

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

Palm/Windows Handhelds

Release Notes

Updated 03/03/11

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Overview

This release of Good Mobile Messaging™ includes client software for supported wireless handhelds. For a complete list of handhelds that are compatible with this client and 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 SP2 and prior

The following IBM Lotus Domino versions are supported:

- 6.5.4; 7.0.1, 8.0; 8.5; 8.5.1

Note that devices are redirected to the proper build.

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: Versions 6.0.1 and 6.0.3 of Good Mobile Messaging Server support all previous versions of Good Mobile Messaging Client beginning with 4.9.3. Version 6.0.3 of Good Mobile Messaging Client supports the two previous versions of Good Mobile Messaging Server (6.0.0 and 6.0.1).

(http://www.good.com/corp/int_support.php?id=502&pid=497).

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

Good Mobile Control = GMC

Good Mobile Control Console = GMCC

Good Migration Utility = GMU

Good Mobile Messaging Migration Utility Standalone = GMM MUSA

Good Messaging Server = GS

Good Messaging Client = GC

Client Installer = Installer

Handheld Platform = PE

Good Mobile Security = GMD

Good Mobile Intranet = GMI

Good Mobile Connection = GMA

Local Versions (French, Italian, German, Spanish) = FIGS

Local Version (Chinese Traditional) = ZT

Local Version (Chinese Simplified) = ZS

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

Over the Air (wireless software distribution) feature = OTA

Windows Mobile Based Pocket PC = PPC

Windows Mobile 5.0, 6.1 = WM5, 6.1

Smartphone = SP

New in Good Mobile Messaging Client Version 6.0.1.162

- HTC Touch2

Palm Updates

- Support for IMEI - Palm OS client builds 5.0.6.17 supports capturing and displaying of IMEI (in GMC version 1.0.3.83 and higher)
- Text conversion of attachments is not supported.

New in Good Contol Server Version 6.0.3

- Support for LG Fathom on Verizon

New in Good Mobile Messaging Client Version 6.0.1.153

- Support for Terrestar Genus

New in Good Mobile Messaging Client Version 6.0.1.152

- Support for Motorola ES400
- Multiple Client issues resolved.

New in Good Mobile Messaging Client Version 6.0.1.145

- Remove low resolution attachment viewing option from Windows clients.
- Spell check emails composed on the Good Mobile Messaging Client.
- GMM client auto-launch after reset.
- Support for IMEI – supports capturing and displaying of IMEI (in GMC version 1.0.3.83 and higher).

New in Good Mobile Messaging Client Version 6.0.1

- New Good Mobile Messaging (GMM) home screen allowing customization of launcher bar, and browsing of calendar events on home screen.
- Good Mobile Access (GMA) split tunnel support allowing carrier and other applications' traffic to be routed directly to the Internet
- GMA Log upload utility to help troubleshoot server issues.
- Improved GMA UI displaying characters briefly before obfuscating in order to minimize incorrect password entries.
- Support for encrypting SD cards with capacity larger than 4GB.
- Support for custom message on device lock screen
- Additional granularity in managing rights for the roles defined in Good Mobile Control (GMC) management console.
- Ability move users across on GMM-Domino servers in addition to on GMM-Exchange servers.
- Server stability and performance improvements
- Numerous open issues resolved
- Support for additional devices:
 - Sprint HTC Touch Pro2 XV6875
 - Verizon HTC Touch Pro2 XV6875
 - Verizon Imagio
 - Sprint Intrepid

New in Good Mobile Messaging Client Version 6.0.0

- Bluetooth profiling
- Allow Voice Dialing from the lock screen.
- RSS feed sharing via email.
- Support Special Characters in password policy.

