NOKIA

Nokia Intellisync Mobile Suite
Release Notes

Version 8.0 SP 1

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Introduction

The Nokia Intellisync Mobile Suite 8.0 SP1 release is a service pack release that addresses maintenance issues since the last release, adds several new languages and one new server-side feature, and addresses some client usability issues. This release also includes the J2ME Feature Phone client.

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 SP1 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 documentation is available in Adobe Acrobat portable document format (PDF) in the \Documentation directory:

- 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 SP1

This section contains a list of enhancements in the Nokia Intellisync Mobile Suite 8.0 SP1 release.

LDAP-based GAL Lookup

Enterprises that keep their fully populated Global Address Lists (GAL) separate from the groupware server in an LDAP repository can now configure the Intellisync Mobile Suite server to use that repository for GAL lookup queries from devices. For example, a company may keep all the information for an employee in an LDAP server, but populate only a few fields from that server into an Exchange Active Directory. With this release, users can retrieve more information about their colleagues. The system administrator can configure the exact field mappings using the Intellisync Mobile Suite Admin Console.

Many enterprises may find that configuring this kind of access for GAL lookup improves the performance of the feature over the direct interface to Exchange or Domino.

J2ME Feature Phone Client

The J2ME Feature Phone client delivers email and contacts to certain devices that feature a J2ME environment.

Application Sync

Intellisync Data Sync is now known as Intellisync Application Sync. The only change to Application Sync in this release is that the version number has been updated to 8.0 to align with other Intellisync Mobile Suite products.

Local Language Support

In addition to English, Nokia Intellisync Mobile Suite 8.0 SP1 offers expanded support of local languages for end-user access as follows (the administrator user interface is available only in English and Japanese):

Arabic*	Danish	Iberian Portuguese	Norwegian
Brazilian Portuguese	Dutch	Iberian Spanish	Polish
Simplified Chinese	Finnish	Italian	Russian
Traditional Chinese	French	Japanese	Slovak
Czech	German	LTA Spanish	Swedish

* Arabic is available only for S60 3rd Edition client.

For more information, refer to "Language Support Notes" on page 12.

Important Support and Installation Notes

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.
- Ensure the server's \temp directory has a minimum 1 GB free space to successfully extract 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 SP1 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 SP1 version.

Server Notes

- Domino R5 and Exchange 5.5 are no longer certified as compatible with this release and will not be certified going forward. Support for Domino R5 and Exchange 5.5 was not explicitly removed, but these versions have not been tested against this release.

- VMWare is supported for installation of the Intellisync Mobile Suite server. Two 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

  If you use a virtual machine session Intellisync Mobile Suite, disk space and RAM requirements also apply. Intellisync Mobile Suite is a disk intensive application; consider this fact when deciding which other applications you want to run on the same host machine.

- Orange-signed clients are available in this release in addition to the standard Mobile2Market-signed clients. These clients are disabled in the user interface by default because they add an additional choice to the product installation that can confuse users who are not in areas served by an Orange operator. Enabling the clients requires a simple option on the Admin Console; contact Nokia support for that information.

- The architectural clustering model for this release has changed somewhat from previous releases. If you are planning a large cluster (more than two servers) or are upgrading a large installation with specialized task processor servers, contact Nokia support for the revised guidelines.

Windows Mobile Client Notes

- The clients in this release are supported on Windows Mobile 2003, Windows Mobile 2003 Second Edition, and Windows Mobile 5. Windows Mobile 5 devices with AKU versions 1 and 2 are certified. AKU 3.x devices are also supported.

- Windows Mobile 6 devices are supported in this release as well. Because certification has been done on devices that have not yet been released by the manufacturers, we cannot list certified devices for Windows Mobile 6. However, the Windows Mobile 6 operating system is supported.

■ Wireless Email now supports Japanese and Chinese display and editing. In addition, usability and performance improvements were made to Wireless Email.

Palm Client Notes

The Treo 600 is no longer certified, though there are no known issues when using it.

Symbian Client Notes

■ The 8.0 SP1 Nokia Intellisync Mobile Suite release features a number of usability improvements in the S60 3rd Edition client:

    ◆ Attachment download and viewing process is simpler and faster.

    ◆ Support for editing in Arabic, Chinese, and Japanese.

    ◆ Add From Contacts is now supported when composing an email message.

    ◆ Faster client launch after turning on the device.

