

Good Mobile Messaging™ Client 5.1.2 for Microsoft Exchange and IBM Lotus Domino

Symbian Handhelds

Release Notes

Updated 02/04/11

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Overview

This release for Symbian handhelds includes Version 5.1.2.27 of Good Mobile Messaging™ Client for Nokia N97, N97 Mini, E75, E72, E71, E71x, E61, E61i, E62, E63, and E52 devices.

For general information about the Good Messaging 5.x releases, refer to the release notes posted at http://www.good.com/corp/int_support.php?id=492.

The following Microsoft Exchange versions are supported:

- Microsoft Exchange 2000
- Microsoft Exchange 2003
- Microsoft Exchange 2007

Note: 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.

The following Domino versions are supported:

- 6.5.4; 7.0.1, 8.0

The issues listed in the “Notes” section have not been sufficiently resolved in this release, and will be addressed in a future release. The issues are identified with a brief description and a workaround is provided if it is available. For more information, contact your Good representative.

Good Messaging Server = GS
Good Management Server = GMS
Good Management Console = GMC
Good Client = GC
Good Mobile Messaging = GMM
Good Mobile Intranet = GMI
Localized client Versions = FIGS

Good Mobile Defense: GMD

Over the Air (wireless software distribution) feature = OTA. **Note that devices are redirected to the proper build.**

Note that a new device home screen is provided for users of build 5.1.1.113 and higher. However, the new home screen is not supported for the S60 rel. 5 devices, (which are supported in version 5.1.2.23 and higher).

Software Download Site

<https://get.good.com/>

New in 5.1.2.28

- Support for the N97 Mini (enhanced home screen is not supported)

New in 5.1.2.23

- Support for the N97 (enhanced home screen is not supported)

New in 5.1.1.123

- Support for Vodafone Nokia E5

New in 5.1.1.113/114

Note that downloads for 5.1.1.31 are redirected to 5.1.1.113/114 by Good's Client Optimizer.

- Redesigned home screen
- Week number in Calendar
- Default notification volume has changed
- Low-resolution viewing option removed from the attachment menu

Features Not Supported in Version 5.1.1

The following features are not supported on Symbian handhelds in version 5.1.1:

- Features not supported from the management console (GMC/GAC)
 - Enable/disable network communications (Wi-Fi, Bluetooth, BT discovery, IR)
 - Blocking applications
 - Data tab (for folder encryption)
 - Create temporary password
 - Require storage card to be encrypted
 - Lock out user (remote erase is supported)
 - Lock out user after x wrong password attempts
 - "Handheld can exceed value" option
 - "Do not allow sequential numbers" password policy setting
 - Overwriting the existing native lock settings when the GMC policy is less strict

- GMI
- GMD
 - GMD is not supported and GMM security features are at the same level as GMM version 4.9.3.

Handheld Setup

Handheld setup is accomplished as documented for all devices in the *Good Mobile Messaging Administrator's Guide*.

If the administrator policy requires a password, the user is prompted for an unlock code at the completion of handheld setup. The default unlock code is "12345" for the supported Nokia devices. After the lock code is entered, it will expire immediately and the user is forced to assign a new password.

Note: Upgrading from Client version 5.1.0.37 to Client version 5.1.1.12 is not supported for the E63. Support for this device is available for the first time in Client version 5.1.1.

Setting the Autolock Timeout Value for E63 and E71 Devices

Note: This section does not apply to E71x devices.

When no password policy is set for the users by IT administration, the default Autolock timeout value is 20 minutes (the setting can be viewed in the phone settings), but if an IT administrator wants to set the Autolock timeout for a user to a value greater than 20 minutes **on an E63 (new install) or E71 (upgrade or new install)**, the following procedure must be followed. Otherwise, device Autolock will be limited to 20 minutes. The IT administrator should ensure that the Autolock GMC value is always greater than 20 minutes for the changes to reflect correctly on device.

After the new install (E63 or E71) or upgrade (E71) is completed on the device:

1. Change the Autolock timeout value in GMC to greater than 20 min (max is 999 min).
2. Manually decrypt the phone memory using *Menu->Tools->Encryption* to turn off encryption. This will automatically reset the device and autolaunch GMM on startup. After that, GMC settings should be reflected on the device.

Important Note: For security reasons, since GMC policies are not reflected on the device when GMM is not running, we strongly recommend that users not change their Phone Autolock settings on the device to a higher value than the one set by the administrator in GMC.