- Good Mobile Messaging is now localized in Chinese Traditional and Chinese Simplified, in addition to European languages.
- Good Mobile Messaging, Good Mobile Intranet, and Good Mobile Connection run under Good Mobile Control 1.0.1.
- Good Messaging data is now maintained in the Good Mobile Control SQL database.
- The Good Mobile Control console is web-based.
- Web service APIs are provided.
- A new “superuser” role is handled differently in the console from other roles. superuser rights are assigned and changed via the Settings tab, not the Roles tab. There can be only one superuser.
- Policies have been redesigned for greater ease of use. There is now a one-to-one relationship between handheld and policy set.
- Groups play a less significant part in this version of Good Messaging; the focus in this version is on handhelds rather than users, since a user can have multiple handhelds.
- The PalmOS Client is not supported in this release. Enhanced Palm support is provided in Version 5.0 SR4.
- Add To Contacts option.
- Scheduled data and news synchronization.
- Support for additional devices:
 - Samsung Omnia
 - LG Incite
 - Verizon HTC Diamond
 - Verizon HTC Touch Pro
 - ATT Fuze
 - Samsung Epix
 - Samsung Saga i770
 - Samsung i780
 - Verizon 6175

Note: Build 6.0.0.118 added support for three new devices (Samsung Omnia (Verizon), LG Incite (ATT), HTC Touch Pro (Sprint)). Build 6.0.0.119 fixes a font problem (109582) for Saga i770. Build 6.0.0.123 added support for Samsung i637 (Samsung Jack). Build 6.0.0.121 added support for AT&T Samsung Propel Pro, and Alltel and Sprint Palm Treo Pro.

For the Samsung Jack, when restoring from an SD card backup, the user must go to the storage card and manually select “Restore Good.”

End Software Updates (ESU) Notice

Symbol devices are not supported in this release. The Q9h Enterprise ROM is not supported.

Issues Resolved in Client 6.0.1.152

Component	Issue	Tracker
GC	[Samsung Jack] Cannot scroll Future calendar events in Homescreen.	117385, 62130
GC	[White Stone] On tapping "Tap here to launch touch flo" is not launching touch flo.	62763
GC	URL is not fully hyperlinked in Good email.	117431, 62844
GC	SP sync issues when GMA Full Tunnel is enabled.	118312,

		67159
GC	Unable to sync with GMM and GMA: "Network Unreachable"	118347, 67359
GC	HP Glisten font size too small.	118318, 118350, 67456
GC	[HTC Imagio, Samsung Omnia] Touch Flo 3d not running even if enabled on.	118524, 118527, 68588
GC	[HP Glisten] Font size too small for the calendar items on the Home screen/today screen.	118368, 68689
GC	[Samsung Jack] Contacts Integration not syncing contacts to native Contacts.	118583, 70202
GC	Calendar Appointments created on handheld shows 1 hour ahead in Outlook.	72152

Issues Resolved in Client 6.0.1

Component	Issue	Tracker
GC	[A9h] After a Messaging server upgrade from 5.x to 6.0.1, Q9h handhelds may display an "Insufficient memory" error when launching Good Messaging. Soft-reset the device to proceed.	115228
GC	[Treo 850] AutoRun will not launch automatically when an SD card is inserted into the handheld. The user can launch AutoRun manually by selecting the card after inserting it.	115258
GMD	[Blackjack-II] GMM is accessible without setting password after fresh installation with password policy enabled from GMC.	106565
GC Installer	Some files may not be removed when uninstalling Good Mobile Messaging.	101350
GC Installer	[HTC TyTN II][Q8][Samsung] Ftp log file not sent from device during OTA when using "Sending logs" menu option.	108621
GMD	[HTC TYTN II][Tilt O2]: Able to delete files from file explorer (My documents, Storage card, My device) on the lock screen.	107123
GC	[Treo Pro][HTC Hermes][HTC Touch Pro] Today screen is not restored after uninstalling GMM.	102822
PE WM 2005	[Omnia] Pressing Contacts in Main Menu->Programs fails to open native contacts. To access native contact, use Open Start->Programs->Pocket Outlook->Contacts.	109423

