

Good for Enterprise – Android v1.9.1 Release Notes (Service Release)

Updated: April 27, 2012

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Good for Enterprise – Android v1.9.1 (Service Release)

Issues Resolved

Issues resolved in Version 1.9.1		
96784	Email	An incorrect message is displayed when an attachment is successfully downloaded.
96836	User interface	Smaller font sizes and more size increments are available.

Good for Enterprise – Android v1.9.0

New Features

- **Good Mobile Access – Secure Browser**¹: Improves productivity with access to critical corporate resources via a secure browser. Browser data is stored and encrypted inside Good for Enterprise. IT controls Intranet access and defines approved domains from Good Mobile Control. Refer to the *Secure Browser User's Guide* for details.
- **Better Email and Calendar User Experience** with the ability to display tentative calendar events in a different color and side-swipe support in calendar.

Notes:

1. Good Mobile Access for Android requires separate download of WebKit from the Android Market. This feature applies only to Android 2.2 and 2.3 devices.

Issues Resolved

Issues resolved in Version 1.9.0		
78580	Preferences	[Sony Xperia x10 Mini and Mini Pro] Under notification preferences there are no headers to differentiate which notification setting relates to which feature.
78715	Password	[Sony Xperia x10 Mini and Mini Pro] Native text entry dialog is hiding the number of password attempts left after entering an incorrect password.
79837	Calendar	When editing a recurring meeting on the device, some attendees may not be displayed correctly.
82606	Wipe	[Samsung Infuse and Fascinate, ROM SCH-1500.ED03] When Enterprise Wipe is initiated on a device, it cannot be reprovisioned by uninstalling and reinstalling; the device must be hard reset.
90522	Email	Some blocked (blacklisted) attachments can be forwarded.
91257	Email	If a large attachment or saved file causes a "Low Disk Space" message, Good will become unusable.
91370	Email	When the attachment list in an email is altered and then the email is forwarded, it is never received.
91902	Email	In some cases, when you receive a message with inline images and then attempt to forward it or reply to it, and add attachments to it, Good will crash.
94361	Wi-Fi	Users provisioning a Wi-Fi-only Android device may be asked to provide a phone number. Workaround: enter a fake phone number in the field.
94363	Calendar	On some devices, the Next Day arrow in Day View is too small.
94475	Email	User could not share a native contact with the Good app. With the fix, the native contact, when shared, is attached to Good email as a vCard file.

Good for Enterprise – Android v1.8.1 (Service Release)

Issues resolved in Version 1.8.1		
93136 93199 93200	User Interface	Some German translation was incorrect.
93571, 93751	Synchronization	The Client may randomly require the user to perform a "Resync"
	Security	Security improvements.

Good for Enterprise – Android v1.8.0

New Features

- **File Repository:** The user can save email attachments securely within the Good for Enterprise application and send them via newly composed email as attachments. Policy settings allow this feature to be enabled/disabled. When enabled, the user can preview, rename, delete, and open documents in third-party applications. Receiving/opening-attachment policies support blocking or allowing untrusted/trusted/ file types into the Good application. (For details, refer to “File Repository” in Chapter 6 of the Good for Enterprise Administrator’s Guide.)*
- **QuickOffice Update :** New version of Quick Office with added features and better PDF file handling. Resolves the following issues:
 - Excel chart embedded inside PowerPoint file (EmbeddedChart.pptx) doesn't display
 - Blank PowerPoint with large background crash with stack trace
 - NullPointerException and crash with stack trace
 - ArrayIndexOutOfBoundsException and crash with stack trace
 - Crash after rotate screen with QO error
- **Log Encryption:** This release supports encrypted client logs on the device and transport of the logs to the Good Mobile Control Console through a secured channel.

Features marked with an * require Good Mobile Control Server v1.3.3.

