

Good Mobile Messaging™ Versions 3.0 – 4.9.2 for Microsoft Windows Exchange Previous Release Notes

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Overview

This note applies to all 5.0 application releases. It contains information originated in previous releases.

This Version 5.0 release of Good Messaging™ includes software for Good Messaging Server, Good Management Server, Good Management Console, Good Messaging Client Applications for Palm OS, PocketPC, and SmartPhone supported wireless handhelds. The Products link at www.good.com provides a list of supported handhelds.

This note contains information that carries over from earlier GoodLink releases; for information specific to Version 5.0, refer to the Good Messaging 5.0.0 Release Notes.

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 (Updated)

GC	Instances where resuming 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 -SP2205	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.

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</p>
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	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.
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	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 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	<p>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:</p> <p>OverrideRelayConnectionString=gti01.good.com:15000</p>
GC Nokia	<p>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.</p> <p>For additional access point information, refer to the Good Customer Support KB (Knowledge Base).</p> <p>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.</p>
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.
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 reinstalling Good 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.
GC Palm Treo 700w, Treo 700wx	Good Mobile Messaging's application launch icons are left on the device Home screen after uninstalling Good Mobile Messaging. A soft reset will clear the icons.

Usage

GC	Meetings on Sunday, March 11 th , may appear one hour off in the United States.
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 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 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 Unkown 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 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

	<p>users do NOT have to use the option key to dial an emergency number.</p> <p>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.</p>
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New in Good Messaging Server Version 4.9.2

- Console ability to request remote handheld logs to be sent via email
- Multiple selection for custom software removal
- Console support for monitoring multiple Management Servers

New in Good Messaging Client Version 4.9.2

- Support for selecting from multiple numbers/email address for Speed Dial and SMS on Windows Mobile Pocket PC handhelds
- "Uninstall" option now supported on Windows Mobile Pocket PC handhelds
- Integration with Today Screen Search Bar on Palm Treo 700w/x and 750 handhelds
- "Exit" option now supported on Palm OS and Motorola Q handhelds

Issues Resolved in Good Messaging 4.9.2

GC/GS	When a recurring meeting request or update is accepted on the handheld, the recurring meeting does not show up on the handheld and/or in Outlook.
GS	When there are large number of contacts in Public Folders, Exchange mailbox move might hang as Good Messaging Server is processing and locking up the Public Folders.
GS	In certain rare circumstances when there are sporadic connectivity problems between Good Messaging Server and Good Operation Center, some handhelds might be able to send emails but not receive emails.
GS	In an Exchange 5.5 environment, Public Contacts Folders will not sync to the handhelds after a server upgrade to 4.8 or 4.9.1.
GMC	The default setting of the GMC policy "Enable copy of Good contacts to Nokia contacts" has changed from "Off" to "On". This will be applicable to new 4.9.2 installations only. Upgrade from previous versions will retain the existing setting.
GMS	In certain circumstances, Good Management Console might hang when a custom application is being removed.
GMC	Users Export from GMC now includes 'Department' column.
GMS	In certain circumstances, enabling Good Mobile Intranet for an existing Good Messaging user might result in an OTA error on the handheld.
GMS	In certain circumstances, Good Management Server upgrade from a pre-4.8 version might result in inconsistent data in Good Management Console.
GS Hosted	Hosted Edition now supports Global Address List search with msExchQueryBaseDN attribute set to an Address List instead of an OU. Refer to the Hosted Release Notes for details.
GS	When there is a large number of contacts in Public Folders, Exchange mailbox move might hang as Good Messaging Server is processing and locking up the Public Folders.
FIGS	A soft reset of the handheld is required after installing an international version of Good Messaging from an SD card.
FIGS	GMC does not work for GMM Spanish on Treo 650. User must install via OTA.
GC Palm Treo 700w	Selecting "Add Contact" dialog contact after call will add contact to Good Messaging Contacts even if user selects Cancel from Contact screen.

GC WM5 SP	Alphanumeric handheld passwords now supported for Windows Mobile 5.0 SP AKU2 devices. Users installing Good Messaging for the first time no longer must disable device password during installation if password contains alphanumeric characters. Requires upgrade with ROM 02.07.55_09P.
GC WM5	User must use center key from 5-way to select destination folder when moving emails. Move to folder feature does not display Done left soft key button.

New in Good Messaging Server Version 4.9.1

- Multiple handhelds per user (up to 10)
- Importance levels for the welcome email template
- Multiple selection in user-group windows
- Ability to set user policies when adding the user to a group
- Role rights export
- Diagnostics check for user mailbox in GMC

New in Good Messaging Client Version 4.9.1

- Support for Symbian Nokia Series 60 handhelds E61 and E62
- "Remove from Calendar" option now available on the handheld
- "Quit Good Messaging" and "Uninstall Good Messaging" are new features available for the Nokia Series 60 handhelds
- Copy Good contacts to native contacts database on Nokia Series 60 handhelds

Issues Resolved in Good Messaging 4.9.1

GC	In certain circumstances, an appointment disappeared from Good Mobile Messaging after it was accepted or tentatively accepted.
GC	When a single member of a distribution list has the same name as the overall distribution list, Good Messaging Server may crash or hang.
GC	Exceptions of a recurring meeting series are not sync'd to Good Mobile Messaging if the recurring meeting series was initially forwarded to the user by one of the attendees.
GC	Response (e.g., Accept, Tentative, Decline) to a forwarded meeting request was sent to the forwarder instead of the organizer if the meeting request was forwarded by Good Mobile Messaging.
GC	Use of a personal distribution list that had the same name as a company distribution caused Good Messaging Server to crash or hang.
GS	In certain circumstances, removing and then re-adding the same user in Good Management Console caused subsequent OTA provisioning of the user to fail.
GS	When more than 50 contacts are deleted from a public folder, Good Messaging Server may crash.
GMC	Commas in user group names and descriptions caused problems in CSV export and import.
GMC	Good Management Console failed to open when a Good Mobile Messaging user was added to an Active Directory group that contained invalid characters.
GMC	In certain circumstances, Good Management Console failed to remove a custom software as requested.
GMC	In certain circumstances, Good Management Console failed to add an existing Good Mobile Messaging user to a user group as requested.
FIGS	A soft reset of the handheld is required after installing an international version of Good Messaging from an SD card.
GMC Nokia	For proper password notifications and usage, disable FIPS in GMC.
GC	In rare circumstances, the Good Mobile Messaging shortcut icons will not appear on the

Nokia	home screen. To add Good icons to the home screen, go to Tools/Settings/Config/Phone/Active Standby.
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GoodLink 4.8 Notes

Install/Uninstall

GMS, GMC	<p>When upgrading from a prior version of Good Management Server to Good Management Server 4.8, 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> 4.8 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>All pre-4.8 GoodLink Management Consoles and GoodLink Management Servers configured to access the same GoodAdmin mailbox must be upgraded to 4.8 when any one of them is upgraded to 4.8. GoodLink Server can be left at the older version. In other words, in a mixed-version GoodLink Server environment, you must use version 4.8 of GoodLink Management Console to manage all GoodLink Servers configured against the same GoodAdmin mailbox, regardless of the GoodLink Server version. Using a pre-4.8 GoodLink Server Console to manage any GoodLink Server configured against a GoodAdmin mailbox that already contains GoodLink Server 4.8 will cause data corruption.</p>
GS	<p>Microsoft has recently issued a hotfix for Exchange 2000 and Exchange 2003 that requires Send As permission to be configured for the GoodAdmin account under Active Directory. Refer to the Administrator's Guide, Pre-Installation chapter (Chapter 3), "Assigning the Exchange Permissions (2000/2003)," for details. When the installer detects that the permission may not be configured properly, a warning will be displayed during the installation or upgrade. You can bypass the warning and proceed with the installation or upgrade. You may not need the permission configured if the Microsoft hotfix is not installed in your environment. However, it is highly recommended that the permission be configured so that GoodLink will continue to work if/when the hotfix is installed in the future or if a future service release that includes the hotfix is installed.</p>
GS, GMS	<p>If you are installing GoodLink or running GoodLink Management Console in a Windows 2000 Terminal Server environment and receive self-registration errors during GoodLink installation or errors such as "API for co-create instance failed" when trying to run GoodLink Management Console, log out and log in again to rectify the problem.</p>
GS, GMS, SBS Edition only	<p>If a "Locked File Detected" error is displayed during installation or de-installation of GoodLink Server or GoodLink Management Server on an SBS 2003 server, click Ignore to continue. If the cursor is an hourglass, you can move it to the lower bar of the desktop and click to restore it before clicking Ignore.</p>
GS, GMS, SBS	<p>Before uninstalling GLS or GMS from SBS 2003, you must first:</p> <ol style="list-style-type: none"> 1. Stop GLS/GMS services. 2. Set GLS/GMS services to Disabled.

Edition only	3. Reboot SBS Machine. 4. Proceed with Uninstall.
GMI	If Good Mobile Intranet (GoodAccess) is present, it must be updated at the same time as GoodLink.
GC	Upgrade and downgrade may cause Today Screen icons on PPC 2005 and PPC 2003 to disappear. Problem is resolved with a soft reset.
GC	SP 2005 OTA upgrade fails on rare occasions and requires full OTA reinstall.
GC	Pin resetting device while re-installing the OTA Setup causes GoodLink to be removed from the device.
GC	If the GMC policy is set for an SP 5.0 handheld to install GoodLink from an SD card, but that card is missing, the installation will fail. Insert a card and restart OTASetup to complete the installation.

