

# **Good Mobile Messaging™ Server 5.0.4/Client 5.0.5 for IBM Lotus Domino Release Notes**

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Overview.....	1
New in Good Messaging Client Version 5.0.5.29.....	2
New in Good Messaging Client Version 5.0.5.....	2
New in Good Messaging Server and Client Version 5.0.4.....	2
New in Good Messaging Server Version 5.0.....	3
New in Good Messaging Client Version 5.0.....	3
End of Software Updates (ESU).....	4
Issues Resolved in Client Release 5.0.5.....	4
Issues Resolved in Release 5.0.4.....	5
Issues Resolved in Release 5.0.3.25.....	7
Issues Resolved in Release 5.0.3.....	7
Issues Resolved in Release 5.0.2.....	7
Issues Resolved in Upgrade from Version 4.9.....	8
Special Notes.....	9
Good Messaging Server 5.0/Client 5.0 Notes.....	9
Install/Uninstall.....	9
Client Installation.....	9
Q9h Client Installation Considerations.....	10
Install/Uninstall Issues in This Release.....	10
Usage.....	11

## **Overview**

This release of Good Mobile Messaging software for IBM Lotus Domino includes software for Good Messaging Server (Version 5.0.4), Good Management Server (Version 5.0.4), Good Management Console (Version 5.0.4), and Good Messaging Client Applications (Version 5.0.5.) for Palm OS, PocketPC, and Smartphone supported wireless handhelds. For a complete list of handhelds which are compatible with this client and server software, and additional details and known issues about a specific device/ROM/carrier combination, refer to the Good Monitoring Portal | Supported Devices ([www.good.com/gmp](http://www.good.com/gmp)). The Portal also lists which handhelds are covered by Good's Technical Support.

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

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.

Version 5.0.4 = SR2

Version 5.0.5 = SR3

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 Client Version 5.0.5.29**

This Version 5.0.5 release of Good Messaging™ Client includes new support for the following devices:

- Alltel 6800
- HTC TyTN II (Traditional Chinese ROM/ZT OS support)
- Samsung Ace i325 (certified for Sprint and Bell. Does not support world phone capabilities. After travelling abroad, user will be required to reprovision the device with Good.)
- Samsung i907 Epix

### **New in Good Messaging Client Version 5.0.5**

- This release includes support for the following new handhelds:
  - AT&T Tilt / HTC 8925 (Windows Mobile 6.1)
  - Samsung Blackjack II i617 (Windows Mobile 6.1)
  - Sprint Treo 800w (Windows Mobile 6.1)
  - Verizon Samsung i760 (Windows Mobile 6.1)
- This release resolves a variety of known client issues, as listed below in "Issues Resolved in Client Release 5.0.5."
- Inconsistencies for incoming calls on a GMD locked device for the following languages have been resolved.  
Finnish, Chinese Traditional, Chinese Simplified, Dutch, Swedish ,Danish, Norwegian, Portuguese, Czech, Hungarian, Bulgarian, and Japanese

### **New in Good Messaging Server and Client Version 5.0.4**

- Support for Treo 500; WM6.1 for Q9c, Q9h; HTC Touch Dual (slipstream release)
- Support for IBM Lotus Domino 8.0.1
- Device Support Matrix. Controls distribution of software to different models of Smartphones. Utilizing a set of GTG-managed rules, GMM can control distribution of GMM software to different devices, ensuring that no handheld receives an incorrect build.
- Remote enablement of "flash logs" and retrieval of "ftplogs" from Good Management Console. In previous versions, handheld users manually set flash logs on their individual devices and explicitly sent ftplogs from their devices. This new feature allows such logs to be pulled via GMC. A new GMC policy setting allows additional logging on user handhelds.
- Good News: A warning message suggesting the usage of Manual option for updating RSS articles if the user has a limited data plan will be displayed to users when they add their first RSS feed within Good News.

- Good News: Additional intervals (every 2 hours and every 3 hours) have been added as intervals for RSS articles updating.
- Contacts Integration (Windows Mobile only)
- Good Mobile Messaging now automatically validates the compatibility of a handheld with the Client version being pushed to that handheld. In some cases an earlier or newer version of the Good Messaging Client software will be required for compatibility with the handheld. In other cases the handheld will simply not be supported. Users will be prompted with an error or warning on the handheld providing further information for addressing such a compatibility issue. Note that this feature does not apply to all handhelds.
- Allowing Active Applications when device is GMD-locked.

