Release Notes

Pointsec Mobile Smartphone (Windows Mobile) 3.1.2


For full documentation, please see these documents:

- Pointsec Mobile Smartphone (Windows Mobile) Installation Guide
- Pointsec Mobile Smartphone (Windows Mobile) Administrator’s Guide
- Pointsec Administration Console Administrator’s Guide

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About this Document

This document contains information about Pointsec Mobile Smartphone (Windows Mobile) version 3.1.2, such as new features and functions in this release, what problems have been fixed since the previous release and system requirements.

In this document, the abbreviation N/A is used. N/A means Not Applicable. Pointsec Mobile Smartphone (Windows Mobile) is also referred to as Pointsec Mobile or Pointsec. Releases prior to version 3.1.0 are referred to by the previous name, that is, Pointsec for Smartphone (Windows Mobile 5).

About Pointsec Mobile

Pointsec Mobile provides users of Windows Mobile 5.0 and Windows Mobile 6-based smartphones and standard devices with automatic, real-time encryption of information including Microsoft Outlook e-mail and notes – providing convenient and enforceable handheld security for enterprises on the move.

New in this Release

In this release, the following has been added or changed:

New Windows Mobile 6 Devices Supported:
- AMOI SMT5700
- HP iPAQ 514
- HTC S620 Excalibur
- HTC S630 Cavalier 100
- Motorola Q9h
- Pantech C810
- Samsung SGH-i617

A Note about ID Numbers in this Release

Pointsec Mobile products have been migrated into a new change tracking system. The items listed in the Fixed in this Release, Known Issues in this Release, and FYI sections of this document now show the old and new ID numbers for each issue. The two ID numbers will be shown only in this release to facilitate the transition for customers who may be keeping track of a particular issue. In the next release, the old IDs will be dropped.
Fixed in this Release

The following issues have been fixed and verified:

<table>
<thead>
<tr>
<th>ID</th>
<th>Short Description</th>
<th>Description/Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>CR00398329</td>
<td>Problem starting device with SIM card installed on the following devices:</td>
<td>When Card Policy was set to <strong>Forbid cards</strong> on the affected devices, the device switched between the authentication screen and a fatal error message when starting. This has been fixed in this release.</td>
</tr>
<tr>
<td>Old ID: 10517</td>
<td>• HTC S710 (WM6)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• HTC S620 (WM6)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• HTC S310 (WM5.0)</td>
<td></td>
</tr>
</tbody>
</table>

Supported Smartphones

The following tables contain the devices and operating systems that are supported at the time of the release of Pointsec Mobile Smartphone (Windows Mobile) 3.1.1. However, this list is subject to change. To see a current list of supported devices, please visit [http://www.checkpoint.com/supportedsmartphones/index.html](http://www.checkpoint.com/supportedsmartphones/index.html).

Pointsec Mobile supports the following smartphones in this release:

### Windows Mobile 5.0

- Cingular 2125
- Cingular 3125
- HTC MT eoR
- HTC S310 Oxygen
- HTC S620 Excalibur
- i-mate SP5m
- Motorola Q (Alltel, Sprint, Verizon)
- Qtek 8300
- Qtek 8310
- Qtek 8500
- Samsung SGH-i607

### Windows Mobile 6

- AMOI SMT5700
- HP iPAQ 514
- HTC S620 Excalibur
- HTC S710
Motorola Q9h
Pantech C810
Samsung SGH-i617
HTC S630 Cavalier 100

Note that we always recommend that you upgrade to the latest ROM available from your phone manufacturer.

Hardware Requirements
To install Pointsec Mobile on a phone, you need a phone cradle or ActiveSync cable connected to the workstation, or a network sync connection.

Tested 3rd-party Software
The following 3rd-party products have been tested with this version of Pointsec Mobile:
- ActiveSync 4.5
- F-Secure AntiVirus version 2.1
- Intellisync Mobile Suite 7.0 and 8.0
- mFormation 4.0
- MS Exchange SP2
- Seven Always-On Mail 5.0
- Sybase iAnywhere OneBridge 5.0 and 5.5
- Symantec AntiVirus for Handhelds 3.5
- Trend Micro AntiVirus 2.1

System Requirements

<table>
<thead>
<tr>
<th>On the:</th>
<th>Space</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator’s workstation</td>
<td>10 MB for Pointsec Mobile.</td>
</tr>
<tr>
<td>Phone</td>
<td>Approximately 1 MB of free storage memory for Pointsec Mobile.</td>
</tr>
</tbody>
</table>
Operating Systems and Software

