

# **Good Mobile Messaging™ 4.9.3 for Microsoft Exchange Release Notes**

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## **Overview**

This Version 4.9.3 release of Good Messaging™ includes software for Good Messaging Server, Good Management Server, Good Management Console, Good Messaging Client Applications for Palm OS, PocketPC, SmartPhone, and Nokia-supported wireless handhelds. For a complete list of handhelds which are compatible with this client and server software, refer to the Good Monitoring Portal | Supported Devices ([www.good.com/gmp](http://www.good.com/gmp)). The Portal also lists which handhelds are covered by Good’s Technical Support.

The latest version of the release notes for this version can be found at [www.good.com/index.php/documentation.html](http://www.good.com/index.php/documentation.html).

The following Microsoft Exchange versions are supported:

- Microsoft Exchange 2000
- Microsoft Exchange 2003
- Microsoft Exchange 2007

Hosted Exchange 2007 is not supported in this release at this time.

Note: 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.

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 Messaging Server = GS  
Good Management Server = GMS  
Good Management Console = GMC  
Good Messaging Client = GC  
Good Mobile Intranet = GMI  
Local Versions = FIGS

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 = WM5

Smartphone = SP

### **New in Good Messaging Server Version 4.9.3**

- Support for Daylight Savings Time Adjustment 2007 (US and Western Australia)
- Support for Exchange 2007 (not including Hosted Exchange 2007)
- Handheld cabled installation and maintenance are no longer supported with version 4.9.3.
- Exchange 5.5 is no longer supported with version 4.9.3.
- The Good server is now certified to work with VMWare ESX 3.0.
- GMC is now supported on Windows Vista Desktop.

### **New in Good Messaging Client Version 4.9.3**

- Support for Daylight Savings Time Adjustment 2007 (US and Western Australia)
- Client can view Office 2007 documents in “text mode.” If your device includes a viewer that is compatible with Office 2007, you can choose “View High Quality” to launch the native document viewer.
- Categories for Good Tasks and Contacts will be synchronized to your handheld. New categories for tasks and contacts can be created on your device.
- Larger emails will automatically be downloaded as the user scrolls down the screen. The “More” button will no longer be available. In the event that the user scrolls to the bottom before the rest of the message has been retrieved, the user will see “Getting more data...” on the screen. In the same way, opening emails in a “Headers Only” folder will automatically display the message contained in the email.
- “Exit” option now supported across all platforms, all handhelds.
- Ability to add to existing contacts on Palm handhelds from call log.

### **Issues Resolved in Good Messaging 4.9.3**

GC/GS	Clicking a “mailto” hyperlink now pre-populates the subject and body (if any) in the Good Compose window.
GC	A client upgrade will now allow categories to synchronize, and will not result in lost data if a task/to-do or contact is subsequently edited on the handheld.
GC Motorola Q	The “Stuck in Dialer” issue on the Motorola Q has been resolved.

### **Issues Resolved / Enhancements in Good Messaging 4.9.3.34 Maintenance Release**

GC	Reported instances where resuming of syncing requires re-provisioning within Good Mobile Messaging.
GC	3-5 minute delays in syncing after turning on the phone / radio (or coming off of offline mode).
GC – Nokia E62/E61	Inability for AT&T subscribers to install Good Mobile Messaging if the carrier name on the handheld shows “AT&T” (versus “Cingular”)
GC – Palm Treo 680	Users are not able to unlock the device without a warm reset if the device soft resets when the device is locked.
GC -PalmOS	After a soft reset, button mappings for the Email, Contacts, Calendar, and Home keys get re-mapped to Good Mobile Messaging.
GC-WM	Certain instances of Goodapp.exe errors when Good Mobile Messaging is running
GC–Sprint I830	Ability to resume syncing when roaming on a GPRS network.
GMI -SP 2005	Invalid key errors seen when connecting to the Good Mobile Intranet Server

GC–Motorola Q	(Enhancement) Improved battery life and reduced calls directed to voicemail when in certain coverage areas.
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**Issues Resolved / Enhancements in Good Messaging 4.9 3.37 Maintenance Release**

GC - WM	Windows Mobile CDMA devices that have an ESN number starting with 0 are unable to provision Good Mobile Messaging. Receive Error "Unable to retrieve handheld serial number".
GMI – Samsung i601 (Telstra)	Users are unable to provision Good Mobile Intranet on the Samsung i601 ("BlackJack") on Telstra.