In earlier versions, GC terminated all applications when the device was locked. In this version:

- If no folders are selected for encryption in the GMC, none of the open applications will be killed when the GMM lock triggers to lock the device.
- If one or more folders are selected for encryption in the GMC, then the GMM client will continue running the following applications: Native Windows Music player, Symantec AV, Blue Fire firewall, McAfee AV, Instant Messaging, Google Maps, Internet Explorer, Opera, MSP Agent, MotoNav. In addition, GC will consult the DevicesAppList.ini file on the device to determine other open applications that should not be terminated when the device lock is triggered.

Entries in the DevicesAppList.ini file simply list the .exe names of applications that will not be terminated when the device lock comes on at the end of the device-lock timeout. All open applications not listed in the DevicesAppList.ini file will be terminated on device lock.

The DeviceappList.ini file is created using a standard text editor and pushed to the device using standard 3rd party application push mechanisms by the administrator through the GMC. An empty template is installed with the product.

### **New in Good Messaging Server Version 5.0**

- Support for Domino-encrypted email
- Double-byte support (for reading)
- Categories for contacts and todo's
- Send Attachments
- Private flag for calendar items from server to device
- Do Not Copy ( for emails)
- GMD integration
- Disable backup and restore
- Entitlement support

### **New in Good Messaging Client Version 5.0**

- View Domino encrypted email on the Good supported handheld devices
- Send Attachments feature
- Good Mobile News - an integrated RSS reader
- Good Messaging support is Unicode compliant
- Integrated security that is usable with dial-by-name without password
- New Email Views and Filters including Priority Email and Conversation View
- Calendar issues resolved, and resource booking and optional/required Invites

- Do Not Copy ( for emails)

### End of Software Updates (ESU)

This release will not support the following handhelds:

- HTC 8125
- HTC 8525
- MOTO Q (WM 5)
- Treo 700 wx (WM5)
- Treo 750 (WM5)

Users can continue to run Client 5.0.3 on the HTC 8125 and Client 5.0.4 on the rest of these devices. Users trying to install a release of Good Mobile Messaging on an unsupported device may receive a warning or error message. In this case, they will need to contact their IT representative in order to obtain the correct release for their device.

### Issues Resolved in Client Release 5.0.5

GMM	Using GMC to designate the SD card as the handheld's backup location, but then removing the SD card from the handheld before accepting or canceling this choice in GMC, causes GMM to cease operating normally.	81183
GC	You may need to disable SIM PIN lock prior to installing Good Mobile Messaging in order to proceed.	78726
GC	Blocking device use of Wi-Fi from GMC is not effective.	87864
GC	The standard handheld alarm can be turned off when the handheld is locked; custom, 3rd-party alarms cannot be dismissed in this way. The user must unlock the handheld to turn off the alarm.	88978
GC Palm	UI lag in some Palm handhelds after upgrade to 5.0.3.	88192
GC Palm 700p, 755p	Upgrades failed when password set.	85953
GC Palm	Deleting a solitary invitee from a meeting could cause a soft reset and disappearance of screen icons.	92935
GC Palm	Using the Suggested Rooms scheduling feature could cause device reset.	89838
GC Gnome Camino	If user gets an incoming call and tries to tap on "Ignore with text message" button in the incoming call screen, when SMS is blocked in GMC, "Your IT administrator has blocked this application and it is not available for use" alert message does not pop up. Instead, the SMS application is not launched and no prompt is displayed.	81849
GC Motorola Q9 (Hong Kong, Taiwan)	In some cases, the input mode menu may open unexpectedly even without the input mode hotkey "ctrl+space" being pressed. If this occurs, the user should select the desired input mode from the menu and then proceed.	85360
GC Motorola Q9 HK/TW or Q8 CMCC	Generally, the user can select Chinese input mode only from within an editing field; however, if the user is in Chinese input mode in a non-editing window, he/she can open the input mode menu and select "English" to proceed.	85271
GC Verizon HTC XV6800	Good Contacts can be accessed and edited on a locked device.	89515

