

# Good for Enterprise – iOS v1.9.8 Release Notes

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**Good for Enterprise iOS v1.9.8** is available for download from the App Store for both iPhone and iPad and supports both Microsoft Exchange and Lotus Domino.

## **Good for Enterprise – iOS v1.9.8**

### **New Features**

- **Increased Email Capacity:** Users can now increase the number of emails saved in their Good for Enterprise client for viewing and searching purposes (that is, roughly twice the amount of data can be synced, compared to previously). This feature applies only to the following devices: iPad, iPad 2, iPhone 4, and iPhone 4S. Users can turn this option 'On' or 'Off' on their own devices.
- **Calendar Reminders:** Now you can display the subject and location in the calendar reminders through the iOS 5 Notification Center and Push Notification Alerts. This feature must be enabled as a registry setting on the server and requires upgrading to the latest Good Mobile Messaging servers, Exchange and Domino. Refer to the Exchange/Domino release notes for details.
- **Good Mobile Access – Secure Browser improvements:** Providing IT with the ability to manually configure HTTP and HTTPS proxy settings and exceptions. This feature applies to iOS 4.0 and higher devices only and requires upgrading to the latest Good Mobile Control and Good Mobile Messaging servers, Exchange and Domino.
- **Sync Performance Improvements**
- **Fix to address iOS 5.0 Cache Issue:** To benefit from this fix, end-users need to upgrade their iOS devices to 5.1 and later in addition to upgrading their Good for Enterprise client to this new version.
- **Good for Enterprise S/MIME - iOS Enhancements:** Improve user experience with HTML, email-attachments and more language support: French, Italian, German and Spanish (this is still a controlled release; please contact Rick Pitz for more details).
- **Security and Quality Improvements**

## iOS 5 Advisory Update

In previous Client versions, devices running iOS 5 or later that were low on device storage could encounter a reset of the Good for Enterprise application, requiring re-provisioning. This issue has been resolved with this version of the Client.

Issues Resolved in 1.9.8		
69264	Email	Large Calendar item may cause missing emails in Inbox.
70139	Email	After reprovisioning, subscribed folders will not contain any messages. As a workaround user can uncheck and recheck the folder to resubscribe.
88130	Security	Encrypted backup policy is being enforced when not set.
88622	Calendar	FYI meeting invites do not offer Accept/Decline options.
88655	Calendar	On iPhone 3GS, when setting Sort and Filter to Unread Only and reading an email, the message still shows as unread in Outlook.
88866	Secure Browser	Some special NTLM internal pages can't be loaded in Secure Browser.
89348	UI	iPad Sort function impaired in landscape mode.
89851	Stats	IOS 5 devices do not show the correct ROM version in GMC Handhelds list.
89871	Secure Browser	On new installs, the Back button may not appear until a number of sites have been visited; this may also occur if the browser history is deleted.
90813	Email	On earlier GMC Server versions such as 1.3.1.78, some blocked attachments with embedded images may still be downloaded on the device.
90882	Email	If the user enters too many characters in the Subject or Message field, the extra characters are removed without notifying the user.
90970	Good File Repository	[iPhone] If the user, during a Compose or Forwarding operation, removes one or more attachments from an email, then opens that email in the Sent folder, the remaining attachments will not be downloadable to the device.
91636	Email	[Domino] Embedded image displays incorrectly in message sent via DWA.
91905	Security	In some cases, the policy that locks out the user after too many incorrect passwords does not take effect.
92003	Calendar	Meeting is shown as tentative when accepted from delegate's device.
92013	Email	If the user composes an email with multiple attachments with different extensions and then saves the file, after which a GMC policy is set blocking one of the extensions and the device is synced to the new policy, then the blocked attachments cannot be removed from the email and the email cannot be sent.
92048	Client logs	Clicking "Send Logs" in GMC does not function. The device user must manually send the .
92375	Calendar	Cancelled meeting shows incorrect time.
92424	S/MIME	BAI CAC readers requiring PIN entry multiple times.
92495	Secure Browser	Secure Browser not supported for Novell Gateway.
92597	Email	Difficulty opening PDFs.
92618	Calendar	Meeting request resources do not appear on the invitee's device.
92826	Compliance	Disclaimer fault causes compliance manager failure.
92900	Email	In some cases, attachments cannot be saved to the Docs folder.