Issues resolved in Version 1.8.0		
88206	Email	Embedded HTML pictures do not display correctly.
77424 84151 84037 86063	Email Attachments	Updated version of QuickOffice addresses the following issues: <ul style="list-style-type: none">• Excel chart embedded inside Powerpoint file (EmbeddedChart.pptx) doesn't display• Blank Powerpoint with large background crash with stack trace.• Can't open .pdf type file in native file viewer on Moto Milestone
	Email Attachments	Out-of-Memory problems with PDF attachments have been resolved.
	Email Attachments	Updated QuickOffice improves attachment handling.

Good for Enterprise – Android v1.7.5 Service Release

Issues resolved in Version 1.7.5		
85854	Security	Fewer false positives in rooted device detection.
89015	Email	[HTC Flyer] The policy setting that disables "Do not allow data to be copied from the Good application" does not prevent that action.
90491	Security	User can remove device password in spite of policy setting.
90568	Email	[Samsung Galaxy IIS] The policy setting that disables "Do not allow data to be copied into the Good application" does not prevent that action.

Good for Enterprise – Android v1.7.4

New Features

- **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.)
- **Send attachment support; 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, the user experience is improved for resetting the Good application password and locking out users from their Good application, remotely from the GMC.
- **Compliance Reporting:** View which devices are not in compliance and know which policies are violated. This feature requires a GMC upgrade. The report appears as a link on the Handheld Info page in GMC.

Issues resolved in Version 1.7.4		
60008	Localization	[Spanish] Text in preferences layout overlaps with other objects on devices with smaller screens.
77424	Email	Opening a PowerPoint attachment may force an exit from Good Messaging.
81092	Usage	Accounts disconnected at random.
82294	Password	The full device password reset feature is not supported on Android 3.x (aka).
83621	Calendar	Some invites not being displayed on devices.
84379	Email	User is able to download the zip file containing blocked attachment types (e.g., pdf file), but cannot view the blocked files. (Requires GMC upgrade to build 122.)
84383	Email	“Re” inserted in subject field multiple times on forwarding a message.
85208	Secure Browser	Opening GMC page causes conflict among controls.
85356	Secure Browser	Secure Browser displayed limited functionality on startup.
85368	Email	HTML displaying incorrectly.

Good for Enterprise – Android v1.7.3.174 Service Release

Issues resolved in Version 1.7.3.174		
---	Security	If the user leaves his or her device on with an attachment open, after the idle timeout period, the attachment does not close.

83838	Security	Android lockout does not function intermittently.
84916	Setup	Android Market returned a crash report: IllegalArgumentExpection in mdm.GoodDeviceAdminReceiver.
85270	Email	(Domino) "Attachment error: Cannot open file" returned when downloading a zip file.
85501	Setup	Once attachment download is complete, "Tap to Download" remains displayed.
85683	Email	Body of email sometimes shows as blank.
85809	Email	Unable to open PDF file multiple times.

Good for Enterprise – Android v1.7.3

New features

- **Android 2.2 MDM Support:** Configure and manage policies at the device level. IT can now configure device password requirements, lock screen timeout and remote wipe the entire device. These policies can be applied to a single user, a group of users or the entire organization.
- **Enterprise Application Distribution:** Easily distribute custom or 3rd party enterprise apps outside the Good container to employees. IT uploads applications to the Good Mobile Control server and distributes them to users as a policy setting. Users view a secure catalog of enterprise applications from within the Good for Enterprise application. Users will receive notifications when new applications are available for download.
- **Disable SMS:** For regulated, security-conscious companies, a new security policy that enables IT to disable sending mobile text messages (SMS) from the Good for Enterprise application.
- **ZIP File Attachment:** Mobile users can now download and extract ZIP file attachments from the device. Users will be able to see the table of contents prior to downloading the attachment. Password protected ZIP files are also supported.
- **QuickOffice enhancement:** PDF files will now be opened in the built-in version of QuickOffice, preventing the files from being saved outside the secure enterprise container.
- **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.
- **Personal distribution lists:** Users can now send emails to personal distribution lists from the device.
- **Private Calendar Events:** (Exchange only) Users can mark a meeting as "Private" masking the details of the meeting from admins with delegate access.