GC Palm Treo Centro	When SMS application is blocked in GMC and "Ignore with text message" option is selected for an incoming call, device is reset.	81849
GC Sprint Q9c, Blackjack 2, Darwin	Pressing Email key on the wrong password screen launches to Pocket outlook for a fraction of second and then device got hung.	91427
GC	Device freezes on error message screen after entering wrong password.	91994
GC Treo 750	Missed call alert should not show on the dial number screen when user receives a missed call.	92965
GC Treo 500, XV 6800	Green phone key is not working to open native dialer on error message screen after entering wrong password.	93058
GC Q9h 2.5	Able access Notes application even when same application is blocked in GMC.	93065
GC Treo 750, Q9h	Missed call notification disappears from the lock screen after soft reset.	93355
GC Blackjack	Not able to dial a number using green h/w key from Dial Number screen	93356
GC MC7094	Not able to launch IE after removing cradle from the device.	93359
GC Tilt	Able to circumvent the lock and view all the applications in the device.	93368
GC Blackjack 2	Able to circumvent the lock and able to send SMS/MMS and use IE.	93413
GC Treo 750	Not able to turn backlight off using red h/w key from lock screen when wrong password attempts alert is active	93416
GC MC35	Creating GMDDisk with 0 protected on tapping on YES in the SD encryption alert when no card is present in the device	93435
GC Blackjack	Device getting hung on navigate to Email application after tapping on blocked application twice or thrice	93457
GC Tilt	Speed dial should not work from "Dial Number" on the lock screen.	93466

#### Issues Resolved in Release 5.0.4

GS	User getting paused due to unavailable roaming database.	82964
GS	Restricted file attachments download.	83641
GS/GC	Mail Over quota report delivery issue.	65696
GMM	When upgrading to GMM 5.0.4.x (or GMM 5.0.0.x or 5.0.3.x) versions from a previous 5.0.x version, upgrades may fail if Good News is synchronizing articles at the same time. Users should set Good News to synchronize manually (rather than automatically) before initiating the upgrade. If users see the upgrade failure, they can restart the upgrade process again after setting Good News to sync manually. To set Good News to manual mode, go to Good Launcher-> News -> Menu -> Options -> News Options -> Update News. Set the preference to Manually.	83349
GC	Device may soft reset when checking status on package download if subscribed to numerous newsfeeds.	78540
GC	Caller ID for contacts in the public folder does not work. A fix for this will be available in the next service release	81903
GC	In Domino 8 environments, unread email on the handheld may be	72077

	displayed as read.	
GC	The GoodInfo icon no longer appears in the Good launch bar.	
GMS, GMC, GC	Radio Phone contact field is now supported in Good Contacts. One-way syncing of radio phone contact field is also supported via the GMC.	
GC WM	If SD card encryption is enforced and user selects NO to the initial prompt for erasing and protecting the card, the card will not be recognized by the device till the user does a soft reset.	65517
GC WM	Whenever a policy is received with Bluetooth, IR, Wifi, SMS, camera blocked, the device may reset once to disable all the blocked drivers.	65526
GC WM 2005/2006 SP	At this time Alphabetical dialing is not supported with Good Mobile Messaging. For example a user of Good Mobile Messaging will not be able to dial 1-800-FLOWERS. Instead the user will have to dial 1 800-356-9377. The workaround is to switch to using the system dialer by going to Good Launcher, selecting preferences, select Phone and check 'Use System Dialer'.	79393
GC WM 6.1	GMM Client version 5.0.3 does not support WM version 6.1 on Smartphones. Installing version 5.0.3 on WM 6.1 Smartphones disables all other applications on those devices. Users will not be able to launch any applications other than GMM.	81446
GC SP	Any user-initiated change to the Today screen renders the plug-ins broken on CMCC ROM [LibMM56727].  After installing GMM, the "Good Messaging" home screen will replace the default "China Mobile" home screen. In order to access the applications and shortcuts available from the "China Mobile" home screen, you should change the home screen back to "China Mobile". To do this, you can open "Settings" and select "Home Screen", then under "Home screen layout", select "China Mobile(KuaiXun) and press "Done". To access GMM applications after the home screen changes, you will need to press "Start" and open "Good Launcher" from the list of applications.	71312
GC Moto Q	Upgrading to this release may inhibit display of voicemail notifications.	81869
GC Motorola Q9c	Voicemail counter is incremented incorrectly on the home screen.	59700
GC Palm	Versamail steals keyboard mapping for email button on Hotsync.	79905
GC Palm	Forced SD card encryption fails on 1GB and 2GB SD cards formatted with FAT32. Workaround: Format 1GB and 2GB SD cards using FAT16 with card reader.	81266
GC Palm OS	The "Add to Existing Contact" feature is not functional.	57358
GC Palm OS	A UI delay can be seen within Good Mobile Messaging if Good News is syncing RSS articles in the background. To avoid this, users can set Good News to sync manually and/or select RSS feeds that have less frequent articles.	
GC Palm WM	Editing and then dialing a speed-dial entry will cause the handheld to become inoperative. A soft reset is then required. Workaround: delete the original entry and then add a new entry, rather than editing the original entry.	79761
GC Palm Treo 700wx	If Contacts Integration Policy is set to On, then speed dialing of contacts that have multiple numbers can freeze the device. Instead of using speed dial functionality from the Good Contact screen,	77934