Issues Resolved in Client 6.0.0

Component	Issue	Tracker
GC	[Treo 750]: User is able to send SMS/MMS on the lock screen from Incoming call screen.	93173
GC	[AT&T Tilt]: Able to Save, Edit and Delete a native contact from lock screen.	96046
GC	[Blackjack-II] Able to send files using Bluetooth even when same application is blocked on GMC console.	97160
GC	[Blackjack-II] Still can send the JPG file by FileExplorer after uncheck "Basic imaging profile" in GMC (Case:61128).	97057
GC	[Q9h]Keyboard lock is not working when Password lock is disabled.	93515
GC	[Q9h]: On the Lock screen, selecting the Unlock option causes a black screen; device becomes unusable. To recover, soft reset.	96235

GC	[AT&T Tilt]: Able to circumvent the lock when the device is locked from phone dial pad. (Dial number)	93790
GC	In some cases, when the handheld is locked, numbers cannot be dialed from the keypad. The handheld user can use the soft dial pad available in the Dialer screen, using stylus.	92847
GC Treo 800	Attempting to restore Good Messaging on the handheld with the radio turned on fails because when the SD card is inserted, no restore dialog is displayed.	50960
GC WM 2005/2006 SP	Good preferences screen may disappear when adding a folder and pressing Cancel on the Email Delivery screen.	83458
GC	User will lose any unsaved drafts in an open Compose window if he/she exits GMM without saving a draft explicitly. A warning message is displayed that all unsaved windows content will be lost.	95544

Client 6.0.1 Notes

User Interface Change

On the Home screen, two calendar events are displayed, rather than, in some previous cases, four. This is not configurable.

SMIME Notes

SMIME-supported devices, ROMs, drivers, and firmware in this release can be found at <https://get.goodsmime.com>.

This release supports BAI readers:

- BAI readers are supported for Windows Mobile 6.1 PPC devices, with driver version 1-3-8-0s.
- BAI readers are supported for Windows Mobile 6.1 PPC HTC Touch pro devices, with driver version 1-3-9-12s.

BAI driver is not supported on Windows Mobile Smartphone devices.

Q9h works with BAI drivers with some limitations. Any attachments that open with Docs to Go, such as .txt, .doc, .xls, etc., will not open.

HTC Diamond on Verizon has issues unlocking the device using CAC.

This release is not supported on **Treo750**. The device will be redirected to install version 6.0.0/SMIME Good Mobile Messaging.

- Apriva Driver is supported on the device lists at <https://get.goodsmime.com>.

BAI Reader and Driver

When BAI driver is installed on the PPC devices, 4 cab files are installed by the main cab file. User has to hit OK 4 time to complete the installation of the driver.

GMM Client Installation

Fresh installation of GMM client using OTA setup

Windows Mobile: 12MB needed (hard-coded)

Good Mobile Messaging Upgrade

Windows Mobile: about 2.5 times the package size

note: Good Mobile Messaging SMIME package for Window Mobile needs at least 1MB additional memory.

The following limitation exists when a device resets or is reset for the first time after installing GMM, until the user enters GMM password (if the password is set).

1. Email notification and dial contact will not be shown from the GMM lock screen.
2. Security features like remote commands and policy enforcement will not work.

Upgrading a GMI User from Client 5.0 to Client 6.0 for Use with a 5.0 GMM Server

GMM Client 6.0 does not support Good Mobile Intranet. To upgrade a user's handheld from Client 5.0 to Client 6.0, first disable GMI on the handheld. To do so, select the user in GMC, right click, and select Disable Good Mobile Intranet. (109583)

Notes for Samsung i325 and i770

When you select Client build 6.0.0.109 in GMC to be downloaded to the Samsung i325, it will instead receive a special build, 6.0.0.110, which enables global roaming. Similarly, the Samsung i770 will receive a special build 6.0.0.115, which also enables global roaming.

Notes for HTC

For the HTC HD2 and any further certified devices, GMM will not override HTC Sense on those devices supporting that UI. To have GMM take over the home screen on those devices, users must go into the Today screen settings, and under Items, uncheck HTC Sense and check Good Home Screen.

