

Good Mobile Messaging™ Server 6.0.1/Client 6.0.1 Good Mobile Control™ Server 1.0.1 for IBM Lotus Domino

Release Notes

Updated 11/18/09

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Overview

This Version 6.0.1 release of Good Messaging™ includes software for Good Mobile Control 1.0.1, Good Messaging Server 6.0.1, and Good Messaging Client 6.0.1 for PocketPC and Smartphone supported wireless handhelds. For a complete list of handhelds that 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). The Portal also lists which handhelds are covered by Good's Technical Support.

Note: Version 6.0.1 of Good Mobile Messaging Client has been tested with and is supported by the two previous versions of Good Mobile Messaging Server (5.0 SR2 and 6.0.0). Version 6.0.1 of Good Mobile Messaging Server has been tested with and supports the two previous versions of Good Mobile Messaging Client (5.0 SR3 and 6.0.0). Client 5.0.3 = SR1, Client 5.0.4 = SR2, Client 5.0.5 = SR3; new handheld support was added with each Client SR, so that we support upgrades to 6.0.1 from any of these three releases *if* the device in question was supported in that release. That is, if handheld x was supported in SR1, then its upgrade to Client 6.0.1 is supported; likewise, if its support was included only in .4 or .5, then its upgrade from that release only is supported. **Client version 4.9 is not supported in the 6.0 release** (http://www.good.com/corp/int_support.php?id=502&pid=497).

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

Good Mobile Control = GMC
Good Mobile Control Console =- GMCC

Good Messaging Server = GS
Good Messaging Client = GC
Good Mobile Connection = GMA
Client Installer = Installer

Handheld Platform = PE
Good Mobile Security = GMD
Good Mobile Intranet = GMI
Good Management Console = GMC
Local Versions (French, Italian, German, Spanish) = FIGS
Local Version (Chinese Traditional) = ZT
Local Version (Chinese Simplified) = ZS

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

Windows Mobile Based Pocket PC = PPC

Windows Mobile 5.0, 6.1 = WM5, 6.1

Smartphone = SP

New in Good Mobile Messaging Version 6.0.1

- Good Mobile Messaging (GMM) Client - Home-screen customization of launcher bar, and browsing of calendar events on home screen.
- Good Mobile Access (GMA) split tunnel support allowing carrier and other applications' traffic to be routed directly to the Internet
- GMA Log upload utility to help troubleshoot server issues.
- Improved GMA UI displaying characters briefly before obfuscating in order to minimize incorrect password entries.
- Support for encrypting SD cards with capacity larger than 4GB.
- Support for custom message on device lock screen
- Ability move users across on GMM-Domino servers
- Support for Domino 8.5 and 8.5.1
- Support for Domino Directory users (Domino Directory Authentication) for roles management
- Moving users between GMM Servers is supported
- Support for additional devices:
 - Sprint HTC Touch Pro2 XV6875
 - Verizon HTC Touch Pro2 XV6875
 - Verizon Imagio
 - Sprint Intrepid

New in Good Messaging Version 6.0.0

- Bluetooth profiling
- Allow Voice Dialing from the lock screen
- Support Special Characters in password policy
- Good Mobile Messaging is now localized in Chinese Traditional and Chinese Simplified, in addition to European languages
- Good Mobile Messaging and Good Mobile Connect run under Good Mobile Control 1.0.
- Good Messaging data is now maintained in the Good Mobile Control SQL database.
- The Good Mobile Control console is web-based.
- Web service APIs are provided.