	users should use the speed dial function on the Today Screen. Another workaround to resolve this issue is for the user to edit the saved speed dial entry from the Today screen's speed dial options.	
GC Palm Treo 750	Selecting "Send Text Message" or "Send e-mail" for a contact in the native contact list opens the GMM inbox.	52928
GC PPC/FIGS	Two 'Good Calendar' elements are listed in Settings --> Today --> Elements, and two Good launcher bars appear in the Home screen when GMM is upgraded from 5.0.3.13 to 5.0.3.15.	81779
GC	The GoodInfo icon no longer appears in the Good launch bar.	91322

### Issues Resolved in Release 5.0.3.25

O2 XDA Stellar	Shortcut icons disappear from the Today screen when the handheld is unlocked and in Landscape mode.	81509
GS	During GS server startup, if user mailboxes are not reachable, the users are disconnected and receive a message reporting that their accounts have been disabled.	84891

### Issues Resolved in Release 5.0.3

GS	Out-of-office feature did not sync with handheld. (For more, see the notes section below.)	68093
GS	Domino auto-generated e-mails without "form" in document properties not synchronizing to device.	80193
GC/GS	Support for New Zealand, Western Australia 2007 Daylight Savings Time changes	78505/ 79137
GC	Locking screen while video is playing causes problems.	80412
Q	Lock Screen with key lock requires double unlock sequence.	72282
WM PPC	Phone should not get locked when on call.	70826
Palm	Random number generator is outputting constant number when GMM is there.	81891
WM2005	.Voice mail is not receiving when SMS service is blocked.	80494

### Issues Resolved in Release 5.0.2

GS	GLS becomes inoperative after upgrading to 5.0.	79618
GS	Email syncs slowly, delayed by approx. 30 minutes after upgrade	79844
GS	When Treo750 WM5 or WM6 device is locked, no SMS can be received.	80851
GC	Video streaming not working	78498
GS	Uploading/downloading attachments and S/MIME operations fail from the handheld.	76936
GS	Server become inoperative on message socket call to operations center.	78295
GC	Windows media not working after user presses the lock icon on the Home screen.	78498 78969
GC	J2ME (Java)-based applications no longer load/install on Motorola Q9h and Q8 devices.	78688
GC	Device hangs during soft reset if Symantec antivirus software is installed and password is enabled.	78831

FIGS	FIGS PPC Palm OS Upgrade behaviors do not work as per requirements.	
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### Issues Resolved in Upgrade from Version 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	Updated meeting request sent from organizer device were not linked to the original meeting on the invitee side after accepting updated 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
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 WM 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.

