

Good Mobile Messaging™ Server Version 6.3.2.35 Good Mobile Control™ Server 1.3.3.190 for Microsoft Windows Exchange

Release Notes

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Overview

This release of Good for Enterprise™ includes updated software for Good Mobile Control Server 1.3.3.190 and the previous service-release software for Good Mobile Messaging Server 6.3.2.35.

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.

The following Microsoft Exchange versions are supported:

- Microsoft Exchange 2003
- Microsoft Exchange 2007 SP3 and prior
- Microsoft Exchange 2010 SP1 and prior

Note: If you downgrade Good Mobile Messaging Server to version 6.0.3.50 or move users to this server, you must manually disable HTML through the registry.

Note: Support for Exchange 2000 has been discontinued for versions later than 6.0.0. Support for Exchange 5.5 has been discontinued for versions later than 4.9.2 and for Microsoft Small Business server for versions later than 4.9.1. If you are a Microsoft SBS customer or are running

Exchange 5.5, a separate communication regarding this change has been sent to you from the Good product management support team.

Note: Version 6.3.2 of Good Mobile Messaging Server supports all previous versions of Good Mobile Messaging Client beginning with 4.9.3. Good Mobile Messaging Client versions support the two previous versions of Good Mobile Messaging Server.

(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 Server = GMC
Good Mobile Messaging Server = GMM
Good for Enterprise Client = GC

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

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). (For details, refer to “File Repository” in Chapter 6 of the Good for Enterprise Administrator’s Guide.)*
- **File handling:** Expanded policy settings allow the administrator to determine which attachments can be imported from third-party applications outside the secure container. (For details, refer to “File Handling” in Chapter 6 of the Good for Enterprise Administrator’s Guide.)
- **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. (For details, refer to “iOS Configuration” in Chapter 6 of the Good for Enterprise Administrator’s Guide.)
- **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 of Apache Tomcat includes several security updates, most notably the following relative to Good Mobile Control.

From The Apache Software Foundation:

“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:

- The org.apache.jk.server.JkCoyoteHandler AJP connector is not used
 - POST requests are accepted
 - The request body is not processed”
- **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. (For details, refer to “Viewing and Using Handheld Information” in Chapter 6 of the Good for Enterprise Administrator’s Guide.)

* 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, 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.	71352
GMC	During installation of GMC, following the prompt to select a local or remote SQL instance, in a Windows Server 2008 R2 environment, an error may be displayed. The workaround is to select a remote machine and enter localhost as the machine name.	83684
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	Good products do not uninstall completely.	88360
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	OTA template created via Settings/Email Templates does not appear in the template drop-down menu in Policies/Provisioning.	89405
GMC	Unable to save the default policy after making changes to the software-deployment settings.	89469
GMC	Unable to create a policy template for Secure Browser.	89857
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 to import attachments from secure and non-secure 3 rd -party applications. To completely disable the importing of files into the Good secure container, you must select 'Only allow these extensions' on the Messaging policy page and leave the extensions list blank.	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	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: <ul style="list-style-type: none"> • The org.apache.jk.server.JkCoyoteHandler AJP connector is not used • POST requests are accepted The request body is not processed	

Good Mobile Messaging Server v6.3.2.35 (Service Release)

Issues Resolved

Component	Issue	Tracker
GMM	Calendar reminder notifications fail after user is moved to new GMM.	81628
GMM	Unscheduled user pauses.	82966
GMM	Server fails to query Free/Busy while testing the Exchange Web Service inside the customer group.	85340
GMM	Continuous server restarts following upgrade: server crashes when using EWS version of free/busy retrieval program.	85485
GMM	HTML messages not displaying properly: outgoing HTML emails are garbled when filtered by AV spam filters or dropped by BES servers.	85806, 86242
GMM	Spontaneous server restarts: server crashes while handling end-users' Zip-file content requests, when the attachment's email is no longer available in Exchange.	86332
GMM	In rare instances, reply/forward emails are blank when the charset of the original HTML email is unknown.	86504, 86774

GMM	In some cases, replying to an email resulted in a message with the wrong name included in the From field.	87354
GMM	Server crashes when processing large signed SMIME messages.	87663
GMM	Random Error 109 events on user iOS devices.	87775
GMC	Email body is blank if the charset is non-UTF8 for Signed messages.	87820
GMM	Non-UTF-8 HTML messages do not display correctly when forwarded/replied to.	88056
GMM	In rare cases, HTML reply/forward messages are converted to plain-text format.	88058
GMM	Problem uploading GMM logs via GMC.	88131
GMM	Email body is blank if the charset is non-UTF8 for Signed messages.	89019

Good Mobile Control Server v1.3.1.122

New Features

Some new features require updated Android and iOS Clients

- **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.
- **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. Handhelds must belong to a policy set that has MDM enabled.
- **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

