

Good Mobile Intranet™ Server Version 1.9.7 and Good Mobile Intranet™ Client Version 4.9.3 Release Notes

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Overview

Good Mobile Intranet (Good Intranet) is a corporate data-access solution for delivering mobile users crucial, time-sensitive information from back-end systems.

This release of Good Intranet includes Good Intranet Server (Version 1.9.7), Good Intranet Console, Good Management Console, and Good Intranet Client (Version 4.9.3) Applications software for supported wireless handhelds.

Good Intranet Documentation

For detailed information about installing and using Good Intranet, see the Good Intranet documentation. The Good Intranet documentation set includes:

- *Good Mobile Intranet Administrator's Guide*

Includes an overview of Good Intranet features and includes installation instructions for Good Intranet. Also includes information on managing Good Intranet Server and developing applications to work with Good Intranet.
- *Good Mobile Intranet Developer's Guide*

Includes information about how to develop applications that work with Good Intranet.
- *Good Mobile Intranet Administrator's Quick Start Card*

This reference card provides a summary about the Good Intranet components, system requirements, and it also provides a brief security overview.
- *Good Mobile Intranet Quick Start Card*

This reference card provides information about how to use Good Intranet on a handheld.
- *Good Mobile Intranet Server Help*

To access server Help, click the **Help** link in the top right corner of the Good Intranet Server Console.

- *Good Mobile Intranet User's Guide*

This book includes information about using Good Intranet on a handheld.

- *Good Mobile Intranet Handheld Help*

The Help system on your handheld includes a topic about using Good Intranet.

To access Help on the Pocket PC handhelds, open Good Intranet, then choose Help from the Start menu.

To access Help on Windows Mobile Smartphones, select Quick Tips from the Good Launcher.

Key Features

What's New in this Release?

The following features are included in this release of Good Intranet:

- Blackjack handheld support
- Pre-populated domain names for NTLM log in
- PAC file support for proxy configuration
- Cut, Copy, Paste support for input fields on Windows Mobile Smartphones

Enables Access to Back-End Systems from a Handheld

- Displays existing HTML and WML pages on a handheld.
- XSLT transformations can filter and extract content to display relevant information only. The following transformations are provided out of the box:
 - Compressed HTML (to remove unnecessary content)
 - Tables replaced with bulleted lists
 - Images removed
- Administrators can enable or disable transformations as desired or specify transformations for large pages only.
- Custom transformations can be developed to meet specific business processes and needs.
- Good Intranet can be integrated with back-end workflows to push information directly to the handheld. For example, technical bulletins can be re-broadcast automatically when content changes.

Optimized Delivery

- Delivery of information is optimized for slow networks with unreliable coverage:
- Web content is compressed to reduce page load time.
- For often-viewed pages, Good Intranet manages differential data and returns changes to pages, rather than reloading the entire page.
- Transformations eliminate the loading of unnecessary content.

Enhanced Mobile User Experience

- Taking advantage of background processing, users can multitask by downloading content while checking email, viewing saved information, or completing other tasks on the handheld.

- Users can store documents and other items offline, then view information while out of coverage. Information can be submitted into forms while offline; the content is automatically saved in the back-end system when the user connects to the network.
- Users can receive information on their handheld that is pushed immediately out to them or sent on a scheduled basis. Information is queued if a user is out of coverage.

State-of-the-Art Security and Authentication

- Messages are encrypted on Good Intranet Server and decrypted only when they reach the designated handheld. Encryption keys are stored on the customer's exchange server and on the handheld.
- Encryption keys are rotated on a configurable cycle time.
- SSL communications are provided for connections from Good Intranet Server to the Good Operations Center (also called Good Data Center).
- Good Technology (and related suppliers) cannot read your enterprise traffic. The system cannot be wiretapped.
- A three-way authentication process occurs between Good Intranet Server, Good Operations Center and handhelds.
- Ability to access applications secured through NTLM authentication
- Handheld security includes:
 - Advanced password protection (SHA-1, a one-way hashing algorithm)
 - Remote handheld data protection. IT managers can wirelessly erase data from the handheld and terminate access.
 - Ability to access applications secured through NTLM authentication

Good Messaging Integration and Compatibility

- Good Intranet leverages the same security and transport layer as Good Messaging.
- Good Messaging and Good Intranet share installation and administration tools.
- Users familiar with the Good Messaging interface can quickly learn to use Good Intranet.

Powerful System Management and Administration

- With the walled garden feature, system administrators can limit user access to a specific set of sites and systems.
- System administrators can import user information for quick setup. User data can also be exported.
- To monitor handheld traffic volume, administrators can view global statistics for a particular Good Intranet Server.
- Good Intranet Server supports a watchdog service to monitor server status and proactively restart the server (if stopped). Administrators can configure the frequency of checks, the number of restarts, interval between restarts, and the notification email address.
- To support remote provisioning:
 - If Good Messaging is installed, administrators do not need to re-cradle handhelds to install Good Intranet. Both cradled and non-cradled activation is supported.
- Administrators can access a Web-based console for system to enable users, track handheld connection status, and so on.