## Special Notes

MC35 WM5	MC35 WM5 is not supported in this release, but will be supported in the next release with Client Version 6.0. Those installing SR3 will redirect to SR2.	
GC Motorola Q9h (EMEA version only)	Users may see a black screen when restarting the device which they can not get past on certain occasions. Users may experience not being able to bypass the Motorola startup screen. For these instances, users should pull the battery out for a soft reset. If the user is still stuck at the black screen, then they will have to hard reset using the keyboard. To hard reset the device using device keys: pull the battery out and reinsert the battery while holding down the “*”, ‘e’, and the red key (end call key).  This is fixed with device ROM versions (AP version 1.07.28R or higher).	77778
GC Motorola Q9h (EMEA version only)	Unprovoked hard reset of the device may be seen on certain occasions by users. Users are advised that all files and post-load applications should be backed up. Data within Good Mobile Messaging is synced to the Exchange and Domino servers and can be recovered on the device after reinstalling.	75186
GC Palm Treo 700wx	If Contacts Integration Policy is set to On, then “Add to Contacts,” “Copy and Edit” links will no longer take the user to Good Messaging Contacts. They will take the user to the native Contacts application. This is also true for Add to Speed Dial from the Today screen. To map these links to Good Messaging Contacts, change the Contacts Integration policy to Off for the user account. For more information, refer to <a href="http://www.good.com/faq/18153.html">http://www.good.com/faq/18153.html</a> . Users can also use Good 4.9.3 in order to avoid this issue.	75511

## Good Messaging Server 5.0/Client 5.0 Notes

### *Install/Uninstall*

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

The latest version of Good Messaging Server, Good Management Server, and Good Management Console supports the latest version of Good Mobile Messaging Client, as well as the two previous versions of the Client; in the same way, the latest version of the Good Mobile Messaging Client supports the latest version of Good Messaging Server, Good Management Server, and Good Management Console.

However, note that new features in the latest version are not supported on the two previous versions.

### **Client Installation**

#### **Fresh installation of GMM client using OTA setup:**

Windows Mobile: 12MB needed (hard-coded)

Palm: 14.25MB needed (hard-coded)

#### **Good Mobile Messaging Upgrade:**

Palm: about 2 times the package size

Good Messaging package size: 2.869792 MB (~2.9 MB)

Memory needed: 5.281376 MB (~5.3 MB)

Windows Mobile: about 2.5 times the package size

Good Messaging package size: 3.656539 MB (~3.7 MB)

Memory needed: 9.397347MB (~9.4 MB)

The following limitation exists when a device resets or is reset for the first time after installing GMM, until the user enters GMM password (if the password is set).

1. Email notification and dial contact will not be shown from the GMM lock screen.
2. Security features like remote commands and policy enforcement will not work.

### Q9h Client Installation Considerations

The Motorola Q9h requires WM 6.1 OS (that is, the WM 6.1 ROM) for successful fresh installation of GMM Client version 5.0.5. If the handheld has WM 6.0, then GMM Client version 5.0.4 will be installed on it, instead of GMM Client version 5.0.5. The Good Management Console will display GMM Client version 5.0.5 as the version installed on the handheld, although the GMM Client actually installed on the handheld will be GMM version 5.0.4.

**Note:** To upgrade the Q9h with WM 6.1 on it to Client version 5.0.5, **you must first remove any earlier GMM Client version** from the handheld and do a fresh install of version 5.0.5. Otherwise, GMM Client 5.0.4 will be installed.

**Important:** You may incur unexpected extra data-usage charges if a Q9h upgrade is redirected to Client version 5.0.4 in the following scenarios:

- SD card installation of Client version 5.0.4: Version 5.0.5 is extracted from the SD card package, but then after verifying that the proper version should be version 5.0.4, that version is pushed OTA to the device, a download of ~4MB of extra unplanned data usage.
- Upgrade from Version 5.0.0/5.0.3 to 5.0.5: After determining that Version 5.0.4 is correct for this device, it is pushed to the device as a courtesy, a download of ~ 4MB of extra unplanned data usage.

### Install/Uninstall Issues in This Release

GS, GMS	A fresh host machine is recommended for installation.	
GMC	Wait 10 minutes after GMS installation before launching the Console.	80466
GMC	When upgrading a handheld, you must reinstall the Good Messaging software from scratch.	
GC	The Over-the-Air Setup PIN is not case sensitive, but the input may automatically change from lower case to upper case.	68021
GC	Following a device wipe due to exceeding number of password attempts, restoring from SD card may fail.	77575
GC	Uninstall may fail if device is reset during process.	73933
GC Moto Q	Uninstallation causes Gwes.exe error on the device.	77027
GC	Some files may not be removed when uninstalling Good Mobile Messaging.	73212 73737
GS*	As a prerequisite ACL setting for out-of-office support on the handheld, the secondary server on which GLS runs should have the following programming rights: <ul style="list-style-type: none"><li>• Sign agents to run on behalf of someone else</li><li>• Sign agents to run on behalf of the invoker of the agent</li><li>• Run unrestricted methods and operations</li></ul>	

