NOKIA

Nokia Intellisync Mobile Suite Release Notes

Version 8.0 SP3

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Introduction

Nokia Intellisync Mobile Suite 8.0 SP3 (version number 8.0.70) is a service pack release that addresses maintenance issues since the last release (version 8.0.50) and includes added device management support, device support, and language support for Wireless Email.

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 SP3 Nokia Intellisync Mobile Suite release is certified to upgrade existing Nokia Intellisync Mobile Suite installations at the following levels:

- 6.4.9.5
- 6.7
- 7.0.36
- 8.0.0
- 8.0.10
- 8.0.50

Before installing this release, refer to "Before You Begin the Installation" on page 11 for important pre-installation information.

Note
For Symbian devices using versions prior to 8.0, uninstall the client before installing this release.

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 SP3

This section contains a list of enhancements in the Nokia Intellisync Mobile Suite 8.0 SP3 release.

Documentation in PDF Format Moved to the Nokia Support Site

Starting with this release, all Nokia 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 feature is included in this release.

Remote Control for Symbian Devices

Remote control support is now available for Nokia Symbian devices. Administrators can simultaneously view and perform remote functions on end user devices over-the-air. This feature provides an efficient, cost-effective help desk tool.

The following Symbian devices are supported for the remote control feature:

- Nokia E61i
- Nokia E65
- Nokia E90

Wireless Email Features

The following Wireless Email features are included in this release.

Windows Mobile Arabic Language Support

Wireless Email now supports the Arabic language for the Windows Mobile client software and the Web PIM.

Extended J2ME Language Support

The J2ME Wireless Email client software now supports Danish, Japanese, and Simplified Chinese.

Application Sync Features

The following Application Sync features are included in this release.

- Application Sync supports IBM DB2 version 9 SP2, and provides built-in support for SQL Server Compact Edition 3.1.

J2ME Client Features

The following J2ME client feature is included in this release.

- Support is now available for running the client in the background on Sony-Ericsson devices. You can minimize the application with the Hide option, or by holding down the Back key, which Sony-Ericsson refers to as Long back."

UIQ 3rd Edition

The UIQ 3rd Edition supports the following languages:

- Chinese - Traditional and Simplified
- Czech
- Danish
- Dutch
- Finnish
- French
- German
- Italian
- Japanese
- Norwegian
- Polish
- Portuguese - Brazilian
- Portuguese - Iberian
- Russian
- Slovak
- Spanish - Iberian
- Spanish - Latin Am
- Swedish

New Device Support

The following devices are now certified for Nokia Intellisync Mobile Suite 8.0 SP3.

Device	Platform
Datalogic Blackjet (Application Sync)	Windows CE 5
Dopod 838 Pro	Windows Mobile 6 Professional
Dopod C730	Windows Mobile 6 Standard
Dopod D810	Windows Mobile 6 Professional
HTC P3400	Window Mobile 5 Pocket PC
HTC S621	Windows Mobile 6 Standard
HTC S710 (Wireless Email)	Windows Mobile 6 Standard
LG JOY KS10	S60 ver 3.1
Nokia 6120 Classic (HK variant)	S60 3rd Edition
Nokia 6280	J2ME S40
Nokia E90 (Indonesian variant)	S60 ver 3.1
Nokia N95	S60 3rd Edition
Nokia N73 PR4 (HK variant)	S60 3rd Edition
Nokia N76	S60 3rd Edition
Nokia N80 (HK variant)	S60 3rd Edition
O2 Atom Life	Windows Mobile 6 Professional

Certified and Supported Devices

In addition to the certified devices in the previous section, the following table lists the certified devices and associated platforms supported in the Nokia Intellisync Mobile Suite 8.0 SP3 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	• Nokia 3230, 6620, 6630, 6680, 6681, 6682, 7610, 7610b, N70, N90 • Vodafone 702NK
S60 3rd Edition	• Nokia 6120, E50, E60, E61, E61i, E62, E65, E70, E90, N73, N76, N80, N95
UIQ 2nd Edition	• Sony Ericsson P900, P910a, P910i • Motorola: A1000, M1000
UIQ 3rd Edition	• Sony Ericsson M600i, P900, P910a, P910i, P990i
S80	• Nokia 9300, 9300i, 9500
Windows Mobile	• 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	• Palm Treo 650, 680, 700p, 755p
J2ME	• Sony Ericsson K800i, K610i, W880i, W610i • Nokia 6300, 5300

Before You Begin the Installation

Before installing this release, read this section for important information.

- You must open port 443 from the Intellisync Mobile Suite server to the Internet so the installation process has access to the license server.
- 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.

- 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 SP3 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 SP3 version.

Issues Resolved in Nokia Intellisync Mobile Suite 8.0 SP3

This section lists the most important issues that were resolved in the 8.0 SP3 Nokia Intellisync Mobile Suite release.