<table>
<thead>
<tr>
<th>On the:</th>
<th>Operating system and software</th>
</tr>
</thead>
</table>
| Administrator’s workstation | Microsoft Windows 2000 Professional, XP Professional, or Vista  
                        Pointsec Administration Console 1.1.1 or later. For requirements regarding Pointsec Administration Console, please see the Pointsec Administration Console Release Notes.  
                        For 2000 and XP: Microsoft ActiveSync software 4.2 or higher.  
                        For Vista: Microsoft Windows Mobile Device Center |
| Phone                 | Windows Mobile 5.0 and Windows Mobile 6 Standard  
                        Check your hardware vendor's web site for the latest end-user updates.  
                        Microsoft ActiveSync software 4.2 or higher.                                           |

<table>
<thead>
<tr>
<th>Account</th>
<th>Rights required for folder</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>Write, read and execute rights to the recovery folder</td>
</tr>
</tbody>
</table>

General Recommendations

We strongly recommend that you:

- Always follow the documented procedures for installing, removing and upgrading Pointsec Administration Console and Pointsec Mobile
- When upgrading Pointsec Mobile software on phones, always upgrade to the latest version of Pointsec Administration Console too
- Do not attempt to access memory cards when installing, removing or upgrading Pointsec Mobile
- Always back up data on phones and memory cards before installing, removing or upgrading Pointsec Mobile
- If possible, ensure that the phone is on external power and connected when installing, removing or upgrading Pointsec Mobile
- On Pointsec Mobile-protected phones, do not rename or move files used by Pointsec Mobile
- When saving installation sets or update profiles on the network, you must mount the drive first
- If a memory card becomes unavailable:  
  - remove and reinsert the card  
  - turn the phone off and on again
Compatibility between Releases

- It is not possible to upgrade to Pointsec for Smartphone 3.0 or later from a version earlier than 3.0. The reason for this is that Pointsec for Smartphone 3.0 and later is developed for devices running a different operating system than previously (Windows Mobile 5.0 and Windows Mobile 6 Standard).
- Pointsec Mobile Smartphone (Windows Mobile) version 3.1.0 and later can co-exist on the Pointsec Administration Console with Pointsec for Smartphone (Windows Mobile 5) version 3.0.3 and earlier.

Because these two applications are separate products, however, you cannot upgrade from Pointsec for Smartphone (Windows Mobile 5) to Pointsec Mobile Smartphone (Windows Mobile).

Compatibility with Other Programs

- When synchronizing large amounts of PIM data from computer to device, we suggest that you perform the initial synchronization before installing Pointsec Mobile. Otherwise, the device may become unresponsive. This is due to CPU limitations when Pointsec Mobile is encrypting large amounts of data.

Known Issues in this Release

The following are known issues in this release:

<table>
<thead>
<tr>
<th>ID</th>
<th>Short description</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CR00397753</td>
<td>Pointsec installation with OneBridge 5.5 installation intermittently fails on HTC S710 devices</td>
<td>On HTC S710 devices with OneBridge 5.5 installed, Pointsec Mobile does not consistently install successfully. Workaround: Restart the device manually.</td>
</tr>
<tr>
<td>Old ID: 9937</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CR00397737</td>
<td>Camera button press causes device to hang during authentication</td>
<td>When Pointsec is locked and the user presses the camera button, the device stops responding if the user presses the camera button again when the authentication screen is displayed. The user must remove the battery and put it back in again in order to restart the device.</td>
</tr>
<tr>
<td>Old ID: 9921</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CR00397678</td>
<td>Opening mail when Pointsec is locked may cause HTC S620 devices to hang</td>
<td>HTC S620 devices may hang after synchronizing mail with Microsoft Exchange, and then opening mail while Pointsec is locked. Workaround: Restart the device and change to alphanumeric password.</td>
</tr>
<tr>
<td>Old ID: 9861</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CR00397277</td>
<td>Home screen change not displayed when Pointsec is locked</td>
<td>After locking Pointsec and configuring a new home screen in Settings, the new home screen is not displayed.</td>
</tr>
<tr>
<td>Old ID: 9457</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### CR00395497
**Old ID:** 7638

**Newly saved SIM contacts not always displayed**

Sometimes after saving a SIM contact, it is not displayed in the Contacts application immediately afterwards.

**Workaround:**

Restart the device. All contacts will be visible again.

### CR00393469
**Old ID:** 5531

**Incorrect error message when copying files.**

An incorrect error message is displayed when copying read-only files to the device. Please note that the file copy completes correctly.

## FYI

This section contains information that may be valuable in certain situations.

### CR00397743
**Old ID:** 9927

**Trusted applications are not loaded until after restart**

If you distribute a profile with a new set of trusted applications, they will not be honored until after the device is restarted.

### CR00393454
**Old ID:** 5516

**Background image should be placed in unencrypted folder**

We recommend that images used as background images are stored in an unencrypted folder. Otherwise, the device will not respond for up to 20 minutes when the home screen is trying to access the background picture (which is then encrypted) and then a new background picture has to be set.