	<p>If the user enables the out-of-office agent using a handheld, he/she should disable it using the handheld. Similarly, if the user enables the agent using the Notes client, it should be disabled using Notes. Switch between the two, may cause problems.</p> <p>The same holds for web-access and the Notes client. GMM's out-of-office support is similar to web-access and constraints with web-access hold good for GLS as well.</p> <p>Details at: <a href="http://www.ibm.com/developerworks/lotus/library/ooo-pt2/">http://www.ibm.com/developerworks/lotus/library/ooo-pt2/</a></p>	
GC	If users are not on unlimited data plans, warn them to consider disabling Good Mobile News. An average number of RSS feeds, updated hourly, results in several MBs of data transferred over the network daily. This may result in high data costs from the network carriers.	
GC	You may need to disable SIM PIN lock prior to installing Good Mobile Messaging in order to proceed.	78726
Symbol MC35 FIGS	The OTA Setup icon remains in the Programs folder after GMM is installed.	79917
GC MC70	While performing a new over-the-air installation of Good Mobile Messaging on MC70 via WiFi with a SIM card is required. Once provisioning is complete the SIM card can be removed and GMM will continue to synchronize data over WiFi. Alternatively, the user can hard reset the device and use only the WiFi connection provision GMM.	81946 81915

### Usage

GS	Password History feature will not work if GMM Server is on v 5.0 and the device client is on a version prior to GMM 5.0 (e.g. v 4.9.2).	
GS	<p>Restart the GMM Service if you encounter either of the following error events in the event viewer: logMsgOk - XXXXXXXX Session 4.0 failed to accept new connections logMsgOk - XXXXXXXX GoodSocket::handleMessage ( 4) failed to add message to _waitq</p> <p>Failure to restart may result in user problems with attachments.</p>	
GMM	Using GMC to designate the SD card as the handheld's backup location, but then removing the SD card from the handheld before accepting or canceling this choice in GMC, causes GMM to cease operating normally.	81183
GMS	If a Good Management Server cannot reach a mailbox during Server startup, the user for that mailbox is paused and email delivery to the user's handheld is suspended. Restart the Server to restore email delivery.	84917
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 which 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	Some non-latin-1 characters may not be recognized in meeting subject, location, notes on invitee device and desktop, and will appear as '?'. 78438
GC	Temp unlock works only when GMM connects to server and gets the keys. Until that time the Device ID on lock screen will show a message that temp unlock will not work until GMM connects to server.
GC	Even when the password field is empty and the user presses the Unlock button on the lock screen, the attempts limit gets reduced by 1 and when the count reaches the maximum allowed limit, a defense action will be taken based on policy (to either lock out or erase data)
GC	By default, Enable Notifications are not enabled when older 5.0.x servers are upgraded to the new version.
GC	Temp unlock ID displayed on device and server does not distinguish clearly between capital I (eye) and lower-case l (el); zero 0, lower-case o, and capital O; one 1 and small l (el); Retry when necessary.
GC	SD Card password does not follow the password policies.
GC	GMM backup will not work if SD card is encrypted.
GC	Password history feature keeps track of passwords only from time the history policy is applied to device. Example: If history is 0, then Client will not remember any previous password; if history is changed to x, then from that point any new passwords used will be stored, up to a count of x. 66136
GC	When beaming a contact to another phone, the 'Company' field may not get beamed. 84302
GC	When Contacts Integration is turned ON and device is reprovisioned using the reprov command, a contact may get duplicated in the native contacts database. 81835
GC	Caller Id does not work for contacts added from the device. A soft reset corrects the issue. 85901
GC	When a device is password locked, the backlight will turn off following a key press after 5 seconds for Smartphone & 7 seconds for PPC. Note: If the user is on the temporary unlock screen and reading the device id (to send it to an administrator), the backlight will turn off in 5 seconds. To avoid this, the user can press a key repeatedly while reading the text. If the user has set "backlight off" timing to some other value, such as 10 seconds, the results remain the same. 84806
GC	Appointments are not created in the correct time slot during meeting creation when user selects a time zone different from that set in GMM preferences. 88165
GC	In some cases, when the handheld is locked, numbers cannot be dialed from the keypad. 92847
GC	User will not be able to dial previous number using Dial Number option from list view within the dialer screen. Call history list view is not shown to user when device is locked.
GC	After Good Mobile Client installation from an SD card, some handhelds may display a "clog.exe" error message. The error is benign. Restart the handheld as prompted to continue. 82374
GC i325	The email hardware key does not map to GMM email. 89349
GC HTC TyTN	In some localized versions of this device, if you invoke the dialer screen from the Lock screen, and then use the touch screen for Contacts or Notes, the device will freeze. 99333