**Good Messaging 4.9.3 Notes**

***Install/Uninstall***

GMS, GMC	<p>Skip if your complete Good Messaging Server (and Good Management Server) deployment is currently on Version 4.8 or higher and you are upgrading to Good Messaging Server 4.9.3, or if you are installing Good Messaging Server 4.9.3 for the first time.</p> <p>When upgrading from a pre-4.8 version of GoodLink Management Server to Good Management Server 4.9.3, there will be a delay before the new version of the server begins handling connections from Good Management Console. During this initial Good Management Server startup, the server service performs one-time upgrade and migration operations for users. The upgrade and migration operations are executed by the <i>first</i> 4.9.2 Good Management Server to start up in an upgrade environment.</p> <p>Attempting to connect to a Management Server from a Management Console during this updating period may result in error messages indicating that the connection cannot be completed.</p> <p>Length of the delay depends upon the number of Good Messaging Servers configured on a GoodAdmin mailbox, the number of users enabled on each server, and the hardware specification of the server machine running Good Management Server. As an example, a mid-range server-class machine, servicing 500 users, in testing required about 2 minutes for the update.</p>
GMS, GMC	<p>Skip if your complete Good Messaging Server (and Good Management Server) deployment is currently on Version 4.8 or higher and you are upgrading to Good Messaging Server 4.9.3 or if you are installing Good Messaging Server 4.9.3 for the first time.</p> <p>All pre-4.8 GoodLink Management Consoles and GoodLink Management Servers configured to access the same GoodAdmin mailbox must be upgraded to 4.9.3 when any one of them is upgraded to 4.9.3. GoodLink Server can be left at the older version. In other words, in a mixed-version GoodLink/Good Management Server environment, you must use version 4.9.2 of GoodLink Management Console to manage all GoodLink and Good Messaging Servers configured against the same GoodAdmin mailbox, regardless of the Server version. Using a pre-4.8 GoodLink Server Console to manage any Server configured against a GoodAdmin mailbox that already contains GoodLink Server 4.9.3 will cause data corruption.</p>
GMC	<p>If you turn on the password policy setting 'Cannot change more than once a day,' users will have to wait until the next day to make any changes to their passwords. If at the same time you turn on any other password policy that will</p>

	force users to change their passwords, their handhelds will become unusable until the next day.
GS, GMS	If you are installing Good Messaging or running Good Management Console in a Windows 2000 Terminal Server environment and receive self-registration errors during Good Messaging installation or errors such as "API for co-create instance failed" when trying to run Good Management Console, log out and log in again to rectify the problem.
GS, GMS	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
GC Nokia	ACCESS POINT SELECTION: It is critically important during installation that the proper access point be selected. If you get stalled on the "Downloading Services" part of the installation, you may have selected an incorrect Access Point. Select the Menu, Select Access Point. Select a different access point if there is more than one. If Good Messaging gets frozen at this point, restart the device. Good Messaging should complete the provisioning process.  For additional access point information, refer to the Good Customer Support KB (Knowledge Base).  If you are an IT administrator, we recommend that you add a statement highlighting the proper access point selection in the OTA email for your organization.
GC PalmOS	An Over-The-Air upgrade of Good Messaging requires at least 4.7 MB of free memory on supported Palm OS based handhelds.
GC Palm Treo 650	Users who have DocsToGo v9.0 can encounter memory issues when upgrading from 4.9.2 to 4.9.3. These users may require the use of an SD card to upgrade the client if they do not have enough memory available on their device.
GC Palm OS	Upgrade to 4.9.3 client from previous versions may fail at times. Before upgrading from 4.9.2 or earlier versions of GMM client, it is recommended that you check the "Do not check Certificate Revocation List (CRL) during OTA setup and upgrade" check box. This option is available in GMC > Select user group > (right click) Manage Group > Edit Group Software > Select the GMM version > Advanced.
GC Palm Treo 680	Before accessing contacts, users should soft reset the device after upgrading from 4.9.1 to 4.9.3.
Windows Mobile	A soft reset is required after uninstalling Good Mobile Messaging using the Remove Programs application.
GC Cingular 2125	Cingular 2125 users who have ROM version 1.x will need to use the SD card install option to install GMM. Users on ROM 2.x can install GMM via OTA.
GC Palm Treo 750	A hard reset is required before re-installing Good Mobile Messaging after uninstalling Good Mobile Messaging using the native Remove Programs application. Otherwise, the device may get into a 'frozen' state and require a hard reset.
GC Palm Treo 750, Treo 700w, Treo 700wx	If Good Mobile Messaging is uninstalled using the native Remove Program application and then reinstalled, the Notification/email soft key and Menu/contacts do not get re-mapped to Good Mobile Messaging. A hard reset and fresh install are required to correct the soft-key mapping.