Install/Uninstall Issues in Previous Releases

Component	Issue	Tracker
Installer	For LG Atos, need to use Landscape mode during OTA in order to type the PIN	114641
Installer	Some devices may exhibit an error during uninstall. After a soft reset the uninstall will complete.	113006, 115228
GC	If users are not on unlimited data plans, warn them to consider disabling Good Mobile News. An average number of RSS feeds, updated hourly, results in several MBs of data transferred over the network daily. This may result in high data costs from the network carriers.	
GC Installer	The Over-the-Air Setup PIN is not case sensitive, but the input may automatically change from lower case to upper case.	68021
GC Installer	Uninstall may fail if device is reset prematurely during the uninstall process.	73933
GC	Meetings on first or last day of DST may appear one hour off.	
GC Installer	Uninstallation causes Gwes.exe error on the device.	77027

GC Installer	[imate8502] Installer does not allow call to come through while sending log files.	108556
GC	You may need to disable SIM PIM lock prior to installing Good Mobile Messaging in order to proceed.	78726
GC	If the handheld freezes on the congratulations screen after successful installation of Good Mobile Messaging, soft reset to continue.	106399
GC	Provisioning a user on a handheld that has already been provisioned for a different user will fail with an error (such as 0x4 or 70) that does not clearly describe the problem.	103285

Usage

Release Client 6.0.1.167

Component	Issue	Tracker
GC	[Samsung B7350] The facility to select multiple emails in the email list and select multiple text lines in an email, using the 4-way navigation key and shift key, is not functional.	79842

Release Client 6.0.1.153

Component	Issue	Tracker
GC	[Terrestar Genus] In satellite mode, attachments cannot be downloaded and viewed. In addition, provisioning and Good Access are not supported.	
GC	[Moto ES400] Pressing the hardware msg key launches native mail rather than Good Messaging.	73994

Release Client 6.0.1.145

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
GC	In some cases, HTML pages may not display correctly.	
GC	.msg message attachments are not supported.	
GC	[Dash 3G] Text prediction is not disabled in the PIN input fields.	67091
GC	[Dash 3G] Missing the remove link in "Remove Programs" folder after backup and restore.	67092
GC	[Dash 3G] "Send" green hardware key cannot make the Dial screen pop up in device lock screen after backup and restore.	67097
GC	[Dash 3G] Backup Restore function cannot auto work.	67507
GC	[HTC HD2] get.good.com does not display proper choice when downloading OTA stub in Opera. Use IE instead.	68004
GC	[HTC HD2] Text prediction not disabled in email entry, PIN, email compose fields during OTA. Workaround: disable XT9 manually. Only needs to be done once, as setting will stick.	68006 68007 68076
GC	[HTC HD2] After backup/restore, link to remove GMM is missing from the Settings Remove Programs Applet.	68074
GC	[HTC HD2] Deleting a Good Contact Deletes associated speed dial.	68164
GC	[HTC HD2, Terrestar Genus] Cannot power off the device if locked. Workaround: unlock device, then shut down.	68272 73607

GC	[HTC Touch Pro 2] If HTC Sense UI is enabled, Contacts softkeys will open native contacts instead of GMM contacts.	67765
GC	GTE: An error prompt to download a .msg attachment in a message	67662
GC	GTE: There is no "view" option click .msg attachment in a meeting request	67663
GC	GTE: S740_Resume OTA Setup message was truncated.	66792
GC	GFE: Download process will hang when the memory is not enough	67710
GC	GTE: WM PPC-TP2- Un-install with power user encounter an error	68593
GC	GTE: WM PPC-TP2-There are 2 icons for native calendar and 2 icons for native contact and 3 icons for native task after OTAP with power user	68565
GC	GTE: WM PPC - Type some characters in mail inbox screen and press "enter" will randomly enter a sequence of screens.	68543
GC	GTE: WM PPC - GMM will reset again and again while the free space is 0	68715
GC	GTE: WM PPC - No email/contact/task/calendar be sync while close downloading services screen	68760
GC	GTE: WM PPC - email number display incorrect while handheld restart and GMM started up	68782
GC	GTE: WM- There are traditional chinese characters in About Good Mobile Messaging on simplified chinese build	68777
GC	GTE_WM: There are 2 button do not translate to CNT language after exit the installation	68780
GC	GTE_WM: The OTA entitlement check dialog do not translate to different	68781
GC	GTE: WM - The status for services display "..." when check details when download service on Chinese build	68791
GC	Spell check not working when cursor in Original Message.	

