

Good Mobile Messaging™ Server Version 6.4.1.16 (Service Release) Good Mobile Control™ Server 1.3.5 for Microsoft Windows Exchange

Release Notes

Updated 05/04/12

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Overview

This service release of Good for Enterprise™ includes updated software for Good Mobile Messaging Server 6.4.0.16.

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: Good Mobile Messaging Server versions support the current and two previous versions of Good Mobile Messaging Client. Good Mobile Messaging Client versions support the current and two previous versions of Good Mobile Messaging Server.

For compatibility information, refer to <http://www.good.com/support/microsoft-exchange-compatibility.php>.

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.

WARNING: Customers are advised NOT to enable Exchange Web Services (EWS), due to a potential problem affecting the calendar operations. These Release Notes will be updated when the issue has been resolved. If you have already enabled EWS, you are advised to disable EWS.

To disable EWS, switching to CDO use, set the following registry override string value:

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\GoodLinkServer\parameters\EWS] "UseEWS"="0"
```

Product Advisory for GMM Server Exchange 6.4.0.10 and 6.4.1.x

Problem

After upgrading to Good Mobile Messaging Server (GMM) Exchange 6.4.0.10, 6.4.1.15 or 6.4.1.16 one or more of the following symptoms may be observed:

- Frequent GMM Server service restarts
- Delays or interruptions in mail delivery
- Multiple users with pending or initializing status
- Badge notifications missing on the device

This problem has been reported by a few customers and is related only to GMM Server upgrades; new installations are not affected.

Cause

The Berkeley Database (BDB), is used by the GMMS to store cache files. The version of BDB used by GMMS Exchange 6.4.0 and 6.4.1 can cause cache corruptions in some customer environments. Good Engineering is continuing to attempt to understand the specific environmental and data related conditions that cause the loss of cache data integrity.

Environment

Good Mobile Messaging Server Exchange upgrades to 6.4: versions 6.4.0.10, 6.4.1.15 and 6.4.1.16.

Remedy

Technical Support recommends that customers do not upgrade to Good Mobile Messaging Server Exchange 6.4 until Good publishes a new release. Customers who have already upgraded to GMM Server Exchange 6.4 and are encountering one of the issues noted above are advised to contact Technical Support and provide the latest GMM diagnostic logs for analysis and problem detection. For customers who have upgraded to GMM Server Exchange 6.4.x and have not encountered any problems, there is nothing currently for you to do. When the new service release becomes available it is recommended that you upgrade to it.

If analysis of GMM logs indicates that cache folders are corrupted, a new cache repair tool needs to be run. Running the tool will require GMM service downtime. The specific duration of service unavailability depends on the specific GMMS hardware/software configuration and the number of devices provisioned against that server.