    ◆ Send As Email integration with the Messaging, File Manager, Contacts, and Call Logs applications on the device.

    ◆ Cosmetic improvements on non-text-input native screens.

    ◆ Two icons are available in Installed Programs so you can add one to the top-level Active Idle screen.

    ◆ Synchronizing the Internet Telephone field to Outlook's Other Telephone field in Exchange systems.

    ◆ Simplified login screen with no pop-up menu.

    ◆ When you exit the user interface, a prompt asks if you want to go offline. This setting remains in effect when you launch the interface again.

    ◆ On lower memory devices (E50, E70, N73 and N80), if the device closes the user interface due to another application's memory requirements, you can now launch the application again without entering a password/pin in most cases.

■ Support for the Nokia N95 device, which was planned for this release, is delayed to a subsequent release.

■ For S60 3rd Edition devices, the device lock feature was previously supported only on Nokia Eseries devices. The device lock feature is now supported on all S60 3rd Edition devices. The device lock feature for S60 3rd Edition non-Eseries devices uses the unlock code that is active on the device (factory default or end-user specified) and does not allow the administrator to enter their own code at the time of locking the device.

- Previously, Open Mobile Alliance (OMA) Device Management (DM) compliant device management servers were only able to install the S60 3rd Edition Intellisync Mobile Suite client to devices through an OMA DM connection. In this release, the Intellisync Mobile Suite client complies with OMA DM management framework and allows remote over-the-air configuration of initial settings through an OMA DM connection. Intellisync Device Management OMA DM Edition version 2.0.3 is an example of a server supporting the configuration of Intellisync Mobile Suite client initial settings through an OMA DM connection.

- Previously, the Intellisync Mobile Suite client showed all Wireless Email-related user interface icons, options, and device screen elements if Wireless Email was not licensed on the server. Now, only the Device Management user interface icons and options are shown if only Device Management is licensed on the server.

J2ME Feature Phone Client Notes

- The J2ME Feature Phone client is certified on the Nokia 6300 and Sony Ericsson K800i devices in this release.

- Sony-Ericsson devices support "running in the background" for the Intellisync Mobile Suite client. You to minimize the application using the new "Hide" option or by holding down the Back key, which Sony Ericsson refers to as "Long Back."

- As a relatively lightweight client for devices with relatively fewer resources, the J2ME client synchronizes email and contacts only.

- The maximum message store size on the J2ME Feature Phone client 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 sync session proceeds without errors. 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. The client will prompt when this situation occurs.

- On Nokia devices, the General contact field is mapped to the Primary phone field on the Mobile Suite server and in groupware backends.

Corporate Email Connector

- Intellisync Corporate Email Connector is now certified for use on the Windows Vista Business operating system. Corporate Email Connector has also been certified for use with Outlook 2007.

- When running Corporate Email Connector with Outlook 2002 (aka Outlook XP), the "run as service" option will be disabled, as the service mode is not supported in Outlook 2002.

- Outlook 2003 SP1 is specifically not certified with Corporate Email Connector. However, the original release of Outlook 2003 is certified, as is the most current service pack, Outlook 2003 SP2.

Language Support Notes

Some variances to the list of supported languages are detailed below.

- The PalmOS client continues to be available only in English, French, Italian, German, Latin American Spanish, and Brazilian Portuguese.

- Symbian 2nd Edition clients (S60 2nd Edition, S80, and UIQ 2.x) are not available in Finnish, Danish, Iberian Spanish, Swedish, Dutch, Iberian Portuguese, or Russian.

- The Symbian UIQ 3rd Edition client is not available in Finnish, Norwegian, Polish, Iberian Spanish, Slovak, Swedish, Dutch, Portuguese, or Russian.

Issues Addressed in Nokia Intellisync Mobile Suite 8.0 SP1

This sections lists the most important issues addressed in the 8.0 SP1 Nokia Intellisync Mobile Suite release. If you have a concern about a particular issue not listed, contact Nokia Support for further information.

S60 3rd Edition Client

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

- Occasionally, the S60 3rd Edition client locks up when viewing and reading email messages. This issue is resolved; reference 62355.

- When cancelling the search screen, an error sometimes appeared stating "Could Not Complete Command." This issue is resolved; reference 62547.

- This release supports email addresses from a cross-certified Domino domain (non-qualified email addresses). Reference 62024.

- Inventory Collection now supports retrieval of phone model, firmware version, and Intellisync Mobile Suite client version. Previously, this information was not collected. Reference 61775.