93186	Calendar	French date is truncated to weekday in Day view.
93195	Email	Internal HTML anchor href (#tag) in emails is not handled correctly.
93404	Statistics	Device phone numbers not displaying in GMC.
94095	Email	Over 500 unread emails in the Inbox may cause sluggishness while scrolling and searching in the Unread Only view.
94146	Email	When moving email from the Inbox to a subfolder in Outlook, not all moved emails will be displayed in the subfolder on the device.
94274	Calendar/Email	Client marking messages read when declining meeting invitations.
94372	Secure Browser	After the administrator has disabled use of Safari, the user prompt to use it may still be displayed.
94445	Calendar	If a reminder fires while the Good application is in the background and a lock screen is in place, and the reminder policy is set to no reminders, the user must relaunch the application from the keyboard in the background.
95129	Email	Embedded images may not display correctly when a zip file is attached.
95563	Email	Long pressing the phone link in the Email subject, user still can send Text message although it's disabled on GMC.
96092	Calendar	Previous instances are disappearing in device calendar when one instance is canceled from the organizer.
96480	Notifications	Users are not getting prompted to resync after being disconnected.
96496	Calendar	After accepting a rescheduled meeting request on device, all the instances of recurring calendar entries disappear Security IM from device.

### **Good for Enterprise – iOS v1.9.7 (Service Release)**

Issues Resolved in 1.9.7		
93082	User Interface	All German translations fixed..
	Security	Security improvements.

### **Good for Enterprise – iOS v1.9.6**

#### **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, delete, and open documents in third-party applications. File-handling policies allow administrators to control which file types can be saved, which applications are permitted to save the files, and which applications can be exported to, either inclusively (whitelist) or exclusively (blacklist). (File transfer import/export policy options require iOS4.2 or above.) (For details, refer to “File Repository” in Chapter 6 of the Good for Enterprise Administrator’s Guide.)\*
- **Enhancements for iOS5 devices:** These allow the Good Mobile Control Console (GMC) to install/uninstall applications, limit GMC access rights on the client, and monitor MDM profile removal and out-of-compliance device configurations. The feature supports encrypted client logs on the device and transport of the logs to the GMC through a secured channel. (For details, refer to “iOS Configuration” in Chapter 6 of the Good for Enterprise Administrator’s Guide.)\*

- **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.
  - **Secure Mobile Document Support:** For the 3<sup>rd</sup>-party secure applications that will be built on the Good Dynamic stack (coming soon), a single-sign-on mechanism is set to allow the Good for Enterprise (GFE) application and the 3<sup>rd</sup>-party secure application to share the same application password authentication process and security policies. Files saved within the Good application or attached to an email can be securely transferred between the Good application and the 3<sup>rd</sup>-party secure applications. When the Good for Enterprise data is wiped by GMC, the 3<sup>rd</sup>-party secure application data is also wiped.\*
  - **GMA Secure Browser:**
    - NTLMv2 Session security support
    - Encrypt cookies
    - Include cookies when performing remote wipe
    - Enable SSL 3.0 support (enter “allowssl30.gmm.good” as a trusted domain in GMC enables SSL 3.0 support)
    - SSL website performance improvement
- Features marked with an \* require Good Mobile Control Server v1.3.3.

**iOS 5 Advisory**

Devices running iOS 5 or later that are low on device storage may encounter a reset of the Good for Enterprise application, requiring re-provisioning.

**Symptom**

When launched, Good for Enterprise prompts the user for email address and PIN even though no direct action has been taken by the user or by the IT administrator to cause this.

**Cause**

The device is running iOS 5 or later with large amounts of content (movies, music, photos, apps, etc.) stored on it. Starting with iOS 5, Apple has implemented automatic purging of certain types of application data when the available device storage is down to an unspecified amount, in order to free up space for the user.

**Work-Around**

1. Encourage the user to remove unneeded content from the device. Reserving 25% of total device capacity is recommended. To check capacity and available storage, go to Settings -> General -> About. For example, if the capacity shown is 13.7GB, the available storage shown should be kept at 3.4GB or greater.
2. Keep the Good for Enterprise application running whenever possible. This helps delay the iOS operating system from automatically deleting Good's data.

