

NOKIA

Nokia Intellisync Mobile Suite Release Notes

Version 8.0 SP 2

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Introduction

Nokia Intellisync Mobile Suite 8.0 SP2 is a service pack release that addresses maintenance issues since the last release (version 8.0 SP1) and includes new Device Management and File Sync features, as well as updates to Wireless Email. The specific version number for this release is 8.0.50.

New installations of Nokia Intellisync Mobile Suite should use this release instead of previous releases. If you have an existing installation, you do not need to upgrade unless you are experiencing one of the issues on the following pages.

Upgrade Scenarios

The 8.0 SP2 Nokia Intellisync Mobile Suite release is certified to upgrade existing Nokia Intellisync Mobile Suite installations at the following levels:

- 6.4.31
- 7.0.31
- 8.0.0

Product Documentation

The following server documentation is available in Adobe Acrobat portable document format (PDF) on the Nokia Support Web site (<https://support.nokia.com>).

- Nokia Intellisync Mobile Suite Installation Guide
- Nokia Intellisync Mobile Suite Administrator's Guide
- Nokia Intellisync Mobile Suite Secure Gateway Administrator's Guide
- Intellisync Device Management & File Sync Administrator's Guide

What's New in Nokia Intellisync Mobile Suite 8.0 SP2

This section contains a list of enhancements in the Nokia Intellisync Mobile Suite 8.0 SP2 release.

Documentation In PDF Format Moved to Nokia Support Site

Starting with this release, all Intellisync Mobile Suite server and client documentation in Adobe Acrobat portable document format (PDF) is no longer included in the installation image. To download the latest client and server documentation, go to the Nokia Support Web site at <https://support.nokia.com> (registration required).

Device Management Features

The following Device Management features are included in this release.

Remote Control for Windows Mobile Devices

With this release of Intellisync Mobile Suite, Administrators can simultaneously see, experience, and perform remote functions on end user devices. Functions are performed wirelessly, which provides an efficient, cost-effective help-desk tool.

Note

If you are upgrading an existing Intellisync Mobile Suite server installation, you must obtain an updated license key to enable Remote control. Contact your sales representative to receive the updated key.

Remote Control is supported on Windows Mobile 5 & 6 platform devices; refer to [“Certified and Supported Devices”](#) on page 15 for a list of certified devices.

Administrative Control of Hardware Elements for Windows Mobile Devices

In the Nokia Intellisync Mobile Suite 8.0 SP2 release, administrators can now enable or disable selected hardware elements on Windows Mobile platform devices, giving you the ability to extend company security policies to include hardware elements and their use.

The following hardware elements are supported for administrator control:

- Camera
- Bluetooth
- Infrared (exchange of information between a phone and a PC)
- Wireless Fidelity (Wi-Fi)
- Secure Digital Card (SD flash memory card)
- Short Message Service (SMS text messages)

UIQ 3rd Edition Device Management

Device Management for UIQ 3rd Edition platform devices is new in this release and includes the following functions:

- Theft-loss protection
- Software Installs
- Inventory publications

S60 3rd Edition Power-on Password

New in this release is the ability to set a power-on password for S60 3rd Edition platform devices.

Note

On a Nokia E-Series device, if a user forgets the device password after the password is locked, the contents of the device will be permanently inaccessible and the device cannot be used except for emergency calls. This security feature is in accordance with the standard password function on these devices.

Device Hard Reset for non-Nokia E-series Devices

The ability to hard reset a device is now supported for non-Nokia E-Series S60 3rd Edition devices.

File Sync Features

The following File Sync features are included in this release.

Photo Sync

Photo Sync is a built-in publication that collects images from a user's camera phone during synchronization and stores the images on the server in a configurable location. Users can view and manage these images using the Photo Viewer option in the Web PIM. After synchronizing images to the server, users can:

- View a page containing thumbnails of the images
- View images at full size
- Download the images to a PC
- Delete the images from the server

You can set the maximum number of images each user can store on the server at any given time. When a user reaches that limit, image-specific synchronization stops until the user deletes several or all images to allocate space for more. You can also subscribe individual users and groups of users to Photo Sync synchronization.

