

Good Mobile Messaging™ Server 6.0.3.50 Good Mobile Control™ Server 1.0.3.160 for IBM Lotus Domino

Release Notes

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Overview

This release of Good Messaging™ includes software for Good Mobile Control 1.0.4.160 and Good Messaging Server 6.0.3.50. For a complete list of handhels that are compatible with this 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). The Portal also lists which handhels are covered by Good's Technical Support.

Note: Versions 6.0.1 and 6.0.3 of Good Mobile Messaging Server support all previous versions of Good Mobile Messaging Client beginning with 4.9.3. Version 6.0.3 of Good Mobile Messaging Client supports the two previous versions of Good Mobile Messaging Server (6.0.0 and 6.0.1). (http://www.good.com/corp/int_support.php?id=502&pid=497).

Upgrade GMM and GMC Servers at the same time to avoid compatibility issues.

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 Messaging Server = GMM
Good Messaging Client = GC

New in Good Mobile Messaging Version 6.0.3.50/Good Mobile Control 1.0.3.160

- Windows 2008 SP2 64 bit (Requires a Domino x86 instance)
- GMM Domino Support for IPCU
- GMM Domino support for remote SQL Server – Windows Auth
- A “gdbdrecovery” tool is now included in the GMM installer. This tool can now read the cache directory from the registry and does not require admin input.

New in Good Mobile Messaging Version 6.0.3.37/Good Mobile Control 1.0.3.83

- Android support
- Many open issues resolved
- Support for the Dash 3G (TMo) and HTC HD2

New in Good Mobile Messaging Version 6.0.3.25/Good Mobile Control 1.0.3.58

- iPhone support
- iPhone cut/copy/paste policy (GMC)
- iPhone Enable button to enable/disable logging on iPhone
- iPhone GAL lookup policy enabled (GMC)
- Vmware support(in- addition to ESX): GMM and GMC are certified to work with virtual Guests that run on Windows 2008 R2 Hyper-V Virtual boxes.

Upgrades from 6.0.1 to 6.0.3 are supported. To upgrade from 5.x or 6.0.0, first migrate the Messaging Server to 6.0.1 and then upgrade to 6.0.3. Direct upgrade from 5.0.4.x to 6.0.3 is not supported.

If a user is moved from one Messaging server to another using GMC, iPhone Calendar reminders/notifications on the home screen will cease to function. To remedy, use GMC to remove and re-add the user to the new Messaging server.

New in Good Mobile Messaging Version 6.0.3/Good Mobile Control 1.0.3

- Build 6.0.1.107 adds support for the Samsung i637 Jack WM 6.5 ROM.

Issues Resolved in GMM Server 6.0.3.50/GMC 1.0.3.160

Component	Issue	Tracker
GMM	Sync stall issues when a user is moved from one Domino Server to another.	67024
GMM	Stall issues when users were flow controlled.	70701
GMM	SQL errors caused by the emf_init_enum.sql file not getting updated.	67224
GMM	Issues with creating goodlinkdb tables when a non standard port was used for communication with a remote SQL Server	66974 70081
GMM	Updated open SSL libraries to version to 0.9.8o.	70186
GMC	If an iPhone policy is modified such that a configuration profile is no longer required on the device, the Good Messaging application on the device must receive and process the change for it to take effect. If the application is not running and the user deletes the profile, when the application starts up again, it will prompt for the profile. The user can then wait ten minutes or so, exit Good	70193

	Messaging, and run it again. The profile will no longer be required.	
GMC	Issues with GMC support for SQL Server authentication.	
GMC	Temp unlock key mismatch between Good Client and GMC has been resolved.	70811 70203

Issues Resolved in GMM Server 6.0.3.37/GMC 1.0.3.83

Component	Issue	Tracker
GMC	SSL Cookie Not Used set cookies to secure in JavaScript and Java code	64880
GMC	For Handheld Authentication Type > Policy Template dropdown - Any action disables save/revert buttons	60478
GMC	Already added users in GMC are added again without any error when "Import Handheld from File" action was performed.	60413
GMC	Grammatical error in Good Mobile Control under Storage Cards.	60477
GMC	GMC does not always detect active directory user changes (not Domino-Specific).	63870
GMC	Certificate error when accessing GMC.. Added a command-line entry to import corporate certificate to the GMC cert store.	64793
GMC	UI Changes in tool tip now show <ul style="list-style-type: none"> ▪ Allow Handheld to receive high quality attachment ▪ Expire Password After 	-
GMM	Syncing 10mb file or attachment stops/crashes Domino GMMS.	66207
GMM	[Android_GFE][Domino] Occurrence of series shifts/ deleted on device when invitee accepts updated/reschedule to occurrence of meeting invitation on device.	65652
GMC	[IE7] The Compliance Manager failure action "Force application download" should not be displayed as disabled for the iPhone platform.	69919

