

Good Mobile Messaging™ Server 6.0.1/Client 6.0.1 Good Mobile Control™ Server 1.0.1 for Microsoft Exchange

Release Notes

Updated 09/11/09

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Overview

This Version 6.0.1 release of Good Messaging™ includes software for Good Mobile Control 1.0.1, Good Messaging Server 6.0.1, and Good Messaging Client 6.0.1 for PocketPC and Smartphone 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

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.

Version 1.0.1 release of Good Mobile Control™ adds functionality for managing iPhones from Good Mobile Control management console. This functionality is available as an option during installation.

Good Mobile Control for iPhone functionality requires Exchange 2007 SP1.

Note: Versions 6.0.0 and 6.0.1 of Good Mobile Messaging Server have been tested with and support all previous versions of Good Mobile Messaging Client beginning with 4.9.3. Version 6.0.1 of Good Mobile Messaging Client has been tested with and supports the two previous versions of Good Mobile Messaging Server (5.0 SR3 and 6.0.0).

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

New in Good Mobile Messaging Version 6.0.1

- Integrated iPhone management solution to provision, manage and secure active-sync enabled iPhones including the ability to configure VPN and WiFi on device.
- 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

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 Palm 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.

End Software Updates (ESU) Notice

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

Issues Resolved in GMC 1.0.1/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 manually by selecting the card after inserting it.	115258
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	95888

	is selected.	
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 accept '-' 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	108880

	"Data Transfer Sub-profiles" and "Hardware and Device Sub-profiles" is not synced to the handheld.	
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	95544

	lost.	
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 6.0.1/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.

iPhone Management

GMC uses a PowerShell SMTP client for sending welcome and update email to iPhone users. Depending on your Exchange environment configuration, you may need to do the following in order to ensure these emails are delivered properly:

1. GMC uses the Unified Principal Name (UPN) as the SMTP "from" address. Although this looks like an SMTP address it may not be an actual SMTP address in your enterprise and your Exchange server may treat this email as SPAM. You can override GMC's value of the "from" address by adding the following to GMC's config.props, then restarting GMC:

```
activesync.iphone.email.smtp.sender
<valid SMTP from address>
```

2. GMC interrogates Exchange to determine the hosts that can send SMTP email and uses rules to determine a list of hosts to use for a user whose SMTP address is "name@domain." The list of hosts used will appear in the GMC logs when an email is being sent and can be checked for correctness. If the list of hosts is wrong, the GMC-determined list can be overridden by adding the following to GMC's config.props, then restarting GMC:

```
activesync.iphone.email.smtp.hosts
<domain1>=<host1>[, <host2>]...][
<domain2>=<host3>[, <host4>]...]...
```

As an example:

```
activesync.iphone.email.smtp.hosts          foo.com=MSEX1 ,MSEX2
sub.foo.com=MSEX3
```

To remove a complex password that you've set using a GMM policy, do the following:

1. Remove the policy profile from the handheld.
2. Remove the iPhone passcode.
3. Download and install a new policy profile to the handheld that does not require a complex passcode.

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 driver is not supported on Windows Mobile Smartphone devices.

BAI driver is not supported on **BJ2**.

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

- Driver Version: 1.3.8.0
- Reader Firmware version: 1.3.4.8

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.

BAI CAC reader: Look at the back side of the reader. P/N number looks like BAIXXXXF01. P/N must end with F01.

Apriva Reader and Driver

- PPC Driver Version: 01.06.00
- SP Driver Version: 01.06.00

Reader Firmware version: v03_30_12 12-Dec-2008

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.

Install/Uninstall Issues in This Release

Component	Issue	Tracker
GMC	iPhone users continue to sync if you downgrade or uninstall GMC without deleting users	115573
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.	

Install/Uninstall Issues in Previous Releases

Component	Issue	Tracker
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 OverrideRelayConnectionString environment variable. Example using gti01.good.com, port 15000: OverrideRelayConnectionString=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

Usage

Release GMC 1.0.1/GMM Server 6.0.1/Client 6.0.1

Component	Issue	Tracker
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
iPhone	Good password policy updates are inherited on the iPhone only if the password policy requirements are increased. If password policy requirements are reduced, the iPhone will maintain the higher-level password policy. Set up iPhone with Good again to cause it to inherit reduced password requirements.	N/A
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
iPhone	The GMC policy setting for PPTP VPN encryption will not overwrite the handheld setting, which is Maximum by default. It has to be set manually.	115560
iPhone	Disabling "Route all traffic through VPN" selection will not overwrite handheld setting, which is Enabled by default. It has to be set manually.	115661
iPhone	IPSec VPN with hybrid authentication may require a manual installation of a root certificate before provisioning if the existing ones on device cannot be used for authentication of the VPN server	115498
GMC	This release supports the following Command Line utilities for iPhone: GoodLinkDeleteUser and GoodLinkEraseData.	115420

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

Release GMC 1.0.0/GMM Server 6.0.0/Client 6.0.0

Component	Issue	Tracker
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 the operation and retry using the Good setup.exe program.	64199 90813
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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