- A new “Superuser” role is handled differently in the console from other roles. Superuser rights are assigned and changed via the Settings tab, not the Roles tab. There can be only one Superuser.
- Policies have been redesigned for greater ease of use. There is now a one-to-one relationship between handheld and policy set.
- Groups play a less significant part in this version of Good Messaging; the focus in this version is on handhelds rather than users. There is no Multi user concept in Domino
- The Palm Client is not supported in this release. Enhanced Palm support is provided in Version 5.0 SR4.
- Scheduled data and news synchronization
- RSS feed sharing via email
- Calendar UI changes for consistency with Lotus Notes Desktop client:
 - Busy time is represented in brown on the device
 - Color changes on all Calendar views (week/day/month/agenda)
 - Verify “Show as” field has been removed.
- Support for additional devices:
 - Samsung Omnia
 - LG Incite
 - Verizon HTC Diamond
 - Verizon HTC Touch Pro
 - ATT Fuze
 - Samsung Epix
 - Samsung Saga i770
 - Samsung i780

Note: Build 6.0.0.118 added support for three new devices (Samsung Omnia (Verizon), LG Incite (ATT), HTC Touch Pro (Sprint)). Build 6.0.0.119 fixes a font problem (109582) for Saga i770. Build 6.0.0.123 added support for Samsung i637 (Samsung Jack). Build 6.0.0.121 added support for AT&T Samsung Propel Pro, and Alltel and Sprint Palm Treo Pro.

Issues Resolved in GMC 1.0.1/GMM Server 6.0.1/Client 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
GMD	[Blackjack-II] GMM is accessible without setting password after fresh installation with password policy enabled from GMC.	106565
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
GC Installer	Some files may not be removed when uninstalling Good Mobile Messaging.	101350
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 "Data Transfer Sub-profiles" and "Hardware and Device Sub-profiles" is not synced to the handheld.	108880
GS/GC	Chinese characters at times will be displayed as question marks in	107899

	email body, notes field and in other applications data fields on the handheld device.	
GC Installer	[HTC TyTN II][Q8][Samsung] Ftp log file not sent from device during OTA when using "Sending logs" menu option.	108621
GMD	[HTC TYTN II][Tilt O2]: Able to delete files from file explorer (My documents, Storage card, My device) on the lock screen.	107123
GC	[Treo Pro][HTC Hermes][HTC Touch Pro] Today screen is not restored after uninstalling GMM.	102822
PE WM 2005	[Omnia] Pressing Contacts in Main Menu->Programs fails to open native contacts. To access native contact, use Open Start->Programs->Pocket Outlook->Contacts.	109423

Issues Resolved in 6.0.0

GS	Recipient gets the mail without additional text appended to it when replying to encrypted mail with "prevent copying" option checked.[Device: Camino]	87432
GS	Able to download restricted file attachments.	91067
GS	Device stuck at "Getting more data" screen after verifying notes password for an encrypted email (Treo 750).	92476
GS	GMM Domino Attachment Download / Others: Multiple restrictions do not work.	94348 94349 94350 94351 94352
GS	User is not getting suspended when suspend command is issued to user.	96720
GS	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
GS	Canceling recurring meeting on device is not sending cancellation notice to invitee.	98128
GS/GC	[All] Fresh OTA may fail with Warning "Good Messaging Server Error" (Error: 0x80010019).	98215
GMC/GS	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
GS/GMC	Good Messaging Domino Directory Service may not start when Domino Server is started manually.	93176 93164
GS	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
GC	[Treo 750] User is able to send SMS/MMS on the lock screen from Incoming call screen.	93173
GC	AT&T Tilt]: Able to Save, Edit and Delete a native contact from lock screen.	96046
GC	[BJ2] Able to send files using Bluetooth even when same application is blocked on GMC console.	97160
GC	[BJ2] Still can send the JPG file by FileExplorer after uncheck "Basic imaging profile" in GMC (Case: 61128).	97057
GC	[Q9h]Keyboard lock is not working when Password lock is disabled.	93515
GC	[Q9h]: On the Lock screen, selecting the Unlock option causes a black screen; device becomes unusable. To recover, soft reset.	96235

GC	[AT&T Tilt]: Able to circumvent the lock when the device is locked from phone dial pad.(Dial number)	93790
GC	In some cases, when the handheld is locked, numbers cannot be dialed from the keypad. The handheld user can use the soft dial pad available in the dialer screen, using stylus.	92847
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 2005/2006 SP	Good preferences screen may disappear when adding a folder and pressing Cancel on the Email Delivery screen.	83458
GC	User will lose any unsaved drafts in an open Compose window if he/she exits GMM without saving a draft explicitly. A warning message is displayed that all unsaved windows content will be lost.	95544

GMC 1.0/Good Messaging Server 6.0/Client 6.0 Notes

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.

