

Good Mobile Messaging™ Server 6.3.2.14 Good Mobile Control™ Server 1.3.3.190 for IBM Lotus Domino

Release Notes

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Overview

This release of Good for Enterprise™ includes software for Good Mobile Control 1.3.3.190 (feature release) and Good Messaging Server 6.3.2. For a complete list of handhelds 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 handhelds are covered by Good's Technical Support.

Note: Good For Enterprise (GFE) Servers support the two previous GFE Client versions, and GFE Clients support the two previous versions of GFE Servers.

(http://www.good.com/corp/int_support.php?id=502&pid=497).

These notes include a list of new features available in this release, usage issues that have been resolved, and issues that have not been sufficiently resolved 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 Server = GMC
 Good Mobile Messaging Server = GMM
 Good for Enterprise Client = GC

Important Notes

Lotus Domino Primary Messaging Server must be 7.0.2 or higher; we strongly encourage customers to migrate to the latest version to take advantage of the many enhancements that are available. Domino Secondary servers used by the Good Messaging Server must be 8.0.2 or above.

If Good Mobile Control server and Good Mobile Messaging server are installed on the same machine, they must both be upgraded, in that order, before the Domino server is started.

As part of the Good Mobile Messaging Server upgrade for this release, the local cache directory structure on each user device is modified. **This operation may take some time.** For this reason, the upgrade process will take longer than for typical GMM upgrades. The greater the number of devices managed by the server, the longer this time will be. **Factor in this additional time required** when scheduling the upgrade.

Good Mobile Messaging Server v6.3.2.14

New Feature

- Support for multiple devices/user (iOS/Android). Total number of supported devices remains unchanged; refer to the Scalability section below for details.

Note: All GMM Servers must be upgraded to 6.3.2 and the GMC Server must be restarted for multi-device support to commence. Client upgrades are not required.

Note: Stop the GMM and Domino services before beginning the upgrade.

Important: If you downgrade the Good Messaging Server from this release, any devices that you have added after the upgrade will be automatically deleted and will no longer synchronize with the user's account; the Good application will have to be reinstalled on the device and it will have to resync to restore functionality.

Issues Resolved

Component	Issue	Tracker
GMM	Calendar reminders don't work after a user is moved from one GMM to another.	81628
GMM	User cannot forward email with attachments if Send Attachments policy is enabled with a black-listed file.	88142
GMM	Calendar reminders don't work after a user is moved from one GMM to another.	81628
GMM	Japanese signature shows up as dots or other characters.	86455
GMM	GMM uninstall causes problems with GMC directory service.	87664
GMM	Mail-file quota and GMM client issues.	88343
GMM	Services do not start after upgrade.	88543
GMM	WAV file issue.	88552
GMM	Cannot provision a device: error 0x000001.	88588 89443
GMM	Sending mail to personal groups/distribution lists fails.	90194
GMM	Canceling occurrences of a recurring meeting with option "Delete the Meeting from all views": exceptions are not resent to client.	90241

GMM	In HTML format of mail, the max attachment restriction applies only to attachments, not to embedded images.	90413
GMM	In Windows 2008 Server, GMM hangs in case of timebombs, as it is not able to check the health of Domino. Enabled registry to execute "nsd -kill" through EnableNSD=1.	
GMM	Implemented the ability to upload directory service diagnostic logs.	

Good Mobile Control Server v1.3.3.190

New Features

- **File Repository:-** Policy setting allows a secure client file repository to be enabled/disabled (disabled by default) on the device. Subject to policy settings, the user can save files from email attachments and third-party applications (iOS 4.2 or higher) securely within Good, rename the files if there are duplicate filenames, add the files to newly composed email as attachments, and open them in third-party applications (iOS 4.2 or higher). The data in the file repository is not synced with the user's desktop. It represents data unique to the device. The repository is not backed up. The files will be retained when the application is upgraded. However, these files will be deleted if the application is reinstalled or if the file-repository policy setting is disabled. (As an alternative to syncing with the desktop, the user can send self-email with the files attached).*
- **File handling:** Expanded policy settings allow the administrator to determine which attachments can be imported from third-party applications outside the secure container.
- **iOS enhancements:** Use URLs to specify custom-software applications for download (application distribution using an external repository); turn on/off data/voice roaming for iOS devices; employ GMC to install/uninstall applications on iOS5 devices; limit GMC access rights to iOS5 devices; notify GMC if the Good MDM profile is removed from an iOS5 device.
- **Additional security enhancements:** On the GMC Settings page, a new option allows the administrator to disable auto-completion of password entry (remembering login credentials) on the GMC login page. A new "Send report only" action is available as a Compliance Manager action.** PIN regeneration performance improved for large numbers of devices.
- **Apache Tomcat Upgrade:** Version 5.5.34 includes security upgrades (refer to Issues Resolved matrix below).
- **Enhanced handheld information available in the GMC:** Added filtering categories for carriers and departments; table display of 100 handhelds, rather than 25; inactive handheld column. Compliance status can be sorted, filtered, and exported; export-compliance column added. View installed applications on the device distributed by Good.