Reliability and Scalability

- Redundant network architecture supports enterprise-class reliability. There is no single point of failure in the Good Operations Center and the infrastructure is self-healing.
- The Operations Center is designed for expansion and enterprise-class scalability. Good Intranet Server scales to support hundreds of users.
- Good Technology's Operations Center proactively monitors potential impacts to the data center. Traffic between Good servers and Operations Center is also monitored. Alerts are sent to the administrator if message flow is discontinued.

Industry Standard Support

The XSLT transformation engine leverages existing tools and standards for optimizing layout and content integration on small-screen handhelds. This includes:

- Content support for HTML, WML
- JavaScript and WMLScript scripting languages
- HTTP support, including Netscape-style Cookies, HTTP Basic Authentication, and standard Cache control directives
- XSLT-based transformation development and customization

Installation Notes

System Requirements

- Server Software
 - Windows 2000 Server (SP4)
 - Windows 2003 Server
- Handheld Devices:
 - Palm OS Treo 600, 650, 700p, Cingular Palm Treo 680, Cingular Palm Treo 750 handhelds
 - Windows Mobile 5.0 Pocket PC and Smartphone handhelds (including Palm 700w, 700wx, and 750, Blackjack)
- Good Messaging Compatibility
 - The version of Good Intranet Server, Good Management Server, and Good Management Console must match and be Version 4.0 or higher. For example, if you are using Good Intranet Server package version 4.9, the Good Management Server and Good Management Console must also be version 4.9.
- Hardware Requirements for Server Software
 - Pentium IV 2.8 GHz (minimum)
 - 1 GB RAM required
 - 8 GB hard drive space free for Good Intranet Server
 - Required minimum LAN speed for Good Intranet Server: 10 Mb/s
- Content Transformation Supported Formats
 - HTML 3.0, JavaScript, WML 1.3, HDML, WMLScript

Usage Notes

Client	The file upload feature is NOT available on Treo 600 and 650 handhelds.
Client	Some Windows Mobile handhelds automatically assign a hotkey to each menu item and they only assign alphabetic keys. Some numeric lists may display as alphabetic lists. This is only true for Pocket PC devices with hardware keyboards.
Client	When users are running Windows Mobile handhelds with low memory, accessing other applications on the handheld may shut down the Good Intranet client. The user should restart the Good Intranet client if this occurs.
Client	The Good Intranet icon on the Windows Mobile handhelds will not appear from Start menu. Launch Good Intranet from the Good Messaging options screen.
Client	To view rich attachments on Palm handhelds, such as Microsoft Word or Excel attachments, users must first install Documents to Go software on their handhelds.
Client	Clearing the session using the Good Intranet option does not clear the authentication session. Clear the cache and clear the session to de-authenticate.
Client	You cannot request the URL of an image directly. It must be within a larger HTML or WML page.
Client	If you receive the error message: "Disconnected from Server," you may have been denied access to Good Intranet by your administrator. Contact the Good Intranet administrator for help.
Client	If you choose to download a page using the Continue in Background option, and it includes an image that is redirected to a URL, an error may occur.
Client	If users click on a link from a saved page, they see a dialog that asks whether they want to save the page before moving to the linked page. Clicking "Save" overwrites the existing contents of the saved page in the document. Clicking "Don't Save" allows you to save the page with a new name.
Client	With some carriers, using Good Intranet client stops incoming phone calls from being received while a request or push is in progress.
Server	You cannot schedule a recurring push on a local file. The local file may not be available in the future. This limitation is by design.
Server	The documentation available through the Good Intranet Administrator Console Help link may not be the most current version. Refer to the documentation provided on the Good Technology web site www.good.com/docs .

Issues Fixed In This Release

Client	If a text box is selected, you cannot use the Select All option from the menu.
Client	When a bookmark title is edited and the new title includes only blank spaces, an error does <i>not</i> occur.

Known Limitation Found in This Release

Client	An option available for users to Cancel a Downloading Background Request is not available on Blackjack handheld. To cancel or stop the request, select Delete from the menu to remove it from the Background Requests queue.
Client	Shortcuts available on History Menu option are not displayed after 10th History Item. The 10th History item is displayed as 0 and the following (11-15) items are displayed without any shortcut numbers.