Note

Photo Sync is supported only on the Windows Mobile and Symbian S60 3rd Edition platforms.

To Configure Photo Sync

1. From the Intellisync Mobile Suite console tree, expand the Device Mgmt/File Sync control.
2. Right-click the Photo Sync control and choose Configure Photo Sync. The Configure Photo Sync dialog box appears.

3. On the General tab, enter the server directory path for storing users' images or click Browse to find and insert the path.
4. Enter the maximum number of images that each user can store on the server at any given time.
5. Click the Subscribers tab.
6. Use the buttons to add or remove user and group subscribers to this publication.
7. Click OK.

Wireless Email Features

The following Wireless Email features are included in the Nokia Intellisync Mobile Suite 8.0 SP2 release.

S60 3rd Edition

The S60 3rd Edition client provides an enhanced email composition screen to allow more intuitive and responsive ways to compose new messages. Features include:

- Type-ahead addressing, which caches the most recently used addresses. When the user composes a new message and begins typing the recipient's address, a drop-down list appears with potential matching addresses. The list of addresses that appear in the list are based on previously used addresses from the Contacts list from the last 100 addresses used. Users can select the appropriate email address from the list.
- The ability to edit the original message when responding.
- A new device theme activates when you install the S60 3rd Edition client, which improves the usability of some email screens. Users may disable the theme with no side effects.

New Device Support

The following devices are now certified for Nokia Intellisync Mobile Suite 8.0 SP2.

Device	Platform
Nokia 5300	J2ME
Sony Ericsson K610i, W880i, W610i	J2ME
Nokia 6120 Classic, E90, N95, N76	S60 3rd Edition
Palm Treo 755p	Palm OS
HTC S710	Windows Mobile

Important Notes

Review the following support and installation notes prior to installing the Nokia Intellisync Mobile Suite 8.0 SP2 release.

Installation Notes

- You must open port 443 from the Intellisync Mobile Suite server to the Internet so the installation process has access to the license server.
- GroupWise support in this release requires GroupWise version 7.0 SP1 or later.
- If a virtual machine session is used for Intellisync Mobile Suite, disk space and RAM requirements also apply. Intellisync Mobile Suite is a disk intensive application; consider this when deciding which other applications you want to run on the same host machine.
- Ensure the server's \temp directory has a minimum 1 GB free space to accommodate the installation files.
- Do not install any component of Nokia Intellisync Mobile Suite through Terminal Services, as your system may not work properly.
- The latency between the Nokia Intellisync Mobile Suite server and a backend server, database, or file system, should be 36 milliseconds or less. Any other setting is not recommended.
- If you are upgrading the Nokia Intellisync Mobile Server from a 6.x version directly to the 8.0 SP2 version, your SSL certificate must be set up to export the private key or the upgrade installation will not complete. To set this option on your SSL certificate, gather the certificate information, uninstall the certificate, and then reinstall the certificate, selecting the "Yes, export the private key" option. This does not apply to servers upgrading from Intellisync Mobile Suite version 7.x to the 8.0 SP2 version.

Wireless Email Server Notes

Wireless Email Server Certifications

Wireless Email server is now certified for use with Microsoft Windows Server 2003 SP2, Microsoft Windows Server 2003 R2, and Microsoft Exchange 2007. Note that the Exchange 2003 MAPI DLL files are still required on the server, even when the server connects to an Exchange 2007 back-end. This restriction will be lifted in a future release. Microsoft SQL Server 2005 SP2 certification has also been added.

S60 3rd Edition Provisioning

Provisioning the S60 3rd Edition client using SMS messages requires access from the Intellisync Mobile Suite server to a central SMS service on the Internet, outbound through port 443 to one of the two addresses below. If that access is not available when the Intellisync Mobile Suite service starts, the end-user installation pages will not present that option.