Issues Resolved in Version 1.7.3		
64668	Email/Contacts	Personal distribution lists are not supported.
68463	Email	When deleting an open email, no "message delete" dialog appears.
78144	Email	Images in an HTML email will not be included in a response (reply, reply all, forward) to the email.
80435	Email	"Mark as unread" option not available for email that has been read.
82310	UI	[Xoom] Zoom functionality is not supported.

Known Issues in This Release

Issue ID	Component	Description
-----	Provisioning	Initial setup of Good for Enterprise client may take up to 10 minutes depending on radio coverage and user's mailbox profile.
-----	Provisioning	[Xoom] The user must remain in the application window while upgrading to this version of Good for Enterprise. Otherwise, it will be necessary to force GFE closed using Settings/Applications/Manage Applications, and to launch the application again.
-----	Email	Over WiFi networks incoming email synchronization may be delayed up to 14 minutes depending on your carrier.
-----	Email	Emails composed on device cannot exceed 7 Kb. End-user will not be asked to reduce the number of characters when trying to send an email over this limit. The body text is silently truncated to 4,000 characters.
-----	Provisioning	When re-provisioning a user, attachments in first 100 emails are not accessible via the handheld.
-----	Utilization	[T-Mobile myTouch 4G Slide] In Settings/Applications for the device, the button for moving Good to the SD card appears to be active. It is not functional. If the user clicks it, the device will appear to move Good to the SD card. Good will remain functional on the device but any Good widgets will be broken. The user can delete the widgets and replace them.
73962	Provisioning	After installation of the Good Client on the device, if the setup process fails at any point after retrieving settings (because a server is down or the device drops its data connection, for example), the Client must be uninstalled and reinstalled before the setup process is retried.
74847	Provisioning	After clearing Good data using Manage Applications on the device, the user is prompted to re-provision when restarting Good, and is required to re-enter username and PIN.
75485	Contacts	Outlook Contacts personal distribution lists may not sync correctly with Good Messaging Contacts on the device.
76025	Calendar	[Domino] The device Resources field entry for a meeting request may display incorrectly in the desktop location field.
81043	Email	[Sony Ericsson Xperia Neo] For new emails (not reply or forward), email address becomes graphically corrupt when moving from an email address field to another, including another email address field. Returning to the email address field in question restores the text. There is no issue when sending an email; this is only a visual bug.
81491	Functional	For Android devices less than OS 2.3, setting the "Do not allow data to be copied from the Good application" policy will break the Copy/Paste function.

84802	Secure Browser	Flash and videos are not supported.
84899	Secure Browser	Animated GIFs are not supported.
88026	Contacts	[HTC Desire] The Edit option for Good contacts is missing in native Contacts.
89894	Setup	(Infuse) To reinstall Good after uninstalling, the user must enter the GMM app password first. If the user doesn't know the app password, a hard reset is required.
90867	Notifications	[Kindle Fire] Setting notifications to Default incorrectly uses the setting "Silent."
91049	Secure Browser	.pgm file types are not supported.
91642	Secure Browser	MD5 session algorithm based Digest Authentication is not currently supported by Secure Browser.
91834	Calendar	Good does not support Calendar delegate meeting acceptance from the device. A meeting accepted by a delegate shows up in the delegate's calendar, not the recipient's. Users who are delegates should not accept relevant meetings on their device.
92211	Application	After upgrading the device, the application icon and email widget may disappear. Workaround: long press on the home screen and select "Widgets" on the menu that is displayed. Scroll down to the Good Widget (there are two, Calendar and Email) that you wish to add. Exception: If you have Ice Cream Sandwich (Android 4.0), tap the apps list soft button to see the full list of apps, and at the top of that screen select the Widgets tab. Find the widget you want, touch and hold to select it, and place it on the home screen.
92603	Secure Browser	Downloading large attachments is not supported within Secure Browser.
93221	Secure Browser	Web pages with the SLL 3.0 web server are not supported.
93212	Secure Browser	For web pages that use NTLMv2 authentication and contain many resources, the user may find the login page redisplayed even after entry of the proper username and password.
93917	Secure Browser	The user may be asked to wait by a pop-up dialog; the other option is to force the Good application to close.
94455	Email	Accepting an invitation on the delegate's device leaves the meeting in tentative state on the organizer's device.
94457	Email	Response to a meeting invitation by the delegate is not received by the organizer.
95318	Security	[Pantech Burst] User is unable to enter valid MDM password when prompted.
-----	Email	[Xoom] Cut/copy/paste functionality is not supported
-----	Widgets	On occasion, the Good Calendar or Email widget may not unlock when Good unlocks. If this happens, delete the widget and recreate it
-----	Email	[HTC Desire] In rare cases, the device may exit Good for