**Remedy**

Apple has provided an update with iOS 5.0.1 for developers to address this issue. Good will provide a fix for the issue in early March, 2012. The fix relies on the update from Apple, which was introduced with iOS 5.0.1. Both iOS 5.0.1 and the new version of Good for Enterprise will be required.

<b>Issues Resolved in 1.9.6</b>		
68335	Secure Browser	Some links on web pages do not open the correct web pages directly.
84692	Remote Wipe	Cannot issue full remote wipe after changing password on the device.
87642	Email	Marking emails for edit while the email list is scrolling may not take effect.

88194	Secure Browser	AJAX applications not supported correctly.
88276	Password	Change Password cursor appears by default in field for new password, not existing password.
88963	Secure Browser	A difficulty in opening some links on a web page is removed.
89070	Email	Latency issues.
89410	Email	When the "Block attachments by file extension" policy is set for an extension, embedded images with that extension are blocked.
89411	Email	If a user sets the HTML option in Preferences to Off, and forwards a message that includes attachments for embedded images, the attachments are not forwarded.
89412	Email	When receiving an email containing more than eight attachments, the user is limited to downloading eight of the attachments at a time.
89447	Email	Some special characters in attachments not supported.
89487	Email	When tapping a zip file attachment to display its root directory, and then navigating to a file within it and downloading that file, backing up to the root directory may display a blank page. In this case, reopen the zip file to redisplay its contents.
89778	Email	[Exchange] A signed email attachment will be blocked when sent from an SMIME-enabled user to a non-SMIME Client.
89939	Email	Some HTML messages containing non-HTML tags display incorrectly.
90192	Email	If you took the defaults on the File Handling policy page in GMC (file transfer not enabled), the device user was still allowed to import attachments from secure and non-secure 3 <sup>rd</sup> -party applications. To completely disable the importing of files into the Good secure container, you needed to select 'Only allow these extensions' on the Messaging policy page and leave the extensions list blank. With iOS Client 1.9.6, the default GMC 1.3.1 File Transfer and default GMC 1.3.3 File Handling policy settings will not allow file import to Good from third-party applications.
91787	Contacts	Numbers entered in the "Other" field are displayed in the "Radio" field on the device and in Outlook.
	Secure Browser	<Object> tag on iOS5 is properly supported.
	Secure Browser	Expired cookies are properly handled.

### **Good for Enterprise – iOS v1.9.5 (Service Release)**

<b>Issues Resolved in 1.9.5</b>		
80454	ROM upgrade	Upgrade to iOS 4.3 incorrectly shows device as jailbroken.
88142	Email	[Domino] If an email attachment is blacklisted for Send and the user attempts to forward the message, it will be sent to the Drafts folder with all attachments on the email lost, blacklisted or not.
89329	Email	Korean language not showing properly on iOS5.
89330	Email	Email with embedded attachments not forwarded correctly.
89401	Email	Email with embedded attachments not downloaded correctly.
	Email	Text embedded in the header for the TCP-based Good Relay Protocol (GRP) has been updated for better compatibility with certain network operators.
	Email	When a user attempts to download an attachment file, the file transfer may become stuck in "connecting" for a long period of

		time. The behavior is reflected intermittently on the Client.
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## **Good for Enterprise – iOS v1.9.4 (Service Release)**

<b>Issue Resolved in 1.9.4</b>		
88942	Email	Attachment downloads blocked. The following GFE server environments were impacted: Exchange Good Mobile Messaging software server v6.0.3.63 and below; Domino Good Mobile Messaging software server v6.0.3.70 and below; Good Mobile Control v1.0.3.175 and below

## **Good for Enterprise – iOS v1.9.3**

### **New Features**

Note: The Domino HTML and Secure Browser enhancements require upgrading Good Mobile Messaging Server for Domino.

- **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.
- **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.
- **HTML support** – Extended to the Domino environment for iOS and Android clients.
- **Secure Browser support** – Extended to the Domino environment for the iOS client.
- **Re-Sync:** Minimize user downtime with a simpler re-sync process for the Good app. In the event of a sync failure, users will receive a notification and can simply tap a button to re-sync instead of re-provisioning the device. Re-Sync or re-provision can occur under the following conditions:
  1. The user’s cache directory on GMMS is not present.
    - a. User’s cache directory was deleted by Admin.
    - b. Disk containing the user’s cache/db file is corrupted or damaged.
    - c. The directory specified in the registry does not contain the cache directory.
  2. The device was not able to initialize one of the services.