- ♦ ans1.nokia.com
- ♦ ans2.nokia.com

VMWare Support

In this release, VMWare is supported for installation of the Intellisync Mobile Suite server. Two specific configurations are certified, specifically against VMWare version 4.0.0:

- One slice for the server, and one slice for the Secure Gateway, with two NICs
- One complete server running in each of two slices simultaneously, with one NIC

Admin Console Features

New features are available in the Admin Console:

- The system administrator can diagnose groupware server connection problems.
- The system administrator can send a broadcast email message to the primary address of all users. Broadcast email messages are convenient for notifying users of system maintenance periods, updated client software, and so on.

Improved Domino Support

Domino support in the release is also improved from the last maintenance release:

- Rescheduled or updated meetings accepted on a device no longer have to be re-accepted in the Notes client, and no longer have an erroneous “Accepted” or “Rescheduled” header.
- Accepting a notice to reschedule a meeting before accepting the original invitation, now leaves only one meeting on the calendar instead of two.
- Other meeting rescheduling workflow is now supported, including “this and previous” and “this and future” reschedules, consistent chair attendance tracking, meeting sets that have been individually and then collectively rescheduled, and “absolute rescheduling.”
- Cancelling a meeting now correctly marks it as cancelled, rather than deleting it.

Refer to [“Issues Addressed in Nokia Intellisync Mobile Suite 8.0 SP2”](#) on page 14 for other Domino-specific items.

Web PIM Configuration for New Installations

In this and future releases, the Web PIM feature will be turned off by default for new installations. The Web PIM is still available and fully supported. To enable the Web PIM:

1. Choose Start > Programs > Nokia Intellisync Mobile Suite > Admin Console. The Nokia Intellisync Mobile Suite control appears.
2. From the console tree, select Nokia Intellisync Mobile Suite.
3. From the Action menu, choose Properties. The Intellisync Mobile Suite Properties dialog box appears.
4. Check the option to enable the Web PIM.

Windows Mobile Client Notes

Intellisync Mobile Suite client software in this release is supported on Windows Mobile 2003, Windows Mobile 2003 Second Edition, and Windows Mobile 5. Windows Mobile 5 devices with AKU versions 1, 2, and 3 and Windows Mobile 6 devices are also supported.

Note

The Application Sync product does not yet support Windows Mobile 6.

This release also features a number of enhancements to the client to improve the overall experience.

- Cut, copy, and paste support on touch screen devices
- Previous and next day shortcuts
- End-user access to encrypted backup and restore function in the Wireless Email client

Palm Client Notes

The Nokia Intellisync Mobile Suite 8.0 SP2 release allows end-users to access backup and restore functions in the client. All content is encrypted when transferred and stored to a backup server.

Palm cradle sync is no longer supported beginning with this release. The functionality has not been removed, but it may be removed in a future release. Any issues found while synchronizing a Palm device through a cradle will not be addressed.

S60 3rd Edition Client Notes

The Nokia Intellisync Mobile Suite 8.0 SP2 release features a number of usability improvements in the S60 3rd Edition client:

- A new device theme activates when you install the S60 3rd Edition client, which improves the usability of some email screens. Users may disable the theme with no side effects.
- The client application requires less memory on initial synchronization than in previous releases.
- The performance for Global Address Lookup has been improved.
- Support for device hard reset is now available on Nokia N-series devices.
- Power-on Password is now supported on Nokia E-series and N-series devices.
- Because the 8.0 client underwent many changes from the 7.0 client, upgrades from 7.0 clients to 8.0 clients are not supported in this release.
- On the Nokia N80 device, the client requires PR4 firmware installed.
- On Nokia E61 and Nokia N73 devices, the client requires PR3 or later firmware.
- On Nokia E62 devices, the client requires firmware version 3.0 or later.

J2ME Client Notes

- This release adds the option to receive audio notifications when new email messages arrive on the device.
- The J2ME client synchronizes email and contacts only.
- Sony-Ericsson devices support running the client in the background. A “Hide” option is available that minimizes the application. Users can also minimize the application by holding down the Back key, which Sony Ericsson refers to as “Long Back.”
- Remove any other J2ME client version from devices before installing this release. The maximum message store size varies from device to device. When this size is exceeded for a given folder, no further messages or contacts are added to that folder, although the synchronization proceeds without error. To correct this problem, manually delete messages or contacts from the folder or change the folder settings so that fewer messages/contacts are retained and/or less message body content is downloaded.
- Sony Ericsson K800i and K610i require firmware version MR4 or later.