Usage

GMC	GMC has been redesigned to support user groups. As a result, its user interface includes many changes. A summary of these changes is included in the Upgrade notes.
GMC	GMC will no longer prompt you to set policy defaults for a handheld family. These are automatically set to the All Users group policy settings.
GS	The sender of the OTA Welcome email is now the GoodAdmin account instead of the end user's own account as in previous releases.
GMC	The GoodLink Kiosk utility is not supported in this release.
GMC	If <ul style="list-style-type: none"> - Multiple GLS host machines share a single GoodAdmin account, and - One of the host machines is running Windows 2003, and - Each host machine has GMS installed on it, and - A GMC is switched from its original GMS to a second GMS then the GMC user must be granted DCOM permissions for the second host machine, as described in www.good.com/faq/17335.html .
GC	On rare occasions, GoodLink fails to start with an error code of -10, -14, or -19. When this occurs, the Today and Home Screen icons will seem to be unresponsive. Soft reset will fix this problem.
GC	Mobile "m" is appended to outgoing calls even when the numbers correspond to home or work numbers.
GC	For the XDA III handheld, uncradle the device when prompted after a GoodLink cabled upgrade. Otherwise, the GoodLink icons will not be displayed on the Today screen.
GC	Today screen lookup bar on Palm 700w does not search GoodLink contacts.
GC	Although reminders fire on time, they may display the wrong time on the notice itself.
GC	On SP 2005, user needs to force keyboard into text entry mode when setting date or time in a calendar entry.
GC	On Palm devices, some URLs are displayed twice on the device when reading emails.

New in GoodLink Client Version 4.7.0

- This release supports GoodLink on a set of supported **Windows Mobile 5.0** Pocket PCs and Smartphones.

Issues Resolved in Client 4.7.0

GLC	Windows Mobile devices freeze if BlueTooth is enabled.
GLC	Samsung i730 devices randomly lock up. This can occur on all Windows Mobile

	PPCs.
GLC	Password policies set by the GoodLink Server are not enforced on WiFi-only devices which lack phone functionality. This issue was first observed on the MC50.
GLC	Reminders for weekly recurring meetings created from the GMT-0 (U.K) timezone are late by 24 hours.
GLC	Adding to contacts from a VCF contact card from an email does not copy the company address field into GLC contacts.
GLC	Public folder contacts are not visible. They become visible only when the user performs a search or find.
GLC	Palm Treo GLC now has a reply button. The buttons include Done, Reply, ReplyAll, and Delete instead of Done, ReplyAll, Fwd, and Delete.
GLC	Treo 650 vibrate notification stops working after a period of time.
GLC	When a task is created from the device, a reminder fires even if it is marked as completed.
GLC	Compliance Manager does not detect the enabled applications path correctly and causes GLC to exit.
GLC	Compliance Manager does not enforce required application policy correctly. GLC can be launched after shutting down due to a missing application and the user is not notified of the missing application.
GLC	Compliance Manager does not check for a required application after the first check succeeds. Thus, if an application is present when GLC first runs, subsequent restarts of GLC do not check for the same application.
GLC	The HP H devices drop keys when typed quickly. Specifically, the Space, Comma, and Period keys are dropped.
GLC	On Smartphones, dialing 1 using the system dialer, and subsequently dialing 1 with the GLC dialer, causes the GLC to crash.
GLC	Pressing the Enter key in the user name or PIN entry field exits the OTA setup process.

GoodLink Client 4.7.0 Notes

Install/Uninstall

GLC	The cabled installer currently does not support WM 5.0 (2005) devices. Installation must be performed via OTA.
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Usage

GLC	On rare occasions, GLC will crash with an error code of -14 after a phone call. Soft reset the device to start GoodLink again.
GLC	On SP 2005 devices, the quick list cannot be used to access the password settings. The Windows settings under the Start menu must be used.
GLC	The Smartphone home screen becomes white when the theme is changed using the home-screen Settings controls in Windows.
GLC	Caller ID on the Smartphones occasionally fails to find a matching name in GLC Contacts.
GLC	When adding an email folder from the preferences, the left soft key does not allow selecting the folder. The 5-way navigation buttons must be used, pressing the down key, to select the folder. The left soft key can lockup the handheld.
GLC	Pressing the green phone key on the From field in an email does not call the sender of the email. The name must be selected from the GLC Contacts application.
GLC	The Work Offline feature is not marked as selected in the menus when it is activated. However, the GLC does enter the Work Offline mode. Only the UI does not correctly indicate the status.

GLC	The Next and Previous keys do not work in the Calendar application. The workaround to is to use the 5-way navigation buttons.
GLC	Switching between working offline and back to working online may not synchronize email immediately. The workaround is to soft reset the device.
GLC	Hitting the 'G' key twice on the Launcher screen can cause GLC to lock up. To get out of the lockup state, press OK on the window, or switch to a GoodLink application.
GLC	When a notification sound other than Good1 or Good2 is chosen from the Notification Preferences screen, the notification sounds are not heard.

New in GoodLink Version 4.5.0

- This release supports GoodLink on the **Windows Mobile Smartphone 2003 platform**.
- GMC Mandatory/Optional settings can now be configured on a **per-application** level.
- GMC includes the ability to specify whether an application is **auto-launched** after the user downloads it.
- A **Compliance Manager** extension is now available for Version 4.5.0 that enables administrators to define advanced third-party software compliance policies for handhelds.
- **Call sender** allows the user to instantly respond to an email with a phone call.
- **vCard contacts**, saved on the handheld, support automatic wireless synchronization with Outlook Exchange.
- **Work off-line** allows use of GoodLink in off-line data mode while the handheld is still able to make and receive phone calls, providing improved battery life and more cost-effective roaming. New for Pocket PC and Smartphone; improved for Palm.
- **Two-line display** option provides additional user-interface option for convenient viewing of email.
- GoodLink Server Version 4.5.0 corrects a number of open issues.

Issues Resolved in 4.5.0

GLS	Upon an upgrade from pre-4.0 to 4.0 or 4.0.3, contents in some of the Public Folders that a user had previously selected for synchronization with the handheld would sometimes disappear. This issue was not fully resolved in version 4.0.3; it has been resolved in version 4.5.x.
GLS	When GoodLink Server was installed in certain time zones (e.g., Sydney), creating an appointment from the handheld would result in an incorrect date/time when the appointment was synchronized to Outlook.
GLS	GoodLink Server failed to install with an error of "Cannot verify service authorization" if NSPR/NSS DLLs existed in the system path.
GLS	GoodLink Server installer failed to provide a dialog to create a MAPI profile when one was needed in order to proceed with the installation.
GLS	Email sub-folders sometimes were not synchronized to the handheld when created at the same time as its parent folder was created in Outlook. Most often seen in scenarios where the folders were created in Offline Cache mode.
GLS	Mailbox moves sometimes resulted in some folders being deleted from the handheld.
GLS	Emails sent by GoodLink to a distribution list that was created through OWA sometimes resulted in an "Email undeliverable" error.
GLS	Several issues regarding the Proxy setup during GoodLink Server installations and upgrades have been resolved.
GLC	The zip code field allows letters for international addresses.
GLC	Weekly appointments occurring more than 1 week apart now show up on the correct date.
GLC	Permanently deleting email on the device now permanently deletes the email in Outlook.

GLC(Treo 650)	Battery level on charging is ignored during OTA operations. Previously, the user couldn't install software OTA if the handheld battery level was too low, even though the handheld was charging.
GLC(Treo 650)	Time spent on the phone no longer counts against the password-locking timeout. Previously, if the user had a timeout value of 2 minutes and was on the phone for 5 minutes, hanging up the phone would password-lock the device.
GLC (PPC)	The user can now select and copy a phone number in an email message.
GLC (PPC)	The onscreen keyboard can now be used to enter a PIN during first-time OTA installation on landscape and square screens.
GLC (PPC)	Soft resetting on a locked device no longer resets the number of invalid password attempts back to 0 (thereby giving the user an infinite number of password attempts).
GLC (PPC)	Emergency phone calls are now supported on password-locked devices.
GLC (PPC)	Multiple reminders for the same meeting no longer show up.
GLC (PPC)	The Symbol key on keyboards now operates correctly.

GoodLink Client and Server 4.5.0 Notes

Install/Uninstall

GLS, GMS	To downgrade from 4.5 to 4.0.x or 3.x, you must contact Good Technology Technical Support and ask to clear a "login key" stored in our data center. Refer to the downgrade notes for details.
GLS, GMS	If you are installing GoodLink or running GoodLink Management Console in a Windows 2000 Terminal Server environment and receive self-registration errors during GoodLink installation or errors such as "API for cocreate instance failed" when trying to run GoodLink Management Console, log out and log in again to rectify the problem.
GLS, GMS, SBS Edition only	If a "Locked File Detected" error is displayed during installation or deinstallation of GoodLink Server or GoodLink Management Server on an SBS 2003 server, click Ignore to continue. If the cursor is an hourglass, you can move it to the lower bar of the desktop and click to restore it before clicking Ignore.
GLS, GMS, SBS Edition only	Before uninstalling GLS or GMS from SBS 2003, you must first: <ol style="list-style-type: none"> 5. Stop GLS/GMS services. 6. Set GLS/GMS services to Disabled. 7. Reboot SBS Machine. 8. Proceed with Uninstall.
GLC	If you use the cable installer to upgrade a handheld from 3.7.0 to 4.5.0, you will receive an error such as "Place in cradle and run setup to personalize your Handheld." In order to install 4.5.0, you will need to do a first-time installation.
GLC (Smartphone)	ORANGE USERS: GoodLink for Windows Smartphone is only supported through OTA setup due to proprietary code signing requirements by Orange. Cabled installation and upgrade of the GoodLink software for Orange is not supported. For all other carriers and network operators around the world Good uses the Microsoft standard Mobile-2-Market code signing. Setup, including installation and upgrades, on these networks is supported via OTA or through the cable.