GC HTC TyTN	In some localized versions of this device, making a call from the Lock screen will cause the dialer screen to go to the background. To avoid this, unlock the screen before making a call.	99305
GC Camino	Device may appear to freeze while unprotecting SD card. If SD card size is large, the unprotect operation may take some time to complete.	86081
GC PPC	User may see the launcher screen even when lock option is selected in launcher screen	87129: .
GC	Device freezes while unprotect SD card	86081
GC WM	Whenever a policy is received with Bluetooth, IR, Wifi, SMS, camera blocked, the device may reset once to disable all the blocked drivers.	65526
GC WM 2005	In some cases, disabling text prediction may be necessary to prevent degrading input performance over time. Use Start -> Settings - > More -> More -> Text Input Setting. Uncheck the "Suggest words when typing" Box.	81369
GC WM 2005	Inserting an SD card in a handheld while a GMC-generated wipe is in progress leaves the handheld in an unstable state. Remove the SD card and soft-reset the handheld to resolve the problem.	75475
GC WM 2005	Do not set native password, or reset native password to null, before installing GMM.	89775, 89851
GC WM 2005	FTP fails for devices in WiFi mode set up to use a proxy.	84991
GC WM 2005	When changing the orientation of the screen from portrait to landscape or vice versa, the screen may change to black. Workaround: touch the screen or press any hardware key to restore the display.	88078
GC WM 2005/2006	Good Mobile Messaging may not auto-launch after 5 minutes after restarting the handheld. User is advised to manually launch the application by clicking on any Good icon on the Today screen.	67028
GC WM 2005/2006 SP	Double clicking on the Home button will no longer launch the Good Launcher. This is by design.	
GC WM 2005/2006 SP	Pressing the GREEN phone button goes to Native Dialer instead of the Good Dialer although the Good Dialer is selected to be used. This happens if Good Dialer has not yet completed launching. This so the user has access to the use of the phone although Good has not yet been able to start up.	69343
GC WM 2005 SP	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 SP / PPC	Meeting reminders on the Today screen have menu items 'Remind 5 Mins Before' and 'View Item' are grayed out	58890
GC Treo 800	"Blocked message" warning may be displayed while another application is running. Insufficient information in the warning.	90230
GC Treo 800	Device crashes with GoodApp.exe error when restoring GMM from SD card backup.	82209
GC Treo 800	Attempting to restore Good Messaging on the handheld with the radio turned on fails because when the SD card is inserted, no restore dialog is displayed.	50960
GC WM 6.1 Treo 800	Enabling/disabling Contacts Integration causes "No Service." User must reset the handheld or dial a number to restore the Sprint service back on.	94008