* Requires updated Android and iOS Clients.

** Requires updated iOS Client

Issues Resolved

Component	Issue	Tracker
GMC/GMM	If multiple users are being moved from one Good Mobile Messaging Server to another and during the move the destination Server is rebooted, the operation will not complete. Terminate the two Good Messaging processes (GdPushProc.exe,	71352

	GdExchSyncSrv.exe) on the destination Server using Task Manager and restart the Good Messaging service. The Servers will re-launch and the operation will complete successfully.	
GMC	On the Messaging policy page, the Edit link for the warning dialog does not function correctly.	78870
GMC	The Compliance Manager check for jailbreak/rooted detection has been shown to return false positives. Workaround: Turn off the rule for these devices. If the failure action is set to Wipe Enterprise Data, you will need to reprovision these devices.	85854
GMC	In some cases, configuring policy settings to allow copy and paste on the device may not take effect on the device.	85995
GMC	.ipa file upload fails with "Improper file specification" error.	86777
GMC	Installing a backup GMC results in improper database specification.	87303
GMC	Cannot log in to GMC using port 443.	88119
GMC	Device phone number is blanked out when MDM profile information is updated from Client.	88293
GMC	If you uncheck the "Enable file exporting" checkbox on the General Policies / File Transferring page in the GMC, and click Save, file transfers will be disabled on all devices affected by the policy, even if "Enable file transfer policy" is still checked. If you return to this page later, you will find "Enable file exporting" checked again. No devices have been affected yet by this setting as it is now displayed. However, if you click Save, file transfers will be allowed again on the devices.	88619
GMC	GMC is unresponsive and/or hangs in response to Java API request.	89014
GMC	Issues when upgrading to GMM 6.3.1.35 when using GMC 1.3.1.122.	89051
GMC	Selecting users on the Handhelds page displays raw xml output.	89968
GMC	[iOS Client issue] If you take the defaults on the File Handling policy page in GMC (file transfer not enabled), the device user is still allowed, incorrectly, to import attachments from secure and non-secure 3 rd -party applications.	90192
GMC	If an error is returned when you attempt to add a custom .ipa file using Settings > Custom Software in GMC, the problem may be that the file's info .plist is in plain xml, not binary, which is required.	
GMC	<p>Apache Tomcat v5.5.34 upgrade: Apache Tomcat supports the AJP protocol, which is used with reverse proxies to pass requests and associated data about the request from the reverse proxy to Tomcat. The AJP protocol is designed so that when a request includes a request body, an unsolicited AJP message is sent to Tomcat that includes the first part (or possibly all) of the request body. In certain circumstances, Tomcat did not process this message as a request body but as a new request. This permitted an attacker to have full control over the AJP message permitting authentication bypass and information disclosure. This vulnerability only occurs when all of the following are true:</p> <ul style="list-style-type: none"> • The org.apache.jk.server.JkCoyoteHandler AJP connector is not used • POST requests are accepted <p>The request body is not processed</p>	

GMM 6.3.1.82 (Service Release)

Domino 8.5.3 is supported in this release.

Issues Resolved in GMM 6.3.1.82 (Service Release)

Component	Issue	Tracker
GMM	Cannot upload GMM logs via GMC.	88131
GMM	After upgrade to GMM 6.3.1.74, service startup fails.	