Usage

GLC	Reminders for recurring meetings will show up 24 hours late when these recurring meetings are a) set up by a meeting organizer in the GMT-0 time zone (London, Lisbon, Edinburgh, Dublin, etc.), and b) set during Daylight Savings
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	Time.
GLC	Most Windows Smartphone handhelds have code-signing requirements. Applications that are not signed by Mobile2Market (or by proprietary carrier certificates) may not install properly.
GLC	If you use OTA to install, you can do an upgrade later with the cabled installer; however, you can't do a first time install with the cabled installer.
GLC	Generate Encryption Key option on the desktop installer doesn't work.
GLC	When you receive a vCard and do Add To Contacts, the business address will not be added to the contact.
GLC	You must use an OTA installer from get.good.com after the 4.5.0 release. If you use a version that was posted before the 4.5.0 release, you will not be able to download and install 4.5.0.
GLC (Smartphone)	Sometimes the data connection stops working and the user will experience a stall. Soft reset the device and start GoodLink again to get out of this state.
GLC (Smartphone)	If multiple applications are running at the same time, a message may indicate insufficient memory. This is especially likely to happen with the Camera and Media Player apps. Soft resetting the device should resolve this.
GLC (Smartphone)	Sometimes you can't hang up the phone on the MPx 220. You'll need to turn the phone off and on.
GLC (Smartphone)	We only support numeric passwords. Therefore the "Require both letters and numbers" and "Require both upper and lower case" policies don't do anything.
GLC (Smartphone)	In some cases Smartphone may take 20-30 minutes to complete OTA setup. You'll see it get stuck on "Checking IT Policy."
GLC (Smartphone)	On the MPx 220 in low coverage areas, first-time OTA installations will sometimes stall and the user will be told to retry later. However, retry later won't work. If the user resets the device, download will continue and installation will complete.
GLC (Smartphone)	The Kiosk doesn't work with the Smartphone.
GLC (Smartphone)	You can't change the Home screen layout on the MPx 220. It will not work correctly if you try to do this. You will need to change it back to GoodLink and reset the device.
GLC (Smartphone)	On the Audiovox 5600, if Bluetooth and Flight mode are on, you will not be able to turn off flight mode until you turn off Bluetooth.
GLC (Treo 650)	Docs2Go doesn't always install. You will be asked to reset your device. If this doesn't solve the problem, Docs2Go isn't installable through software download. Instead, you will need to Hotsync Docs2Go to your device
GLC (Treo 650)	Think Outside Bluetooth keyboard is unresponsive when there's a data connection. It will work fine when using the Work Offline feature.
GLC (PPC)	Stalls sometimes occur on the HP H when the device is suspended.
GLC (PPC)	In order to use Bluetooth, you must start Bluetooth before starting GoodLink. If you start GoodLink first, Bluetooth will not work.
GLC (PPC)	PDA Secure doesn't install properly if a GoodLink password is already enabled on the device. Remove the GoodLink password to use this product.
GLC (PPC)	If you do a cabled installer Detect on an i730 and the ESN is detected with lower-case letters, you will need to change the lower case letters to capital letters in order to continue.
GLC (PPC)	The HP H has its own backup/restore functionality. GoodLink does not work with this. If the user does a restore, GoodLink will not synchronize the handheld with the user account. Reprovisioning is required.

New in GoodLink Server Version 4.0.3 (SR1)

- GoodLink Server Version 4.0.3 corrects a number of open issues.

- Policies can now be set at the GoodLink Management Console to cause OTA PIN expiration and to limit PIN reuse.

Issues Resolved in 4.0.3

GMC	Resolved a GoodLink Management Console issue in which "Add User" failed with an error "Error:80040953 creating user <user> with handheld serial number <serial #> Details: Error creating user. <user> generatKey(authtoken) Source:Goodlink Management Server"
GMS	GoodLink Management Server failed to connect to GoodLink Server if its hostname started with a number.
GLS	Upon an upgrade from pre-4.0 to 4.0, contents in some of the Public Folders that a user had previously selected to sync may disappear. This issue was partially fixed in 4.0.3, and has been fully addressed in 4.5.x.
GLC (Treo)	GoodLink Client on Treo handhelds would sometimes encounter a "Please Wait" dialog freeze when the user accessed the Treo web browser.
GLC (PPC)	GoodLink Client on PPC handhelds: the "Do you want to install GoodLink?" confirmation dialog during OTA Setup was sometimes unresponsive to user inputs.
GLC (Treo)	Contacts shortcut on Treo phone screen sometimes directed user to a blank screen after upgrading from 3.7 to 4.0.
GLC (Treo)	GoodLink Client on Treo handhelds was ignoring the user's preference to 'Always dial 1 in front of the area code' in certain circumstances.

New in GoodLink Server Version 4.0.2

- GoodLink Server Version 4.0.2.3 is designed for use on SBS 2003 servers only.

GoodLink Server 4.0.2 Notes

- The ISA server bundled with SBS 2003 Premium is not certified for use with GoodLink.

Install/Uninstall

GLS, GMS	If a "Locked File Detected" error is displayed during installation or deinstallation of GoodLink Server or GoodLink Management Server on an SBS 2003 server, click Ignore to continue. If the cursor is an hourglass, you can move it to the lower bar of the desktop and click to restore it before clicking Ignore.
GLS, GMS	Before uninstalling GLS or GMS from SBS 2003, you must first: <ol style="list-style-type: none"> 9. Stop GLS/GMS services. 10. Set GLS/GMS services to Disabled. 11. Reboot SBS Machine. 12. Proceed with Uninstall.

New in GoodLink PPC Client Version 4.0.1

The new features available in this release include:

- Support for Pocket PC 2003 WiFi-only handhelds
- Modified GoodLauncher screen to fit in multiple screen orientations

GoodLink PPC Client 4.0.1 Notes

Installation

OTA Setup: PPC Wifi-only	WiFi-only handhelds require OTA installation. Cabled installation is not supported on WiFi-only handhelds.
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OTA Setup: PPC	Devices that have GPRS or CDMA radios in addition to WiFi radios cannot be provisioned as WiFi-only devices.
OTA Setup: PPC	Existing OTASetup applications will not successfully install client version 4.0.1. The current OTASetup application will support installation of client versions 4.0.1 and 4.0.

Usage Notes

GLC: PPC WiFi-only	WiFi-only devices require that the user is connected to, and authenticated on, a valid WiFi access point for GoodLink provisioning and synchronization. (Refer to the <i>GoodLink Administrator's Guide</i> for information regarding valid network configuration requirements.)
GLC: Dell Axim X50	The Home hardware button on the Dell Axim X50 does not map to the Good Today screen. Some applications in the Dell Home screen are non-operational, but can be reached via the Start menu. Users can manually map the Home button to the Good Today screen.
GLC: PPC WiFi-only	Phone-based commands (such as Dial Contact or Compose SMS) are not operational for WiFi-only handhelds, since these handhelds do not have phones.
GLC: PPC	The PPC GoodLauncher screen has been redesigned to take advantage of different device form factors.
OTA upgrade: PPC	During a GoodLink upgrade from 4.0 to 4.0.1, do not attempt to manually launch GoodLink during the upgrade process. The upgrade will happen in the background, and may take up to 1 minute to complete.

New in Version 4.0

The new features available in this release include:

- OTA GoodLink Client setup
- OTA GoodLink Client Upgrade
- OTA handheld software distribution
- OTA Policy
- Global connect

Treo 650 Requirements

1. We recommend that users install HotSync Manager 6 before completing GoodLink Desktop Software and GoodLink Management Console installation. However, HotSync 4 can be used to install GoodLink on the Treo 600 and Treo 650.
2. PDA-net is not compatible with the Treo 650.

GoodLink 4.0 Notes

Installation

OTA Setup PocketPC WiFi-only devices	WiFi-only devices require Over-The-Air installation. They do not support cabled installation.
OTA Setup	Devices that have GPRS or CDMA radios in addition to wi-fi can not be provisioned as wifi-only devices.