Issues Addressed in Nokia Intellisync Mobile Suite 8.0 SP2

This section lists the most important issues addressed in the 8.0 SP2 Nokia Intellisync Mobile Suite release.

S60 3rd Edition Client

Following is a list of issues addressed in this S60 3rd Edition client release.

- In previous releases, Nokia N-series device users could not specify an access point for the client. Instead, the client would choose an access point automatically. This issue has been addressed to allow users to specify an access point other than the default. Reference 59593.
- Changing the default access point in client settings to another access point will authenticate, but the connection does not switch immediately. The user must first manually stop the original connection and then the client will reestablish a connection with the new access point. This issue is resolved; reference 63635.
- If a server Profile setting is not supported on the device, any settings that allow user overrides are not initially set to the server's Profile, but instead are set to the device Profile as the default. This issue is resolved; reference 61858.
- In the previous release, synchronizing a large number of contacts would possibly hang on the first and subsequent synchronization sessions due to the device running out of memory. This issue is resolved; reference 57354.
- Performing a GAL lookup with a S60 3rd Edition client using a Domino lookup retrieves the correct details of all returned contacts. In the previous release, users had to use LDAP instead of Domino lookup to retrieve contact details. Reference 64594.
- Downloading and launching a .zip attachment launches the default zip manager program in a directory list instead of launching the program on the downloaded attachment. This issue is resolved; reference 64041 and 65173.

- In the previous release, the user had to perform a manual synchronization when bringing the device online. This issue has been addressed so that Push automatically restarts if it was enabled before the restart. Reference 64667.

Windows Mobile Client

The following issue was addressed in this edition of the Windows Mobile client.

- In cases where you view the details of a message and then you reply by selecting “Email Person” from the menu, the email is never sent. This issue has been resolved; reference 64612.

Intellisync Mobile Suite Server

Following is a list of issues addressed in the server edition of Intellisync Mobile Suite. 8.0 SP2

- In the previous release, Corporate Email Connector would fail against a Domino back-end when journal entries were not available in the user's mail template. This issue is resolved; reference 65646.
- In the previous release, using the Web PIM to accept recurring meeting change notices produced inconsistent results. This issue is resolved; reference 58458.
- In the previous release, if a recurring event in a Domino environment was created with instances that spanned more than 24 hours, you could not open the calendar event on the Domino server from Notes. This issue is resolved; reference 59310.
- In the previous release in a Domino environment, if a user accepted a reschedule notice on the device for a recurring meeting with an attachment, the attachment was removed from that particular instance of the meeting. This issue is resolved; reference 61427.

Certified and Supported Devices

Following is a list of certified devices and associated platforms supported in the Nokia Intellisync Mobile Suite 8.0 SP2 release. In general, any device that runs a supported platform can run a Nokia Intellisync Mobile Suite client with notable exceptions. Consult the Nokia support site for the latest updates and for more details on device support, including device support for other Nokia Intellisync Mobile Suite modules.

Device Platform	Manufacturer and Model
S60 2nd Edition	<ul style="list-style-type: none">• Nokia 3230, 6620, 6630, 6680, 6681, 6682, 7610, 7610b, N70, N90• Vodafone 702NK
S60 3rd Edition	<ul style="list-style-type: none">• Nokia 6120, E50, E60, E61, E61i, E62, E65, E70, E90, N73, N76, N80, N95
UIQ 2nd Edition	<ul style="list-style-type: none">• Sony Ericsson P900, P910a, P910i• Motorola: A1000, M1000
UIQ 3rd Edition	<ul style="list-style-type: none">• Sony Ericsson M600i, P900, P910a, P910i, P990i