Client Installation

Fresh installation of GMM client using OTA setup:

Windows Mobile: 12MB needed (hard-coded)

Good Mobile Messaging Upgrade:

Windows Mobile: about 2.5 times the package size

Good Messaging package size: 4265 Kb (~4.16 MB)

Memory needed: 10662.5 (~10.4 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.

Upgrading a GMI User from Client 5.0 to Client 6.0 for Use with a 5.0 GMM Server

GMM Client 6.0 does not support Good Mobile Intranet. To upgrade a user's handheld from Client 5.0 to Client 6.0, first disable GMI on the handheld. To do so, select the user in GMC, right click, and select Disable Good Mobile Intranet. (109583)

Notes for Samsung i325 and i770

When you select Client build 6.0.0.109 in GMC to be downloaded to the Samsung i325, it will instead receive a special build, 6.0.0.110, which enables global roaming. Similarly, the Samsung i770 will receive a special build 6.0.0.115, which also enables global roaming.

User Interface Change

On the Home screen, two calendar events are displayed, rather than, in some previous cases, four. This is not configurable.

Install/Uninstall Issues in This Release

GS, GMC	A fresh host machine is recommended for installation.	
GS	[Clustering] Good Messaging Domino Directory Service does not quit while moving from one node to another.	107908
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 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.	64199 90813
GMCC	Wait 10 minutes after GMC installation before launching the Console.	80466
GC Installer	The Over-the-Air Setup PIN is not case sensitive, but the input may automatically change from lower case to upper case.	68021
GC Installer	Uninstall may fail if device is reset prematurely during the uninstall process.	73933
GC Installer	Uninstallation causes Gwes.exe error on the device.	77027
GC Installer	Some files may not be removed when uninstalling Good Mobile Messaging.	101350
GC Installer	[HTC TyTN II][Q8][Samsung] Ftp log file not sent from device during OTA when using "Sending logs" menu option.	108621
GC Installer	[imate8502] Installer does not allow call to come through while sending log files.	108556
GS*	As a prerequisite ACL setting for out-of-office support on the handheld, the secondary server on which GLS runs should have the	

	<p>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. 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>	
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
GC	If the handheld freezes on the congratulations screen after successful installation of Good Mobile Messaging, soft reset to continue.	106399
GC	Provisioning a user on a handheld that has already been provisioned for a different user will fail with an error (such as 0x4 or 70) that does not clearly describe the problem.	103285

Usage

Issues in Release 6.0.1

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
GC	[HTC Touch Pro2 XV6875] When changing from portrait to landscape display mode, sometimes the Opera icon or Customize icon will be missing. Changing display mode again usually recovers the icons.	60098
GC	[HTC Touch Pro2 XV6875] When completing an outgoing call to a number which is not in the Contacts, the Add to Contacts dialogue does not automatically start as it should.	60602
GC	[Treo Pro] While making a call on a locked device, soft keypad cannot be opened on the dialer screen unless a phone call is already in progress.	113162
GC	[PPC] [FIGS] After an upgrade from GMM 6.0.0 to GMM 6.0.1, two versions of the new GMM home screen will be displayed on the device Today screen: an English version and a corresponding non-English version. The user can remove the redundant version by unmarking the checkbox in Settings-> Personal tab-> Today -> Items tab.	114337
GC	[LG Incite] Advise the user to put the device into landscape mode before entering the OTA PIN. Sometimes incorrect letters may get entered in portrait mode.	114641