PocketPC	
OTA Setup PocketPC	The GoodLink Client can be downloaded via a handheld cabled connection. However, once OTA setup is past the install phase, you will need to un-cable the handheld for OTA setup to complete.
OTA Setup	If you are provisioning a handheld on a CDMA carrier such as Sprint or Verizon, you may be in your home network area in order to obtain a data connection. For example, if you have a Sprint handheld and are roaming on Verizon, OTA Setup may not be able to get a data connection. An error message may be displayed.
OTA Setup	If you are using a Treo 600 and your email address contains special characters such as underscores, use the onscreen keyboard by clicking the keyboard icon at the bottom of the screen.
OTA Setup	In some areas, network performance is slow. This can cause the OTA Setup application to display an error message. Click Retry to continue the download.
OTA Setup Treo	If the handheld loses its data connection, OTA Setup may not report an error message. Quit OTA Setup and try again.
OTA Setup Treo	If the handheld battery is so low that the date and time are not maintained, OTA Setup sends an error that the digital certificate used to sign GoodLink is not valid. Set the date and time correctly before running OTA Setup.
OTA Setup Treo	In some low coverage situations, OTA Setup may show the error that "Application verification failed." If that happens, the error message offers a choice to download again, which will succeed.
OTA Setup PPC	If users run OTA Setup wirelessly and then connect the handheld to a PC's USB port, an error may occur with OTA Setup. Run OTA Setup again. OTA Setup can run when the handheld is connected to USB, but as soon as GoodLink launches, the handheld must be disconnected from the USB port and able to get a wireless network connection.
OTA Setup PPC	When you download OTA Setup using Pocket Internet Explorer, the browser sometimes displays a blank page for https://get.good.com . Click Reload in the browser.
OTA Setup PPC	When the handheld's screen is in the landscape mode, some buttons in OTA Setup may be obscured. Close OTA Setup, switch to portrait mode and restart OTA Setup.
GLS	If you are installing GoodLink or running GoodLink Management Console in a Windows 2000 Terminal Server environment and receive self-registration errors during GoodLink installation or errors such as "API for cocreate instance failed" when trying to run GoodLink Management Console, log out and log in again to rectify the problem.
GLC	If a handheld is enabled at GMC for OTA Setup, the cabled installer cannot be used to load GoodLink software onto the handheld. If a handheld was initially provisioned for GoodLink using OTA Setup, it cannot be upgraded via the cabled installer.
GLC	You should not install GoodLink from an SD backup and from the cabled installer simultaneously.

GLC Treo	GoodLink cabled installation is not compatible with HotSync over Bluetooth.
GLC Treo 650	If the handheld setup process seems to stall or become sluggish, network traffic is usually causing the problem. The user should wait for the sync process to complete.
GLC Treo 650	10MB available memory is required on the handheld for GoodLink setup using the USB cable. If insufficient memory is available, an error message is displayed and GoodLink installation terminates
GLC Treo 650	If the following message is displayed following Treo setup: "Device disconnected: Error 65: session must resync" the user should hard reset the Treo and do an "Install for the first time."
GLC Treo	After wireless handheld setup, when the GoodLink Backup screen is displayed, no cursor may be present in the Passcode field. To display the cursor, click on Backup Location.

Usage Notes

GLC	If Outlook 2003 is installed on the desktop and you want to use GoodLink Desktop to install or upgrade GoodLink software on a handheld, confirm that Outlook will start up and run without prompting for a password. If Outlook prompts for a password, click the checkbox for Outlook to save the password, so that the prompt does not appear the next time that Outlook is launched.
GLC Pocket PC	GoodLauncher screen has been redesigned to take advantage of different device form factors.
GLC Pocket PC Wifi- only	Wifi-only devices require that the user is connected to a wi-fi access point for GoodLink synchronization
GLC	When GoodLink starts for the first time, it asks the user to backup GoodLink on an SD card. Good recommends using an SD card that does not have another GoodLink backup on it already.
GLC	If you delete a user in GMC and then provision a user OTA on the same device within 10 minutes, the client may display an error about "Invalid GDP session keys." Wait 10 minutes between deleting a user and giving the user's handheld to another user.
GLC	When restoring a backup from the SD card, the SD card must be writeable.
GLC	Combined WAN/WiFi handhelds, such as the HP 6315 cannot be provisioned over WiFi. A WAN connection is required.
GLC Treo	Provisioning a user OTA does not place icons in the Palm launcher for GoodLink Forms or Notes, Use the GoodLink Today screen to access these applications.
GLC Treo	When the Treo version of GoodLink is downloading an application, the download only runs when GoodLink is in the foreground. The download is paused when another application is in the foreground.
GLC Treo	In order to install Documents To Go on a Treo, you must have 5.9MB of free memory on Treo 650 and 3.3MB of free memory on Treo 600.
GLC	The handheld may password-lock before the time specified in Preferences.

Treo	
GLC Treo	When the handheld receives a password policy change OTA, the handheld may appear to be hung for a minute or two before resetting as required.
GLC Treo 650	An option in Phone Options General Preferences Show Calendar Event exists on the Treo 650. GoodLink does not integrate with the calendar events shown in the Phone application. This option shows the native Palm Calendar application.
GLC Treo 650	When DocsToGo is to be used on the handheld to display high-quality attachments, it must be installed on the handheld by the DocsToGo installer. (If you HotSync DocsToGo files to the handheld instead of using the installer, you must launch DocsToGo at least once before it will work with GoodLink.)
GLC Treo 650	If the user attempts to open a high-quality attachment on the Treo 650 that is greater in size than 2MB, an error message will be displayed, explaining that due to memory constraints, such attachments are not supported. The user should download such attachments to the Treo SD card first, and then view them from there. If a large attachment is opened in View High Quality mode and then Download to Card is selected, the Treo will be unresponsive until the download is completed (and a "download complete" dialog is displayed).
GLC Treo 650	Using the VoiceSignal Voice Dialing application may cause a soft reset on the Treo 650.
GLC Treo 650	In rare cases, using the Blazer web browser may possibly cause the handheld to soft reset when available memory is low.
GLC Treo 650	If the device is unresponsive for up to 1 minute, the device may be trying to drop and recreate a data connection.
GLC Treo 650	When terminating a data connection, the Treo 650 might sometimes become unresponsive. This condition can last 30 to 45 seconds.

New in Version 3.7

GoodLink 3.7 is a major release of GoodLink client and server software.

Version 3.7 client software includes enhancements such as improved performance and Calendar week view, Flag for Followup, Out of Office Assistant, and Reply/Forward indicators.

Some major enhancements in 3.7 server software include:

- Simplified activation process (refer to Chapter 5, "Preparing New Handhelds," in the GoodLink Administrator's Guide, for the new setup process)
 - GoodLink Management Console functionality now includes GoodDetect and GoodMonitoring Portal (GMP) activation, which have been integrated into the "Enable User" feature. IT no longer needs to use GoodDetect and GoodMonitoring Portal (GMP) separately to activate a handheld. (With 3.7, IT can skip Step 5 in www.good.com/index.php/admin_checklist.html.)

- GoodLink Desktop Installer now includes GoodDetect functionality. End users can use the GoodLink Desktop Installer to obtain handheld information and to email it to IT.
 - Log transfer tool for increased supportability (refer to the uploadLog section of Chapter 8, "GoodLink Utilities," in the GoodLink Administrator's Guide for details of tool use)
- If a problem needs to be escalated to Good Customer Support, logs needed for debugging can be easily transferred using the new uploadLog utility

New in Version 3.0.2

GoodLink 3.0.2 is a minor release of GoodLink client and server software. The following enhancements are included:

- Support for Microsoft® Windows Mobile™ Phone Edition 2003 handhelds
- A new tool, GdGLSConnect, is provided to "ping" Good Operations Center for troubleshooting connectivity.
- Policy enhancements allow the GoodLink administrator to restrict the file types downloaded on the handheld as high-quality attachments. (Treo handhelds)
- "Confirmed Dialing" pop-up dialogs "Confirm Dialing from Contacts" and "Confirm Dialing from Email" have been added. Enable them in GoodLink Contacts->Options. (Previous option was located in Phone App->Options->Dial Preferences.) (Treo handhelds)
- Now you can use a handheld SD card to install third-party software, in addition to being able to install the software from GoodLink Management Console or GoodLink Kiosk. (Treo handhelds)
- The "Export Statistics" feature in GoodLink Management Console now supports commas in Display Name and Exchange Address (DN).
- There are now more options under Policy->Password->Expiration.
- The email aging policy to free up memory on the handheld has been redesigned. Older emails are now removed from other folders before from the Inbox.
- GoodLink Management Console now allows administrators to select and add users from the entire Windows 2000 domain structure forest.

New in Version 3.0

GoodLink 3.0 is a major release of GoodLink client and server software. The following enhancements are included:

- End-user feature enhancements
 - Ability to view rich attachments on Treo 600 handhelds. On Treo 600, JPEG, Word and Excel files are supported with viewers bundled with Treo.
 - International dialing enhancements
- Advanced Security
 - AES end-to-end encryption
 - Enhanced password policies
 - FIPS 140.2 validation
 - Ability to view plain text of signed email on handheld
- Multiple deployment options
 - Ability to delegate specific GoodLink administrative tasks via Role-based Administration

Deploy third party applications such as those needed for rich-attachment viewing using the GoodLink Management Console or GoodLink Kiosk

- Supportability

Recent emails in Inbox and Sent Items are synchronized after a handheld is set up again

GoodLink 3.7 Notes

Issues marked with “2.x” have been present since version 2.x. Issues marked with “3.0” or “3.0.2” were introduced in version 3.0 or 3.0.2. If you are upgrading to 3.7 from 2.x, you can ignore issues marked with “3.0 or “3.0.2.”