Release Client 6.0.1

Component	Issue	Tracker
GC	[HTC Touch Pro2 XV6875] When changing from portrait to landscape display mode, sometimes the Opera icon or Customize icon will be missing. Changing display mode again usually recovers the icons.	60098
GC	[HTC Touch Pro2 XV6875] When completing an outgoing call to a number which is not in the Contacts, the Add to Contacts dialogue does not automatically start as it should.	60602
GC	Silence /LSK does not work on receiving a call after GMM is installed. Workaround: press green hard key when receiving a call	
GMD	If SMS application is blocked from GAC, then along with outgoing SMS messages, incoming SMS messages also get blocked.	N/A
GMD	On Treo 750 devices, 5-key navigation key does not work for selecting special characters in the Symbol window on the screen; such characters may be required to input the user password when the device is locked. Instead, user can select the special characters by tapping on the characters in the Symbol window when device is locked.	N/A

GMD	Volume up and down buttons will not work on HTC Touch Pro when GMD lock is on.	N/A
GMD	End-user can invoke applications such as music player via voice-commands when the GMD lock is on. GMD lock will block the application user interface, but not the sound generated by the application. If you want to disable voice-commands, you can do so by blacklisting this voice-command application in Application Policies.	116160
GC	[Treo Pro] While making a call on a locked device, soft keypad cannot be opened on the dialer screen unless a phone call is already in progress.	113162
GC	[PPC] [FIGS] After an upgrade from GMM 6.0.0 to GMM 6.0.1, two versions of the new GMM home screen will be displayed on the device Today screen: an English version and a corresponding non-English version. The user can remove the redundant version by unmarking the checkbox in Settings-> Personal tab-> Today -> Items tab.	114337
GC	[LG Incite] Advise the user to put the device into landscape mode before entering the OTA PIN. Sometimes incorrect letters may get entered in portrait mode.	114641
GC	[A9h] After a Messaging server upgrade from 5.x to 6.0.1, Q9h handhels may display an "Insufficient memory" error when launching Good Messaging. Soft-reset the device to proceed.	115228
GC	[Treo 850] AutoRun will not launch automatically when an SD card is inserted into the handheld. The user can launch AutoRun manually by selecting the card after inserting it.	115258
GC	[Q9h] The handheld may freeze on occasion while using the RSS feature.	115123
GC	[ATT Fuze, Verizon Diamond] In rare cases, Good Mobile uninstallation fails, requiring a hard reset of the device.	115578
GC	[Sprint Intrepid] Email hardware key does not work	61933

Release Client 6.0.0

Component	Issue	Tracker
GC	If the handheld freezes on the congratulations screen after successful installation of Good Mobile Messaging, soft reset to continue.	106399
GC	After creating a meeting occurrence using a distribution list in Outlook, and then deleting the occurrence from the organizer's device, updates are not sent to attendees on the distribution list.	60964
GC	"Lock handheld" feature is not working.	97036
GC	[All] Fresh OTA may fail with Warning "Good Messaging Server Error" (Error: 0x80010019).	98215
GMD	[Blackjack-II][AT&T Tilt] Blocking "Advanced audio distribution" profile does not prevent some stereo-headphones Bluetooth capabilities. Workaround: on some devices "HeadSet and Handsfree" profile must be also blocked, together with the "Advanced Audio distribution" profile.	96598 [MMS1]
GMD	[Blackjack-II] When the device is in BT discovering state, an activated lock screen may not be able to be dismissed.	97631
GMD	[Blackjack-II] Forced SD card encryption may sometimes fail, displaying the error "Failed to create Volume." Workaround: retry creating the volume	97918