New in Good Mobile Messaging 6.3.1.74

- **HTML Email Support**¹: Good Lotus users can now receive and display HTML messages. In addition, messages that they reply to or forward will retain the original message format. Once the server is upgraded, existing users will have the option to enable HTML email through Preferences. HTML email is enabled by default for fresh installs and can be disabled under Preferences.
- **Good Mobile Access**²: Provides a secure browser inside the Good for Enterprise secure container (iOS Client). Browser data is stored and encrypted inside the Good application. As administrator, you have the ability to enable Intranet access and define approved domains, using the Good Mobile Control Console. Refer to the Good Mobile Access Secure Browser section of the Administrator's Guide for details.

Notes:

1. HTML email is supported with Good for Enterprise – Android v1.7.0 and later and Good for Enterprise – iOS v1.8.3 and later.
2. Available for devices running iOS 4.0 and above.

Disabling HTML

To disable HTML email on the server, do the following:

1. Add the following registry key. You will have to create the sync key if it is not there. Add a new string value of htmlEmail with the value data set to 0.

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\GoodLinkServer\parameters\sync]
```

```
"htmlEmail"="0"
```

2. Restart the GoodLink server service.

Issues Resolved in GMM 6.3.1.74

Component	Issue	Tracker
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
GMM	If you encounter an error such as "Please insert disk 2 that contains the file setup.ini file location" while running the uninstall/repair utility for GMM from the Control Panel, cancel the	82197

	operation and retry using the Good setup.exe program.	
GMM	Issues moving users between GMMs.	85252
GMM	Unable to open attachments for all users, with the message "This attachment type is blocked your administrator."	86202
GMM	HTML. The external link images display too small on iOS devices.	86600
GMM	Images embedded in HTML emails were not included in replies.	88263 88407

New in Good Mobile Control 1.3.1.122

- **File-transferring policy:** Use the new File Transferring policy to specify those third-party applications that users can use with attachments (whitelist) or those that are blocked from receiving attachments from the user (blacklist). Create the attachment list on the Settings page. (Refer to “File Transferring” in the Administrator’s Guide for details.)
- **Blacklisting/whitelisting attachments by extension:** In previous releases, policies supported the blacklisting by extension of received attachments. Support is extended in this release to whitelisting and blacklisting for both received and sent attachments. Attachments are not added to emails (sent) directly through Compose on the handheld; they are added via third-party Open In (send through, or export) facilities. Refer to Messaging in the General Policies section of the Administrator’s Guide for details.
- **Security enhancements:** With this release, you can now reset the Good application password and lock out iOS users from their Good application, remotely from the GMC. These security features have also been enhanced for an improved user experience on Android devices. Handhelds must belong to a policy set that has MDM enabled.
- **Enhanced device management support:** GMC now displays applications, certificates, and provisioning profiles installed or having been uninstalled on iOS devices, version 4.0 and later. You’ll find this, and additional, information on the Handheld Info page for the devices.
- **Compliance Manager improvements:** You can now “future proof” OS version compliance automatically by allowing future OS versions in advance. A checkbox is provided to do so in the “OS Version Verification” section of the “Add compliance rule” dialog in GMC. (Android)
- **Compliance Reporting:** A compliance report is generated automatically when compliance violations occur. The report is available via an added link on the handheld’s page in the GMC. (Android)

Issues Resolved in GMC 1.3.1.122

Component	Issue	Tracker
GMC	[IE7] The Compliance Manager failure action “Force application download” should not be displayed as disabled for the iPhone platform.	69919
GMC	iPhone VPN certificates requiring a password, imported in previous releases, must be imported again in this release, using Settings/Certificates.	71689
GMC	After updating iPhone with configuration profile push from GMC, user is unable to display Settings/General. A black screen is displayed, followed by a return to the iPhone home screen.	78604
GMC	iOS and Android application names must use Latin characters	81728

	(ISO-8859-1 character encodings)	
GMC	Custom software programs with identical filenames can be added to GMC for download to devices.	81779