If analysis of GMM logs indicates that all service restarts are caused by the corruption of one or very few specific users, it is possible to stabilize the service by temporarily suspending these users. This does not fix the issue permanently, but will allow the customer to schedule the downtime required for the fix.

The suspension of user(s) will also help to avoid the risk of more corruptions caused by the frequent service restarts.

The permanent resolution for the BDB cache corruption problem will be included in a new release of GMM scheduled for later this month (May 2012) at <http://www.good.com/support/microsoft-exchange-downloads.php>. We will notify you via the maintenance DL when this new release is available.

Disclaimer

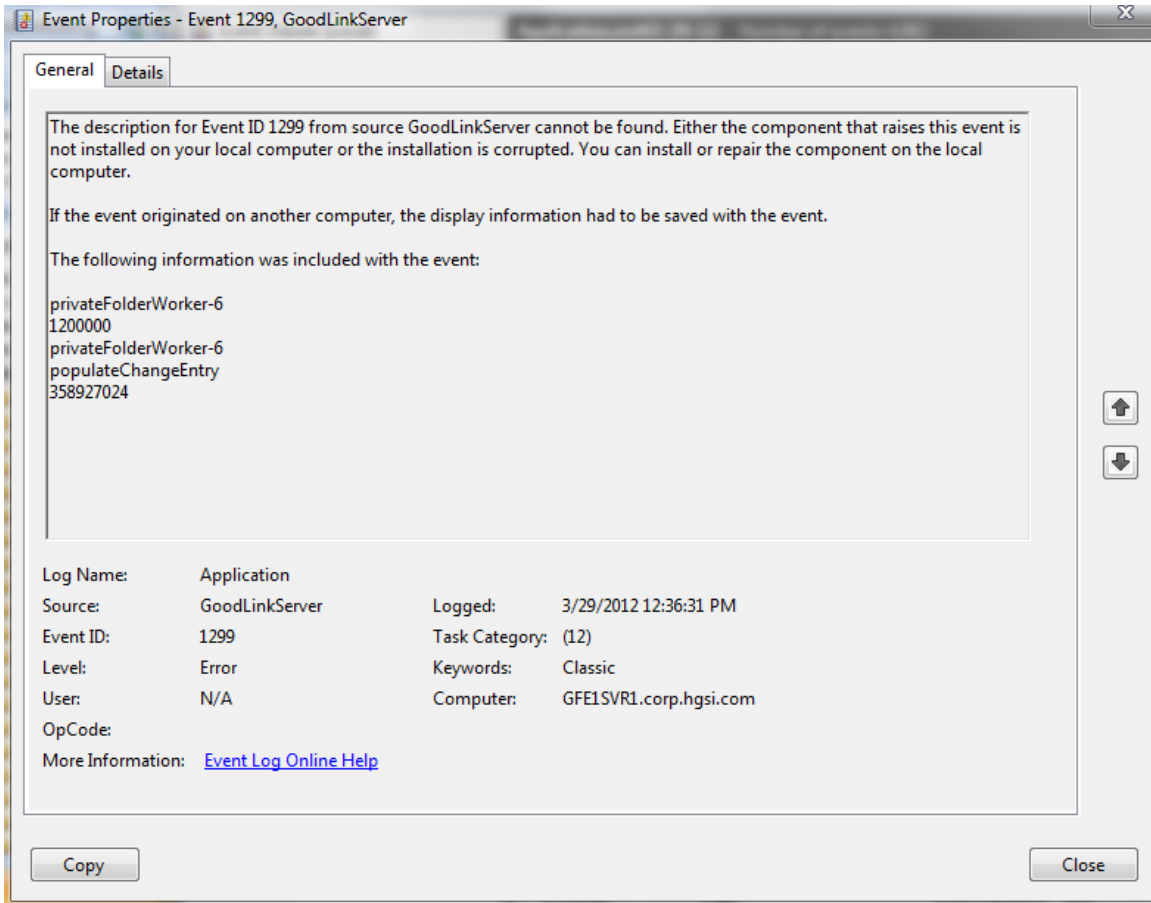
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Good Mobile Messaging™ Server Version 6.4.1.16 (Service Release)

Product Advisory

Problem:

In the previous release, v6.4.0.10, Good Mobile Messaging Server, GMMS, abnormally terminates, recording an Event Log entry (ID 1299) similar to the following:



Although the GMMS service automatically restarts, the abnormal termination can recur. Some mobile device users may observe missing emails and calendar events on their devices.

Cause:

During GMMS service startup and initialization certain GMMS cache files are compacted to reduce wasted disk space. During this compaction process corruption of cache files may occur, and the resulting loss of data integrity can cause the GMMS to abnormally terminate.

Remedy:

The resolution of this problem, in this service release, disables the compaction process during GMMS startup. As a result of disabling cache compaction, some customers may notice higher *average* disk space utilization for GMM cache files, but only a very minor, if any, increase in *peak* disk space used.

Good Technology Engineering will continue efforts to more fully resolve errors related to compaction in the 3rd party software libraries.

Issues Resolved

Component	Issue	Tracker
GMM	Not able to upload the GMM log files when 3rd party software (Antivirus, boxtone) is touching the files.	94024
GMM	Signed SMIME email crashes server due to UnicodeString not properly instantiated.	94462
GMM	Attempts to send encrypted email results in error , certificate is not trusted. The messages cannot be sent.	94568

GMM	Refer to Product Advisory above.	96345
GMM	Can't send calendar reminder with Non-English subject/location in generic format to Client.	95441
GMM	Cannot sync email that is moved to subfolders when device is in flow control.	95444
GMM	Do not truncate long subject and location within GMM for generic push. The Good Operations Center will handle this.	95960
GMM	EWS does not send meeting updates when recurrent meetings are updated on the device.	96790

Good Mobile Control™ Server 1.3.5: Good Mobile Messaging™ Server Version 6.4.0.10

New Features - Good Mobile Control