GMD	[Q9h] In some cases a device may not lock after the specified idle time. Workaround: soft reset.	98131
GMD	[Blackjack-II] In some cases, disabling "Handset and Hands free" profile will not prevent Bluetooth headset phone usage.	96453
GMD	Device freezes on pressing both the green and red hard keys while on temp password screen.	105725
GMD	[Sprint Ace, i325] When downloading Client software to the Sprint Ace/i325, this device will automatically receive a special 5.0.5 or 6.0.0 build that addresses a screen timeout issue.	107473
PE	[Telstra Blackjack-II, i770,i325] The Messaging shortcut key launches the native messaging application instead of Good Messaging.	101411 107273 89349
GMD	[Q8] Pressing "Voice recognition/dialing" hardware button on the device may sometimes display a blank screen.	96761
GMD	[Q9h2.5] Calendar and Contacts in PIM are not synching through Bluetooth.	97230
GC	[HTC Rhodium XV6875] A password entry field may be covered by display of soft keyboard window. Use hard keyboard if this occurs.	60400
GC	[HTC Rhodium XV6875] During Call In Progress, the Notes icon will open the device's native notes application instead of the GC notes application.	60604
GC	[HTC Rhodium XV6875] When changing from portrait to landscape display mode, sometimes the Opera icon or Customize icon will be missing. Changing display mode again usually recovers the icons.	60098
GC	[HTC Rhodium XV6875] When completing an outgoing call to a number which is not in the Contacts, the Add to Contacts dialogue does not automatically start as it should.	60602
GMC, GC	[HTC Rhodium XV6875] With Bluetooth visibility disabled by policy from GMC, the device is able to be discovered if the user selects "Visible for 60 seconds" in Bluetooth Settings.	60632
GC	[ATT Tilt] Changing the time on the handheld may affect any Calendar Reminder snooze settings currently in effect.	106913
GC	"Cancelled" tag isn't prefixed to cancelled-meeting email sent to invitee.	52310
GC	When manager attempts to update a meeting created by a delegate from Outlook on the device, the meeting doesn't correctly sync to the invitee's Outlook.	81859
GC	"This meeting request is out of date" message is displayed when the user tries to accept an updated meeting request from the invitee's device.	105657
GC	[AT&T Tilt] [Palm 850] Sometimes signature is not getting appended to the mail.	101401
GC	To redial a number displayed on the locked handheld screen, press and hold down the green key or reenter the number. Clicking the green key will not redial the number.	115085
GC	Beamed GMM contacts cannot be saved on the device	104849
GC	[PPC] Mail may be received from blocked users. Use Lotus Client to block senders, or move the block-sender items to a folder not to be sync'd to the device.	108676