Issues Resolved in GMC 1.0.3.58/GMM Server 6.0.3.25

Component	Issue	Tracker
GMC	Performance improvement: automatic daily SQL backup times have been randomized in order to reduce simultaneous NOC traffic and thus improve performance.	64029

Issues Resolved in GMC 1.0.1/GMM Server 6.0.1

GMC	If the GMC Server exits, the NT service manager is expected to restart it but will not do so.	103780
GMCC	User Disabled from Active directory of the Domain Controller is not reflected in the paused users list in GMC Console. For this status to be displayed, the account used to run the GMC Windows Service must belong to any one of the following groups: <ul style="list-style-type: none"> • Domain Administrators • Account Operators • RAS Servers group • Built-in Administrators • Enterprise Administrators 	89227
GMCC	Blank screen is displayed when trying to create a policy template with long name.	94843

GMCC	Policy set name length has a maximum of 155 characters.	95396
GMCC	Regenerate OTA PIN action is enabled for a user with missing View OTA Setup PIN rights.	95617
GMCC	Size of Enabled software always displays 0 even if some software is selected.	95888
GMCC	Showing the checkbox for the user still checked after tapping on "Clear Filters" option.	96399
GMCC	Showing checkbox for Name column unchecked when tapping on Name field for sorting handhelds.	96401
GMCC	"Select Columns" column on Software deployment page disappears if some HH families are selected.	96411
GMCC	Invalid OTA download URL is displayed on Handhelds>>OTA page.	96494
GMCC	More info is not displayed for the user which is added from search results.	96878
GMCC	"Disallow previously used passwords" policy is getting applied on handheld by default, even though the policy has not set.	99426
GMCC	'Repair' of GLS leads to Error message on any Handhelds info page along with 'Send Logs to Good' button getting disabled.	100887
GMCC	Handhelds disappear from handhelds page when tapped on GMM client version.	101309
GMCC	GMCC searches, as in the Find Handheld field, will not work with full names. Search using only a first or last name. Including a blank in the search name will cause the search to fail.	92382
GMCC	The GMU does not provide scroll bars to allow display of previous error messages.	103954
GMCC	Some fields are not synchronizing properly between GMM Contacts and native Contacts.	106174
GMCC	GMC installation: Unable to start Good Messaging Domino Directory Service	90535
GMCC	"Enable notifications on the lock screen" policy is not working.	94743
GMCC	Not able to create Policy Template of type "GMI."	98355
GMC	GMC Server service must be installed only as a domain user when using Active Directory.	92149
GMC	Domain name cannot contain special characters accept '-' and '.' and can never start with a special character.	96617
GMC	When GLS is down, suspend state should be shown as "Suspend requested" when suspend command is issued from GMC.	96666
GMC	TODO fields are displayed in MoveHandheldJobView.	96844
GMC	Junk values are being displayed on Installed Instances popup.	84460
GMCC	Some handhelds get unselected after clicking on the "GMM server" header to sort handhelds. Instead, go to "Filter by Server" in the left-hand column. Select only GMM servers. No handhelds will get unselected.	109106
GMCC	The "Handheld OS" field does not show correct information for specific handheld. For example it shows Windows Mobile 5.0 for all Smartphones even if the OS is 5.0/6.0/6.1. Use the "Handheld OS version" field to display the OS version using the Microsoft numerical convention.	109087
GMC	GMC not reporting fully qualified domain name to GMM server on startup.	100260
GMC	If you create a GMA policy template with GMA enabled in it, and apply the template to a policy set that has GMA currently disabled, any policies in the template will not be applied, including enabling GMA on the affected handhelds.	108754
GMC	[AT&T Tilt] Disabling a policy template's Network Communication	108880

	"Data Transfer Sub-profiles" and "Hardware and Device Sub-profiles" is not synced to the handheld.	
GMM/GC	Chinese characters at times will be displayed as question marks in email body, notes field and in other applications data fields on the handheld device.	107899