- The S60 3rd Edition client locks up if you start a global address lookup, and before the lookup completed, you sent an email message. This issue is resolved; reference 62231.

- The Internet Telephone field did not synchronize to the Web PIM and Exchange. This issue is resolved; reference 61667.

- In the previous release, power cycling the device occasionally made it difficult to complete subsequent synchronization sessions. This issue is resolved; reference 61728.

- User profile settings are now initially set to the server's settings as the default, as long as the server settings can map exactly to the device. Reference 61858.

- When navigating through the application during synchronization, the user interface reacted slowly and appeared to stop. This release offers performance improvements on the device and client that eliminates this problem. Reference 61323.

- In the previous release, a contact with a birthday after February on a leap year resulted in a duplicate of that contact. This issue is resolved; reference 59725.

Windows Mobile Client

Following is a list of issues addressed in this edition of the Windows Mobile client.

- When Intellisync Application Sync is installed, the client's About window now correctly displays information such as the product name, version, and copyright information. Reference 61450.

- In previous releases when switching from portrait to landscape mode, the About, Preferences, and synchronization Progress screens would not correctly align on the device. This issue is resolved; reference 62702, 62703, and 62705.

- Attachments are no longer sent when replying to the sender. Reference 49928.

- Wireless Email now supports email addresses from Domino cross-certified domains (non-qualified email addresses). Reference 57993.

- In a Domino environment, accepting a cancelled recurring meeting with a changed exception now correctly removes the meeting from the Notes client. Reference 61997.

- In an Exchange environment, when accepting a meeting with an alarm, the alarm time is now correctly synchronized to Outlook. Reference 58374.

- Device backup now correctly backs up programs that are running at the time of backup. Reference 59568.

- On Smartphones, users could disable required publications in previous releases. This issue is resolved; reference 48484, 49091, and 52753.

- Performing a hard reset from the Web PIM or Admin Console now deletes all data from the SD Card and device for all Windows Mobile devices. Previously, memory cards on certain devices would not reformat. Reference 61675.

- In previous releases if you did not start the launcher separately, using the device's Back button to exit Wireless Email appeared to lock up the device. This issue is resolved; reference 61669.

Palm OS Clients

Following is a list of issues addressed in this edition of the Palm OS client.

- Synchronizing a large number of recipients in the To, CC, and BCC fields (greater than 32 characters) caused the device to soft reset. Now, if the recipient fields contain more than 32 characters, the list appears truncated in the client interface. Reference 54984,

- Changes to the server's Inbox profile would not synchronize to the device. This issue is resolved; reference 61671.

- In cases where no Wireless Email settings were defined on the client, opening/viewing email messages with large body content caused the device to soft reset. Now large message body content is truncated to a specified size when no settings are present. Reference 60960.

- Attachments are no longer sent when replying to the sender. Reference 61329.

- After accepting a meeting on a device, not all invitees appeared in the invitee list in the meeting appointment. This issue is resolved; reference 59642.

■ When synchronizing larger attachments, the server removed the attachments from the email message, which prevented the attachment from downloading to the device. This issue is resolved; reference 63309.

Intellisync Mobile Suite Server

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

■ Users were restricted to only English letters and numbers for category names in the Web PIM. This issue is resolved; reference 62674.

■ If an Exchange server failed in an installation using WebDAV push monitoring, pushes and synchronization sessions did not restart automatically after the Exchange server was brought back online. This issue is resolved; reference 61581.

■ When sending an email with a Japanese subject from the phone PIM, the subject appeared garbled to the recipient. This issue is resolved; reference 61849.

■ You can now use Chinese user names to log into the Web PIM. Reference 58973.

■ This release properly handles embedded Chinese HTML character sets in pure GB2312 and Big 5 encoding. Reference 51360.

■ In a Domino environment:

  ◆ Users can now create events that span midnight, and synchronize to and from the device and the Notes client. Reference 59310

  ◆ After accepting a meeting on a device or through the Web PIM, the calendar entry was not marked as "busy" during that meeting time. This issue is resolved; reference 63072

  ◆ Meeting organizers can now open and view accepted meeting invitations from users who responded on the Notes client and devices. Reference 46973 and 55256.

  ◆ Accepting a change exception from a recurring meeting on the device now correctly synchronizes to the server. Reference 52316.