GC	[A9h] After a Messaging server upgrade from 5.x to 6.0.1, Q9h handhels may display an "Insufficient memory" error when launching Good Messaging. Soft-reset the device to proceed.	115228
GC	[Treo 850] AutoRun will not launch automatically when an SD card is inserted into the handheld. The user can launch AutoRun manually by selecting the card after inserting it.	115258
GC	[Q9h] The handheld may freeze on occasion while using the RSS feature.	115123
GC	[ATT Fuze, Verizon Diamond] In rare cases, Good Mobile uninstallation fails, requiring a hard reset of the device.	115578
GC	[Sprint Intrepid] Email hardware key does not work	61933

Issues in Release 6.0.0

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
GS/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
GC	"Lock handheld" feature is not working.	97036
GC	[All] Fresh OTA may fail with Warning "Good Messaging Server Error" (Error: 0x80010019).	98215

GMD	[Blackjack-II][AT&T Tilt] Blocking "Advanced audio distribution" profile does not prevent some stereo-headphones Bluetooth capabilities. Workaround: on some devices "HeadSet and Handsfree" profile must be also blocked, together with the "Advanced Audio distribution" profile.	96598
GMD	[Blackjack-II] When the device is in BT discovering state, an activated lock screen may not be able to be dismissed.	97631
GMD	[Blackjack-II] Forced SD card encryption may sometimes fail, displaying the error "Failed to create Volume." Workaround: retry creating the volume	97918
GMD	[Q9h] In some cases a device may not lock after the specified idle time. Workaround: soft reset.	98131
GMD	[Blackjack-II] In some cases, disabling "Handset and Hands free" profile will not prevent Bluetooth headset phone usage.	96453
PE	[Telstra Blackjack-II, Verizon Saga i770, Sprint ACE i325] The Messaging shortcut key launches the native messaging application instead of Good Messaging.	101411 107273 89349
GMD	[Q8] Pressing "Voice recognition/dialing" hardware button on the device may sometimes display a blank screen.	96761
GMD	Device freezes on pressing both the green and red hard keys while on temp password screen.	105725
GMD	[Sprint Ace, i325] When downloading Client software to the Sprint Ace/i325, this device will automatically receive a special 5.0.5 or 6.0.0 build that addresses a screen timeout issue.	107473
GMD [MMS4]	[Q9h2.5] Calendar and Contacts in PIM are not synching through Bluetooth.	97230
GC	[HTC Rhodium XV6875] A password entry field may be covered by display of soft keyboard window. Use hard keyboard if this occurs.	60400
GC	[HTC Rhodium XV6875] During Call In Progress, the Notes icon will open the device's native notes application instead of the GC notes application.	60604
GC	[HTC Rhodium XV6875] When changing from portrait to landscape display mode, sometimes the Opera icon or Customize icon will be missing. Changing display mode again usually recovers the icons.	60098
GC	[HTC Rhodium XV6875] When completing an outgoing call to a number which is not in the Contacts, the Add to Contacts dialogue does not automatically start as it should.	60602
GMC, GC	[HTC Rhodium XV6875] With Bluetooth visibility disabled by policy from GMC, the device is able to be discovered if the user selects "Visible for 60 seconds" in Bluetooth Settings.	60632
GC	[ATT Tilt] Changing the time on the handheld may affect any Calendar Reminder snooze settings currently in effect.	106913
GC	"Cancelled" tag isn't prefixed to cancelled-meeting email sent to invitee.	52310
GC	When manager attempts to update a meeting created by a delegate from Outlook on the device, the meeting doesn't correctly sync to the invitee's Outlook.	81859
GC	"This meeting request is out of date" message is displayed when the user tries to accept an updated meeting request from the invitee's device.	105657
GC	[AT&T Tilt] [Palm 850] Sometimes signature is not getting appended to the mail.	101401
GC	[Telstra Diamond] If soft keypad cannot be launched from GMM screen after an upgrade from GMM 6.0.0 to 6.0.1, soft-reset the device to resolve the issue.	113292