Resolved Issues - Server

- GoodLink service no longer take up high CPU utilization when provisioning users with large calendars. (2.x)
- An issue has been resolved in which changing Sync Sent Items policy doesn't take effect immediately. (2.x)
- Some Excel files used to be converted to empty content when viewed on the device. This issue has been resolved. (3.0)
- An issue has been resolved in which GoodLink service startup failed because GLS could not open the MAPI profile named GoodLink Management Server. (3.0)

Resolved Issues - Console

- Issues with Japanese (Kanji) names in GAL have been resolved. (2.x)

Installation Notes

Changes in the install process that differ from previous server installs:

1. If you haven't opened the secure port [443] for the IP range for outbound traffic, as documented in the Administrator's Guide, you will see a new warning message if prerequisites for using the uploadLog tool are not met

“Unable to connect to log upload site.This can occur if the upload server is down or because of server connection issues. If you have a proxy server or firewall, please make sure that secure port [443] for the IP range, as documented in the Administrator's Guide, is open for outbound traffic. This is not a fatal error. Connection to the log upload site is only necessary when you need to send diagnostics logs to your customer service representative”

2. GoodLink Management Server (GMS) and Good Management Console (GMC) version numbers need to match. You will get a run time error if you try to run an older version of GMC against the new version of GMS. Note that you can still administer an older version of GoodLink Server (GLS) from the 3.7 GMS/GMC (i.e., 3.7 GMC connecting to 3.7 GMS to administer an older GLS).

Additional installation notes:

1. GoodLink Version 3.7, like Version 3.0 and 3.0.2, includes a new GoodLink Management Server to be installed. This server offloads GoodLink Management Console tasks from the GoodLink Server.
2. If you are upgrading from GoodLink 3.0 or 3.0.2 to 3.7, you **MUST** upgrade both GoodLink Management Server and GoodLink Management Console (which can be run remotely from the GoodLink Management Server) to version 3.7. Version mismatch between GoodLink

Management Server and GoodLink Management Console will prevent GoodLink Management Console to log on to the Server.

3. If you are upgrading from GoodLink 1.5.x to 3.7, perform the following steps to ensure that all 1.5.x handheld users are included in the upgrade:

Note: Read the GoodLink Upgrade Note for this release for details, before performing these steps.

- a. Before installing GoodLink Server 3.7 and GoodLink Management Server, make sure that you have a list of all handheld users. You can generate such a list in a CSV file using the Export option in the GoodLink Management Console.
 - b. Install **but do not start** the 3.7 version of GoodLink Server.
 - c. Install GoodLink Management Server and GoodLink Management Console. Using the Console, confirm that all handheld user names are present.
4. Before upgrading handhelds from 1.5 to 3.X, note that you must have upgraded the client software on any GoodLink Management Console machines that are to be used to upgrade handhelds.
 5. If you attempt to install GoodLink 3.X client software on a host machine containing GoodLink Management Console version 1.5.x, you will be warned with an error message informing you that the 3.X client is not compatible with the 1.5.x console. However, note that if you install the GoodLink 3.X client software first, and then install the GoodLink 1.5.x console, no error message will be displayed, and when you attempt to set up a handheld, you will encounter an error such as "An error occurred while getting provisioning data for the user. Please make sure that the user information is entered correctly in the business system. A detailed log is in c:\Docume~1\Exchan~1\Locals~1\temp\GoodLog.txt."
 6. When installing (or uninstalling) the GoodLink client software on any GoodLink Management Console machine, a "ReadOnly File Detected" message:

"An option you selected requires that files be installed to your system, or files be uninstalled from your system, or both. A read-only file, C:\Program Files\GoodLink\Pocket PC Handhelds\v3.5\FipsCrypto.dll, was found while performing the needed file operations on your system. To perform the file operation, click the Yes button; otherwise, click No." may be displayed.

The message is benign. Click "Yes" to continue.
 7. Before installing GoodLink client software on a Treo handheld, make sure the HotSync application is working properly without GoodLink software.
 8. Before installing GoodLink on a Treo handheld using the GoodLink Desktop software or GoodLink Management Console, ensure that no other Treo applications are queued for installation. To do so, launch the Palm Install Tool and select the Treo profile for the handheld. If there are any queued applications, highlight them and select "Remove."

Usage Notes

- The "Detect" button from the GoodLink Management Console "New User..." / "Activate handheld" dialog may not be able to detect Carrier or Phone No. from some handhelds. In these cases, you must select the correct carrier from the Carrier drop-down menu and/or enter the handheld phone number under Phone No. manually.
- When you need to enter the handheld phone number on the GoodLink Management Console "New User..." / "Activate handheld" dialog, you must enter all numeric characters with no spaces, no "-", and no "()". Also, the phone number must not start with "1" or "+1". Otherwise, the following error may be displayed: "The handheld with this serial number was already provisioned in GoodLink Operations Center with carrier and phone number".

- Some Good-enabled handsets allow network connections over WiFi. Good uses UDP packets to transmit data to these handsets. Some enterprises block UDP packets at the firewall, even if TCP/IP connections are allowed.

To use Good over WiFi in a corporate setting, your IT administrator must make sure the following ports are open:

- UDP port 12000
- TCP ports 12000, 80, 443, and 21

Note that Good uses the following IP addresses:

- ip01.good.com
 - ipvpn01.good.com
 - ota01.good.com
- When using the GoodLink Management Console to erase data wirelessly on a PPC, a soft reset must be performed on the PPC before GoodLink can be used on that device again.
 - Using GoodLink to view a high-quality attachment via Documents To Go while running iDisplay will cause the Treo600 to crash. When running iDisplay, download the attachment from GoodLink to the Treo's SD card using the "Download to Card" option and display the file using a supported viewer application.

Known Limitations (Client)

- For some Pocket PCs running GoodLink, the handheld screen may turn on intermittently. This is a handheld issue, and we are working with handheld manufacturers to address it.
- Inbound caller ID is not fully-supported for the Samsung i700 and XDA III hardware.

GoodLink 3.0.2 Notes

Resolved Issues - Server

- Several public-folder synchronization issues have been resolved. These caused public folders to appear to be missing to users. In some cases, GoodLink Server would loop and go to 100% CPU usage. (2.x)
- An issue has been resolved in which a handheld would get disconnected with error 49 when its user's Exchange mailbox was moved from one Exchange server to another. (3.0)
- An issue has been resolved in which GoodLink Server would send an over-quota error to the handheld even though the quota was not reached or there was no quota set. (3.0)
- An issue has been resolved in which GoodLink Server, GoodLink Management Server, or GoodLink Management Console did not upgrade to the proper location if a previous version was installed to a non-default location. (3.0)

Resolved Issues - Console

- An issue has been resolved in which GoodLink Management Console sometimes showed an empty list when the GAL was requested. (2.x)
- GoodLink Management Console no longer crashes when a view is refreshed (e.g., Users->Refresh, Servers->Refresh). (2.x)
- An issue has been resolved in which a GAL search malfunctioned when names starting with the following symbols were present: [, \,], ^, _, ' , {, |, }, ~. (2.x)

Resolved Issues - Client

- GoodLink can now continue to send and receive emails even when public-folder contents have taken up most of the free space. (2.x)

- Treo: Caller IDs now match international phone numbers properly. (2.x)
- Treo: International phone numbers are now hyperlinked in email messages. (2.x)
- Treo: https:// links are now hyperlinked properly in email messages. (2.x)
- Treo: An issue has been resolved in which the RSSI on the GoodLink home screen does not reflect the coverage signal strength properly. (2.x)
- Treo: An issue has been resolved in which emails were not received and sent for hours even though the handheld was in coverage. (2.x)
- An issue has been resolved in which the handheld did not receive emails for a long time after the radio had been turned back on after being turned off for hours. (2.x)
- An issue has been resolved in which a large attachment took a long time to download. (3.0)
- An issue has been resolved in which calendar events and notes were not synchronized to the handheld when it was first set up. (2.x)
- GoodLink now observes Daylight Saving Time using the rules of the appropriate country. (2.x)
- An issue has been resolved in which all calendar appointments were one hour off after DST switchover. (2.x)

Usage Notes

- Handhelds running GoodLink Client Software 3.X will not work with GoodLink Server 1.5.

Pocket PC Handheld Usage Notes

1. Keep the Pocket PC connected to a power source during setup and wireless synchronization to prevent battery drain.
2. Install ActiveSync 3.7.1 or newer.
3. Use Guest Partnership when prompted by ActiveSync.
4. Ensure that your PocketPC has a valid data plan by successfully browsing with Internet Explorer.
5. When the Pocket PC runs out of battery, it will automatically turn off the phone. Once recharged, the Pocket PC will not automatically turn the phone back on. The user will need to turn the phone back on by tapping on the antenna icon and tapping on the appropriate command for your Pocket PC.
6. GoodLink must be running for Caller ID to operate properly. Once launched, GoodLink will remain running until the Pocket PC is reset. After a reset GoodLink will automatically restart but there may be up to a 3 minute delay before GoodLink is fully launched.
7. GoodLink requires 8MB of storage memory on the device for setup and use.
8. GoodLink will not synchronize Outlook with a Pocket PC that is cradled, when the cradle is connected to a PC currently running ActiveSync.

GoodLink 3.0 Notes

Resolved Issues – Server

- GoodLink Server no longer relies on the user's Exchange mailbox alias remaining unchanged. A user's alias can be changed at will or even be the same as another user's.
- Resolved a problem that on some machines could have prevented the encryption keys from rotating every 30 days.
- GoodLink Server uses fewer system resources when operating in environments with an extremely large number of entries in the GAL.