Device Platform	Manufacturer and Model
S80	<ul style="list-style-type: none">• Nokia 9300, 9300i, 9500
Windows Mobile	<ul style="list-style-type: none">• Cingular 8125, 3125• HTC S710• iPAQ: 5500, 2215, 6315, 6316, h1940• iMATE Pocket PC Phone Edition• Motorola MPX220, Q• Palm Treo 700w, 700wx, 750v• Samsung SCH-i600, SCH-i730, SCH-i830, SGH-i607• Sharp W-ZERO3 WS003SH• T-Mobile MDA Vario II, MDA Compact III, Dash
Palm OS	<ul style="list-style-type: none">• Palm Treo 650, 680, 700p, 755p
J2ME	<ul style="list-style-type: none">• Sony Ericsson K800i, K610i, W880i, W610i• Nokia 6300, 5300

Known Issues in Nokia Intellisync Mobile Suite 8.0 SP2

This section contains a list of existing issues in the Nokia Intellisync Mobile Suite 8.0 SP2 release.

S60 3rd Edition Client Known Issues

The following list describes the most important known issues with the S60 3rd Edition client.

- Because the Nokia E50 is a low-memory device, synchronizing a large amount of data may close the client user interface. Users can reopen the user interface after the synchronization is complete. Reference 59268.
- If you upgrade from the last Intellisync Mobile Suite release to this release by first uninstalling the client on the device, the first synchronization session may duplicate some tasks and certain calendar entries. Reference 56950.
- Recurring, monthly by day, multi-day calendar entries may show up several times during the week on Symbian devices. Reference 54312.
- The maximum file size of an attachment that you can download to the device is 5 MB. Reference 55717.
- Calendar entries with several recurrence patterns that the S60 3rd Edition doesn't support will appear with other unexpected recurrence patterns. For example, every nth weekday; last weekend day; Domino "relative week." Reference 57127, 57116, 58169, and 59240.
- Attempting to view the calendar on the device while the client is synchronizing the calendar may result in an "E32USER-Cbase 40" error. Reference 56208.
- Using File Sync, if you synchronize a file to the device with a space in the name, you cannot open the file. Reference 56334.

- After deleting a folder on the server and then synchronizing that transaction to the device, you may receive an error “Could not Complete Command” with details “sys.timeout.” After closing the error message, the subfolder is actually deleted. Reference 56666.
- If you create a task on the server with a reminder date, but no due date, the device sets the due date to today. Reference 60847.
- On the Nokia N80 device, the client requires PR4 firmware installed. Reference 57984.
- On Nokia E61 and Nokia N73 devices, the client requires PR3 or later firmware. Reference 60687 and 61210.
- On Nokia E62 devices, the client requires firmware version 3.0 or later. Reference 61082, 61934, and 61495.
- On a Nokia E50, the Save & Open attachment option is not supported. Attachments must be saved first, and then opened from the file explorer. Reference 60929.
- If you create a draft email message on the server and add an attachment, and later you edit that draft message on the device, the attachment is removed from the message. Reference 60949.
- When doing a directory lookup while composing a message, sending the message before the directory lookup completes cancels the lookup and sends the message. Reference 62231.
- Any edits to the Push Settings from the Web PIM do not take affect on Symbian devices, even if you configure settings to allow user overrides. Reference 63323.
- On Chinese language devices, email messages with Chinese subjects cannot be sorted properly by pen strokes or pin yin. Reference 64127.
- Marking an email message as read or unread during a synchronization session may result in the change never propagating to the server unless another change is made to the message. Reference 63385.
- When using quick text in the compose email screen, the cursor remains before the insert point instead of after the inserted text. Reference 62836.
- If the device's memory is full, which typically happens by synchronizing too much email or PIM data from the server, you may experience unexpected behavior, such as duplicate email messages and the user interface may lock up. Reference 62028.
- On some devices, the installation date may be missing from Support Info. You can restart the device as a temporary solution. Reference 61847.
- Results from a contact’s lookup that has an international character may not appear correctly. For example, the character may be replaced by a square. Reference 61248.
- When downloading an attachment marked for download, a message may appear stating “Stripping Corrupted Attachment” in the user activity logs. This is a harmless message in this scenario and can be ignored. Reference 63309.
- Synchronizing and connecting to a Web site over mobile VPN is not supported. Reference 61631.
- If a Wireless Email user is prompted to select a language during installation, some languages may be missing in the selection list. Reference 68796.
- When an access point is explicitly set, the client will not launch when the phone is on. A temporary solution is to turn the phone radio back on. Reference 68021.