In the first case, when the client attempts to send a message to the server, the server will send out a disconnect message to the device indicating that the user’s service does not exist on the server. The

client will detect the disconnect reason and attempt to reconnect to the server. In the second case, when the client starts up, the client is not able to initialize one of the services and automatically sends out a disconnect to the server, and the client will attempt to re-establish the connections.

<b>Issues Resolved in Version 1.9.3</b>		
76671	Email	Original contents of reply main and newly typed text is saved in Drafts, but only original contents are displayed.
77964	PDF	Sluggish when viewing pdf files.
78584	UI	Illegible Japanese fonts.
78727	PDF	Difficulties opening PDFs.
81251	Secure Browser	Secure Browser loops on credential prompts.
81895	Secure Browser	Difficulties opening Intranet sites.
83226	Email	[HTML] Able to download the zip file containing blocked attachment type (e.g. pdf file) as well as view it.
83325	PDF	Difficulties opening PDFs.
83557	Email	Blank bar displays at the right of email info after user extends the loading mail to full screen.
83697	Email	Attachment preview page size cannot be auto-adjusted in landscape/portrait view after zoom in and out in portrait/landscape view.
80799	Email	Desktop/device sync of personal DLs is supported by the Good Client. However, sync of changes made to personal DLs in native Contacts on the device is not supported.
83757	Email	Download of zip file is canceled when user backs to attachment list.
83762	Email	TOC of ZIP attachment could not be retrieved.
83977	Secure Browser	Sluggish performance.
84009	Email	Nested zip files are not supported.
84276	Email	The GAL may remain displayed onscreen after the user chooses a name. The user can press Return to dismiss it.
84285	Email	After starting up, while Good is sync'ing email, navigating to Calendar or Contacts may take longer than usual.
84393	Calendar	[iPad] Calendar events straddling two days may not display correctly.
84459	Email	Outgoing emails are limited to 4,000 characters. Content greater than that limit, if pasted/typed in Compose New, and then sent, will be removed. The recipient will receive the message with only the first 4,000 characters in it. For Reply/ReplyAll/Forward messages, if content greater than 4,000 characters is typed/pasted, the email will not be sent at all unless the user manually deletes the excess text. The "Send" button is disabled until the content is below the limit.
85082	GMC reporting	Inconsistent version report on GMC after client upgrade
85136	Attachments	Unable to open attachments (zipped or not) with non-ASCII or accented chars in their names.
85239	Email	Composed email sent successfully, but when GFE is relaunched, the identical Compose screen is displayed.
85368	Email	Some HTML does not display correctly.
85956	Usage	Undifferentiated device crashes.
85966	Email	Cannot open the .pptx file attachment.
85995	Email	

86380	Secure Browser	Good application crashes during secure-browser use.
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### **Good for Enterprise – iOS v1.9.2 (Service Release)**

<b>Issues Resolved in Version 1.9.2</b>		
83510	Contacts	Delete Contact button is displayed in Adding New Contact popover, when user adds new Good contact from message view.
83918	Email	SMTP “on” does not influence a distribution list selected in to/cc/bcc field which includes external domains when sending email.
84010	Email	Pressing reply or forward button causes title to display “new message.”
85972	Compliance Manager	Issues related to inaccurate Compliance failures.
85972	Compliance Manager	Issues related to inaccurate Compliance failures.
80834	Email	Attachments in sent mails have no name, no proper icons, and cannot be opened.

### **Good for Enterprise – iOS v1.9.1 (Service Release)**

<b>Issues Resolved in Version 1.9.1</b>		
82134	Secure Browser	Secure browser could not load certain allowed internal sites.
84710	Email	A crash can occur when deleting a message by swiping, after resuming the application from the background.
85079 85084 85086 85135	Usage	Random problems while managing email.
	Notifications	Fixed device token upload issues for more reliable badge notifications.