		Enterprise when opening an email.
-----	Email	HTML messages forwarded or replied to by the Good for Enterprise Client will not be displayed correctly on Blackberry devices using BES versions earlier than 5.x.
-----	Email	GMC 1.3.1 with the default File Handling policy and Send Attachments enabled allows 1.7.5 and 1.8.0 clients to import third-party files to Good.

Good for Enterprise – Android End-of-Software Updates for Android 1.5 and 1.6 Devices

This release of Good for Enterprise – Android does not support devices running the Android 1.5 or 1.6 OS. Good for Enterprise – Android v1.6.3 is the last client software version that supports devices running Android 1.5. Good for Enterprise – Android v1.6.5 is the last client software version that supports devices running Android 1.6.

For details about Android 1.5 support, refer to <http://www.good.com/support/eos-android15.php>.

For details about Android 1.6 support, refer to <http://www.good.com/support/eos-android16.php>.

Aging Policy and Memory Footprint

Good client currently limits the email storage to 3500 messages total in all folders.

If over 1750 emails, Good strips body content from older emails in order shown. If over 3500 emails, Good removes older emails until below 3500 emails.

- 1) Deleted items
- 2) Sent items
- 3) Folders under the inbox
- 4) Inbox

Initial OTA provisioning provides:

- Last 100 emails in inbox, sent and deleted items folders. For emails over 3 days old, headers only. Manually subscribed sub-folders under the Inbox behave the same.
- Calendar for 1 week in the past, and everything going forward, including all recurring meetings
- All contacts (tested up to 3500 contacts)

Total memory footprint:

Application: 16.6MB (compressed download file)

Runtime footprint: ~22.5 (no data)

Attachment cache: The larger of (1) 10MB or (2) size of last attachment downloaded

File repository: No limit.

Installation Note

Devices that have both cellular and wi-fi capability must have an active cellular account in order to be provisioned.

File Type and Security

Good for Enterprise – Android 1.6.5 and later supports the following file types for download: pdf, txt, wav, wma, wpd, htm, html, jsp, xml, bmp, gif, jpg, png, tif, tiff, xls, xlsx, pps, ppt, pptx, doc, docx, rtf, zip, 3gp, pdf, mp4, mp3.

Good for Enterprise now includes a built-in version of QuickOffice for viewing doc, docx, xls, xlsx, ppt, pptx, and txt files on the device. This version of QuickOffice has the “Save As” feature disabled, preventing these file types from being saved outside the secure enterprise container. Other file types can be opened only if the appropriate applications for doing so are installed on the device. Administrators can block access to these other file types through Good Mobile Control if they present a security risk.

Device Type and OS Version Support

For a full list of supported handhelds you can visit here: <http://www.good.com/support/devices-supported.php>.

Device Notes

The Kindle Fire disconnects from wi-fi when the screen goes off, to save battery. This is by design of the manufacturer (Amazon.com). Good will be unable to receive any data when wi-fi is disconnected. The only exception to wi-fi being turned off in such a manner is when the device is downloading a file or when a scheduled publication (magazine, e-book) delivery is ongoing.