- When using auto attachment downloading and filtering the attachments by type, the Wireless Email client currently ignores the filtering rules set by the user. Reference 63549.
- On the N95 device, the option to disable synchronization on low battery level has no effect. Reference 68028.
- Marking a task as complete in the Web PIM will result in the task being removed from the device to preserve file space on the device. Reference 68164.
- When performing a client installation via SMS message on a Nokia N-series device, the installation file may fail to run. A temporary solution is to install the client wirelessly. Reference 68195.
- The server's key exchange "code word" security option is not available with this client, which prevents the client from synchronizing with the server if this option is selected on the server. Reference 64527.
- In some cases in a GroupWise environment, the client cannot open, edit, or send draft messages that do not have attachments, or if the attachments have already been downloaded. Reference 68245.
- On N73, N95, and N80 devices, the Today screen does not show information about new email messages. Reference 62569.

Windows Mobile Client Known Issues

The following list describes the most important known issues with the Windows Mobile client.

- If you create a recurring task on the device and then delete only the first occurrence on the device, the deletion does not synchronize to the server. Reference 59083.
- On the device home screen when you have just received an email message, the right soft key (often labeled "Messaging") launches Pocket Outlook instead of the Nokia Intellisync client. Reference 48640.
- The Pocket IE browser on Smartphones (not Pocket PC) has a problem if there are symbols in your user name and you receive an HTTP challenge from the Secure Gateway. This frequently appears when using a slash "/" in the user name, as in entering domain credentials. The temporary solution is to turn off HTTP challenge authentication on the Secure Gateway. Reference 61012.
- Periodically, meetings requests on the Treo 700w appear an hour off. To correct this, turn off "Use Network Time Zone." Reference 62407.
- Inventory Collection on Windows Mobile 6 devices currently shows Pocket PC 2005 as the operating system. Reference 64508.
- If you set your account language to Arabic and install a Windows Mobile 2003 (Pocket PC or Smartphone) client, the result is an unsupported Arabic language client. With Windows Mobile 5, an English client is correctly installed. Reference 68827.
- If the server is installed in a path other than C:\Program Files\Intellisync Mobile Suite, then the File Upload function of the Remote Control feature does not work. Reference 67439.
- After the Wireless Email client is installed on the T-Mobile Dash and the UTStarcom AMOI E78 devices, the MMS icon is not functional from the home screen. Reference 65085.

- When composing an email message, the Check Directory function does not find any matches when an email address contains Japanese characters. Reference 64511.
- The Wireless Email sort function does not work for Chinese or Japanese email messages. Reference 62938.
- Due to a limitation in the Windows Mobile 6 platform, if a native POP is active, the theft/loss protection features do not work. Reference 67604.
- For Windows Mobile 2003 Pocket PC devices in a Domino environment, after accepting a change exception on the device for a meeting, if the user then accepts a change on the entire series, the IMS server may duplicate appointments on the device and on Notes. Reference 61342.
- When using the Remote control feature, a mismatch may occur between the administrator's computer keyboard and the character/action on the device. Reference 62901.
- When using the Hardware Restriction policy, a user may be able to connect to ActiveSync via Bluetooth after you have disabled Bluetooth. Reference 68409.

J2ME Client Known Issues

The following list describes the most important known issues with the J2ME client.