  ◆ Creating a draft with attachments now correctly synchronizes to the server. Reference 57659.

  ◆ Accepting a meeting invitation with an associated conference room now correctly synchronizes to the server. Reference 58657.

Web Browser Support for Nokia Intellisync Mobile Suite 8.0 SP1

The 8.0 SP1 version of Intellisync Mobile Suite Web PIM is certified on Mozilla version 2, and Internet Explorer versions 6 and 7. In addition, several BREW devices from Verizon Wireless are certified for use with this release. For a current list, visit the following Web site:

http://www.getitnow.vzwshop.com/index.aspx?id=games_details&appId=4629

Certified and Supported Devices

Following is a list of certified devices and associated platforms supported in the Nokia Intellisync Mobile Suite 8.0 SP1 release. In general, any device that runs a supported platform can run an 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
Symbian Series 60 2nd Edition	• Nokia 3230, 6630, 6680, 6681, 6682, 7610, 7610b, N70, N90 • Vodafone 702NK
Symbian Series 60 3rd Edition	• Nokia E50, E60, E61, E61i, E62, E65, E70, N73, N80
Symbian UIQ 2nd Edition	• Sony Ericsson P900, P910a, P910i • Motorola: A1000, M1000
Symbian UIQ 3rd Edition	• Sony Ericsson M600i, P990i
Symbian Series 80	• Nokia 9300, 9300i, 9500
Windows Mobile	• Cingular 8125, 3125 • HP iPAQ: 5500, 2215, 6315, 6316, h1940 • iMATE Pocket PC Phone Edition • Audiovox SMT5600, XV6600 • Motorola MPX220, Q • Palm Treo 700w, 700wx, 750v • Samsung SCH-i600, SCH-i730, SCH-i830 • Sharp W-ZERO3 • Sony Ericsson M600i, P900, P910a, P910i, P990i • T-Mobile MDA Vario II, Dash
Palm OS	• Palm Treo 650, 680, 700p
J2ME Feature Phone	• Sony Ericsson K800i • Nokia 6300

Known Issues in Nokia Intellisync Mobile Suite 8.0 SP1

This section contains a list of existing issues in the Nokia Intellisync Mobile Suite 8.0 SP1 release.

S60 3rd Edition Client Known Issues

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

■ Since the Nokia E50 is a low-memory device, synchronizing a large amount of data may close the client user interface. You 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.

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

- 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 weak." 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.

- On Nokia N-Series devices:
  - The user cannot specify an access point for the client. The client selects an access point automatically. Reference 59593.
  - The Today screen does not show information about new email messages. Reference 62569.
  - The option to disable synchronization on low battery level has no effect. Reference 62306.

- 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. Reference 63635.

- 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 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.

- 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. Reference 61858.

- The Theft/Lost protection hard reset is not supported on Nokia N-series devices. Reference 61292.

- 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 downloading the client through a Web browser, a message may appear stating that the user's credentials will be sent in clear text. If the Web site is using an SSL setup, user credentials are encrypted even if this message appears. Reference 62159.

- 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.

- When trying to synchronize a large number of contacts (greater than 1,000), the synchronization session may lock up when synchronizing contacts on the first session and on subsequent sessions, though folders synchronized before contacts will continue to receive data. Reference 57354.

- 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.

- For Symbian 3rd Edition clients using a Domino groupware server, Domino lookup does not function properly: results are returned, but if there are multiple matches, details for a particular match cannot be retrieved. Nokia recommends that you enable LDAP on the Domino server and then use LDAP lookup instead of Domino lookup. 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. Reference 64041.

- Changes made on the server while the client is turned off or offline are not be pushed when the client goes online and authenticates. The user should manually synchronize or wait for a timed sync to receive changes. Reference 64667.

- 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.

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.

- If you select the option to download the remaining content of an email message, the remaining content downloads during the next synchronization session, but the text in the link does not change.

- The screen does not always resize properly when the soft input panel is activated. The temporary solution is to use the keyboard or scroll the screen before the soft input panel appears.

- Using the "Back" right soft key menu option from the Inbox folder does not work properly. For Smartphone devices, use the hard Back key. For Pocket PC devices, click the [X] in the upper right.

- Periodically, meetings requests on the Treo 700w appear an hour off. To correct this, turn off "Use Network Time Zone." Reference 62407.

- 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. Reference 64612.

- Inventory Collection on Windows Mobile 6 devices currently shows Pocket PC 2005 as the operating system. Reference 64508.

