

Good Mobile Control™ Server 1.0.1 for Microsoft Exchange

Release Notes

Updated 05/27/09

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Overview

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

Good Mobile Control for iPhone functionality requires Exchange 2007 or Exchange 2007 SP1.

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

Good Mobile Control = GMC
 Good Mobile Control Console = GMCC
 iPhone = iPhone device
 Smartphone = SP

New in Good Mobile Control Version 1.0.1

- Integrated iPhone management solution to provision, manage and secure active-sync enabled iPhones including the ability to configure VPN and WiFi on device
- Additional granularity in managing rights for the roles defined in GMC
- Remote-wipe functionality available on Handhelds page
- Numerous open issues resolved

Issues Resolved in GMC 1.0.1

Component	Issue	Tracker
GMC	During GAC Server installation, your entry for "Enter Domain Information" is not authenticated. The install process will continue and complete even if you enter an incorrect domain name.	91116
GMCC	Users are not visible in the Handheld tab if they have a special character (e.g. "-") in the domain section of their AD distinguished name.	109001
GMCC	All Windows Mobile devices appear as WM5 in device details even though they may be WM6.0 or WM6.1 devices.	110810 109087
GMC	During GMC installation, if local host is selected, Named instance	108120

	Radio button should be selected by default.	
GMC	Unable to log into GMC when GMC authentication type selected is Domino Directory during GMC installation.	90530

GMC 1.0.1 Notes

Install/Uninstall

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

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

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

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

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

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

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

As an example:

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

Install/Uninstall Issues in This Release

Component	Issue	Tracker
GMC	iPhone users continue to sync if you downgrade or uninstall GMC without deleting users.	115573
GMC	After GMC uninstall, you may need to delete some residual files.	N/A

	This is necessary before reinstalling GMC on the machine. If SQL files remain, go to Control panel Add/remove programs SQL express or SQL Server Remove <select the radio button of relevant DB> Click OK. If the installation directory remains, delete it and its contents.	
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Usage

Component	Note	Tracker
iPhone	Good password policy updates are inherited on the iPhone only if the password policy requirements are increased. If password policy requirements are reduced, the iPhone will maintain the higher-level password policy. Set up iPhone with Good again to cause it to inherit reduced password requirements.	N/A
GMCC	If the Save and Revert buttons on a screen remain grayed out when they should be active, click the screen next to them to activate them.	115635
iPhone	The GMC policy setting for PPTP VPN encryption will not overwrite the handheld setting, which is Maximum by default. It has to be set manually.	115560
iPhone	Disabling "Route all traffic through VPN" selection will not overwrite handheld setting, which is Enabled by default. It has to be set manually.	115661
iPhone	IPSec VPN with hybrid authentication may require a manual installation of a root certificate before provisioning if the existing ones on device cannot be used for authentication of the VPN server.	115498
GMC	This release supports the following Command Line utilities for iPhone: GoodLinkDeleteUser and GoodLinkEraseData.	115420
GMCC	GMC console users who are members of a role with insufficient rights may encounter blank screens when selecting certain actions.	115502

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