Device	2.0	2.1	2.2	2.3	3.0	3.1	3.2	4.0
Kindle Fire				X				
Asus Eee Pad Transformer (wi-fi only)							X	
Asus Eee Pad Transformer Prime (wi-fi only)								X
Cisco Cius			X					
Motorola Xoom (wi-fi only)						X	X	
Motorola Xoom 2 (wi-fi only)							X	
Lenovo ThinkPad Tablet (US ROM)						X		
Lenovo ThinkPad Tablet (UK ROM)						X		
LG Optimus 2X (unlocked)			X					
Google Nexus One		X	X	X				
Google Nexus S (T-Mobile frequencies)				X				
Samsung Galaxy Nexus (unlocked GSM)								X
Samsung Galaxy Tab 10.1 (wi-fi)						X	X	
Toshiba Thrive (wi-fi)							X	
Sony Ericsson Xperia Neo				X				

Device	2.0	2.1	2.2	2.3	3.0	3.1	3.2	4.0
Sony Ericsson Xperia Arc				X				
HTC Desire		X						
HTC Legend		X						
Motorola Milestone	X	X						
Express by Sprint				X				
Sprint LG Optimus			X					
Sprint HTC EVO Shift 4G			X					
Sprint HTC Hero™		X						
Sprint Samsung Moment™		X						
Sprint HTC Evo 4G		X	X	X				
Sprint Samsung Conquer				X				
Sprint Samsung Epic 4G		X	X	X				
Sprint Samsung Galaxy S II Epic 4G Touch				X				
Sprint Samsung Intercept		X		X				
Sprint Samsung Galaxy Tab			X	X				
Sprint Samsung Replenish			X					
Sprint HTC Evo View 4G				X				
Sprint HTC Evo 3D				X				
Sprint Motorola Admiral				X				
Sprint Motorola XPRT			X					
Sprint Samsung Nexus S 4G				X				
Verizon Wireless Sony Ericsson Xperia Play				X				
Verizon Wireless Motorola Droid X2			X					
Verizon Wireless LG Lucid				X				
Verizon Wireless LG Revolution			X					
Verizon Wireless Motorola Xoom					X	X	X	
Verizon Wireless HTC Rhyme				X				

Device	2.0	2.1	2.2	2.3	3.0	3.1	3.2	4.0
Verizon Wireless HTC Thunderbolt			X	X				
Verizon Wireless Samsung Fascinate		X	X					
Verizon Wireless Samsung Continuum		X						
Verizon Wireless Droid by Motorola		X	X					
Verizon Wireless Droid X by Motorola		X	X	X				
Verizon Wireless Droid XYBOARD 10.1 by Motorola							X	
Verizon Wireless Droid XYBOARD 8.2 by Motorola							X	
Verizon Wireless Droid 2 by Motorola			X					
Verizon Wireless Droid 2 Global by Motorola			X					
Verizon Wireless Droid 3 by Motorola				X				
Verizon Wireless Droid 4 by Motorola				X				
Verizon Wireless Droid RAZR by Motorola				X				
Verizon Wireless Droid RAZR MAXX by Motorola				X				
Verizon Wireless Droid Eris by HTC		X						
Verizon Wireless Samsung Droid Charge			X	X				
Verizon Wireless Droid Pro by Motorola			X					
Verizon Wireless Droid Incredible by HTC		X	X					
Verizon Wireless HTC Droid Incredible 2				X				