PE	(HTC Touch Pro) GMM will not function correctly if HTC Touch Flo is enabled on the handheld. Touch Flo is disabled as part of GMM setup; if HTC is subsequently enabled, go to Settings -> Personal -> Today -> Items tab and uncheck it to disable it again.	107380
GS/GC	Some handhelds may display Chinese characters in meeting invitations as question marks.	102126
GC	Accepting a second occurrence of a meeting may cause the first occurrence to be deleted.	92873
GMD	[Epix] "Set GMM password" alert is not displayed after the native password is removed. Workaround: exit and reenter GMM; the alert is then displayed.	100554
GMD	[Epix] All menu items aren't functional in keyPad dialing screen when the device is locked by GMM.	101135
GMD	[Blackjack-II] Dialing screen is not displayed when user makes a call using voice dialing features from the GMM locked screen.	102043
GMD	[Blackjack-II][HTC Touch Pro] Unable to swap between calls when the device is locked. Workaround: unlock the device before swapping calls	107738
GMD	Blocking phone book access profile may not work as expected. Note: This PBAP profile can only be tested with the help of Car kit. Though it is built up on Object Push Profile for exchange of phone book objects, PBAP is not used between two mobile devices. Car kit is the major application using this profile.	99238
GC	[AT&T Tilt]: Unable to turn on/off Bluetooth handsfree during an ongoing call with GMM locked.	107548
Installer	After Good Messaging restoration from SD card backup, Good Messaging will be missing from the Remove Programs list on some handhelds.	93463
GC SP and PPC	Right and left soft keys used to save a number to Good Contacts may not work properly directly after OTA provisioning or after an upgrade. Soft-resetting the device once after provisioning (or upgrade) will usually restore the functionality of these soft keys.	108497
GC SP and PPC	Right or left soft key used for saving to Good Contacts on Recent Call and Dialer screens may be unresponsive or take the user to native contacts even after a soft-reset. If both soft keys on these screens are affected, the user can save the number from Call History screen as a workaround.	108378
GC	[Telstra Diamond] If soft keypad cannot be launched from GMM screen after an upgrade from GMM 6.0.0 to 6.0.1, soft-reset the device to resolve the issue.	113292
GC	[Treo 850] After an upgrade, the native contacts application may open on the device, instead of GMM contacts, when the contacts option is pressed on the call-progress screen. Soft reset the device to resolve the issue.	113925
GC	[ATGC] [Touch Pro] After upgrade from 6.0.0, save to contact fails. Soft-reset the device to resolve the issue.	113955
GC FIGS ZT ZS	Pre-populated Auto-text is not provided. User can nevertheless create entries for use with this feature.	
GC FIGS ZT ZS	Due to operating system limitations, a few strings coming from the server are not localized and will appear in English. Examples include (but are not limited to): fatal error message, Junk email folder name and the following prefixes: Tentative, Accepted, Cancelled, Undelivered, Declined.	

GC FIGS	Setting font to Large on localized versions of Good Messaging may cause truncations in displayed text.	
GC FIGS ZT ZS	Non-Latin-1 characters are not converted properly when meeting request is sent from the device and will appear as question marks.	106606
GC FIGS ZT ZS	[HTC TyTN II] Name order and address format are displayed in English order, not Chinese order when locale is set to Chinese (Hong Kong), Chinese (Macau), or Chinese (Singapore).	107655
GC FIGS ZT ZS	Full name matching is not supported when looking up Chinese contacts	87057
GC ZS	[Q8][ATGC]The first digit of phone number displayed on the ATGC prompt is cut off.	113102

Issues from Previous Releases

Component	Issue	Tracker
Installer	After Good Mobile Client installation from an SD card, some handhells may display a "clog.exe" error message. The error is benign. Restart the handheld as prompted to continue.	82374
GC	Temp unlock works only when GMM connects to server and gets the keys. Until that time the Device ID on lock screen will show a message that temp unlock will not work until GMM connects to server.	
GC	Even when the password field is empty and the user presses the Unlock button on the lock screen, the attempts limit gets reduced by 1 and when the count reaches the maximum allowed limit, a defense action will be taken based on policy (to either lock out or erase data)	
GC	By default, Enable Notifications are not enabled when older 5.0.x servers are upgraded to the new version.	
GC	Temp unlock ID displayed on device and server does not distinguish clearly between capital I (eye) and lower-case I (el); zero 0, lower-case o, and capital O; one 1 and small l (el); Retry when necessary.	
GC	SD Card password does not follow the password policies.	
GC	GMM backup will not work if SD card is encrypted.	
PE	When Contacts Integration is turned ON and device is reprovisioned using the reprov command, a contact may get duplicated in the native contacts database.	81835
GC	Appointments are not created in the correct time slot during meeting creation when user selects a time zone different from that set in GMM preferences.	88165
GC	User will not be able to dial previous number using Dial Number option from list view within the dialer screen. Call history list view is not shown to user when device is locked.	
Installer	After Good Mobile Client installation from an SD card, some handhells may display a "clog.exe" error message. The error is benign. Restart the handheld as prompted to continue.	82374
GMD PPC	User may see the launcher screen even when lock option is selected in launcher screen	87129: .
GC	Device freezes while unprotect SD card	86081