### **Good for Enterprise – iOS v1.9.0**

#### ***New Features***

- **HTML Email:** (Exchange only) Improves user experience by displaying rich message content. This feature requires a Good Mobile Messaging server upgrade to version 6.3.1.18 or later. HTML is enabled by default with the upcoming server release. Refer to the release notes for enabling HTML on earlier server versions supporting HTML. Once activated, users will have the option to enable HTML email through Preferences from the device. HTML messages forwarded from the device will retain the message formatting.
- **iOS 4 MDM Support:** Simplify remote management of corporate-issued devices with iOS 4 MDM allowing policy management and configuration of the whole device. Once devices are enrolled, policy changes can be made in the background rather than requiring user intervention to accept configuration profile changes. MDM enrollment is optional; it can be applied to a single user, a group of users or the entire organization. Once the MDM profile is enabled on the device, it is required for access to the Good for Enterprise app. This feature requires an Apple Enterprise Developer account.
- **Enterprise Application Distribution:** Easily distribute custom or 3<sup>rd</sup> party enterprise apps to mobile users. IT can upload custom enterprise applications to the Good Mobile Control server and distribute them to users as a policy setting. Users can access a secure catalog of enterprise applications from within the



Good for Enterprise application. Applications are downloaded and installed outside the Good application. Users will receive notifications when new applications are available for download.

- **Disable SMS:** 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.
- **End of Software Updates (ESU) for iOS 3.x:** This release does not support iOS 3.x. Users on iOS devices running iOS 3.x will be prompted to upgrade their OS when they attempt to upgrade the Good app. If the device does not support iOS 4.x, then the user can continue to run Good for Enterprise 1.8.x. For more information, click [here](http://good.com/support/eos-ios3x.php) ( <http://good.com/support/eos-ios3x.php>).

Issues Resolved in version 1.9.0		
71840	Email	[Domino] Resubscribing to a folder will not fetch email history.
76967	UI	[iPhone] Rapidly switching from portrait to landscape mode and back again may result in landscape mode being displayed.
78846	Email	Sub-folders may stop synching periodically due to difficulties in database operations.
78888	Email	Deleted emails return to the list when Unread Only is used to sort.
79355	Email	[iPad] Some email fields may overlap or otherwise display incorrectly.
79966	Email	(Domino) An incorrect message is displayed when an encrypted message is being downloaded. Message changed to ""This message was encrypted by the sender. You can read this message on your desktop computer."
80181	Email	Email synchronization may fail due to improper sequence number processing while the client is communicating with the server
80458	Email	Client crashes may occur due to colliding asynchronous operations.
80774	Usage	Initialization issues cause occasional client crashes at startup.
81349	Usage	Cannot send logs when out of compliance.
81419	UI	Some screen bars are redrawn incorrectly when switching from portrait to landscape mode.
81422	Secure Browser	Secure Browser does not return the required cookies when responding to a 401 NTLM Auth Request or when a previous cookie has been sent.
81509	Calendar	(Domino) Incorrect responses sent to meeting acceptance.
81519	Secure Browser	Login authentication issues. Browser deletes parts of the URL and sends a timeout if the URL includes certain special characters.
81617	Usage	iPhone crashes when launching Good, due to a NULL pointer while synching contacts to native system.

## **Enabling HTML**

To enable HTML email to be received and formatted correctly on supported devices for earlier server versions that support HTML, do the following.

1. Upgrade the Good Servers to the latest builds for GMM (6.3.1) and GMC (1.3.1).
2. 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 1.

