

Good Mobile Messaging Server 4.5/Client 4.9 for IBM Lotus Domino Release Notes

Updated 08/06/2007

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Overview

This release of Good Mobile Messaging software for IBM Lotus Domino includes software for Good Messaging Server (Version 4.5.6), Good Management Server (Version 4.5.6), Good Management Console (Version 4.5.6), and Good Messaging Client Applications (Version 4.9.3) for Palm OS, PocketPC, SmartPhone, and Nokia-supported wireless handhelds. For a complete list of handhelds which are compatible with this client and server software, refer to the Good Monitoring Portal | Supported Devices (www.good.com/gmp). The Portal also lists which handhelds are covered by Good's Technical Support.

The latest version of the release notes for this version can be found at www.good.com/index.php/documentation.html.

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 below. A workaround is provided wherever it is available. For more information, contact your designated sales/support engineer.

Good Messaging Server = GS
Good Management Server = GMS
Good Management Console = GMC
Good Messaging Client = GC

GS/GC = If an issue originates in the server but manifests itself in the client, this acronym is used.

Over the Air (wireless software distribution) feature = OTA

Good Mobile Defense = GMD

Windows Mobile Based Pocket PC = PPC

Windows Mobile 5.0 = WM5

Smartphone = SP

New in Good Messaging Server Version 4.5.6

- Support for Daylight Savings Time Adjustment 2007 (US and Western Australia)
- End of support for cable provisioning.
- Workaround for SD Card installation support
- Automated handheld logs (ELOGS)
- Title for Personal Journal
- The Good Server is now certified to work with VMWare ESX 3.0 and Windows 2003 R2
- Ability to leverage a SQL Server for a new install instead of SQL Express

- Tools
 - For checking Good Server's connectivity with the Lotus Domino infrastructure
 - To check user profile – i.e., Roaming user or iNotes
 - To fetch handheld logs on demand from GMC
- GMC is now supported on Windows Vista Desktop.
- The Good server is now certified to work with VMWare ESX 3.0.
- Calendar processing has been improved for better server performance (versions 4.5.6.23 and higher)

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.
- 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.
- Support for Title in Personal Journal

Issues Resolved in Good Messaging Server 4.5/Client 4.9

GS	Provisioning fails for the users added through command line interface tool (CLI).
GS	Unable to provision users with user names that have Extended Ascii Characters.
GS	Action on a cancellation request on the device sends a declined message to organizer.
GS	Mapping of unsupported/custom forms to supported forms (Memo, To Do, Calendar)
GS	Documents with no form type specified to be treated as memo form (support for DDM alert mails)
GS	Sending two invitations when a regular meeting is updated on server after being created from device
GS	Not sending response to organizer when the invitee deleted the recurring meeting from device
GS	Not sending cancellation notice to invitees when organizer deletes the recurring meeting from device
GS	Cancellation notice not being sent to original invitees if one or more invitees are added before canceling the regular meeting
GS	Invitee not sending response (but sending cancellation notices), when the user deletes the accepted meeting from device
GS	Update meeting request sent from organizer device were not linked to the original meeting on the invitee side after accepting update meeting request on invitee device
GS	Accepting reschedule without accepting original meeting request for regular meeting
GS	Fixed a problem in alarms to be consistent with Notes client. No alarms will be

	set for meetings on invitee device if they are not set on the Notes client.
GS	Device not canceling the entire series when cancellation is opened from device
GS	A manual workaround is available if personal address book and personal journal are stored in a different database. Contact dominosupport@good.com to obtain more information on this workaround.
GS	The initial synchronization sometimes brought older mails to the handheld. Only the most recent 100 emails are sent to the device during first-time synchronization.
GMC	Users not being displayed in GMC when duplicate users exist in Domino directory
Installer	Added support for GMC to not show client versions older than 4.9
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 WM5 SP	Alphanumeric handheld passwords are now supported for Windows Mobile 5.0 SP AKU2 devices. Users installing Good Messaging for the first time no longer need to disable device password during installation if password contains alphanumeric characters. Requires upgrade with ROM 02.07.55_09P.
GC Motorola Q	The "Stuck in Dialer" issue on the Motorola Q has been resolved.
GC FIGS Nokia E61	Upgrade from client version 4.9.2 is not supported if provisioned against Lotus Domino. Although this scenario may work, we recommend that users do a fresh install.

Issues Resolved / Enhancements in Good Messaging 4.9 3.34 Maintenance Release

GC	Reported instances where resuming of syncing requires re-provisioning within Good Mobile Messaging.
GC	3-5 minute delays in syncing after turning on the phone / radio (or coming off of offline mode).
GC – Nokia E62/E61	Inability for AT&T subscribers to install Good Mobile Messaging if the carrier name on the handheld shows "AT&T" (versus "Cingular")
GC – Palm Treo 680	Users are not able to unlock the device without a warm reset if the device soft resets when the device is locked.
GC -PalmOS	After a soft reset, button mappings for the Email, Contacts, Calendar, and Home keys get re-mapped to Good Mobile Messaging.
GC-WM	Certain instances of Goodapp.exe errors when Good Mobile Messaging is running
GC – Sprint I830	Ability to resume syncing when roaming on a GPRS network.
GMI - SP 2205	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.