GMC	[iOS] On occasion after the Reset Password feature is used to unlock a device, the iOS user may encounter a system error with the message "New passcode cannot be set [-1]". A workaround for this problem is to: 1. Restart the device. 2. Dismiss any dialog that prompts to "Continue" to select a password; instead, select the "Later" option. 3. Manually set the passcode using Settings → General → Passcode Lock → Change Passcode.	81787
GMC	Changes to a user device profile made from the Restrictions page, once applied, do not reflect back to the GMC correctly.	82604
GMC	Handheld data consistency checks failing after failover to standby.	82911
GMC	A GMC user with no rights to modify policies may encounter an error dialog while viewing policies.	84192
GMC	User errors during OTA setup.	84451
GMC	Custom software uploads to GMC failing with no error.	85073
GMC	Unable to upload a custom Android application in GMC.	85267
GMC	Unable to upgrade GMC to 1.3.1.77.	86233

New in Good Mobile Messaging 6.3.1.35

- This service release provides maintenance fixes as indicated in the matrix below.

Issues Resolved in GMM 6.3.1.35

Component	Issue	Tracker
GMM	Server restarts repeatedly when downloading Zip file attachment with a large number of folders in it.	84009 84924
GMM	PushWSManager leaking kernel memory/resources when doing gSoap requests.	84730
GMM	Upgrading GMM server results in cache corruption.	84861
GMM	Even if "Prevent Copy/Forward" flag is set on email via Notes Client, a Good user is able to forward the email from Good client.	85031
GMM	SQL tuning for performance improvements.	

New in Good Mobile Control 1.3.1.78 / Good Mobile Messaging 6.3.1.32

- **Enterprise application distribution:** Easily distribute custom or 3rd party enterprise apps to your end users. IT uploads applications through the Good Mobile Control server for distribution to users as a policy setting. Users have the ability to securely view the list of available enterprise applications from within the Good for Enterprise application. Once downloaded, apps are installed outside the Good for Enterprise secure container. Users will automatically receive a notification alert on the device when new applications are available for download. Requires the latest iOS (v1.9.0) and Android (v1.7.3) client application.
- **MDM for iOS 4 and Android 2.2 and higher:** Simplify whole device management through a built-in configuration utility for iOS and Android. Once devices are enrolled, policy changes and configuration updates can be made over-the-air without user intervention. MDM

enrollment is optional to the end-user. Once the MDM policy is enabled, it will be required on the device in order to access the Good for Enterprise app. This feature for iOS requires an Enterprise certificate which can be obtained through an Apple Enterprise Developer account. Requires the latest iOS (v1.9.0) and Android (v1.7.3) client application.

- **Disable SMS:** For the more regulated organizations, this new security policy allows IT to disable initiating text messages (SMS) from the Good for Enterprise application. Requires the latest iOS (v1.9.0) and Android (v1.7.3) client application.
- **ZIP file attachment support:** Now zip files can be downloaded and extracted on the device. Users can view the table of contents without downloading the entire zip file. This feature also includes support password protected zip files. Requires the latest iOS (v1.9.0) and Android (v1.7.3) client application.
- **Re-Sync:** In the event there is a sync failure, the user will receive a notification and can simply tap a button to re-sync instead of having to re-provision. Requires Android client application v1.7.3 or higher, or iOS client application v1.9.3 or higher.
- **New Domino APIs:** Updated Domino APIs to latest versions supported by IBM.

Issues Resolved in GMC 1.3.1.78 / GMM 6.3.1.32

Component	Issue	Tracker
GMC	On a Windows 2000 host, GMC will not start after installation.	72474
GMM	Good Client cannot open with traditional Chinese and simplified Chinese filename attachment with Domino backend.	78168
GMM	Client shows duplicate calendars when user sets preference in calendar to show unprocessed notices in notes client.	79588
GMM	Lotus Notes phone messages not displayed in Good Application.	79898
GMM	Colons are not supported in the GoodAdmin password.	79900
GMC	Opening encrypted Domino mail on iPhone shows "Loading" and hangs.	79966
GMM	Slow mail delivery due to database connectivity issues.	80460
GMCC	Wait 10 minutes after GMC installation before launching the Console.	80466
GMM	Emails sent from device during mail routing server maintenance are lost.	80892
GMM	Sent Items folder syncing mails that are very old.	81777
GMM	Lock dll file warning message displayd when GMM install progress almost done.	82149
GMC	After changing AD password, GMC will accept both new and old passwords.	82605
GMC	GMC upgrade fails with "unable to save password" and shows "login failed for the user" on remote SQL.	82820
GMM	Meeting request (custom meeting) is not deleted on device.	82970
GMC	"Edit compliance rule" dialog may not format properly.	83337

End of Support for Domino v.6.5