Known Limitations from Previous Good Intranet Releases

Server	If you access a web page that contains a corrupted image and the Autoscale transformation property is on, the image may not be displayed properly and server's CPU usage will go up. To correct this problem, stop and restart the Good Mobile Intranet service.
Server	If the auth.ntlm.enable property in the config.props file is set to true, and there's a URL substitution for an NTLM-protected page, when the user enters the substitute URL for the page, the user is prompted for credential indefinitely. Type in the full URL instead of the substituted URL.
Server	The administrator can prevent users from changing their home page but cannot override the home page set by the user if administrator allows users to change the home page.
Server	When Good Management Server is installed with a new administrator account, the previously connected Good Intranet Server does not know about this change. If you add a new user from Good Management Console it doesn't show the Good Intranet server in the list.
Server	When the Good Intranet server starts up, it looks for a running Good Management Server service. When the system reboots, If the Good Management Server is installed on the same machine as Good Intranet server, the Windows Service Control Manager starts the Good Intranet Server before Good Management Server because of the order in which it starts the services. This causes the Good Intranet server to hang, since Good Management Server is not up and running. To work around this issue, make Good Intranet Server dependent on the Good Management Server in the Windows Service Control Manager. The following Microsoft article provides additional details on this: http://support.microsoft.com/default.aspx?scid=kb;en-us;193888 "
Server	The version number of the <i>config.props</i> file does not change when you upgrade the Good Intranet Server.
Server	This release note applies only to configurations where the Good Intranet Server is not on the same machine as the Good Management Server. If you remove the Good Intranet Server's GoodAdmin user from the Administrator role in the Good Management Console, the Good Intranet Server could continuously try to connect to the GMS.
Server	When you are upgrading Good Messaging Server, Good Management Server, or Good Management Console over a previous version of Good Intranet, and the Good Intranet service is not running, the installer may not display an Exit option.
Server	You cannot schedule a recurring push on a local file. The local file may not be available in the future. This limitation is by design.
Server	To upgrade the Good Intranet Server, you must log in as the same user that was used to perform the current installation.
Server	Stop the Good Intranet Server before modifying the <i>config.props</i> file.
Client	WAP content is sent to the handheld when a particular URL is requested from the handheld. Normal content is sent when a push of the same URL is sent to the

	handheld.
Client	Images are not displayed when the memory is set to maximum on Palm 600 handhelds. Set the memory under Good Intranet Preferences to Standard to view the images.
Client	The Home Page Setting changes made by administrators are not reflected on client if the changes are pushed to the client when the Options screen is opened.
Client	The enableViewState property for a form must be disabled in order for image caching to work properly.
Client	Clearing the session using the Good Intranet option does not clear the authentication session. (you have to clear the cache and clear the session to de-authenticate)
Client	JavaScript links may not work properly.
Client	If you choose to download a page using the Continue in Background option, and it includes an image that is redirected to a URL, an error may occur.
Client	If you are trying to save and rename a page and you are using a name that already exists in the same location, you do not receive the Confirm Page Replace dialog the first time you try to save the page. This dialog does appear the second time you try to rename and save the page.
Client	On Windows Mobile handhelds, the "Move to Folder" option is enabled even when a user has not created a folder for saved pages.
Client	On Windows Mobile handhelds, fixed-width text is always displayed with the same font size if you change the font size using Good Preferences. Fixed-width text is sometimes used by a page's author for special formatting of a paragraph. It is also used when displaying text-only files such as those with file extensions of .txt, .cvs, cvf, and ics. Characters that cannot be printed, such as carriage returns or tabs that are copied as part of the page may display as square boxes.
Client	The handheld hangs when partially rendered web pages are closed quickly many times. Soft-reset the handheld.
Client	When prompted for a password, the client is limited to no more than 14 characters for the password field.
Client	Limited support for dynamic HTML is provided in this release.
Client	Unicode JavaScript is not supported.

Client	If a table contains a form, the form does not work and the page may not render properly.
Client	Multiple SUBMIT buttons on a form are not supported.
Client	Opening images outside of an HTML page is not supported.
Client	When the user selects the "Continue in Background" button, the page is saved to the DocStore without images. Images are downloaded when the downloaded page is selected from the DocStore.
Client	The handheld may appear to freeze while it is displaying large images because of the slowness of rendering.
Client	When issuers are denied Good Intranet privileges by the administrator, they can still access their locally saved documents in the DocStore.
Client	Large pages loaded from the DocStore may take a long time to load.
Client	Italic text displays as bold-faced text in Good Intranet on the handheld.
Client	If you add a bookmark while loading a page and leave the "Add Bookmark" dialog open for some time, the fields and text boxes may not function properly.
Client	The Good Intranet client cannot save external script files to the DocStore.
Client	The WMLSC <i>confirm</i> and <i>prompt</i> functions are not supported.
Client	Accessing any WMLSC file resets the Good Intranet client handheld.

Known Limitations for Good Intranet International Version

Int'l	If you use an ampersand (&) in the name of a folder, the & is interpreted as shortcut symbol. For example, &Folder becomes <u>F</u> older with the F underlined in the menu.
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