GC	[Treo 850] After an upgrade, the native contacts application may open on the device, instead of GMM contacts, when the contacts option is pressed on the call-progress screen. Soft reset the device to resolve the issue.	113925
GC	[ATGC] [Touch Pro] After upgrade from 6.0.0, save to contact fails. Soft-reset the device to resolve the issue.	113955
GC	Beamed GMM contacts cannot be saved on the device	104849
GC	[PPC] Mail may be received from blocked users. Use Lotus Client to block senders, or move the block-sender items to a folder not to be sync'd to the device.	108676
PE	(HTC Touch Pro) GMM will not function correctly if HTC Touch Flo is enabled on the handheld. Touch Flo is disabled as part of GMM setup; if HTC is subsequently enabled, go to Settings -> Personal -> Today -> Items tab and uncheck it to disable it again.	107380
Installer	After Good Messaging restoration from SD card backup, Good Messaging will be missing from the Remove Programs list on some handhelds.	93463
GC SP and PPC	Right and left soft keys used to save a number to Good Contacts may not work properly directly after OTA provisioning or after an upgrade. Soft-resetting the device once after provisioning (or upgrade) will usually restore the functionality of these soft keys.	108497
GC SP and PPC	Right or left soft key used for saving to Good Contacts on Recent Call and Dialer screens may be unresponsive or take the user to native contacts even after a soft-reset. If both soft keys on these screens are affected, the user can save the number from Call History screen as a workaround.	108378
GC FIGS	Pre-populated Auto-text is not provided. User can nevertheless create entries for use with this feature.	
GC FIGS	Due to operating system limitations, a few strings coming from the server are not localized and will appear in English. Examples include (but are not limited to): fatal error message, 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	Non-Latin-1 characters are not converted properly when meeting request is sent from the device and will appear as question marks.	106606
GC FIGS ZT ZS	Chinese is not supported.	87057 107899 104460 104462 104463 107655
GC ZS	[Q8][ATGC]The first digit of phone number displayed on the ATGC prompt is cut off.	113102

Issues from Previous Releases

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

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).	
GMCC	Service Details for a provisioned handheld in GMC are not displayed properly.	94258

GS	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.	
Installer	After Good Mobile Client installation from an SD card, some handhels may display a "clog.exe" error message. The error is benign. Restart the handheld as prompted to continue.	82374
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.	
PE	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	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	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.	
Installer	After Good Mobile Client installation from an SD card, some handhels may display a "clog.exe" error message. The error is benign. Restart the handheld as prompted to continue.	82374
GMD 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	For their convenience during handheld Good Mobile setup, users should set any native timeout value to a time long enough to allow Good installation to complete, as the handheld screen cannot be unlocked during Good installation.	114413
GC	To redial a number displayed on the locked handheld screen, press and hold down the green key or reenter the number. Clicking the green key will not redial the number.	115085
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
PE 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

PE WM 2005	Inserting an SD card in a handheld while a GMCC-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
PE WM 2005	Do not set native password, or reset native password to null, before installing GMM.	89775, 89851
PE WM 2005	FTP fails for devices in WiFi mode set up to use a proxy.	84991
PE 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
PE 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 SP	Outgoing caller ID is not displayed if phone number is missing area code. This only occurs during first call to that number	
PE WM 2005 SP / PPC	Meeting reminders on the Today screen have menu items 'Remind 5 Mins Before' and 'View Item' are grayed out	58890
GMD Treo 800	"Blocked message" warning may be displayed while another application is running. Insufficient information in the warning.	90230
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.)	
PE Motorola Q9h	For some Q9 devices, weblinks embedded in emails may not function correctly.	79748
GMD Motorola Q9h	Native keypad lock overrides Good Messaging lock on handheld reset if the device is in keypad lock state prior reset.	90999
PE 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
GMD 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
PE Motorola Q9h, Q9c	Contacts beamed via Bluetooth do not show up in Good Contacts. They only show up in the native contacts application.	83052
755/Sprint Centro	Trying to add an unknown number to an existing contact after receiving a call may fail.	

GC AT&T Hermes	Native calendar opens when "Calendar" is selected. Left Soft Key from Home screen if enable PTT	76046
GC MC35	For Domino users, an all-day event is duplicated in the calendar	98538

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