Open Issues Fixed in Version 5.1.1

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| GMM E71x | Cannot automatically install custom applications from Good Administration Center. |
| GMM E71x | After a reprovision of the device, the list of RSS News feeds only includes user-added feeds, but does not show the default feeds. |
| GMM E71x | GMM occasionally crashes when adding an Email folder to the Email Delivery Sync list, if there are more than 100 folders in the Sync list. |
| GMM E71x | The installation process may stop at Downloading Services 0%. If this occurs: <ul style="list-style-type: none"> • Have the user manually select the valid access point from LSK(Menu)-> Select Access Point (example: ATT Media Net for ATT SIMs). The downloading services start will start in 20 to 30 seconds. or <ul style="list-style-type: none"> • In some cases, soft resetting the device will also correct the problem. |

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| GMM E71x | <p>The email/calendar/contacts hard keys are not operative.</p> <p>The special hardkeys for Email, Contacts, and Calendar are permanently bound to the handset's native functions. Pressing these Hard Keys does not open the corresponding GMM function. These GMM functions can be accessed through the menus or icons. As the hardkey shortcut keys for Email, Contacts and Calendar are not mapped to Good Email, Good Contacts and Good Calendar respectively, the user has to navigate to the Good Launcher (icon on the Homescreen) to access the Good applications. The user can also configure the Homescreen shortcut icons with Good Email inbox, Calendar, Contacts etc (based on the user's priority) from Menu->Settings->Config->General->Personalization->Idle screen mode->Shortcuts"</p> |
| GMM E71x | Attempting to rename a category that contains multiple contacts may cause GMM to exit. |
| GMM E71x | Vibrate option for notification of new email in Inbox does not work. |
| GMM E71x | When creating a new meeting and changing the meeting start time, GMM will occasionally exit. GMM can be restarted normally if this occurs. |
| GMM E71x | If the user's profile is very large (for example, more than 5000 contacts and more than 5000 emails) GMM may stop during startup (while displaying the "Good starting up..." screen). The device must be hard-reset if this occurs. |
| GMM E61i | Caller ID was not working for some countries codes as UK. |
| GMM E71 | When encryption is enabled, the max value for Phone Auto lock is 20 min, even if the lock value is set to a higher number in the management console (GMC/GAC). |
| GMM E71 | If a lockout value has been set in GMC at some point and later "Require Password" has been unchecked in GMC, the lockout value appears grayed out. After provisioning the device, the phone Autolock period is set to the preexisting GMC autolock value (which is now grayed out). If the value in GMC is less than 20 min, the same interval will be displayed on the device. If the value in GMC is greater than 20 min, the device will be set to 20 min. <i>Note: Steps listed under "Upgrading" must be followed.</i> |
| GMM E72 | 66699 Out of memory error on E72 |

Good Messaging Client 5.1.2 Notes – Known Issues

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| GC | [N97 Mini] Symbols are not entered when typed. Tap the hardware Return key to enter the symbol. | 68759 |
| GC | [N73, N97] Update News default is set to every hour, rather than every two hours. | 73242 |
| GC | [N73, N97] Calendar entries created on the device during Daylight Savings Time may display incorrectly (one hour advanced) in Outlook. | 73740 |
| GC | [N97 Mini] The Good Messaging icon may continue to be displayed on the device Home screen after the application has been removed. | 74430 |
| GC | [N97] Calendar reminder times cannot be changed on the device in Portrait mode. | 75959 |

Good Messaging Client 5.1.1 Notes – Known Issues

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| GMM | Using the Symbian notification Breathe setting prevents Good email notification from working properly. To maintain proper email notification, do not use the Breathe setting. | |
| GMM E71x | Hardkey functions enabled by press-and-hold of a hardkey do not work. Example: Email Compose window does not open when Email hardkey is held. | |
| GMM E71x | In Good Launcher, the "T" hard key (to move the focus to the top item in the list) does not work. | |
| GMM E71x | In rare cases, attempting to move an email with a large attachment (~2.5MB) from Outbox to Drafts may cause GMM to exit. | |
| GMM E71x | Caller ID (name of the contact) is not displayed for the following: <ul style="list-style-type: none"> • Contacts with the same number (this is Nokia device behavior, not a GMM issue) • Contacts retrieved from the "Company History," for all incoming/outgoing calls unless this particular contact is explicitly added to GMM Contacts. | 67969 |
| GMM E71x | Contact text fields are limited by the handset FW to 50 characters each, for some features such as Beam Contact and Speed Dial to function correctly. | |
| GMM E71x | Contact name is not shown in the Dialed numbers screen in the Call Log. However, the contact name is shown in Received and Missed calls screens. This is a limitation of the handset FW. | 67970 |
| GMM E71x | On the E71x, the native Contacts application can effectively support up to 1500 contacts. Beyond that number the performance of the Contacts application will be reduced, and performance of other handset as well as Good Messaging functions may be impacted. There is no fixed upper limit, since Contacts capacity depends on which other functions and data are present on the device. | |
| GMM E71x | During upgrade from 5.1.1.41, the "Do you want to install? Yes / No" dialogue may not be visible. If this occurs the user may continue the installation from the hyperlink displayed during download while the message "Good Messaging – Ver 5.1.1.xx Install" is shown. | 67971 |