Issues Resolved in 6.0.0

GMM	Recipient gets the mail without additional text appended to it when replying to encrypted mail with "prevent copying" option checked.[Device: Camino]	87432
GMM	Able to download restricted file attachments.	91067
GMM	Device stuck at "Getting more data" screen after verifying notes password for an encrypted email (Treo 750).	92476
GMM	GMM Domino Attachment Download / Others: Multiple restrictions do not work.	94348 94349 94350 94351 94352
GMM	User is not getting suspended when suspend command is issued to user.	96720
GMM	GMA+GMM Domino - Not able to establish connection with GMA from device, also User Name, Connected for, Data Sent, Data Received, Client IP, Host Name are blank after provisioning on device.	93524
GMM	Canceling recurring meeting on device is not sending cancellation notice to invitee.	98128
GMM/GC	[All] Fresh OTA may fail with Warning "Good Messaging Server Error" (Error: 0x80010019).	98215
GMC/GMM	When "Enable access to Good Contacts" is checked in GMC, some of the fields may not be copied into Native contacts after updating the policy to sync all fields.	101278 101823
GMM/GMC	Good Messaging Domino Directory Service may not start when Domino Server is started manually.	93176 93164
GMM	Quitting Domino Server doesn't stop the Good Messaging Domino Directory service.	93169
GMCC	The GMC Console will allow you to add a user whose mailbox is over quota, without displaying an error or warning.	89347

GMM Server 6.0.3.50 Cluster Installation

Note the following, which supplements the Cluster instructions provided in the Good Messaging Administrator's Guide Clustering chapter:

1. After the GMM installation on the Standby Server, set the following registry key's value to match the corresponding value on the primary server.
 - [HKEY_LOCAL_MACHINE\SOFTWARE\Good Technology\GoodLink Database] Key [Database]
2. Use the GMM cluster install tools executable (GMMClusterTools-6.0.3.50.hfix.exe) supplied by the Good Technical Support team rather than the GMM Cluster Install tools (GMMClusterTools-6.0.3.50.exe) that you have downloaded from Good.com.
3. Set the "RetryPeriodOnFailure" for the Cluster resource "Domino Server Resource" to a value equal to the "RestartPeriod" property. You can use the following procedure:
 - a. Execute the following command from a DOS prompt:

“cluster <CLUSTER_NAME> res "Domino Server Resource" /prop”

- b. Note the value of “RestartPeriod” property and use that in place of <TIME_IN_MILLI_SECONDS> in the next line.
- c. Execute the following command from a DOS prompt

“cluster <CLUSTER_NAME> res "Domino Server Resource" /prop
 RetryPeriodOnFailure=<TIME_IN_MILLI_SECONDS>”

GMC 1.0/Good Messaging Server 6.0

Install/Uninstall

During GMC installation, when prompted to choose between Active Directory and Domino authentication types, in this release you can choose either directory.

HTTP through proxy for GMC is supported for connectivity to the data center. Good Mobile Messaging and Good Mobile Connection use HTTP to communicate with Good Mobile Control Server; HTTP through proxy is not supported for this communication.

GMC Server hosts with Windows 2003 require SP2.

Note: After GMC uninstall, you may need to delete some residual files. 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.

Note: The Good Mobile Control Console requires Internet Explorer 7.0 or Firefox 2.0. IE 6.0 and 8.0 are not supported.

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:

- 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.

Install/Uninstall Issues for 6.0.3

GMC	On a Windows 2000 host, GMC will not start after installation.	72474
GMM, GMC	A fresh host machine is recommended for installation.	
GMM	[Clustering] Good Messaging Domino Directory Service does not quit while moving from one node to another.	107908
GMM	[Clustering] During standby GMM server setup on node 2, GMM installer allows installation of another instance of the Goodlink db, which is not required since the primary db has already been installed. Workaround: detach the local db and delete from installer folder, then attach the db from the quorum drive.	71744
GMC	When entering the database name for the SQL instance during GMC Server installation, you are limited to 127 characters, not 128.	91715
GMC	If you encounter an error such as "Please insert disk 2 that contains	64199

	the file setup.ini file location" while running the uninstall/repair utility for GMM from the Control Panel, cancel the operation and retry using the Good setup.exe program.	90813
GMCC	Wait 10 minutes after GMC installation before launching the Console.	80466
GMM*	<p>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:</p> <ul style="list-style-type: none"> • Sign agents to run on behalf of someone else • Sign agents to run on behalf of the invoker of the agent • Run unrestricted methods and operations <p>If the user enables the out-of-office agent using a handheld, he/she should disable it using the handheld.</p> <p>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: http://www.ibm.com/developerworks/lotus/library/ooo-pt2/</p>	

