

# Good™ Mobile Access Server 1.0.1/Client 6.0.1

## Release Notes

Updated 06/19/09

Overview.....	1
General Usage .....	1
GMA Issues Fixed in Version 1.0.1 .....	1
GMA Known Issues New to Version 1.0.1 .....	2
GMA Server Known Issues from Previous Release.....	2
GMA Client Known Issues from Previous Release .....	3

### Overview

Good Mobile Access is a component of Good for Enterprise providing secure access to behind-the-firewall applications, resources, and data to mobile handhelds. This package of Good Mobile Access includes server software designed to work with the Good Mobile Messaging 6.0 client software. The Good Mobile Access client comes prepackaged with the Good Mobile Messaging 6.0 client and can be enabled through Good Mobile Control. Good Mobile Access is supported on Window Mobile Smartphone and PocketPC handhelds. For a complete list of handhelds that are compatible with Good Mobile Access refer to the Good Monitoring Portal | Supported Devices ([www.good.com/gmp](http://www.good.com/gmp)).

Issues listed in the section below will not be supported or have not been sufficiently resolved in this release. The issues are identified by component and a brief description is given. A workaround is provided if it is available. For more information, contact your Good representative.

Acronyms Used	
Good Mobile Messaging = GMM	Good Mobile Access = GMA
Good Mobile Control = GMC	PocketPC = PPC
Smartphone = SP	Windows Mobile 6.0, 6.1 = WM6, WM6.1

### General Usage

Prior to installing Good Mobile Access you will be prompted to close all running programs.

While GMA is inherently efficient, battery life may be impacted by the use of other applications running over this connection.

Some PPC devices (such as the Treo 800) require that the end-user select “Work” instead of “Internet” when the virtual network card prompt appears (first-time install only). If a user incorrectly selects “Internet,” this setting can be changed by going to Settings > Connections > WiFi > Network Adapters and specifying “Work” in the dropdown list for “My network card connects to:” option. (89847)

### GMA Issues Fixed in Version 1.0.1

Description	Reference
During server installation you must specify a DNS suffix otherwise the DHCP host	106829

scope will not be created.	
The GMx service must be stopped manually before proceeding with the server uninstall. The service will hang if the uninstall is performed prior to stopping the service.	107957
When access to the Internet/Intranet requires going through a proxy, the GoodConnectProxy.conf file can contain only one proxy entry per client. Intranet access through a proxy is only supported when using the fully qualified domain name (FQDN).	108219
Setting the logging option server_diag_rotate_maxsize = 0 does not disable log rotation. Work-around: to effectively disable log rotation, set the server_diag_rotate_maxsize = 4294967295.	108618
The Good Mobile Access Policy Template is not supported. You must create a custom Good Mobile Access policy for each Policy Set.	108754

### **GMA Known Issues New to Version 1.0.1**

<b>Description</b>	<b>Reference</b>
Opera browser does not support NTLM authentication (Windows Authentication). Use Internet Explorer browser if web access required NTLM authentication.	N/A
Opera browser is not supported in the Split Tunnel configuration (i.e. the "Route only Intranet traffic through Good Mobile Access" policy). Use Internet Explorer browser instead.	N/A
When turning on WiFi, if prompted to select Work or Internet, select Internet. When turning on GMA, if prompted to select Work or Internet, select Work.	115726
GMA client does not receive an alert to reset the phone if efi=1 is changed to efi=0 during authentication. The user must manually disconnect and reset.	110376
Device remains connected to GMA, able to connect to intranet sites, even though it has been deleted from GMC and has received a "disconnected" message.	111179
GMA does not support the default routing-policy options (both droplists under Settings Connections Advanced  set to My WAP Networks) on Telstra i-Mate and Jasjam devices. While GMA is connected, internet traffic will go over the GMA connection and certain Telstra intranet sites will not be accessible. Workaround: set the 2nd droplist labeled "Programs that automatically connect to a private network should connect using:" to My Work Network.	114242 115983
Device may be slow to respond when in an idle state, as it requests an IP when already having one.	115345
[ATT Fuze] Internet sites are not accessible via enterprise proxy if GMA policy "Allow internet access on handheld when Good Mobile Access is not running" is disabled (unchecked).	115679

### **GMA Server Known Issues from Previous Release**

<b>Description</b>	<b>Reference</b>
GMA Server service may take up to 30 seconds to stop.	90030
When requiring NTLM authentication, domain names cannot contain special characters with the exception of hyphen (-) or period (.).	96617
Windows Mobile does not support proxy auto configuration (PAC) scripts. For installation environments where intranet access from the GMA server is required to go through a proxy, internet access from the device via GMA to those locations will not work.	107056
Windows DHCP does not support multiple domain suffixes. During installation, when configuring the DNS suffix, use a single DNS suffix only.	107134
Domino: If a user's Active Directory logon name is not the same as the Domino	108465

user name, and NTLM authentication is enabled, then the GMA policy setting <b>Allow other users to run Good Mobile Access on this handheld</b> must be enabled (checked).	
Disabling (un-checking) the GMA policy to <b>Allow internet access on handheld when Good Mobile Access is not running</b> will not apply to connections over WiFi. Workaround: To prevent access to the internet when GMA is not running on devices with WiFi, we suggest disabling the WiFi radio. This can be done via the Good Mobile Control. In GMC, edit the Network Communication policy by un-checking <b>Enable WiFi radio</b> to disable the WiFi radio on the device.	108721

**GMA Client Known Issues from Previous Release**

<b>Handheld</b>	<b>Description</b>	<b>Reference</b>
PPC	Some PPC devices (such as the Treo 800) require that the end-user select "Work" instead of "Internet" when the virtual network card prompt appears (first-time install only). If a user incorrectly selected "Internet", this setting can be changed by going to the Settings > Connections > WiFi > Network Adapters and specifying "Work" in the drop down list for "My network card connects to:" option.	89847
All	Stats are automatically refreshed when launching the GMA application. While in the GMA application, the user must select <b>Refresh</b> from menu to get latest stats.	N/A
ALL	While connecting, user may occasionally get stuck at <b>Authenticating User</b> or <b>User Authenticated. Acquiring IP address...</b> Workaround: Disconnect and try connecting again after waiting a short period.	108050 108433

© Good Technology, Inc. 2001-2009. All rights reserved. Good, Good Technology, the Good logo, Good Mobile Messaging, Good Mobile Intranet, Good Mobile Defense, Good Mobile Application Services, GoodAccess, GoodInfo, GoodLink, and Powered by Good are trademarks of Good Technology, Inc. All other trademarks and service marks contained herein are the property of their respective owners. Good Technology, Inc., and its products are not related to, sponsored by, or affiliated with Research In Motion Limited. For information concerning other intellectual property rights of Good and others, go to [www.good.com/legaldocs](http://www.good.com/legaldocs).