Resolved Issues - Console

- The output for the "Export Statistics" feature in Good Management Console now includes additional columns: Phone #, Distinguished Name, Exchange Server name, Exchange Server Version, GoodLink Server Version.
- Resolved an issue installing Good Management Console on some computers running Outlook 2003.
- Mailboxes can now be removed from Good Management Console even when they've been deleted from the Exchange store.

Resolved Issues - Client

- The attachment conversion library has been upgraded and can now convert many attachments to text that were previously un-viewable.
- Several issues that caused handheld database index corruption on Good G100 and RIM 950/957 were resolved. These issues are seen by the user as missing emails and other unusual inbox display problems.
- Mail can be sent from the GoodLink Client to personal distribution lists with the '@' symbol in them.
- Non-Delivery Report messages can now be forwarded from the GoodLink Client.
- Resolved issue where, under certain circumstances, users reported calendar slowness with Outlook.
- Several issues with GoodLink IM+ were resolved including replies and forwards going to the wrong recipient.
- Using the Phone Lookup feature in the To Do Palm application on the Treo 600 will no longer reset the handheld.
- The password timeout on the Treo 600 is now honored independent of when the handheld turns off.
- Emails with an '@' symbol in the body will no longer cause the Good email client to stop responding.
- Treo 600: The '+' symbol is passed to the phone when dialing from Contact phone numbers that are preceded with a '+'.
- Treo 600: Caller ID now matches International phone numbers.

Treo 600 Handheld Usage Notes

1. Keep the Treo 600 connected to a power source during setup and wireless synchronization to prevent battery drain.
2. There are issues with trying to install HotSync using a terminal server: Microsoft terminal server does not support the installation of device drivers (like the HotSync drivers) through a terminal session. You will need to log in to the console session directly to add the device drivers for HotSync.
3. You must use the HotSync application specifically designed for Treo 600 when setting up the handheld. Using HotSync or a similar application intended for a different handheld will not work. Set Palm Desktop to "I have another PIM and/or existing 3rd party synchronization software I would like to use." Do **not** set it to synchronize with Palm Desktop or Microsoft Outlook. If necessary, reinstall Palm Desktop with this setting.
4. Data service may not always be available while roaming on Sprint's network.
5. When the Treo 600 runs out of battery, it will automatically turn off the phone radio. Once recharged, the Treo will not automatically turn the phone back on. The user will need to turn the phone back on by pressing and holding the power button by the antenna in order to run GoodLink and receive email and other wireless data.

6. GoodLink must be running in order for users to access their GoodLink contacts from other applications (Phone, SMS, Pictures, etc.). GoodLink runs continuously after it is first started following a reset.
7. Palm Desktop should not be running at the same time as GoodLink Management Console or GoodLink Desktop Software.
8. GoodLink requires 8MB of available memory on the handheld for setup and use.
9. Only 4 attachments can be downloaded at the same time.

Additional Notes for First-Time GoodLink Users

Installation Notes

1. Required memory for GoodLink Server is 512MB (1GB recommended).
2. Required minimum LAN speed for the GoodLink Server: 10 Mb/s. Note: When configuring GoodLink Server to connect with an Exchange Server, the speed of the network connection must be a sustained minimum rate of at least 10Mb/s. Slower network connections between Exchange and GoodLink Server will cause increased message latency.
3. Before installing GoodLink Servers and GoodLink Management Console, ensure that the host machines' time and date are set to your network's correct time and date. Otherwise, errors such as a Security Alert regarding a problem with the site's security certificate may occur.
4. Synchronize the times on all Exchange and GoodLink Servers to ensure proper message flow to handhelds.
5. Outlook should not be installed on the GoodLink Server's host. Outlook can be installed on a GoodLink Management Console host. When GoodLink Server and GoodLink Management Console are installed on the same host, Outlook should not be installed.
6. The GoodLink mailbox is best located in an Exchange server that contains a minimum of users and is not a bridgehead server, to minimize the effects of Exchange maintenance on GoodLink.

The domain containing the GoodLink account (GoodAdmin) must be trusted by every domain containing one or more Exchange servers containing mailboxes for GoodLink handheld users, as well as the domain containing the Exchange server where the GoodAdmin mailbox itself is located. Subject to this restriction, all Windows architectures are supported. To test, you can use the manageprofile command-line tool to open user mailboxes in each domain in question. It is installed with GoodLink on the GoodLink Server or GoodLink Management Server host machines. The tool is explained in the Good Customer Support knowledge base (<ftp://goodcust:g00d4Me!@ftp.good.com/manageprofile.zip>).

7. To install GoodLink Server, you'll need a serial number and license key. To obtain the key, follow these steps:
 - a. Find and record the serial number and code number printed on a label on the GoodLink Server envelope and introductory card.
 - b. Go to www.good.com/gc to obtain the license key for your GoodLink Server.
 - c. Click on the link to obtain a server license key. Enter the serial number (s/n) and code from the label on the GoodLink Server envelope and introductory card into the appropriate fields. Fill in the email address where you would like the server license key sent. If you do not already have a Good Monitoring Portal account, fill in the required information and select a password. The Good Monitoring Portal allows you to monitor your handhelds and servers.
 - d. Once you've entered the necessary information, Good will register your GoodLink Server. The server license key will be displayed in the Good Monitoring Portal (once only) and it will be emailed to the email address you specify.
 - e. When prompted during server installation, enter this license key.

8. When specifying the location of the GoodLink Server cache directory during installation, for a standalone GoodLink Server or for primary and secondary servers in a manual failover configuration, do not specify a network share drive (for reasons of availability and performance).
9. Exclude the cache and log directories from anti-virus and backup software. These types of software may lock files and cause server performance issues because of locking contention.
10. GoodLink Server and GoodLink Management Server host machines must have Internet access. They should be able to connect to the Internet via https port 443 (secure http). To check this, use a browser with proxy settings disabled on the host machine to connect to a secure remote location. (If you're using a proxy server, see the last paragraph of this item.) You can use port 3101 or 4663 as an alternative to port 443. Version 3.0, as with version 1.5, connects to xml02.good.com.

You can also configure your firewall to allow communication between GoodLink Server and GoodLink Management Server and a block of servers at the Good Security Operations Center in the IP range 216.136.156.65 to 216.136.156.96, inclusive.

You can use an approved proxy server to communicate with Good Security Operations Center, if you are unable to grant access via your firewall. The proxy server can be configured without granting additional access on the firewall. Refer to [Using a Proxy Server](#) on page 8.

11. You can configure GoodLink to reduce or increase the size allowed for email message attachments. To do so, edit two entries in the registry. Both ("maxallowsize" "maxdownloadsize") are located under the [attach] key in

KEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\GoodLinkServer\parameters

The entries should be given the same value. Default is 100MB.

For example, if your GoodLink Server is connected to an Exchange server via a slow WAN connection, you may want to reduce the setting to a value such as 10MB.

Warning: Do not use Regedit unless you are an experienced administrator and know exactly what you are doing. If in doubt, contact your service representative.

12. Confirm that GoodLink Server is running before upgrading handhelds.
13. When installing the GoodLink Desktop software on a system with Office XP and Outlook 2000/2003, at the conclusion of desktop installation a Microsoft error message that begins "The software you are installing has not passed Windows Logo testing to verify its compatibility with Windows XP..." may be displayed. The message is benign. Click "Continue Anyway" to complete installation.
14. If you encounter the following error during handheld setup, simply retry the setup:
"An Internal error occurred while trying to set up your handheld. Please run the setup again."
15. If a new G100 receives the error "Error 704 at 16: device recognized" during setup, pin-reset the handheld to continue.
16. If a handheld is stuck during setup, showing CCYYYYs, do not PIN-reset the handheld. Doing so may delay setup by as much as an hour. If a handheld is stuck, recradle or recable it and repeat the setup procedure.
17. Outlook accounts with thousands of calendar items may take a long time to synchronize with the handheld during setup.
18. To turn off the default signature configured on the handheld, change the following registry key:

[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\GoodLinkServer\parameters\BrandDefaultSig] "SetDefaultSig"="1"

Change SetDefaultSig to "0" and restart the GoodLink Server.

Usage Notes

Server

1. Too many GoodLink user mailboxes on an Exchange Server may cause GoodLink Server to time out while performing an operation. If this occurs, an entry such as the following will be found in the event viewer:

```
Timed operation failed, name:handleMessage time (ms):300000, thread name:main, thread state:stuser3_, thread interval;16777867
```

Reduce the number of mailboxes on the Exchange Server to permit normal GoodLink operation. In a typical setup, more than 10,000 accounts may cause this problem.

2. Replacing a GoodLink user's cache file with a backup copy of the file will cause the user's handheld to malfunction. To replace a corrupted or missing cache file, you must set up the handheld again.
3. If the GoodAdmin mailbox or GoodLink user mailboxes are located in Exchange 5.5, or in the Exchange 5.5 portion of a mixed Exchange 5.5/Exchange 2000/2003 environment, the GoodLink Server host machine must have Exchange 5.5 Administrator with Service Pack 4 installed, not Exchange 2000/2003 System Manager.
4. Do not use the Move Mailbox task in the Exchange Task Wizard (added in Exchange 2003 SP1) to move GoodLink user mailbox from an Exchange 5.5 administrative group to an Exchange 2003 administrative group. The GoodLink user will need to be re-setup if the move is performed on the user mailbox.
5. If a handheld user reaches mailbox quota limits and you plan to change those limits via Active Directory to rectify the situation, stop GoodLink Server first. Otherwise, some of the user's messages may be lost. Restart the GoodLink Server after giving Active Directory time to replicate the new quota limits to the Exchange Server that contains the user's mailbox.
6. GoodLink Server gathers all public-folder information for use with GoodLink handhelds via the Exchange server containing the GoodAdmin mailbox. Your Exchange sites must be configured, so this particular Exchange server has access to the public-folder information that you want to use.