Server Issues Resolved

The following issues were resolved in the server edition of Intellisync Mobile Suite 8.0 SP3.

- Adding a POP/IMAP import account with country extensions failed without a prompt even if the profile database was populated with settings for that configuration. For example, @yahoo.com.hk. This issue is resolved; reference 68250.

- Sending an email with the priority field set through an IMAP server would not synchronize to the device. This issue is resolved; reference 68664.

- If a user changed a password through the Web PIM, the old password would not become invalid in the AuthStar application or on the device. This issue is resolved; reference 68418 and 68419.

- If a user account was set to a different time zone than the time zone of the server; that user's email message displays the server's time zone. This issue is resolved; reference 69417.

- Duplicate mobile device numbers (MDN) were allowed, which sometimes created multiple accounts on one MDN. This issue is resolved; reference 69892.

- If you entered an incorrect MDN in an environment using secondary authentication, you may receive a "failure to authenticate" error for up to two hours even if you subsequently entered the correct MDN. This issue is resolved; reference 69935.

- In some cases when using an IMAP server, the entire message on the device would synchronize to the server rather than synchronizing only the Read flag. This issue is resolved; reference 69237.

- In some cases, POP/IMAP imports failed if the Inbox was large. This issue is resolved; reference 51364.

- In some cases, account auto-discovery failed using First Last Name format from an Active Directory import. This issue is resolved; reference 68858.

- In some cases in a GroupWise environment, you would receive server errors when creating several recurring events and synchronizing those events in a single session. This issue is resolved; reference 69419.

- In some cases in a GroupWise environment, you would receive server errors when creating a task in GroupWise without a start/assigned date. This issue is resolved; reference 69420.

- In some cases when using an XML server, Calendar items did not link with the meeting invitation in the Inbox, resulting in duplicate calendar entries. This issue is resolved; reference 69419.

- To set up a POP import account for Google email (gmail), users had to add "Recent:" in front of their user name to receive new e-mail messages. This issue is resolved; reference 68864.

- In some cases in a Domino environment, email messages using MIME body format caused sync server errors. This issue is resolved; reference 69652.

- In some cases in a Domino environment, errors appeared within the Notes client during nightly maintenance and forced the server to reboot. This issue is resolved; reference 64910.

- During POP account setup, the Done and Save buttons caused confusion when setting up an account. This issue was resolved by changing the Done button to Cancel. This issue is resolved; reference 69764.

- With a Japanese POP/IMAP account, receiving email messages from a non-IMAP account resulted in a truncated email body when viewing the message through the Web PIM. This issue is resolved; reference 70357 and 64926.

- With a Japanese IMAP account, Japanese characters appeared corrupted in a text file downloaded from the IMAP server. This issue is resolved; reference 64969.

- In the Admin Console, the Hardware Restrictions > Property dialog box was not localized for Japanese. This issue is resolved; reference 68533.

- It was necessary to license File Sync to use the Inventory Collection feature. Inventory Collection is now available when you license Device Management. Reference 68117.

- In some cases where users are connected to an IMAP server, duplicate messages may appear in the Sent Items and Drafts folders. This issue is resolved; reference 69709.

- Configuring the server to use a single installation directory on the device caused installations to fail. This issue is resolved; reference 69181.

- An error appeared when uninstalling the Secure Gateway if IIS was not installed on the server. This issue is resolved; reference 67473.

- After enabling the Device Management power-on password feature, the "show forgotten password" field did not appear. This issue is resolved; reference 67054.

- When using the Inventory Collection feature, all Pocket PC 2005 devices appeared as Windows Mobile 6 devices. This issue is resolved; reference 64508.

- In some cases in a Domino environment, if a meeting chair reschedules a recurring meeting and the recipient accepts the change, the chair receives the acceptance message, but the recipient appears as "No Response" in the chair's calendar. This issue is resolved; reference 69659.

- In some cases in a Domino environment, if a chair reschedules a recurring meeting using the device and synchronizes, and then synchronizes again after the recipient accepts the invitation, the system updates all occurrences of the meeting on the recipient's calendar except for the exception, and the chair's calendar is unchanged. This issue is resolved; reference 69660.

- In some cases in a Domino environment, changing any field other than the meeting time on the device does not change the recipient's calendar, nor does it provide an accept or decline option. This issue is resolved; reference 70018.

- In some cases in a Domino environment, sending an email with one incorrect recipient caused the message to remain in the Outbox, which sends the message multiple times. This issue is resolved; reference 63818.

- In a Domino environment, if you created a recurring event with instances that spanned more than 24 hours, the calendar event would not open in Notes on the Domino server. This issue has been resolved; reference 59310.

S60 3rd Edition Client

The following issues were resolved in this edition of the S60 3rd Edition client.