- When Sony Ericsson devices prompt to allow permission to read and write user data and access the Internet, select "Yes." To avoid these prompts, exit the client and set the permissions according to the Sony Ericsson user manual. Reference 61774.
- Sony Ericsson K800i and K610i require firmware version MR4 or later.
- To disable email push on Sony Ericsson devices, you must exit the email client. Turning off the "Push Enabled" setting in the user interface does not disable client or server push. Reference 60184.
- The J2ME client does not support AES encryption. SSL is the only option to ensure that traffic is encrypted. Reference 61673.
- When composing an email and using the "Check Directory" command, you must scroll to the end of the list before you can select a contact and continue. Reference 62940.
- Synchronizing drafts larger than the set size limit can lead to the user not being able to open the draft on the device. Reference 63552.
- When installing the client through the Web PIM, the server does not accept leading "+" characters when sending the SMS message via phone email. Reference 67587.
- It may not be possible to open an email message from the drafts folder if the body content is larger than 16K. Reference 57709.
- In certain devices, if a contact is deleted from the server and synchronized to the device while the device's native contact application is running, the device may become unstable. A temporary solution is to reset the device. Reference 66437.

Corporate Email Connector Known Issues

The following list describes the known issues with Corporate Email Connector (formerly PC Monitor).

- When running with Outlook 2002 (a.k.a. Outlook XP), the “run as service” option in Corporate Email Connector will be disabled. The service mode is not supported with this version of Outlook.
- Outlook 2003 SP1 is specifically not certified with Corporate Email Connector. The original release of Outlook 2003 is certified, as is the most current service pack, Outlook 2003 SP2.
- If you are using Corporate Email Connector in single user mode in a Domino environment, and the Corporate Email Connector computer goes into standby mode, changes you made while in standby mode are not pushed to the server when the computer returns to online status. Reference 63487.
- For Domino Notes connectivity, do not use the Notes client in the multi-user mode. The Notes client must be installed in single user mode on the Corporate Email Connector computer to function properly. Reference 66398.
- If Corporate Email Connector cannot connect to port 3102, users may receive an extra synclogc email. This email is safe to delete. Reference 67842.

Intellisync Mobile Suite Server Known Issues

The following list describes the known issues with the server:

- Lunar calendar entries in Exchange, used primarily in China, are not synchronized to Intellisync Mobile Suite or devices. Reference 57979.
- When upgrading the Secure Gateway, you must backup the securegateway.properties file and all contents in the \conf folder before upgrading. Copy these files back to the Secure Gateway server after the upgrade is complete. Currently, upgrades to the Secure Gateway overwrite these files. Reference 63082 and 62710.
- In a Domino clustered failover, sometimes Contacts and Notes that reside on the Domino server in individual .nsf files (not in iNotes or roaming user configurations) do not synchronize. Reference 53191.
- Looking up a person by phone number does not return matches for any person entered into the corporate directory since the last server restart. Reference 58136.
- In a Domino environment, after accepting a change to a recurring meeting in the Web PIM, the meeting is removed from the attendee’s calendar while all other instances of the meeting are updated. Reference 58134.
- In a Domino environment, if you delete a server folder containing email messages that were synchronized to a device, the messages are not deleted from the device. Domino may retain the messages in the Inbox, as well. Reference 45610.
- In a Domino environment, if you rename a folder on the server, that name change does not propagate to devices. Reference 61078.

- In a Domino environment, when a device is in a different time zone from the Intellisync Mobile Suite server or the Domino server, several issues have been observed when creating recurring calendar events on the device. Reference 50540.
- Distribution groups in the corporate directory are not supported through Global Address Lookup or GAL sync. Reference 58297.
- In the File Packages publication, the attributes “Set file transfer limit” and “Set time limit” do not work; the files are always transferred regardless of size or time limit. Reference 57316 and 57318.
- From the Web PIM, if you select the option to synchronize GAL contacts and your global address book is extremely large (for example 50,000 contacts), the Web PIM produces an error message. Reference 59392.
- When using Corporate Email Connector in workgroup monitor mode, all users should be in the same domain unless you have configured your network to allow cross-domain Exchange/Domino access. No error message is produced but the Corporate Email Connector application may lock up. Reference 61004 and 61112.
- In a Domino environment, using the Global Address Lookup with a wildcard does not function properly. A temporary solution is to set up the LDAP lookup. Reference 63815.
- In an Exchange or Domino environment, all-day events that span the border of Daylight Saving Time lose the All Day attribute. Reference 61748.
- In a GroupWise environment, changes to the pattern of a monthly or yearly all-day meeting request can result in all-day meetings spanning two different days. Reference 64316.
- In a GroupWise environment, when connecting to a GroupWise mailbox through the Web PIM, users must re-enter their password after verifying their mailbox and before clicking the Next button. Reference 68392.
- In a Domino environment, changing the recurrence of a meeting using the Web PIM is not synchronized to Domino because the Domino server does not allow the meeting organizer to change the pattern once the pattern has been set. Reference 65350.
- In a Domino environment, recurring meetings with a 1440-minute duration show an end time of 23:59 instead of 24:00 (All Day). Reference 57811.