Device	2.0	2.1	2.2	2.3	3.0	3.1	3.2	4.0
Verizon Wireless Samsung Illusion				X				
Verizon Wireless Samsung Galaxy Nexus								X
Verizon Wireless Samsung Galaxy Tab 7.7							X	
Verizon Wireless Samsung Galaxy Tab 10.1						X		
Verizon Wireless Casio G'zOne Commando			X					
Verizon Wireless Motorola Citrus		X						
Verizon Wireless Samsung i400 (Continuum)		X						
Verizon Wireless Motorola Devour™		X						
Verizon Wireless LG Ally™		X	X					
T-Mobile HTC Amaze 4G				X				
T-Mobile HTC G2			X					
T-Mobile HTC Sensation				X				
T-Mobile HTC Wildfire S				X				
T-Mobile LG DoublePlay				X				
T-Mobile myTouch Slide 3G		X						
T-Mobile MyTouch 4G			X					
T-Mobile myTouch 4G Slide				X				
T-Mobile Motorola Charm		X						
T-Mobile Samsung Dart			X					
T-Mobile Samsung Exhibit 4G				X				
T-Mobile Samsung Galaxy Tab			X					
T-Mobile Samsung Galaxy Tab 10.1							X	
T-Mobile Samsung Galaxy S II				X				
T-Mobile SpringBoard							X	

Device	2.0	2.1	2.2	2.3	3.0	3.1	3.2	4.0
T-Mobile Dell Streak 7			X					
T-Mobile Dell Venue			X					
T-Mobile Motorola Cliq 2			X					
T-Mobile Motorola Defy		X						
T-Mobile Samsung Galaxy S 4G			X					
T-Mobile Samsung Exhibit II 4G				X				
T-Mobile LG G2x			X					
T-Mobile LG G-Slate				X				
T-Mobile Vibrant		X	X					
AT&T Captivate		X	X	X				
AT&T HTC Aria		X	X					
AT&T HTC Jetstream						X		
AT&T LG Nitro HD				X				
AT&T Motorola Bravo		X						
AT&T Samsung Galaxy Note				X				
AT&T Samsung Galaxy S II				X				
AT&T Samsung Galaxy S II Skyrocket				X				
AT&T Samsung Galaxy Tab			X					
AT&T Samsung Infuse			X					
AT&T Atrix 4G			X	X				
AT&T Atrix 2				X				
Dell Streak (on AT&T)			X					
AT&T Dell Venue			X					
US Cellular HTC Hero S				X				
US Cellular HTC Merge				X				
US Cellular HTC Wildfire S				X				
US Cellular Huawei Ascend II				X				
US Cellular Mesmerize		X						

Device	2.0	2.1	2.2	2.3	3.0	3.1	3.2	4.0
US Cellular LG-US670 Optimus			X					
US Cellular LG Genesis		X						
US Cellular Motorola Electrify				X				
US Cellular Samsung Galaxy Tab			X					
US Cellular Samsung Repp				X				
Bell Mobility Samsung Galaxy S Vibrant			X					
Vodafone UK HTC Sensation				X				
Vodafone UK HTC Sensation XL				X				
Vodafone UK HTC Desire S				X				
Vodafone UK Samsung Galaxy Ace				X				
Vodafone UK Samsung Galaxy Nexus								X
Vodafone UK Samsung Galaxy Note				X				
Vodafone UK Samsung Galaxy S II				X				
Vodafone UK Samsung Galaxy Tab			X					
Vodafone UK Samsung Galaxy Tab 10.1						X		
Vodafone UK HTC Desire Z			X					
Vodafone UK HTC Desire HD			X					
Vodafone UK HTC Wildfire S				X				
Vodafone UK Motorola Defy			X					
Orange UK HTC Desire S				X				

Server Software Requirements

For the most updated policy support for Android including the ability to enable/disable advanced logging, GAL lookup and cut/copy/paste among other things, please upgrade to the latest server software:

Recommended server software for Exchange (current version):
 Good Mobile Messaging (GMM) 6.4.0

Good Mobile Control (GMC) 1.3.5

Recommended server software for Domino (current version):

Good Mobile Messaging (GMM) 6.4.1

Good Mobile Control (GMC) 1.3.5

Refer to the server release notes for further details on upgrading, etc.

For more information on Good for Enterprise – Android, please visit <http://www.good.com/android>.