- **Added Support for iOS MDM¹** to provide IT more options when managing WiFi and VPN configurations. VPN configuration includes: Cisco AnyConnect, Juniper SSL, F5 SSL, Custom SSL, VPN on demand and Account and Connection type; WiFi configuration includes: auto-join WiFi networks, and proxy configuration. Refer to “iOS Configuration” in Chapter 6 of the *Good for Enterprise Administrator’s Guide*.
- ***Simplified iOS MDM Certificate Distribution²**: Easier way for IT to generate iOS MDM certificate, with fewer steps and faster process. Refer to “Obtaining a Mobile Device Management Certificate Signed by Apple” in Chapter 6 of the *Good for Enterprise Administrator’s Guide*.
- **Distribute Enterprise and Recommended Apps**: Unique way for IT to easily distribute to users direct links to apps in Intranet sites and the App Store and to display in the app catalog. Refer to “Custom Applications: Adding to and Deleting from the Software Package” in Chapter 6 of the *Good for Enterprise Administrator’s Guide*.
- **Good Mobile Access – Secure Browser improvements³** providing IT with the ability to manually configure HTTP and HTTPS proxy settings and exceptions. Refer to “Using a Proxy with GMA Secure Browser (iOS only)” in Chapter 6 of the *Good for Enterprise Administrator’s Guide*.

Notes:

1. This feature will only work on iOS 4.x and later devices.
2. Handhelds must belong to a Policy Set with MDM enabled.
3. This feature applies to iOS 4.0 and higher devices only and requires upgrading to the latest Good Mobile Messaging and Good Mobile Control servers, as well as the latest (pending) Good Mobile Control iOS Client.

New Features - GMMS Exchange

- **Detailed Calendar Reminders¹** - IT determines the level of information to include in users’ calendar reminders, particularly the subject and the location of the meeting. Added support for iOS Notification Center² with reminder information on their device’s notification bar.
- **Good Mobile Access – Secure Browser improvements³** providing IT with the ability to manually configure HTTP and HTTPS proxy settings and exceptions. Refer to “Using a Proxy with GMA Secure Browser (iOS only)” in Chapter 6 of the *Good for Enterprise Administrator’s Guide*.

- Berkeley DB upgraded to 5.28.
- Add support for HTML SMIME signed emails for SMIME capable and non-capable clients. Support for non-SMIME clients to view/reply/forward signed HTML emails. (iOS)
- Replaced CDO with Exchange Web Service (EWS) for Calendar operations.

Notes:

1. Client support will be available in the upcoming GFE – iOS client release.
2. This feature applies to iOS 5.0 and higher devices only.
3. This feature applies to iOS 4.0 and higher devices only and requires upgrading to the latest Good Mobile Messaging and Good Mobile Control servers, as well as the latest (pending) Good Mobile Control iOS Client.

WARNING: Customers are advised NOT to enable Exchange Web Services (EWS), due to a potential problem affecting the calendar operations. These Release Notes will be updated when the issue has been resolved. If you have already enabled EWS, you are advised to disable EWS.

To disable EWS, switching to CDO use, set the following registry override string value:

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\GoodLinkServer\parameters\EWS] "UseEWS"="0"
```