- The Wireless Email sort function does not work for Chinese or Japanese email messages. Reference 62938.

- When composing an email message, the Check Directory function does not find any matches when an email address contains Japanese characters. Reference 64511.

- In some cases, you may need to reset the phone after uninstalling the client. Reference 64747.

Palm OS Client Known Issues

The following list describes the known issues with the Palm platform client.

- When installing the Palm platform client through the cradle (Hotsync), not all appropriate conduits are turned off after installation. Refer to the Hotsync manual for instructions to turn off conduit synchronization of Calendar, Contact, Tasks, and Memos. (60958)

J2ME Feature Phone Client Known Issues

The following list describes the known issues with the J2ME Feature Phone client.

- On the Sony Ericsson K800i device, the client requires firmware version MR4 or later.
- 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.
- 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.
- On some Nokia devices, synchronizing more than 50 contacts can cause the device to restart. For more information, refer to Nokia Forum Technical Library item KIJ000403.
- 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.
- When viewing the details of a contact in an email message, the application uses the corporate directory lookup and does not return results from the local contacts folder. Reference 63552.
- 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 the Nokia 6300, the maximum size of the record storage for any single email folder is 255K.

Corporate Email Connector Known Issues

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

- If you are using Corporate Email Connector in the workgroup mode, you must log in once to the computer with the courier account before configuring the workgroup settings. Reference 63151.

- If you are using Corporate Email Connector (CEC) in single user mode in a Domino environment, and the CEC 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.

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 the Intellisync Mobile Suite or devices. (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.

- In a Domino environment, recurring meetings that have attachments sometimes lose the attachment when exceptions are later made to the recurrence. Reference 55562 and 49367.

- Corporate Email Connector (formerly PC Monitor) may fail against a Domino backend when journal entries are not available in the user's mail database template. The temporary solution is to disable journal synchronization. Reference 56499.

- In any client, looking up a contact by phone number does not return names that were entered into the corporate directory since the last server restart. Reference 58136.

- In a Domino environment, using the Web PIM to accept recurring meeting change notices produces inconsistent results. Reference 58458 and 58134.

- In a Domino environment, if you delete a folder that held email messages that were synchronizing to a device, the messages are not deleted from the device. Domino does not delete the messages; the messages may still appear in the Inbox. Reference 45610. Also, if you rename a folder, that change does not propagate to the device. Reference 61078.

- In a Domino environment, several issues have been observed when creating recurring calendar events on devices when the device is in a different time zone from the server or the Domino server. The synchronization accuracy in these cases is not high. Reference 50540.

- Distribution groups in the corporate directory are not supported through Global Address List (GAL) lookup or GAL synchronization. Reference 58297.

- In the File Packages publication, the attributes "Set file transfer limit..." and "Set time limit…" do not have any effect; the files are always transferred regardless of size or time limit. Reference 57316 and 57318.

- In a Domino environment if you create a recurring calendar event with instances that span from one day to the next, you cannot open the calendar event on the Domino server from Notes. Reference 59310.

- When using a Domino Push setup, instead of the recommended polling, changes in server-based contacts or journals databases do not cause pushes. Reference 59895.

- In a Domino environment if a user on a device accepts your reschedule notice for a recurring meeting with an attachment, the attachment is removed from your copy of that particular instance. Reference 61427.

- From the Web PIM, if you select to synchronize GAL contacts and your GAL is extremely large (for example, 50,000 contacts), the Web PIM produces an error. Reference 59392.

- When using Corporate Email Connector in workgroup monitor mode, all users should be in the same domain unless special network configuration has been done to allow cross-domain Exchange/Domino access. No error message appears, but the Web PIM Corporate Email Connector may lock up. Reference 61004 and 61112.

- In a Domino environment, GAL lookup requires both first name and last name. A workaround is to set up the new LDAP lookup function in which you can search by last name only if needed. Reference 63815.

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

- In a GroupWise environment, changes to the pattern of a monthly or yearly all-day meeting request may result in all-day meetings spanning two different days. Reference 64316.

- Some Chinese email clients send non-RFC822/2822 compliant messages by not encoding the body according to RFC or by not providing a character encoding indication in the email. In these cases, the messages are interpreted as being in the character set implied by the user's country. Reference 64318.

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 and IIS.

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 and IIS.

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 Global Address List

If a user has a personal contact who 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.