Issues Resolved / Enhancements in Good Messaging 4.9 3.37 Maintenance Release

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

Good Messaging Server 4.5/Client 4.9 Notes

Install/Uninstall

Important information on upgrading the Good Mobile Messaging client:

- Upgrading from a Good-enabled device with a Good Messaging Beta version of 4.9.2 software is not supported. If you are part of the Good Messaging Beta 4.9 you must do a fresh installation from scratch. Back up your important non-Good data, hard reset your device, and then install Good Mobile Messaging.

If you choose to upgrade when it is not supported, please contact Good Customer Support. Your device may be missing synchronized calendar appointments.

Note: Beta release does not comply with the new DST settings.

Refer to the Upgrade Notes for information on upgrading Good Messaging server and client software to the new versions.

GC	When Contact/Journal/To Do/ Appointment items are deleted on the device, they are moved to the Trash folder on the server.
GS, GMS	A fresh host machine is recommended for installation.
GMC	Wait 10 minutes after GMS installation before launching the Console.
GMC	When upgrading a handheld, you must reinstall the Good Messaging software from scratch.
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 while 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 WM, SP, PPC	On occasion during a first time install of GMM in a Domino environment, a user may encounter a "We are sorry..." error and Good Mobile Messaging may crash. Restart Good Mobile Messaging and it will function normally.
GC Nokia	ACCESS POINT SELECTION: It is critically important during installation that the proper access point be selected. If you get stalled on the "Downloading Services" part of the installation, you may have selected an incorrect Access Point. Select the Menu, Select Access Point. Select a different access point if there is more than one. If Good Messaging gets frozen at this point, restart the device. Good Messaging should complete the provisioning process. For additional access point information, refer to the Good Customer Support KB (Knowledge Base). If you are an IT administrator, we recommend that you add a statement highlighting the proper access point selection in the OTA email for your organization.
Windows Mobile	A soft reset is required after uninstalling Good Mobile Messaging using the Remove Programs application.
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,	If Good Mobile Messaging is uninstalled using the native Remove Program application and then reinstalled, the Notification/email soft key and

Treo 700w, Treo 700wx	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.
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Usage

GC	Meetings on Sunday, March 11 th , may appear one hour off in the United States.
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 WM5	User must use center key from 5-way to select destination folder when moving emails.
GS, GMS	Do not set the Server services to automatic.
GS, GMS	After GS/GMS services are started, a wait is required for all threads to start (about 20-30 sec) before attempting to stop the services manually.
GMC	If you receive the error "MMC has detected error in a snap-in" while using GMC, refer to http://support.microsoft.com/default.aspx?scid=kb;en-us;915797&sd=rss&spid=3198 for information on obtaining a Microsoft hotfix that prevents the error and any associated problems associated with it.
GC	On some Windows Mobile handhelds, the handheld will freeze if you already had a password on the device before installing Good Messaging and then require a password as part of the Good Messaging policies. The workaround is to not have a password on the handheld first.
GMC	Alert message content should be modified when clicking on Erase data button.
GC	If a daily, weekly, monthly, or other type of recurring appointment starting at 12AM is created on the desktop, the final occurrence of that appointment will not synchronize to the device.
GC	The Good Messaging email Auto Response option is not supported in the Domino environment.
GC	When searching for Contacts in the corporate directory as a part of composing an email, results do not show in alphabetical order
GC	Prior to Client version 4.9.3.37, for some handhelds such as the AT&T 8525, when the 1 key is depressed, Good Contacts is opened.
GC FIGS	Pre-populated Auto-text is not supported.
GC FIGS	Due to operating systems' limitations and other reasons, some strings are not localized and will appear in English. Examples include (but are not limited to): "Junk email" folder name and the following prefixes: "Tentative," "Accepted," "Cancelled," "Undelivered," "Declined."
GC FIGS	On some FIGS Native Windows Mobile devices hardware buttons may take user to the native contact application instead of the Good Contact application
Email	Domino client doesn't allow Reply/ReplyAll/Forwarding an email from Trash (Deleted) folder on device.
Email	Messages sent to recipients outside of the handheld user's domain may contain several blank lines at the beginning of the message.
Email Calendar	Previously, meeting requests were kept in the in-box on the handheld after the user acted upon them. With this build, the original meeting requests will be deleted from the Good Client in-box after the user accepts them.
Calendar	Response to a delegated meeting comes as an email to the handheld of the originator.