Operational notes

Using the Push feature with Microsoft Exchange

Wireless Email. The Push feature allows users with certain wireless devices to receive new e-mail messages and more between synchronization sessions. If you want to enable the Push feature for Exchange, Nokia strongly recommends that you use Push Monitor or Courier access to the Exchange server. (For a detailed discussion of access methods, refer to the *Nokia Intellisync Mobile Suite Administrator's Guide*.)

Using Lotus Domino/Notes

Wireless Email. The notes in this section apply to Lotus Domino and Lotus Notes clients.

Lotus Notes client versions

The Wireless Email server must have a Lotus Notes client installed in order to function correctly. The following Notes client versions are acceptable:

- 6.5.x
- 7.0

Note: These version requirements exist only for the Lotus Notes client installed on the Wireless Email server. Your client users can use any version of the Notes client.

If you are using Domino 6 templates or strong encrypted passwords, other restrictions apply.

Strong encrypted HTTP passwords

This note applies if you choose to use HTTP passwords and Domino authentication. If your Domino server uses strong encryption for HTTP passwords, you must have version 5.0.12 (or later) of the Lotus Notes client installed on the Wireless Email server. Do not use version 5.0.11.

Domino 6 templates

If you are using Domino 6 templates, you must have at least a Notes 6.0.2 client on the Wireless Email server.

Single user mode

If you are using Lotus Notes 6 or later, it must be installed in single user mode.

Domino authentication source and Domino server connection

If you are using a Domino authentication source and a Domino server connection, Wireless Email may hang or lock up. To avoid this situation, complete the following steps after installing the Wireless Email server software.

1. Stop all Intellisync services.
2. Create a Lotus\Notes\Data.ea directory. (Example: c:\Lotus\Notes\Data.ea)
3. Copy the Lotus Notes data directory contents to the Lotus Notes Data.ea directory.
4. Copy the notes.ini located in the Lotus Notes directory to ea.ini.
5. Open ea.ini in Notepad and change all Lotus Notes Data directory references to Data.ea. (Example: Change "Directory=C:\Lotus\Notes\Data" to "Directory=C:\Lotus\Notes\Data.ea")
6. Open the registry with regedit.
7. If the following registry key does not exist, create it:
HKEY_LOCAL_MACHINE\SOFTWARE\Synchrologic\Portal\1.0
8. Add a DWORD value to the newly created registry key.

9. Name the DWORD value “DominoRefreshIni” and set its value to zero.
10. Restart all Intellisync services.

Time zone for an account

Changing the time zone for a Domino account does not adjust spanning calendar entries that are not all day events.

Marking tasks as complete

Marking future or previous occurrences of a recurring task completed only marks the first of the completed tasks. All subsequent occurrences are still marked as incomplete on the device.

Mail Letterhead preferences not used for draft messages

Draft messages from Wireless Email that are synchronized to Notes use the default letterhead instead of the letterhead from the Mail Letterhead preferences.

Problems when start date for reminder is in the past

Reminders set in Lotus Notes by Wireless Email are incorrect if the start date is in the past.

If a personal contact is also in the Global Address List

If a user has a personal contact that is also in the Global Address List (GAL), the user’s contact is overwritten by the record from the Global Address List. For example, if a user has additional information for a personal contact that is not present in the GAL record, the user’s information is lost.