Also, if a public folder is marked invisible for the default user through client permissions, and "Limit Administrative Access to the Home Site" is selected (to check this, go to General Properties for the public folder using Exchange Administrator), GoodLink will issue a MAPI error when attempting to access the folder if the home server of the public folder is not the same as the home server of the GoodAdmin mailbox.

Workaround: Using Exchange 5.5 Admin, connect to the site of the public folder's home server and uncheck "Limit Access to the Home Site" in the General Properties for the public folder. Wait for the change to replicate.

7. The root of a public folder must have permissions set for the "Author" role in order for the "Default" permission to provide access to all folders in the hierarchy. If these permissions are not set, the GoodLink Server will not be able to check the permissions set for each GoodLink user. In addition, you can't assign the GoodAdmin account at the root to have access because permissions are not propagated through the hierarchy. The "Author" role should have the following boxes checked:
 - Create Items
 - Read Items
 - Folder Visible
 - Edit Items = Own
 - Delete Items = Own

8. If an Outlook account is over quota, its handheld cannot be set up. Setup cannot complete successfully if the account goes over quota during setup.

GoodLink Server responds in the following way if a Mailbox Storage Limit is exceeded after handheld setup:

- a. GoodLink Server receives a message from or for the handheld.
- b. GoodLink Server attempts to write data to a mailbox on behalf of this message.
- c. If MAPI or CDO returns an error then GoodLink Server will determine if a Mailbox Storage Limit is at fault.
- d. If the mailbox action is prohibited, the handheld is paused for 2 minutes. During this time no inbound or outbound messages are processed for this handheld. The user is notified on the handheld with a popup dialog indicating that the quota limit has been exceeded.
- e. After 2 minutes, GoodLink Server reprocesses the message that caused the original error. If the same error is returned, the handheld is paused for 15 minutes. After 15 minutes, GoodLink Server attempts to reprocess the message again.
- f. If the same error is returned again, GoodLink Server repeats these steps every 30 minutes until it can write to the mailbox. At that time, service to the handheld returns to normal with no messages lost.

When over quota, the user may want to clear messages from his/her Exchange account using Outlook, or request a higher quota from the email administrator.

Outlook and GoodLink Server may, in some cases, handle over-quota events differently when communicating with Exchange but will always stay in sync with each other.

9. If an "Error 65:Session must resync" is encountered during handheld setup, the Exchange Public Folder store may have been dismounted. If so, remount the store and retry the operation.
10. If the Public Folder store is unmounted, the GoodLink Server will not be able to process Calendar messages from handhelds. The Public Folder store is used to maintain free/busy information. Calendar entries cannot be updated or created while the Public Folders are unavailable.
11. If the GoodAdmin account is located on an Exchange 5.5 server in a mixed mode environment, there must be an Active Directory connection agreement between the Exchange 5.5 Site containing the GoodAdmin mailbox and any Active Directory organizational unit that will use GoodLink services. If this agreement is absent, messages from the handhelds in the unit will be undeliverable. The handhelds may display Error 49 messages.
12. For each user, GoodLink Server checks for changes to permissions for shared-contacts in public folders up to every 6 hours. Any required handheld synchronization with these folders will happen immediately. The connection to the public folder store will be checked and possibly reconnected every hour.
13. If you stop a GoodLink Server service and then attempt to connect to that GoodLink Server using GoodLink Management Console, the server service will be restarted unless set to Disabled.
14. To turn off server status reporting:
 - a. Stop GoodLink Server.
 - b. Add the following key using Windows Registry Editor.
 - c. [HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\GoodLinkServer\parameters\diagnostics]orcalog = 0
 - d. This is a string value.

- e. **Warning:** Do not use Regedit unless you are an experienced administrator and know exactly what you are doing. If in doubt, contact your service representative.
- f. Restart GoodLink Server.

Console

1. If you encounter the error "An internal error occurred while trying to setup your handheld. Please run setup again." when setting up a handheld, simply cancel and retry the operation.
2. When upgrading a handheld that contains a large quantity of user data, you may need to perform the upgrade operation twice. If the initial operation is interrupted (typically by an error such as "Unable to communicate with this handheld following the handheld reset. As a result GoodLink was unable to set the user information on this handheld."), simply repeat the operation. The upgrade will continue from the point of interruption.
3. GoodLink Management Console is tuned for use on a LAN. Use over other connections is not supported.
4. It is not possible to override a handheld password from the GoodLink Management Console. For this reason:
 - a. When using the console to delete a handheld user that may have an unknown password enabled, first use the "Erase Data" option to remove the password. Then delete the user from the console. (RIM/G100 handhelds)
 - b. If you are using the console to set up a handheld that has an unknown password set, enter an incorrect password on the handheld 10 times. The handheld will erase the user data and password; then set up the handheld. (RIM/G100 handhelds)
5. The GoodLink Management Console will not set up a handheld if all the following are true:
 - a. The user's mailbox is on Exchange 5.5.
 - b. The GoodAdmin account was created in an Organizational Unit that is not set to replicate its contents to Exchange 5.5 via an Active Directory Connector.
 - c. The GoodAdmin mailbox is on an Exchange 2000 server.

You'll receive an "insufficient permissions" error message when you attempt to provision any such Exchange 5.5 users via GoodLink Management Console.

To correct this problem, move the GoodAdmin domain account to an Organizational Unit that is set up for active directory replication via an ADC, or set up active directory replication for the current organizational unit; then wait 15 minutes. If you can view the GoodAdmin mailbox using Exchange Administrator (5.5), handheld setup will work correctly.

9. If you use the GMC wireless 'Erase Data' command for a RIM 950/957 handheld in your possession and then try to set it up again, you will get the error "Required system software is not found on this handheld or the handheld is password protected. Please install version 2.1 of operating system and disable the password on this handheld before installing GoodLink." To avoid this error, you must cradle the handheld first and then issue the 'Erase Data' command.
10. If a G100 handheld is FIPS-enabled and GoodLink Management Console is used to remove user data from it, follow this procedure to transfer the handheld to a new user:
 - a. Add the new user to GoodLink Server using GoodLink Management Console. Manually enter the G100 serial number when doing so.
 - b. Cable the G100 and use the Console to set it up.

If you do not perform step 1 before connecting the handheld, the Console will not detect it.

Handheld

1. Support for rich attachments allows viewing of attachments in their rich format if the required viewer software is present on the handheld. Word and Excel attachments can be viewed. Otherwise, attachments are displayed in plain text format. Some attached PDF files may not be viewable on the handheld. Files containing non-Latin language fonts, picture fonts, or some copy-protection schemes that use characters not mapped to Latin characters will not be displayed. Images in attachments such as Word and Excel documents are not displayed unless the rich-attachment option is employed. Password-protected attachments will be displayed blank. Note that faxes are images unless they have been processed by an OCR package.
2. A user who accepts an instance of a recurring meeting, then an updated instance of that meeting, and finally the recurring meeting as a series, may find the subject of the meeting displayed incorrectly in the Day view of Outlook. For example, "Sales Meeting" might be displayed as "??????????" The subject will appear correctly in the opened meeting in Outlook and in all handheld views. To correct the subject in the Day view, go to Deleted Items and accept the meeting again.
3. From the SMS application, tapping "New" for a new message and then choosing "Lookup in Contacts" next to the "To:" field and selecting a contact inside GoodLink Contacts may cause a crash. A workaround is to tap on (move the cursor or use the stylus) the dropdown list/arrow to the immediate right of the To: label to bring up GoodLink Contacts.
4. In some cases when a user sends an email from Outlook, and Omniva Policy (also known as Disappearing Inc.) is installed on the user's desktop, the body of the email message is not displayed properly on the recipient's handheld. Instead, the body appears to be blank. This happens only when the user composes the message and leaves the compose window open for several minutes before sending the message.
5. Calendar synchronization across time zones is supported in the following cases
 - A user creating appointments in a time zone that uses Daylight Savings Time (DST), whether or not DST is currently in effect (supported in versions 1.0 through 3.0)
 - A user creating appointments in a time zone that doesn't use DST (supported in versions 1.5 through 3.0)
 - Meetings with the organizer and all attendees in a time zone that uses DST, whether or not DST is currently in effect (supported in versions 1.0 through 3.0)
 - Meetings with the organizer and all attendees in a time zone that doesn't use DST (supported in versions 1.5 through 3.0)
 - Calendar synchronization across time zones is supported when the organizer and an attendee are in different times zones, one of which uses DST and the other doesn't. (Supported in versions 1.5.2 through 3.0)
 - If you travel to a different time zone, and you want all your calendar appointments to reflect the new time zone, set the handheld to the new time zone. If you want the handheld's calendar appointments to reflect the time in your original time zone, don't change the time zone setting. You can, however, change the handheld's clock time to the new time zone without affecting the calendar appointments.
6. Users may see blank message bodies when viewing certain types of encrypted email messages on the handheld (including IPM.Note.SMIME.MultipartSigned). These email messages have been encrypted with a personal certificate and must be read in Outlook on the user's desktop.
7. If a user is running the GoodLink Desktop software on a PC remote from the Exchange Server, and the machine is slow to connect to Exchange for the correct profile for the handheld, the connection attempt may time out with an error when you click Next after

selecting the profile to be used by the Desktop Software. If this happens, increase the value for the 'Seconds Until Server Connection Timeout' parameter in your mail setup utility.