This release of Good for Enterprise for Domino Server software is no longer compatible with Lotus Domino Messaging Server v.6.5 (Domino v.6.5). IBM officially ended technical support for Domino Server v.6.5 in April 2009. For details, visit <http://www-01.ibm.com/common/ssi/cgi-bin/ssialias?infotype=AN&subtype=CA&htmlfid=897/ENUS907-208&appname=USN>.

What this means if you are running Domino v.6.5:

- The previous release of Good for Enterprise for Domino Server software, Good Mobile Messaging Server v.6.1.3.14, is the last version of Good for Enterprise that supports Domino v.6.5.
- Users with mail files on Domino 6.x servers will not be able to sync. Domino Secondary servers used by the Good Messaging Server must be 8.x. Primary server 7.0.2 and higher are supported.
- The Good for Enterprise clients for iOS and Android are backward compatible with Lotus Domino Messaging Server v.6.5. However, new features in the clients will not be supported.
- Technical support for customers running Domino v.6.5 will continue as long as the customer is running Good Mobile Messaging for Domino v.6.1.3.14 or earlier.

Even though Good Mobile Messaging Server for Domino v.6.1.3.14 and earlier supports Domino v.6.5, we strongly encourage customers to migrate to the latest version of Lotus Domino Messaging Server (e.g. v 8.0) to take advantage of the many enhancements that are available.

User suspension

In this release, GMM Server includes a new stability-related enhancement that will result in the suspension of individual users who cause continuous server restarts due to a corrupted mailbox. When triggered, the user is suspended from the system and related information is logged into the system event log. In addition, the administrator can receive an email notification by setting the following registry value under

“HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\GoodLinkServer\parameters\sync”

“NotifyUsers”

to a string value that contains the email address that will receive the suspended notification. The email is sent via the mail server that the “user being suspended” belongs to. If the GMM is set up for special mail routing (i.e., via registry keys) then this email is sent via that server.

Recovery of the suspended user

The administrator should run IBM’s recommended maintenance on the mailbox of the suspended user and then follow the steps in the suspended user email, which are:

1. On the Lotus Domino server console (on the Good Mobile Messaging server machine), run the command "tell goodlink restoreuser smtp_address_of_user".
1. On the Good Mobile Control console, click on the user handheld. Select "Messaging" on the left panel.
2. Click on the "Suspend" button, Click "Ok" for the next two prompts.
3. Click on the "Resume" button (the "Suspend" button should say "Resume" now).
4. Click "Ok" for the next two prompts.

Partner Software Distribution

This release does not support GMC partner software distribution

Scalability

This release supports 650 devices per Messaging Server (32-bit, Windows 2003, dual core, 4GB Ram) / 800 devices per Messaging Server (64-bit, Windows 2008 R2, quad core, 8GM RAM). This assumes 20% of devices are actively using GMA Secure Browser and a mix of 25% Windows Mobile/Android and 75% iOS devices.

Install/Uninstall Issues

GMM	[Clustering] Good Messaging Domino Directory Service does not quit while moving from one node to another.	107908
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 GMC 1.3.3 / GMM 6.3.2

Component	Issue	Tracker
GMM	[BES] HTML support requires BES 5.0 or higher.	
GMC	The Reset Password feature is not supported on Honeycomb tablets.	82284
GMM	Japanese signatures show up as dots or other characters.	<u>86455</u>
GMM	[HTML] Some fonts are displayed differently on iOS and Android clients than within the mail system.	<u>86588</u>
GMM	External link images are too small on iPhone/iPad devices.	<u>86600</u>
GMM	An external or embedded image can't be downloaded successfully when HTML support is turned off for the server.	87703
GMM	GMC flow control status is displayed as off, while showing as on in the server log.	<u>88019</u>
GMC	[iOS] The option to send logs to GMC works when initiated by the device but not when initiated by the GMC	92048
GMM	When using Domino 8.5.3, attachment names, including those of blocked attachments, are displayed at the bottom of email message text.	93441
GMC	If an error is returned when you attempt to add a custom .ipa file using Settings > Custom Software in GMC, the problem may be that the file's info .plist is in plain xml, not binary, which is required.	

GMC	The previous GMC version (1.3.1), with the default File Transfer policy and Send Attachments enabled, allows the previous Good iOS Client (1.9.5) and Android Client (1.7.5), as well as the current Android Client (1.8.0), to import files to Good from third-party applications, but does not allow the current Good iOS Client (1.9.6) to do so. The GMC must be upgraded to 1.3.3, with importing enabled, for iOS devices using the current Good Client to import files.	
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