- Secondary authentication was not available for the S60 3rd Edition client. This issue is resolved; reference 69592 and 69767.

- While reading an email message and simultaneously fetching the content of a large message, pressing the Back button (or Back option) sometimes caused the synchronization session to stop. The temporary solution requires the user to soft-reset the device. This issue is resolved; reference 69807.

- When synchronizing Microsoft Office 2007 attachments, the session would sometimes fail with an "Framework User 11" error message. This issue is resolved; reference 69382.

- Composing an email message with a large number of recipients from the Contacts directory sometimes caused a "Memory Full" error message. This issue is resolved; reference 69501.

- Users could not download attachments with a Japanese file name. This issue is resolved; reference 67205.

- When replying to an email message on the device, the Reply-to field was missing. This issue is resolved; reference 69394.

- If a user's device settings were set to automatically download attachments and the user created a draft with attachments and then synchronized, the user could not open the attachments from the Drafts folder. This issue is resolved; reference 68245 and 69541.

- Resetting email and PIM data reset only the email data. This issue is resolved; reference 67400.

- Trying to call a sender from an email message sometimes used the phone number from the corporate directory and not the phone directory. This issue is resolved; reference 68856.

- Changes to private recurring appointments would sometimes not synchronize to the server. This issue is resolved; reference 69528.

- In some cases, the count representing the number of unread messages on the home screen would differ from the actual count. This issue is resolved; reference 69532.

- Using the Device Management Theft Loss Protection feature in the Admin Console, if you locked a device with a password that you set up within the Admin Console, you could not unlock the device; only the device password could unlock the device. This issue is resolved; reference 66120.

- In some cases, resetting the device sometimes prompted the user with a "locked password" message, even if the device was not locked. This issue is resolved; reference 69648.

Palm OS Client

The following issue was resolved in this edition of the Palm OS client.

- In some cases, when an invalid mobile directory number is used to authenticate with the server and fails, the user is denied access on all subsequent attempts. This issue is resolved; reference 68203.

Windows Mobile Client

The following issues were resolved in this edition of the Windows Mobile client.

- In some cases, when an invalid mobile directory number was used to authenticate with the server and failed, the user was denied access on all subsequent attempts. This issue is resolved; reference 69769.

- In some cases, if the Security Digital (SD) Card was disabled, Wireless Fidelity (Wi-Fi) access was also disabled. This issue is resolved; reference 69457

- In some cases when using the Device Configuration tool for the HP HW6515 device, network connections would not capture and migrate correctly to the client. This issue is resolved; reference 58303.

- When using the Device Management Remote Control feature, the remote console file upload failed for branded clients. This issue is resolved; reference 67439.

Server to Server

The following issue was resolved in this edition of Server to Server software.

- Recurring calendar items with exceptions synchronized to a server without using selected filters. This issue is resolved; reference 67560

Known Issues in Nokia Intellisync Mobile Suite 8.0 SP3

This section contains a list of existing issues in the Nokia Intellisync Mobile Suite 8.0 SP3 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 create a task on the server with a reminder date, but no due date, the device sets the due date to today. Reference 60847.

- Attempting to view the calendar on the device while the client is synchronizing the calendar may result in an "E32USER-Cbase 40" error message. Reference 56208.

- On the Nokia N80 device, the client requires PR4 firmware installed. Reference 57984.

- On Nokia E61 and E62 devices, the client requires PR3 or later firmware. Reference 61082, 61934, 61495, and 60687.

- 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.

- In an Exchange or Domino environment, all-day events that span the border of Daylight Saving Time lose the All Day attribute. Reference 61748.

- 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.

- 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.

- On some devices, the installation date may be missing from Support Info. You can restart the device as a temporary solution. Reference 61847.

- Using File Sync, if you synchronize a file to the device with a space in the name, you cannot open the file. Reference 56334.

- 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.

- 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.

- The maximum file size of an attachment that you can download to the device is 5 MB. Reference 55717.

- 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.

- 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.

- On Chinese language devices, email messages with Chinese subjects cannot be sorted properly by pen strokes or pin yin. Reference 64127.

- 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.

- On the N95 device, the option to disable synchronization on low battery level has no effect. Reference 68028.

- On Symbian 3.1 Edition clients and an access point is explicitly set, the client will not launch when the phone is off. 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 N73, N95, and N80 devices, the Today screen does not show information about new email messages. Reference 62569.

- The Timed Sync feature, which allows your device to perform interval syncs, does not function correctly when weekday push and weekend push settings are different. Reference 69356.

- Due to device limitations on the Nokia N-series devices, if the device is locked from the Admin Console with a password other than the current password on the device, the new password does not take effect until the old password is used to unlock the device.Reference 66120.

- 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.

- 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 Symbian 3rd Edition devices with Chinese supports unread e-mail messages are sometimes not shown in bold text.

