	61933

Release GMC 1.0.0/GMM Server 6.0.0/Client 6.0.0

Component	Issue	Tracker
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GS	If you redeploy VMWare after Good Mobile has been installed and is up and running, you will need to restart the GMM service manually; it will not restart automatically.	106357
GS	Incorrect values are displayed for the paused user count in the performance counters visible in the Windows Performance Monitor.	107850
GS	Voicemail attachment marked private can be forwarded from device and accessed.	62629
GS	Lookup on query-based distribution lists may not return results.	71010
GS	Mail sent from device to DL with name same as sender and sender as its member reaches only the sender but not other members.	85108
GS	When moving handhelds from one GMM server to another, the original GMM server can incorrectly report a Paused User status for handhelds with a reason of moving indefinitely. This should be ignored since the user will be correctly synching on the new server.	108035
GMCC	Policy set name length has a maximum of 155 characters.	95396
GMCC	Lock Handheld currently does not work for Mobile GMC.	101419
GMCC	After changing the login password for the GMC Console, the old password may remain effective for several hours.	92826
GMCC	Searching by display name (first and last names with a blank in between) is not supported.	102762
GMC	This release of GMC does not send event logs to Windows Event Log (e.g., for use by MOM, NetIQ).	60538
GMC	Web Service Clients written in .NET, Axis, Sun's SOAP stack, Perl's soap stack have not been tested in this release.	60536
GMC	An error message is not displayed and installation proceeds when an unreachable remote SQL host is entered.	77267
GMC	GMC Installer crashes with an error "SQL Failure applying gmm.sql" when provided with a database name with a special character as double quotes.	91544
GMC	GMC installer fails with error "Error 1603 installing Microsoft SQL Server 2005 Setup support Files." when using system with less than 10G disk space.	89273
GMC	GMC login page does not open up in IE on a Windows 2003 server with high security level set.	91802
GMC	Suspend Button should be in disabled state for a user with erased data.	96639
GMC	Administrators (in addition to Superuser and Service Administrators) are currently allowed to run consistency checks via the reconciliation feature.	97706
GMC	Information pages goes blank and an error occurs in GMC for users who didn't finish OTAP before migration. Ensure that users are not provisioning devices during migration or reprovision these users after migration.	108041
GMC	Installing GMU and/or GMM MUSA on a GMM 5.0 SR2 host will cause Outlook-to-handheld synchronization to cease on Client 5.0 handhelds.	102647 107101
GMC	When entering the database name for the SQL instance during GMC Server installation, you are limited to 127 characters, not 128.	91715
GMC	If you encounter an error such as "Please insert disk 2 that contains the file setup.ini file location" while running the uninstall/repair utility for GMM from the Control Panel, cancel	64199 90813

	the operation and retry using the Good setup.exe program.	
GMC	Uninstalling GMC will affect all the installed plugins (GMM, GMI, GMA). Uninstall any registered plugins before uninstalling GMC:	77262
GMC	Installer fails if database name is used with special characters such as double quotes.	91544
GMCC	Wait 10 minutes after GMC installation before launching the Console.	80466
GC	If the handheld freezes on the congratulations screen after successful installation of Good Mobile Messaging, soft reset to continue.	106399
GC	After creating a meeting occurrence using a distribution list in Outlook, and then deleting the occurrence from the organizer's device, updates are not sent to attendees on the distribution list.	60964
GMD	[Blackjack-II][AT&T Tilt] Blocking "Advanced audio distribution" profile does not prevent some stereo-headphones Bluetooth capabilities. Workaround: on some devices "HeadSet and Handsfree" profile must be also blocked, together with the "Advanced Audio distribution" profile.	96598 [MMS1]
GMD	[Blackjack-II] When the device is in BT discovering state, an activated lock screen may not be able to be dismissed.	97631
GMD	[Blackjack-II] Forced SD card encryption may sometimes fail, displaying the error "Failed to create Volume." Workaround: retry creating the volume	97918
GMD	[Q9h] In some cases a device may not lock after the specified idle time. Workaround: soft reset.	98131
GMD	[Blackjack-II] In some cases, disabling "Handset and Hands free" profile will not prevent Bluetooth headset phone usage.	96453
GMD	Device freezes on pressing both the green and red hard keys while on temp password screen.	105725
GMD	[Sprint Ace, i325] When downloading Client software to the Sprint Ace/i325, this device will automatically receive a special 5.0.5 or 6.0.0 build that addresses a screen timeout issue.	107473
PE	[Telstra Blackjack-II, i770,i325] The Messaging shortcut key launches the native messaging application instead of Good Messaging.	101411 107273 89349
GMD	[Q8] Pressing "Voice recognition/dialing" hardware button on the device may sometimes display a blank screen.	96761
GMD	[Q9h2.5] Calendar and Contacts in PIM are not synching through Bluetooth.	97230
GC	[ATT Tilt] Changing the time on the handheld may affect any Calendar Reminder snooze settings currently in effect.	106913
GC	"Cancelled" tag isn't prefixed to cancelled-meeting email sent to invitee.	52310
GC	When manager attempts to update a meeting created by a delegate from Outlook on the device, the meeting doesn't correctly sync to the invitee's Outlook.	81859
GC	"This meeting request is out of date" message is displayed when the user tries to accept an updated meeting request from the invitee's device.	105657
GC	To redial a number displayed on the locked handheld screen, press and hold down the green key or reenter the number. Clicking the green key will not redial the number.	115085