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| GMM | If users are on a limited data plan, they may consider disabling Good Mobile News. An average number of RSS feeds, updated hourly, accumulates several MBs of data transferred over the network daily. This may result in high data costs from the network carriers. To avoid that, the user can disable RSS or may choose to update the RSS News manually. <ol style="list-style-type: none"> 1. Go to News Menu -> News Options. 2. Set "Update News" to Manually. | 67969 |
| GMM | Downgrading GMM from version 5.1.1 to 5.1.0.37 or 4.9.3. is not supported. | 67972 |
| Native | Caller ID (name of the contact) is not displayed for the following: <ol style="list-style-type: none"> a. Contacts with the same number (this is Nokia device behavior, not a GMM issue) b. Contacts retrieved from the "Company History," for all incoming/outgoing calls unless this particular contact is added to GMM Contacts explicitly . | |
| GMM | Unlike the native applications, GMM cannot be closed from the Tasks list view by a long-press of the Home button. To exit GMM, the user must manually select Good Launcher -> Exit. | 67973 |
| GMM E71 | A task reminder cannot be accessed on the native lock screen. Exception: on a E63 device, the user can interact with the GMM Task and Calendar reminders even if the device is locked. Ref: B110174 | |
| GMM | User cannot hard reset the device (*#7370#) unless the existing GMM data connection is terminated. To terminate the connection, switch to "Offline" profile or exit GMM from the Launcher menu. | 67974 |
| GMM E62 | All the Notification alerts are dismissed when the device is unlocked. | |
| GMM E71 | Holding down the contact hard key continuously for 2 to 3 sec opens the native contacts screen. Clicking the same key will open the GMM contacts. | |
| GMM | When device is locked and the user tries to enter the wrong password more than 5 times, the following native lock message will be displayed: "Lock entered incorrectly 5 times. Please retry after 5 min." | |
| GMM | If a meeting originator deletes an instance of a recurring meeting, a recipient of the invitation cannot remove the cancelled instance of the event from his calendar. | 67975 |

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| GMM E6x | Some extended characters in the Draft folder are missing after upgrading from GMM 4.9.x to GMM 5.1. (Does not apply to E71x since this upgrade is not valid.) | |
| GMM E61i, E71 | Sorting of names with extended characters does not work correctly in Contact application and the user has to scroll to the matching names. Sorting of tasks with extended characters does not work correctly in the Tasks application. Scrolling to the matching tasks is necessary. | 67976 |
| GMM | Downloading formatted documents that contain special characters such as bullets and paragraph marks will display the characters as junk characters. | |
| GMM | Email Distribution lists containing extended characters are not supported. | |
| GMM | Auto Text feature is not working when extended characters are used | 67977 |
| GMM E71 | Device encryption cannot be turned off when GMM is installed on the device. | |
| GMM E6x, E71 | On typing in the first letter of a folder name while on 'Move to folder' screen, the focus doesn't move to the corresponding folder. This shortcut feature is not implemented in this release and targeted for future release | 67978 |
| GMM E6x, E71 | Restoring GMM backup from SD card downloads the software over-the-air from the server instead of copying from SD card | 67980 |
| GMM | On rare occasions GMM may crash when user tries to open Preferences->Access Point from Offline mode. | |
| Device | With some units, the following Bluetooth issues may be encountered: <ol style="list-style-type: none"> 1. BT search never completes 2. Trouble pairing the device with laptop, BT headset | |
| GMM E61i | Sometimes Good Messaging exits by itself while trying to edit a draft email from the "Edit as Draft" option. | |
| Device | If user is connected to the Nokia PC suite application, the device file system will be accessible even after the device gets locked on time out. | 67981 |
| GMM E71 (ROM 100.07.76) | Any decreased autolock-period value set on the device resets to the GMC policy value after restarting GMM. In other words, a user's attempt to increase security on the device by setting a shorter timeout value than the value set by IT admin does not work on the E71 using an old ROM 100.07.76, when GMM is restarted. The value is retained if the E71 is using the new PR2 ROM. | |

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| GMM Domino | Device displays "Tasks/Notes" instead of "To Do/Journal" after restore for Domino user. | |
| GMM E61i | Error message is shown on adding a contact to speed dial even after entering a valid phone number. | |
| GMM E75 | Three way calling does not work on E75; ROM bug fixed in future unreleased (as yet) ROM. | |
| GMM E75 | Conference calls do not work on E75; ROM bug fixed in future unreleased (as yet) ROM. | |
| GMM E52 | Menu options are not shown in compose screen when focus is on "To:", "CC" or Subject field. | |
| GMM E71,E72 | Attempting to download a message attachment generates an error message. | 67662 |
| GMM E71,E72 | There is no "view" option to click a .msg attachment in a meeting request | 67663 |
| GMM E71,E72 | Download process will hang when insufficient memory is present. | 67710 |
| GMM E72 | Cannot add a large contact and download an attachment at the same time. This will cause a reset. | 67781 |
| GMM E71, E72 | In rare cases, the upgrade download may not complete. Move to a location with better network connectivity and retry. | |
| GMM E71 | In rare cases, a long-time Good user who upgrades may experience a crash. Soft reset to proceed normally. | |
| GMM E5, E73 | Restoring Good from an SD card backup may cause the device to hang at "Checking IT policy..." | 77084 |

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