- Due to a device limitation on the Nokia E-series device, after using the device for a long period of time, the device may display an "out of memory" message. The temporary solution is to restart the device. Reference 69383.

- Memos created on the device do not get synchronized to the server as a calendar entry. Reference 65298.

- In some cases, synchronization may stop for Nokia E61 users who receive a second meeting confirmation for an unchanged meeting. The temporary solution is to remove the original confirmations and the device start synchronizing again. Reference 70360.

- In some cases when connecting over a WLAN using a Nokia E90 device, the device may occasionally reset during synchronization. Reference 66009.
- Calendar merge is not supported on Symbian 3rd Edition clients. Reference 69146.

S80 and S60 2nd Edition Client Known Issues

The following item is the most important known issue with S80 and S60 2nd Edition clients.

- During a clean installation, several language choices may be missing from the list if the user is prompted to select a language. Reference 68796.

Palm OS Client Known Issues

The following item is the most important known issue with Palm OS clients.

- Palm devices do not prompt the user for a password after a device reset. Reference 71246.

UIQ 3rd Edition Client Known Issues

The following list describes the most important known issues with UIQ 3rd Edition clients.

- On older, supported UIQ 3rd Edition devices, the installation may fail near the end of installation process. Typically, upgrading the firmware of the device will resolve this problem. Reference 69799.
- Due to UIQ 3rd Edition device limitations, this release of Nokia Intellisync Mobile Suite does not support remote device lock. Reference 70556.
- Yearly recurring anniversaries created on the device do not get properly synchronized to the server. Reference 65287.

Windows Mobile Client Known Issues

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

- 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.
- 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.
- 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.

- 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 and 68094.

- 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.

- 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.

- 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.

- 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.

- In some cases after upgrading the Smartphone client to this release, user-defined settings may reset to client default values. Reference 71167.

- On devices that support landscape and portrait mode, switching from one screen to another may result in layout problems on that screen. A temporary solution is to go back to the original layout and the screen will appear correctly. Reference 68573.

- When upgrading your client from an 8.x server, you may experience an error regarding a file being in use. A temporary solution is to click retry to continue the installation; the upgrade will stop if you click Cancel. Reference 71153.

J2ME Client Known Issues

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

- The J2ME client synchronizes only email and contacts.

- Remove any other J2ME client version from the device before installing this release. The maximum message store size varies from device to device. When the specified size is exceeded for a given folder, no further messages or contacts will be added to that folder, although synchronization continues without an error. A temporary solution is to 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.

- 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.

- It may not be possible to open an email message from the drafts folder if the body content is larger than 16K. Reference 57709.

- 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.

- The J2ME client does not support AES encryption. SSL is the only option to ensure that traffic is encrypted. Reference 61673.

- 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.

- On 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.

- 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.

Corporate Email Connector Known Issues

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

- When running with Outlook 2002 (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 SP3.

- If you are running Corporate Email Connector on Windows Vista in a desktop non-service mode, Nokia recommends that you disable the User Account Control (UAC). Reference 71085, 71306, and 71345.

- When using the Corporate Email Connector in workgroup monitor mode, all users should be in the same domain unless you have configured the network to allow cross-domain Exchange/Domino access. Doing so may cause Corporate Email Connector to stop working. Reference 61004, 61112.

- 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.

- 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.

- In a Domino environment, in rare occasions, attempting to add another user to the client may result in an "unsupported version of the notes client" error message. A temporary solution is to add the Notes path (e.g. c:\program files\lotus\notes) to the environmental variable path and restart the CEC. Please refer to the following site for the recommended steps for managing environmental variables (http://support.microsoft.com/kb/310519). Reference 71895.

Intellisync Mobile Suite Server Known Issues

The following list describes the known issues with the server:

- Exchange 2007 WebDAV notification (sniffing) is not supported in this release. Reference 71419.

- 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, 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 some cases on the Treo 700W, requests appear an hour off. A temporary solution is to turn off the Use Network Time Zone option. Reference 62407.

- In the Web PIM, if you select the option to synchronize Global Address Book contacts, and the Global Address Book is large (for example, 50,000 contacts), the Web PIM will produce an error message. Reference 59392.

- 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.

- 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 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.

- 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.

- 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 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.

- 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 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.

- 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.

- Distribution groups in the corporate directory are not supported through Global Address Lookup or GAL sync. Reference 58297.

■ 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.

■ Lunar calendar entries in Exchange, used primarily in China, are not synchronized to Intellisync Mobile Suite or devices. Reference 57979.

■ When downloading an attachment marked for download, a message may appear in the user activity log stating "Stripping Corrupted Attachment." Ignore this message as it is not indicative of an actual problem. Reference 63309.

■ 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.

■ Due to device limitations, Calendar attachments are not synchronized to devices, but the attachments are preserved on the server. Reference 69371.

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 Sate 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.