PE	(HTC Touch Pro) GMM will not function correctly if HTC Touch Flo is enabled on the handheld. Touch Flo is disabled as part of GMM setup; if HTC is subsequently enabled, go to Settings -> Personal -> Today -> Items tab and uncheck it to disable it again.	107380
GS/GC	Some handhelds may display Chinese characters in meeting invitations as question marks.	102126
GC	Accepting a second occurrence of a meeting may cause the first occurrence to be deleted.	92873
GMD	[Epix] "Set GMM password" alert is not displayed after the native password is removed. Workaround: exit and reenter GMM; the alert is then displayed.	100554
GMD	[Epix] All menu items aren't functional in keyPad dialing screen when the device is locked by GMM.	101135
GMD	[Blackjack-II] Dialing screen is not displayed when user makes a call using voice dialing features from the GMM locked screen.	102043
GMD	[Blackjack-II][HTC Touch Pro] Unable to swap between calls when the device is locked. Workaround: unlock the device before swapping calls	107738
GMD	Blocking phone book access profile may not work as expected. Note: This PBAP profile can only be tested with the help of Car kit. Though it is built up on Object Push Profile for exchange of phone book objects, PBAP is not used between two mobile devices. Car kit is the major application using this profile.	99238
GC	[AT&T Tilt]: Unable to turn on/off Bluetooth handsfree during an ongoing call with GMM locked.	107548
GC SP and PPC	Right and left soft keys used to save a number to Good Contacts may not work properly directly after OTA provisioning or after an upgrade. Soft-resetting the device once after provisioning (or upgrade) will usually restore the functionality of these soft keys.	108497
GC SP and PPC	Right or left soft key used for saving to Good Contacts on Recent Call and Dialer screens may be unresponsive or take the user to native contacts even after a soft-reset. If both soft keys on these screens are affected, the user can save the number from Call History screen as a workaround.	108378
GC	[Telstra Diamond] If soft keypad cannot be launched from GMM screen after an upgrade from GMM 6.0.0 to 6.0.1, soft-reset the device to resolve the issue.	113292
GC	[Treo 850] After an upgrade, the native contacts application may open on the device, instead of GMM contacts, when the contacts option is pressed on the call-progress screen. Soft reset the device to resolve the issue.	113925
GC	[ATGC] [Touch Pro] After upgrade from 6.0.0, save to contact fails. Soft-reset the device to resolve the issue.	113955
GC FIGS ZT ZS	Pre-populated Auto-text is not provided. User can nevertheless create entries for use with this feature.	
GC FIGS ZT ZS	Due to operating system limitations, a few strings coming from the server are not localized and will appear in English. Examples include (but are not limited to): fatal error message, Junk email folder name and the following prefixes: Tentative, Accepted, Cancelled, Undelivered, Declined.	
GC FIGS	Setting font to Large on localized versions of Good Messaging may cause truncations in displayed text.	

GC FIGS ZT ZS	Non-Latin-1 characters are not converted properly when meeting request is sent from the device and will appear as question marks.	106606
GC FIGS ZT ZS	[HTC TyTN II] Name order and address format are displayed in English order, not Chinese order when locale is set to Chinese (Hong Kong), Chinese (Macau), or Chinese (Singapore).	107655
GC FIGS ZT ZS	Full name matching is not supported when looking up Chinese contacts	87057
GC ZS	[Q8][ATGC]The first digit of phone number displayed on the ATGC prompt is cut off.	113102

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