GC Motorola Smartphones	Enabling the Lock features of Motorola Mobility Services Platform 3 (MSP 3) and Good Mobile Messaging at the same time on Motorola Smartphones is not recommended. When present at the same time, the two lock screens can alternate in a manner potentially confusing to the handheld user. (However, entering the first lock password will always be applied to the GMM lock; the second lock password entered will be applied to the MSP 3 lock.)	
GC Motorola Q8	When using a Q8 in a SMART network, the "Download" and "View High Quality" features for attachments may not work at times. Use View mode for attachments when this error is encountered.	79777
GC Q9	The following behavior is observed for the Q9, for some carriers (Singtel, Singapore; Taiwan Mobile, Taiwan; Polkomtel, Poland): If multiple data connectons are not permitted by the carrier and the handheld user launches IE or some other browser , Good Messaging will appear to stall until the user exits the browser and the Good retry timer expires.	88237
GC Motorola Q9h	For some Q9 devices, weblinks embedded in emails may not function correctly.	79748
GC Motorola Q9h	Native keypad lock overrides Good Messaging lock on handheld reset if the device is in keypad lock state prior reset.	90999
GC Motorola Q9h	Trying to exit Good Mobile Messaging by using the handheld's Task Manager application would cause the inability to restart Good Mobile Messaging. Soft resetting the handheld will allow the user to restart Good Mobile Messaging	75419
GC Motorola Q9	Tapping on "Dial Number" for the first time after OTA handheld setup takes the user to the lock screen briefly, and then to dialer screen	89842 93896
GC Motorola Q9h, Q9c	Contacts beamed via Bluetooth do not show up in Good Contacts. They only show up in the native contacts application.	83052
GC PALM	When a portion of the SD card is protected, the card size for the unprotected card is not shown from the CARD info application.	86384
GC Palm	Using a volume name of greater than 31 characters while protecting a memory card may result in a soft reset. Names of greater than 31 characters in length are not supported.	89918
GC Palm	When mounting a volume, it may take as long as 5 minutes depending on the size, speed and, manufacturer of the memory card.	89691
GC PALM	For FAT32 cards, enforced protection may take some time if the card has files on it. Workaround: Remove files to be deleted using the card reader.	
GC Palm OS	Nuance Voice Control's Voice-enabled Calendar entry feature ("Add an appointment") does not work with Good Messaging	
GC Palm WM	If Contacts Integration is disabled in GMC, caller ID may not work after installation/upgrade until an additional manual reboot is performed.	62626
GC Palm Treo 680	Trying to enable Bluetooth after disabling in GMC resets the device.	75917
GC Palm Treo 750	User may not be able to close the 'New Speed dial' screen after uninstalling Good Mobile Messaging. A soft reset after uninstalling is required.	62827

GC Palm Treo 750	Device crashes with GoodApp.exe error when restoring GMM from SD card backup.	83526
GC Palm Treo 680	While running multimedia applications such as pTunes or recording a video, Good Mobile Messaging may not sync	46817
GC Palm Treo 680	While Good Messaging is synching user may not be able to send MMS messages. Exit Good Mobile Messaging first.	47482
GC Palm Treo 680	Blazer may enter a state where it will ask to save a file rather than browse the web for any web page. To recover, uncheck "Use Default Carrier Proxy" in Advanced Blazer Preferences.	46427
GC Palm Treo 680	Contact beaming from Nokia devices to Treo 680 is received as .vcf	48791
GC Palm Treo 700p, 755p	Running Good Messaging while using Sprint TV will result in sub-par user experience. Set Good Messaging to "Work Offline."	
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.	56480
GC Palm Treo 750 WM5	From native Contacts application, selecting "Send Text Message" opens GMM Inbox.	73214
GC Palm Treo 700wx	On certain instances, a gwes.exe error is seen when opening Internet Explorer to view the full articles from the Good News Reader	77918
GC Verizon Palm Treo 700wx	When the handheld is locked, the user must answer incoming calls using the left soft key, not the green key.	88611
GC 8525	Native "Calendar" is opening when we tap the "Calendar" Left Soft Key from Home screen if enable PTT	76046
755 / Sprint Centro	Trying to add an unknown number to an existing contact after receiving a call may fail.	
GC 8525	Native calendar opens when "Calendar" is selected. Left Soft Key from Home screen if enable PTT	76046
GC MC70	Volume control on the side of the device is inoperative when the Lock screen is displayed.	86754
GC MC7095	When changing Contacts Integration policy from ON to OFF, the handheld may crash with a GoodApp error. After the error is dismissed, the device will resume normal operation.	86197
GC FIGS	Pre-populated Auto-text is not provided. User can nevertheless create entries for use with this feature.	
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	Setting font to Large on localized versions of Good Messaging may cause truncations in displayed text.	
GC FIGS	The "Save to Contacts" function saves information to the handheld's native Contacts, not to GMM Contacts. In the English version, an alert informs the user of this; for other languages, the alert is absent.	80246
GC FIGS	[Treo 750][Kaiser] Not able to postpone or dismiss a reminder while at the lock screen	95812

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