Calendar	Some of the recurring meetings where the originator is on a non-Domino mail server (like Microsoft Exchange) are not synchronized to the handheld.
Calendar	A countered (reproposed) meeting request comes as an email to the originator and invitee handheld inbox.
Calendar	When a user receives an information update for his/her calendar on the handheld, Accept and Decline buttons are provided. These buttons are not supported by Notes. If the user declines the update, the relevant recurring meetings will disappear temporarily from the calendar but then be reinstated.
Calendar	If a user receives a recurring meeting request and then an exception to the series, and accepts the exception using his/her handheld without first accepting the series, the GS server will accept the series on behalf of the user. If the user declines the exception, the GS takes no action regarding the recurring meeting request.
Calendar	The UI allows the user to add invitees to an appointment for himself/herself (by definition, an appointment can't have invitees; it refers to the user only). The GS will not sync invitees to an appointment, but the invitees will receive invalid notifications for the appointment.
Calendar	Deleting an invitee on device is not reflected on server.
Calendar	Accepting info update, after first canceling series, does not sync to invitee server.
Calendar	Accepting the rescheduled exception after accepting the update creates a duplicate on the invitee server.
Contacts	Phone labels can be changed by the user in Lotus Notes Contacts but not on the handheld. Caution the user to avoid confusion by keeping the labels consistent if not exactly the same between Lotus Notes and Good Messaging on the handheld."
To Do	Start date for To Do's can be set on the desktop but not on the handheld. To Do's created on the handheld will have their start date set to the Due Date if Due Date is in the past or Current Date if the Due Date is in the future.
To Do	Creating recurring ToDo, Calendar, or Appointments are not supported from the handheld device.
To Do	Any modification to a recurring To-Do item on the handheld will corrupt the recurring entry on the server and make the item unusable. Do not modify recurring ToDo items on the handheld device
GMC	In some cases, GMC does not launch after a fresh install. Uninstall and reinstall GMS to resolve this issue.
GC PalmOS	Exit feature supported in Beta. If user quits Client using Exit feature, device soft resets automatically on Treo 650.
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 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
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.
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 Nokia	If you are prompted to type in a password, the default Nokia password is '12345' (no quotes).
GC Nokia	On rare occasions, user may experience device freeze. When this happens, use the power button to turn the handheld off and on again. If this does not resolve the problem, pull the battery out of its case and reinsert to turn on the phone again. Good will resume synchronization immediately. In the event Good does not restart or synchronize, please contact your IT Administrator or Good support.
GC Nokia	Beaming contacts from Good Mobile Messaging get saved in the native Contact applications
GC Windows Mobile 2005	Recommend adding new speed dial entry from Today Screen menu. In some cases, adding speed dial entry from Good Messaging Contacts may fail.
GC WM SP 2005	Outgoing caller ID is not displayed if phone number is missing area code. This only occurs during first call to that number.
GC WM 2005	When unlocking the device, with Good Mobile Messaging running, the first key press is not registered as the first digit of the password, but only takes the application to the unlock screen.
GC WM 2005 / 2006	Good Mobile Messaging does not officially support the use of other applications (e.g. Microsoft ActiveSync) to sync contact records to native contacts database.
GC WM 2005 / 2006	Contact records stored in the native contacts database may be deleted when Good Mobile Messaging is being used simultaneously and the phone number matches a contact record within Good Mobile Messaging. This also true if the contact records were synced via applications such as Microsoft ActiveSync. Contacts on the SIM card would not be affected.
GC Palm 750	When composing a new Text message and performing a "Lookup" in the "New Text Messaging Field," extra characters show up at the end of a name.
GC Samsung i607	When Good Mobile Messaging is running, the "?" and "." keys are not supported from the Good Dialer (phone dial pad). Selecting these keys will instead display "?" = 3/4 and "." = 1/4.
GC Motorola Q	The softkey 'Done' does not work when the 'Charge Complete' pop-up dialog box appears
GC WM SP 2005	Meeting reminders on the Today screen have menu items 'Remind 5 Mins Before' and 'View Item' are grayed out.
GC Motorola Q 9h	On rare occasions, a user may see "GTI-1" and then "Error 63" errors from Good Mobile Messaging. If Good Mobile Messaging does not recover after several hours, Good Mobile Messaging must be re-installed. To re-install, remove Good Mobile Messaging by going to the handheld's Settings applications -> Running Programs. Soft reset the handheld and then install

	Good Mobile Messaging again.
GC Motorola Q 9h	Changing the handheld's Start Menu view to List View (from the default Grid View) will cause the Start Menu to be blank. To recover, soft reset the handheld and before Good auto-launches, change the Start Menu view back to Grid view.
GC WM SP and PPC (Except Motorola Q)	<p>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.</p> <p>Note: For Palm Treo Windows Mobile devices when keyguard is enabled users do NOT have to use the option key to dial an emergency number.</p> <p>This is the same behavior 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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