Component	Issue	Tracker
GMC	[IE7] The Compliance Manager failure action “Force application	69919

	download” should not be displayed as disabled for the iPhone platform.	
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 (ISO-8859-1 character encodings)	81728
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

Good Mobile Messaging Server v6.3.1.24 (Service Release)

Issues Resolved

Component	Issue	Tracker
GMM	Risk of cache corruption during server upgrade.	84727
GMM	PushWSManager leaking kernel memory/resources when doing gSoap requests.	84730
GMM	Server restarts repeatedly when downloading Zip file attachment with a large number of folders in it.	84924
GMM	Installer fix: Introduced a supported dll in installshield to check whether the required VC8 shared assemblies exist; if not, pop up the vc2005 redistributable installer to install them.	85147

Good Mobile Messaging v6.3.1.23/Good Mobile Control v1.3.1.77

New Features

- **HTML Email:** Improves user experience by displaying rich message content on the device. HTML is enabled by default in this release of the server (see below for disabling HTML on the server). HTML was supported on Android (1.7.1 or later) and now iOS (v1.9.0 or later) with this server release. Once the server is upgraded, users will have the

option to enable HTML email through Preferences from the device. HTML messages sent from the device will retain message formatting. Reminder: The earlier GMM server version 6.3.1.8 does not support HTML in Exchange 2010 and mixed mode Exchange 2003/Exchange 2007 environments.

- **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. Requires the latest iOS (v1.9.0) and Android (v1.7.3) client application. Password protected ZIP files are also supported.
- **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.
- **Stability and scalability improvements**
- New EWS/CDO Free/Busy lookup options
- New runtime dependency checks
- **Customer escalation and maintenance fixes as detailed below.**

Issues Resolved

Component	Issue	Tracker
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	Convert send/reply/forward emails to charset to UTF – 8	76795
GMM	Email Sync will occur within 15 minutes in case of CAS restart or failover.	77390
GMC	On the Messaging policy page, the Edit link for the warning dialog does not function correctly.	78870
GMM	Colons are not supported in the GoodAdmin password.	79900
GMM	Calendar improvements relating to copy/paste appointments. Also, Calendar appointments on Outlook sometimes do not in sync on the Client when the original meeting was an iCal meeting.	80322 81846
GMM	Unable to send email when HTML is enabled on the device.	80330
GMM	GMM is not removing the cache files from the source server after the user has moved to the destination server successfully.	80605

GMM	Handle LegacyExchangeDN changes without reprovisioning.	81081
GMC	After changing AD password, GMC will accept both new and old passwords.	82605
GMC	"Edit compliance rule" dialog may not format properly.	83337
	Sender address issues when replying to a meeting request.	83606
GMM	[iPad][HTML]: Set GMMS HTML=OFF, receive an HTML email with image; and then set GMMS HTML=ON, reply this email on handheld, it fails to display the image on both handheld and outlook.	83632

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.

EWS/CDO Free/Busy Lookup Options (Exchange 2010)

By default, free/busy lookup for users is performed using MAPI. To change to EWS or CDO, do the following:

To retrieve free/busy data using Exchange Web Service:

1. Install .Net 3.5 SP1.
2. Set registry to enable EWS free/busy Lookup:

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\GoodLinkServer\parameters\calendar] "freebusyquerymethod"="ews"
```

3. Restart the GoodLink Server service.

To test EWS free/busy retrieval:

1. Download a test utility to check whether the EWS free/busy tool functions correctly:

<ftp://goodcust:g00d4Me!@ftp.good.com/TestEWSFreeBusy.zip>

Instructions for use of the utility:

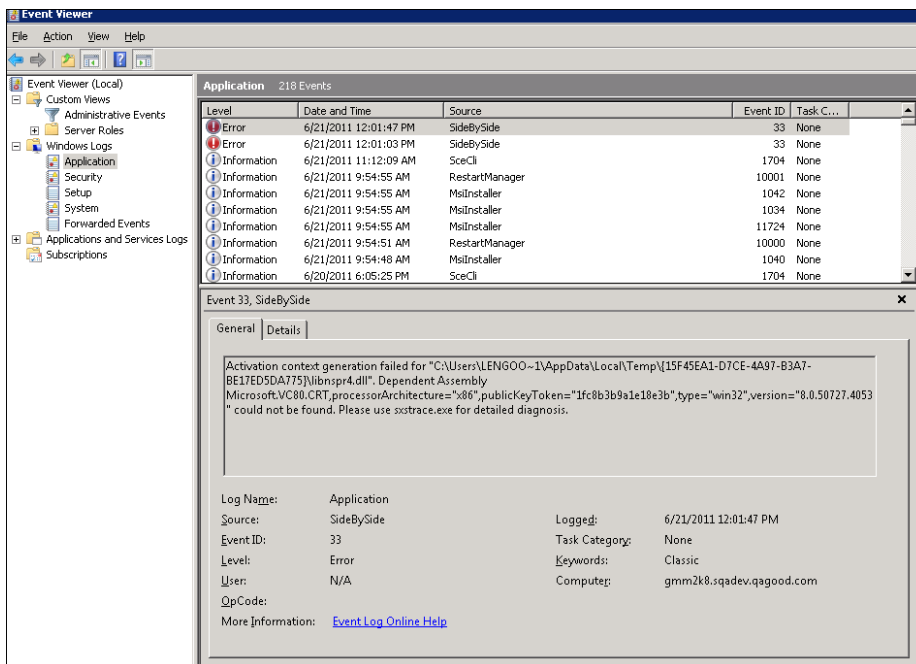
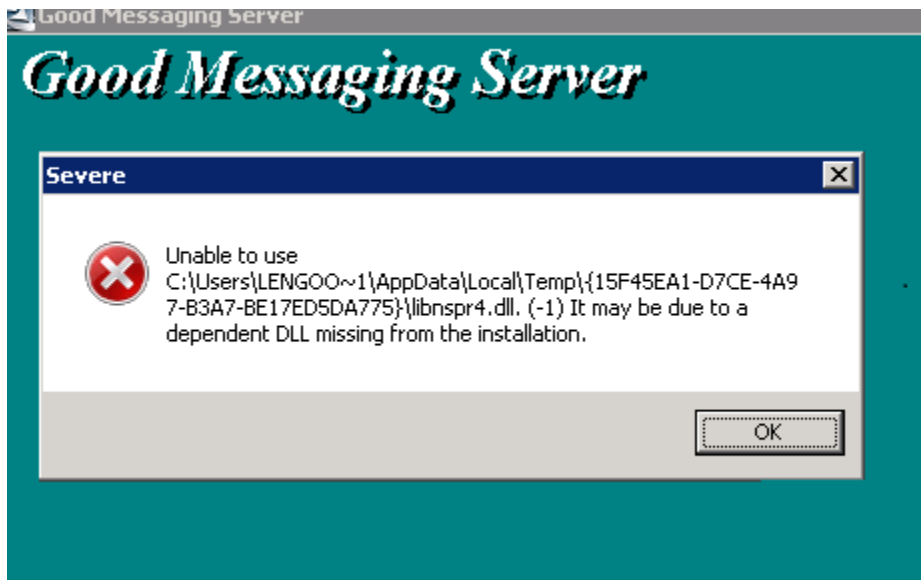
<http://www.good.com/faq/18772.html>

Runtime Dependency Checks

Additional runtime checks have been added for installation of the GMM server. In the event of errors such as those displayed in the screens below, download and run the following file:

ftp://goodcust:g00d4Me!@ftp.good.com/vcredist_x86_sp1.exe

NOTE: After installing the above file, reboot the Good Mobile Messaging Server host machine.



MAPI/CDO

Microsoft Exchange MAPI/CDO version 6.5.8211.0 is certified as of GMMS Exchange version 6.3.1.18 and later. All prior GMMS Exchange versions should use MAPI/CDO version 6.5.8190.0.

Partner Software Distribution

This release does not support GMC partner software distribution. If you require distribution of partner software support, contact your Good technical support representative.

Scalability

Exchange GMM has been certified to handle 1050 users while accommodating HTML and GMA traffic. This performance was attained on the following server configurations:

1. 32-bit version
 - GMMS Build 6.3.1.20
 - Windows 2003 SP2
 - 4 GB of RAM
2. 64-bit version
 - GMMS Build 6.3.1.24
 - Windows 2008 R2
 - 8 GB of RAM, quad-core processor

This assumes that 20% of users are currently actively using GMA Secure Browser and 100% are using the HTML email feature. This assumes a mix of 25% Windows Mobile/Android devices and 75% iOS devices.

Note that these are the minimum requirements to attain this performance. If you are running older configurations, do not scale to this number; should remain at the users/server guideline that was communicated to them upon sale.

Open Issues in Good Mobile Messaging Server and Good Mobile Control Server

Component	Issue	Tracker
GC	[HTC Tilt2] Text prediction is not disabled. In the PIN input fields, the PIN entered earlier is remembered by system.	67600
GMC	VPN configuration using a combination of IPSEC Shared Secret and Hybrid Authentication settings is not supported.	71520
GMC	The Reset Password feature is not supported on Honeycomb tablets.	82284
GMM	[BES] HTML support requires BES 5.0.3 or higher.	
GMC	In some cases, when removing a third-party application remotely from an iOS5 device using the GMC, the action may take from minutes to hours to complete, due to an iOS issue in some versions.	89714
GMC	[iOS] After moving a device from one GMM to another, the "Send Logs to Good" button for the device on the Handhelds tab does not send the device logs via FTP as expected.	92048
GMC	When adding iOS items to the list in Settings/Custom Software using a URL, the URL must end in ".ipa".	92307
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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