### Usage

GC	Meetings on Sunday, March 11 <sup>th</sup> , may appear one hour off in the United States.
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GC	Outlook 2007 has extended features for out-of-office, including html formatting, a date range, an internal message, an external message, and options for whom messages should be sent. Good Messaging does not support these options. If you edit the out-of-office message on your device, the message will overwrite both the internal and external out-of-office messages. The date range and html formatting will also be lost.
GC	When searching for contacts in the corporate directory as a part of composing an email, results do not show in alphabetical order.
GC	On some occasions, while running multimedia applications or recording a video, Good Mobile Messaging may not synchronize. If Good Mobile Messaging is not synchronizing while running the multimedia application or recording the video, synchronization will resume after closing the application.
GC	Prior to Client version 4.9.3.37, for some handhelds such as the AT&T 8525, when the 1 key is depressed, Good Contacts is opened.
GC FIGS	Pre-populated Auto-text is not supported.
GC FIGS	Due to operating systems' limitations and other reasons, some strings are not localized and will appear in English. Examples include (but are not limited to): "Junk email" folder name and the following prefixes: "Tentative," "Accepted," "Cancelled," "Undelivered," "Declined."
GC FIGS	On some FIGS Native Windows Mobile devices hardware buttons may take user to the native contact application instead of the Good Contact application
GC Nokia	If you are prompted to type in a password, the default Nokia password is '12345' (no quotes).
GC Nokia	The device lock screen is blocked when a Good Mobile Messaging Password Policy Change Notification gets fired on the screen. A user can work around this by pressing the left soft key and down (center) on the joystick. The password prompt box is displayed for the user to enter his/her password after pressing those keys.
GC Nokia	On rare occasions, user may experience device freeze. When this happens, use the power button to turn the handheld off and on again. If this does not resolve the problem, pull the battery out of its case and reinsert to turn on the phone again. Good will resume synchronization immediately. In the event Good does not restart or synchronize, please contact your IT Administrator or Good support.
GC Nokia	Beaming contacts from Good Mobile Messaging get saved in the native Contact applications
GC Windows Mobile 2005	Recommend adding new speed dial entry from Today Screen menu. In some cases, adding speed dial entry from Good Messaging Contacts may fail.
GC WM SP 2005	Outgoing caller ID is not displayed if phone number is missing area code. This only occurs during first call to that number.
GC WM 2005	When unlocking the device with Good Mobile Messaging running, the first key press is not registered as the first digit of the password, but only takes the application to the unlock screen.
GC WM 2005 / 2006	Good Mobile Messaging does not officially support the use of other applications (e.g., Microsoft ActiveSync) to sync contact records to native contacts database.
GC WM 2005 / 2006	Contact records stored in the native contacts database may be deleted when Good Mobile Messaging is being used simultaneously and the phone number matches a contact record within Good Mobile Messaging. This also true if the contact records were synced via applications such as Microsoft ActiveSync. Contacts on the SIM card will not be affected.
GC Palm 750	When composing a new Text message and performing a "Lookup" in the

	"New Text Messaging Field," extra characters show up at the end of a name.
GC Samsung i607	When Good Mobile Messaging is running, the "?" and "." keys are not supported from the Good Dialer (phone dial pad). Selecting these keys will instead display "?" = 3/4 and "." = 1/4.
GC Palm Treo 700p	Running Good Messaging while using Sprint TV will result in subpar user experience. Set Good Messaging to "Work Offline."
GC Palm Treo 700w/750	Good Messaging is launched when "Send text message" is selected from the call log. Recommend users note the recipient's phone number and send the text message from the Messaging application. Alternatively, if recipient is stored in the Good Mobile Messaging contacts, text message may be sent to recipient using Good Mobile Messaging contacts "Compose SMS" feature.
GC Palm Treo 700w	On Treo 700w if the time zone is currently in DST but meetings are one hour off, try disabling network time or using the GMM time zone.
GC Palm Treo 750	Selecting an email address in Pocket Internet Explorer will launch Pocket Outlook instead of Good Messaging.
GC Palm Treo 750	When Good Mobile Messaging client is installed, Pocket MSN application shortcut is not supported. Recommend using browser to login into Hotmail account.
GC Palm Treo 750	If device theme is changed while Good client is running, device may hang. Soft reset to resume and to apply new theme
WM 5.0 Treo 700w,	Users who add a contact using the "Add contact" dialog box will have their contact name filed as Unknown Caller in Outlook. To file the name under the first and last name, the user must do the following after saving the contact on the device: 1. Open the contact record in Outlook (on their desktop) 2. Select the first name and last name under the file As field.
GC Motorola Q	The softkey 'Done' does not work when the 'Charge Complete' pop-up dialog box appears
GC Motorola Q	Occasionally the device will lock up after making a phone call.
GC WM SP 2005	Meeting reminders on the Today screen have menu items 'Remind 5 Mins Before' and 'View Item' are grayed out.
GC Motorola Q 9h	On rare occasions, a user may see "GTI-1" and then "Error 63" errors from Good Mobile Messaging. If Good Mobile Messaging does not recover after several hours, Good Mobile Messaging must be re-installed. To re-install, remove Good Mobile Messaging by going to the handheld's Settings applications -> Running Programs. Soft reset the handheld and then install Good Mobile Messaging again.
GC Motorola Q 9h	Changing the handheld's Start Menu view to List View (from the default Grid View) will cause the Start Menu to be blank. To recover, soft reset the handheld and before Good auto-launches, change the Start Menu view back to Grid view.
GC WM SP and PPC  (Except Motorola Q)	In order to make emergency calls when a password is enabled, the user must press and hold the Fn or Option key while dialing the emergency number. For example, to dial 911, the user must press and hold the Fn or Option key while dialing 911. Alternatively, the user can press the Fn or Option key twice and then type 911.  Note: For Palm Treo Windows Mobile devices when keyguard is enabled users do NOT have to use the option key to dial an emergency number.  This is the same behavior as when Good Mobile Messaging is not installed

	and the native device lock is set to use strong alphanumeric password type.
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