Issues Resolved

Component	Issue	Tracker
GMM	Errors corrected in push process.	83036
GMM	In some cases, deleted users still remain in GMM cache.	85098
GMM	Server sometimes hangs when HTML email body is too big.	85902
GMM	Newly added contacts in public folder not displayed.	87630
GMM	Issues with forwarding emails using distribution lists.	87676
GMC	Encrypted backup policy is being enforced when not set.	88130
GMM	Reply or forward email text gets appended at the end instead of the front when the original HTML email is malformed.	89067
GMC	iOS 5 devices do not show the correct ROM version in GMC Handhelds list.	89851
GMC	Moving the Good SQL database causes issues with other applications.	91375
GMM	Issues with forwarding emails with outdated Exchange 2010 version.	91617
GMM	Reply or forward emails don't contain the "sensitivity" tag of original email.	91733
GMM	Consistency check shows many users disconnected after they were moved to an different GMM server.	91754
GMM	Setting the "Follow Up" flag from the client doesn't show up on Outlook correctly.	91908
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	Handheld reporting: columns do not match headings.	92069
GMC	When adding iOS items to the list in Settings/Custom Software using a URL, the URL must end in ".ipa".	92307
GMC	Can't change policy template settings.	92433
GMM	Issues with cache split over multiple locations after cache move.	92560
GMM	Email with large HTML email body and a very long list of recipients	92657

	or DLs not delivered to the client.	
GMC	Disclaimer fault causes compliance manager failure.	92826
GMC	RAM issues with too many AD groups and the workflow QueryiOSMDMChanges.	92897
GMM	Some calendar items not synching with devices or showing up after the appointment occurred.	93033
GMM	More global catalog logging Info required diagnostic logs.	93366
GMM	Issues with moving devices.	93373
GMC	Device phone numbers not displaying in GMC.	93404
GMC	Upgrade issues relating to GMP availability, iOS application installation and uninstallation.	93529
GMM	Server time bomb restart issues.	93567
GMM	If the server is restarted while users are being moved, the move will not be able to continue after the server is started again.	93617
GMC	Unable to upload device logs.	94253
GMC	Full device wipe from Handhelds tab not working.	94387
GMC	Reinstalling GMC and changing policies or handheld organization causes problems updating MDM profile on affected devices.	94655

Downgrading from GMM Version 6.4.0

To downgrade Good Mobile Messaging Server from 6.4.0, uninstall the Server and reinstall the earlier version. During uninstall of the 6.4.0 version, be sure to select "YES" when prompted to "Downgrade to 6.3.x.x."

Enabling Detailed Calendar Reminder Notification

If desired, enable detailed calendar reminder notification (sending subject/location for iOS Calendar reminders).

Set registry string values to enable this feature:

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\GoodLinkServer\parameters\PushManager] "SendSubjectLocation"="1"
```

where

```
"sendsubjectlocation"="1" ;Send the subject and location
"sendsubjectlocation" = "0" ; Send the default generic Event
Reminder message.
```

Restart the GoodLink Server service.

Note: Only calendar items created after this change will contain detailed calendar reminders.

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:

- 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
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 does not allow a managed app to be installed over an unmanaged one.	94674
GMC	(GMA) Setting the correct address but incorrect port number on GMC for a proxy server causes an incorrect error messages on the Client using GMA, for https addresses.	95179
GMM	When a single calendar event is created on the client, the event doesn't appear to have the correct timezone in Outlook. The current workaround is to use CDO for calendar operations. Refer to the section on how to enable CDO.	95274
GMM	Can't send calendar reminder with None-English subject/location in generic format to client.	95441
GMM	In a mixed environment where the GoodAdmin account is Exchange 2010, Exchange 2007 users get failed over to CDO.	95672
GMC	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 or higher, with importing enabled, for iOS devices using the current Good Client to import files.	
GMC	If you receive an "Illegal Key Size" error while importing an iOS MDM certificate into Good Mobile Control via Certificates > Upload Signed Certificate, refer to http://good.custhelp.com/app/answers/detail/a_id/741 for a solution to the problem. You will need to install the Unlimited Strength JCE (jar files)	

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