For Outlook 2000/2003:

- a. In the Control Panel, open Mail.
- b. Click "Show Profiles."
- c. Select the profile for the handheld and click Properties.
- d. From the Services tab, click Properties.
- e. In the window that opens, increase the value for "Seconds Until Server Connection Timeout."

For Outlook XP:

- a. In the Control Panel, open Mail.
 - b. Select the profile for the handheld and click Properties.
 - c. Click E-mail Accounts.
 - d. In the E-mail section, click the radio button for "View or change..."
 - e. Click Next.
 - f. Select the Exchange server for the mailbox for the handheld.
 - g. Click Change.
 - h. Click More Settings.
 - i. In the window that opens, increase the value for "Seconds Until Server Connection Timeout."
8. Pressing Space twice at the end of a word or sentence inserts a period (.) and a space automatically. If you hold down the key for the first letter of the next word, it will be capitalized. You can also backspace over the first letter and retype it for automatic capitalization. Repeating the backspace and retype steps toggles the capitalization. Some handhelds with older versions of the client software may function differently. *Some editions* of the User Guides incorrectly state that pressing Space twice at the end of a word will insert a period and space, and capitalize the subsequent word.
 9. If an Exchange server comes back online after being offline for a period of time, some email that has arrived during the offline period may not be delivered to handhelds until the handhelds' users send mail or perform some other action that affects their Exchange mailboxes.
 10. If you are composing a long message, consider saving the text to the Drafts folder from time to time to preserve it in the unlikely event that you run short of memory. If your handheld warns you of low memory, save your work and reset the handheld. (RIM/G100 handhelds)
 11. The D and R icons are displayed in the message list for an IM+ message with multiple recipients after all recipients have received and read the message. Individual IM recipient Ds and Rs will be displayed in the message. (RIM/G100)
 12. The GoodLink Global Address Lookup (GAL) feature does not implement Address Book Views (E5.5) or Address Lists (E2K). A user lookup will return matches to the handheld for the complete GAL.
 13. Copying and pasting calendar appointment items in Outlook to other days may cause synchronization problems on the handheld. A pasted calendar event may show up in Outlook but not on the handheld. To avoid this problem, create new meetings rather than copying and pasting existing ones, and then copy and paste the contents of the existing meetings into the newly created meetings.

14. Names and email addresses of email senders and recipients within the organization are listed on the user's handheld in the Company History folder in Contacts. An exception to this rule: If the Exchange server uses an SMTP Routing Group Connector to access the contact information for a sender or recipient, that information will not be listed in the Company History folder. (However, recipients defined through a Lookup operation will be listed in the folder, even if an SMTP Routing Group Connector was used.)
15. The At sign (@) is not supported in Exchange contact and distribution-list names when sending email or calendar invitations from the handheld. Names containing the @ will be found by the GAL Lookup application.
16. Display of jpeg attachments is supported on the Treo 600 and G100 only. Scrolling is not supported for jpeg attachments. Images are shrunk until their width is less than 250 pixels. 1600x1200 images should display correctly on the handheld. (RIM/G100/Treo handhelds)
17. IM+ messages are limited to 16K. (RIM/G100/Treo handhelds)
18. GoodLink Desktop Software requires that the logged-on user have permissions for access to all MAPI profiles.
19. In Contact Options the Treo user can specify whether a tap on a phone number in Contacts and/or Email will cause phone dialing. (RIM/G100/Treo handhelds).
20. GoodLink supports a maximum of 16 attachments on outgoing emails sent from the handheld.

Using a Proxy Server

You can use an approved proxy server to communicate with Good Security Operations Center, if you are unable to grant access via your firewall. The proxy server can be configured without granting additional access on the firewall.

Note: HTTP/1.0 is not supported. HTTP/1.1 is required.

To set up proxy support for GoodLink Server, perform the following steps:

1. If GoodLink Server has already been installed, uninstall it using the "Preserve user configurations" option to insure that no user data is lost. Uninstall GoodLink Management Server and GoodLink Management Console as well.

To uninstall, follow the steps outlined in the *GoodLink Administrator's Guide* for "Uninstalling GoodLink Server," "Uninstalling GoodLink Management Server," and "Uninstalling GoodLink Management Console."

2. Before installing the GoodLink Server that is to be proxy-enabled, the following steps *must* be performed on the server host machine:
 - a. Right click on 'My Computer' and select 'Properties.'
 - b. Click the 'Advanced' tab (Windows 2000/2003) or 'Environment' tab (NT).
 - c. Click the 'Environment Variables' button (Windows 2000/2003).
 - d. Under 'System Variables' click 'New' (Windows 2000/2003).
 - e. Enter 'OverrideURL' as a new variable name.

If HTTP/1.1 Basic Authentication is required, enter:

`'proxy://proxyuser:proxypasswd@proxyserver:proxyport/https://xml02.good.com/'`

as the value, where:

proxyuser is the username to use with HTTP/1.1 Basic Authentication for authenticating to the Proxy.

proxypasswd is the password to use with HTTP/1.1 Basic Authentication for authenticating to the Proxy.

proxyserver is the DNS name of the proxy server to use.

proxyport is the port of the proxy server to use.

If HTTP/1.1 Basic Authentication is not required, enter

'proxy://proxyserver:proxyport/https://xml02.good.com/'

as the value, where:

proxyserver is the DNS name of the proxy server to use.

proxyport is the port of the proxy server to use.

3. Install GoodLink Server, GoodLink Management Server, and GoodLink Management Console following the steps provided in the "Pre-installation" and "Installation" sections of the *GoodLink Administrator's Guide*. If reinstalling, be sure to use the same server name, license key, and serial number used during the original installation.

In the last step of the installation process, an additional screen should be presented to confirm the above setting. Note that this screen is only present if the "OverrideURL" environment variable has been created correctly.

Usage Notes

The following rules and limitations apply to use of a proxy server with GoodLink Server:

- Uninstall does not remove or reset the OverrideURL environment variable. Ensure that it is updated appropriately before GoodLink Server is installed.
- Both GoodLink Management Console and GoodLink Server must be upgraded to a version that supports proxy servers (e.g., v1.5.1 or higher). Note that only GoodLink Management Console versions 1.5.1 or higher can administer GoodLink Server versions 1.51. GoodLink Management Console 1.5.1 can also administer earlier versions of GoodLink Server.
- The GoodLink Server has been tested for use with the Squid 2.4 proxy server and a NetCache 3100 proxy server (NetApp Release 5.2.1R2) set up with basic configurations.
- The proxy server must be configured to allow at least 5 minutes of idle time before timing out GoodLink Server connections.
- The usernames and passwords for connecting to the proxy server must not contain ':', '@' or '/' characters.

Known Limitations

Server

- After successfully erasing a handheld and then stopping and starting GoodLink Server, an erroneous Event Log message may be encountered: "GoodLink Server detected an error sending an Erase Data message to user user_name, user is disabled on GoodLink Server. (HRESULT -1880030974.)" The message can be disregarded.

GoodLink Client Software

- Contact or Calendar entries with more than 4K of text in the notes field can be viewed on the handheld but not edited.
- For Solitaire help on a RIM handheld, press the H key.
- Task messages issued from Outlook are treated as regular email on the handheld. You cannot accept, decline, or tentatively accept task messages from the handheld.

- In the Calculator application, the user must press C to clear any operations before pressing Esc to exit the application. (RIM/G100 handhelds)
- First-name GAL lookups are supported only when the GoodAdmin account resides on an Exchange 2000/2003 server. In addition, when using GAL lookup with the GoodAdmin account on an Exchange 5.5 server, the lookup string must include the @ symbol.
- If a Treo 600 handheld stops receiving email and the word "data" does not appear under the radio signal bars, the handheld may be experiencing problems connecting to the data network. To re-establish a connection to the data network, power-cycle the radio: press and hold the button next to the antenna at the top of the handheld to turn the radio off; repeat the process to turn the radio back on. If the connection is still not re-established, go to the Good home screen, bring up the GoodLink menu, and select "Send/Receive Now" immediately after powering the radio back on. If the connection is still not re-established, you may be in an area where the data service is unavailable.
- Repeatedly entering an incorrect password on the Treo will not cause data to be erased from it. Hard reset the handheld to erase all data on it.
- If a PocketPC stops receiving email and the antenna icon at the top of the screen does not show 2 outward-facing arrows, then you do not have a data connection. To re-establish a connection immediately, tap on the antenna icon and select the Connect GPRS link. GoodLink will re-establish a connection.

G100 Hardware

- Normal charging of the G100 requires 4.0 hours to complete a full charge.
- When plugging in the G100 after the battery is completely drained, the handheld requires approximately 1 hour of charging before the LCD is visible, and 4.0 hours for a full charge. A Red LED will illuminate to indicate that the battery is too low to power the LCD screen.
- The G100 radio may not function appropriately when plugged into a PC via the USB cable.

Optional Desktop Installer

- To use the Desktop software, the user's Outlook profile must be set to "Connect with network," not to "Work offline."

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