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\GoodLinkServer\parameters\sync]
"htmlEmail"="1"
```

3. Restart the GoodLink server service.
4. Enable HTML in Preferences on the device.

### **iOS Notes & Known Issues**

It is strongly recommended that you disable ActiveSync on the iPhone/iPad prior to installing Good for Enterprise. Alternatively, you can disable contacts sync within the ActiveSync client settings or disable two-way sync within Good for Enterprise under Preferences.

**Note:** Issues that affect only iPhone or iPad are indicated by [iPhone] or [iPad].

<b>Issue ID</b>	<b>Title</b>	<b>Description</b>
-----	Compliance Manager	Compliance Manager uses the version displayed in the device Preferences – About (v1,9,0,531) Therefore, in applicable compliance rules that you create, specify v1.9.0 as the minimum version. v1.9.1 does not apply.
-----	Provisioning/ Synchronization	Screen may be sluggish while syncing initial set of user data or after long periods of inactivity.
-----	Move User	If a user is moved from one Good Mobile Messaging server to another, calendar reminder notifications when exited from Good for Enterprise will no longer function. To remedy, remove and re-add the user to the new Good Mobile Messaging server.
64089	Flag for follow-up	When flagging a message for follow-up from the iPhone/iPad the category field in Outlook will also be activated (square box).
-----	Re-provisioning	When re-provisioning user (i.e. re-using PIN) information from initial 100 emails may be missing. Delete user from Good Mobile Control Server and re-add instead of re-using PIN.
64586	Folders	Opening a folder or subfolder at the bottom of the iPhone/iPad requires that you scroll down to view it.
69971	Calendar	[Domino] Information displayed in the cancellation notice for one occurrence of a recurring meeting may have incorrect date and/or time.
70029	Calendar	[Domino] If an organizer edits an existing recurring meeting, invitees will receive a non-recurring invitation to the first occurrence of the meeting.
71499	Backup	Restoring Good for Enterprise from iTunes is not supported. To restore Good for Enterprise, user must re-provision the device as if for the initial time.
75918	Email	If a meeting reminder is viewed or dismissed from the Lock screen, the keyboard may become unresponsive when the user attempts to enter the password. The workaround is to force quit and restart Good for Enterprise.
79807	GMM	[iPad] If an email with attachments is received on the device, and then the device user is moved from one GMM to another, the attachments will not download correctly.
88029	Email	For some OS 5.x devices, the email Search option is not available in landscape mode.
91049	Secure Browser	Some pages loadable in Safari will not load in Secure Browser.
91815	Secure Browser	IIS (Internet Information Services) uses the MD5-sess algorithm for Http digest authentication. This client release does not support this. User authentication for sites with IIS Http digest authentication will fail.

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.
93882	Setup	During initial sync, the Good application may take over 5 minutes to refresh data in Inbox view.
93481	Secure Browser	If an IP address is entered in the exception list, URLs to the address will still be blocked via a proxy server. GMA does not support reverse lookup of domain names from IP addresses. Therefore it cannot match the IP address entered in the URL field with a list of domain names mentioned in the proxy bypass list.
94879	Email	Large HTML emails with a number of attachments and embedded images will not render some images in the HTML body.
94911	Public Certificate	A recipient's public certificate will not be found if the recipient is picked from the GAL search results when sending an encrypted email, even if the certificate has been saved in Contacts.. The user must choose the recipient from his/her Good contacts to compose and send an encrypted email to the recipient.
94954	Email	If the user mails or forwards a message with an attachment, and then goes to the Sent items folder, the attachment icon may not be displayed. Opening the message will display the icon. If the user taps this icon, there will be no response. To display the attachment, the user needs to return to the Sent folder and reenter the email.
95563	Email	If SMS is disabled by policy, phone numbers in the Subject field will not act as links.
95635	Secure Browser/Calendar	After enabling Secure Browser on a device, tapping a Calendar appointment on the device may cause a crash of the application.
95892	Email	When an email is sent with entries in the BCC: field, the entries may not be displayed when the email is viewed in the Sent folder.
	Secure Browser	Plugins are not supported.
	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.

### **Device Support**

Good for Enterprise – Current version of this Good Client is available on the following devices: iPhone 3G, iPhone 3GS, iPhone 4, iPhone 4S, iPad, iPad 2, iPod touch (excluding 1<sup>st</sup> generation). For a full list of supported handhelds, you can visit here: <http://www.good.com/support/devices-supported.php>.

For more information on Good for Enterprise – iOS, please visit [www.good.com/iphone](http://www.good.com/iphone).

### **Aging Policy and Memory Footprint**

If the total space used by email is greater than 1MB (2MB if high capacity is enabled), or the total count of emails is over 1400 (2800 if high capacity is enabled), Good will age off email to free space and reduce the email count.

When freeing space, Good first attempts to purge downloaded email content; if that is not enough, it will begin to remove email records. Good trims first and then removes, performing each stage on the folders in this order:

- 1) Deleted items
- 2) Sent items
- 3) Folders (Inbox and Custom)

Initial OTA provisioning provides:

- Last 100 emails in Inbox (within last week), 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 5000 contacts)

Total memory footprint:

Application: 8.1MB (compressed download .ipa file)

Runtime footprint: ~15-20MB plus space utilized by file repository

Attachment cache: 40MB maximum

Repository cache: No limit

### **Server Software Requirements**

For the most enhanced enterprise security and device management capabilities, including the ability to define iPhone/iPad configuration profiles and compliance policies, 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) 6.3.2

Good Mobile Control (GMC) 1.3.5

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