Usage

Issues in GMM 6.0.3.50/GMC 1.0.3.160

GMC	If you run a consistency check from the Settings tab in GMC and the check returns a failure, then the GMC UI is redirected to a reconciliation page for the errors, and GMC will not be accessible by any user until the GMC server is restarted.	
GMM	[Android_GFE] [Domino] Invitee device does not show meeting on day to which Invitee was added as exception, when invitee accepts meeting series from DWA.	65607
GMC	VPN configuration using a combination of IPSEC Shared Secret and Hybrid Authentication settings is not supported.	71520
GMM	In some cases, the GoodLinkServer (Good Messaging Server) service may not start automatically after installation. In this case you can start the service manually from the services console.	71103
GMM	A user will not be warned that syncing will cease on the device for the duration of a move between Good Servers.	71407
GC	In some instances, child folders are not synced on a user's handheld, because Domino provides a lower ID value for parent folders than for child folders. Contact your authorized sales representative for information on a fix for this problem.	73295

Issues in GMM 6.0.3.37

GMM	[Android_GFE] [Domino] Invitee device does not show meeting on day to which Invitee was added as exception, when invitee accepts meeting series from DWA.	65607
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Issues in GMM 6.0.3.25/GMC 1.0.3.58

GMM	A user moved from one GMMS server to another will be flow-controlled and receive an incorrect message on the handheld. The message is incorrect message; the handheld is moved correctly.	63976
GMC	In IE, unable to add users in Roles tab when server is installed with Domino authentication; functionality is correct in Firefox.	60537
GMC	Good Mobile Control Lock settings of 30 and 45 minutes are not handled correctly on the iPhone device.	70492

Issues in GMM 6.0.1/GMC 1.0.1

GMC	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
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Issues in GMM 6.0.0/GMC 1.0.0

GMCC	Create user names using ASCII characters only. Currently, the Domino GMM Server cannot store UTF-16 user data in its SQL database; you won't be able to add user names written with non-ASCII characters. GMC lookup will return no results for users with UTF-16 name content because such user names will not be stored in the database. This issue will be resolved in our next release.	104460 104462 104463
GMCC	Lock Handheld currently does not work for Mobile GMC.	101419
GMCC	After changing the login password for the GMC Console, the old password may remain effective for several hours.	92826
GMCC	Service Details for a provisioned handheld in GMC are not displayed properly.	94258
GMCC	Searching by display name (first and last names with a blank in between) is not supported.	102762
GMC	At GMC Server startup, only the host machine name is recorded in the log, not the fully qualified domain name.	100260
GMC	An error message is not displayed and installation proceeds when an unreachable remote SQL host is entered.	77267
GMC	GMC Installer crashes with an error "SQL Failure applying gmm.sql" when provided with a database name with a special character as double quotes.	91544
GMC	GMC installer fails with error "Error 1603 installing Microsoft SQL Server 2005 Setup support Files." when using system with less than 10G disk space.	89273
GMC	GMC login page does not open up in IE on a Windows 2003 server with high security level set.	91802
GMC	Suspend Button should be in disabled state for a user with erased data.	96639
GMC	This release of GMC does not send event logs to Windows Event Log (e.g., for use by MOM, NetIQ).	60538
GMC	Web Service Clients written in .NET, Axis, Sun's SOAP stack, Perl's soap stack have not been tested in this release.	60536
GMC	Administrators (in addition to Superuser and Service Administrators) are currently allowed to run consistency checks via the reconciliation feature.	97706
GMM/GC	The e-mail group DL data may not sync correctly to the device and when replied to, may cause a "delivery failure email" message.	100303 100354

Issues from Previous Releases

“GMC” refers to “GMC” issues in previous releases.

GMM	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).	
GMCC	Service Details for a provisioned handheld in GMC are not displayed properly.	94258
GMM	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 Failure to restart may result in user problems with attachments.	

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