GC	For their convenience during handheld Good Mobile setup, users should set any native timeout value to a time long enough to allow Good installation to complete, as the handheld screen cannot be unlocked during Good installation.	114413
GC	To redial a number displayed on the locked handheld screen, press and hold down the green key or reenter the number. Clicking the green key will not redial the number.	115085
GC WM	Whenever a policy is received with Bluetooth, IR, Wifi, SMS, camera blocked, the device may reset once to disable all the blocked drivers.	65526
PE WM 2005	In some cases, disabling text prediction may be necessary to prevent degrading input performance over time. Use Start -> Settings -> More -> More -> Text Input Setting. Uncheck the "Suggest words when typing" Box.	81369
PE WM 2005	Inserting an SD card in a handheld while a GMCC-generated wipe is in progress leaves the handheld in an unstable state. Remove the SD card and soft-reset the handheld to resolve the problem.	75475
PE WM 2005	Do not set native password, or reset native password to null, before installing GMM.	89775, 89851
PE WM 2005	FTP fails for devices in WiFi mode set up to use a proxy.	84991
PE WM 2005	When changing the orientation of the screen from portrait to landscape or vice versa, the screen may change to black. Workaround: touch the screen or press any hardware key to restore the display.	88078
PE WM 2005/2006	Good Mobile Messaging may not auto-launch after 5 minutes after restarting the handheld. User is advised to manually launch the application by clicking on any Good icon on the Today screen.	67028
GC WM 2005/2006 SP	Double clicking on the Home button will no longer launch the Good Launcher. This is by design.	
GC WM 2005 SP	Outgoing caller ID is not displayed if phone number is missing area code. This only occurs during first call to that number	
PE WM 2005 SP / PPC	Meeting reminders on the Today screen have menu items 'Remind 5 Mins Before' and 'View Item' are grayed out	58890
GMD Treo 800	"Blocked message" warning may be displayed while another application is running. Insufficient information in the warning.	90230
GC WM 6.1 Treo 800	Enabling/disabling Contacts Integration causes "No Service." User must reset the handheld or dial a number to restore the Sprint service back on.	94008
GC Motorola Smartphones	Enabling the Lock features of Motorola Mobility Services Platform 3 (MSP 3) and Good Mobile Messaging at the same time on Motorola Smartphones is not recommended. When present at the same time, the two lock screens can alternate in a manner potentially confusing to the handheld user. (However, entering the first lock password will always be applied to the GMM lock; the second lock password entered will be applied to the MSP 3 lock.)	
PE Motorola Q9h	For some Q9 devices, weblinks embedded in emails may not function correctly.	79748

GMD Motorola Q9h	Native keypad lock overrides Good Messaging lock on handheld reset if the device is in keypad lock state prior reset.	90999
PE Motorola Q9h	Trying to exit Good Mobile Messaging by using the handheld's Task Manager application would cause the inability to restart Good Mobile Messaging. Soft resetting the handheld will allow the user to restart Good Mobile Messaging	75419
GMD Motorola Q9	Tapping on "Dial Number" for the first time after OTA handheld setup takes the user to the lock screen briefly, and then to dialer screen	89842 93896
PE Motorola Q9h, Q9c	Contacts beamed via Bluetooth do not show up in Good Contacts. They only show up in the native contacts application.	83052
755/Sprint Centro	Trying to add an unknown number to an existing contact after receiving a call may fail.	
GC AT&T Hermes	Native calendar opens when "Calendar" is selected. Left Soft Key from Home screen if enable PTT	76046
GC MC35	For Domino users, an all-day event is duplicated in the calendar	98538

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