

**Good**<sup>™</sup> Mobile Messaging  
for Microsoft<sup>™</sup> Exchange<sup>®</sup>  
Wireless Enterprise Messaging and Data Access System

Quick Installation Guide

Version 5.0

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# Quick Installation

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Welcome to Good Mobile Messaging, the behind-the-firewall, wireless corporate email and data system from Good Technology, Inc.

Good Mobile Messaging installation is simple and straightforward. An experienced Microsoft® Exchange® administrator should be able to complete the process in a few hours. This chapter outlines the process.

No special wireless knowledge is required to perform the installation. Chapter 2 provides an overview of the Good Messaging system. Chapters 3 through 6 provide detailed installation instructions, should you need them.

## Prerequisites

You will be creating a Good Messaging user account (named *GoodAdmin* in this guide) and a *GoodAdmin* Exchange mailbox. Then you will be installing:

- Good Messaging Servers, which synchronize user handhelds with their Outlook accounts. One Good Messaging Server can handle up to 1,500 users.
- Good Management Servers, which provide facilities for managing Good Messaging users and their handhelds. One Good

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Management Server is required; recommended is a Good Management Server on each Good Messaging Server host machine, for redundancy.

- Good Management Consoles, which provide a front-end for the Good Management Servers. Install as many as necessary for convenient administration.
- Good Mobile Intranet Server (optional) which provides wireless access to back-end systems. The Good Mobile Intranet wireless system enables companies using Good Mobile Messaging to extend data sources, such as enterprise applications, intranets, and public Web sites. For complete installation requirements and instructions for Good Mobile Intranet Server, refer to the *Good Mobile Intranet Administrator's and Developer's Guide*.

Ensure that the Good Messaging Server, Good Management Server, and Good Management Console host machines, and your Exchange system, conform to the following prerequisites. It is required that Good Messaging Server and Microsoft Exchange Server® run on different host machines.

Good Messaging Server and Good Management Server host system requirements:

- Pentium 4 2GHz
- 512MB RAM
- 8GB hard drive space free for the Good Messaging Servers and Good Management Servers

These requirements for RAM and hard drive free space are based on 200 users. For each additional user, add 1.5MB memory and 40MB free disk space.

- If a virtual machine session is used for Good Mobile Messaging, the free drive space and RAM requirements also apply. Good Mobile Messaging is an I/O intensive application; consider this fact when deciding which other applications are to run on the same host machine. Good Mobile Messaging supports VMware ESX Server 2.1.2, 2.5.1, and 3.0.1.

- Required minimum LAN speed for the servers: 10MB/s. Note: When configuring the servers to connect with an Exchange server, the speed of the network connection must be a sustained minimum rate of at least 10MB/s. Slower network connections between Exchange and Good Messaging Servers and Good Management Servers will cause increased message latency.
- Microsoft Outlook® must **not** be installed on the Good Messaging host machines. Uninstall Outlook if it is present. (The installation wizard will also check for the presence of Outlook.)

Good Messaging Server, Good Management Server, and Good Management Console requirements:

- Good Messaging Servers and Good Management Servers must have access to the Exchange server that will manage user mailboxes (Exchange 2000/2003/2007).
- Good Messaging Server and Good Management Server host machines must have Internet access. They should be able to connect to http port 443 (secure https). To check this, use a browser with proxy settings disabled on the host machine to connect to a secure remote location.

If you limit outbound HTTP and HTTPS on your firewall, you should open outbound ports 80 and 443 for IP ranges 216.136.156.64/27 and 198.76.161.0/24 for Good Messaging to work properly. Do not put the Good Messaging Server and Good Management Server in the DMZ zone or block any LAN ports. The Good Messaging server and operating system calls have many port dependencies for interfacing with Domino mail servers and AD, especially TCP 1433 (Database) and 1352 (NRPC).

Note that in Windows 2008, the Windows firewall is turned on by default. Turn off the firewall.

- For native Microsoft Exchange 2000 and 2003 environments or mixed Microsoft Exchange 2000/2003/2007 environments, Exchange System Manager 2003 is required on all Good Messaging Server machines. Installation of Exchange System Manager 2000 on Good Messaging Server is not recommended. For Microsoft Exchange 2007-only environments, the MAPI/CDO

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download from Microsoft is required on all Good Messaging Server machines.

- Port 135 must be open for TCP connections from the Good Mobile Messaging Server to all Exchange Servers for enabled Good Messaging users. The Good Messaging Server will test connectivity to an Exchange Server by opening a TCP socket to port 135 before starting up users. If the Good Mobile Messaging Server fails to connect it will not allow users on that Exchange Server to start sending messages to their mobile device. This check is used as a health check in the event an Exchange Server is down and not able to handle requests.
- Good Messaging Server and Good Management Server hosts cannot have Outlook installed on them. The Good Management Console host can have Outlook installed on it.

Microsoft Exchange configuration requirements:

- Every Good Messaging user account must be set up with an SMTP address (the standard Microsoft Exchange configuration).

The domain containing the Good Messaging account (*GoodAdmin*) must be trusted by the following domains: every domain containing one or more Exchange servers with mailboxes for Good Messaging handheld users; the domain containing the Exchange server where the GoodAdmin mailbox itself is located. Subject to this restriction, all Windows architectures are supported. To test, you can use the `manageprofile` command-line tool, installed with Good Messaging, on the Good Messaging Server or Good Management Server host machines to open user mailboxes in each domain in question. The tool is explained in the Good Messaging website support pages and in “*manageprofile*” in Chapter 8, Utilities, of the *Good Mobile Messaging Administrator’s Guide*.

In mixed Microsoft Exchange 2000/2003/2007 environments, the public folder store must be mounted on all Exchange server machines. For 2007-only environments, the public folder store needs to be mounted only for Exchange server machines where you intend to synchronize public folders with user handhelds.



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that Good Messaging Server version 3.x and higher are not supported on NT 4.0 hosts.

### *Operating System*

| <b>Good Messaging Server and Good Management Server</b>   | <b>Good Management Console</b>  |
|---|---|
| Windows 2008 Server® (English (US))* <sup>†</sup> , or Windows 2003 Server® (English (US))* <sup>†</sup> , or Windows 2000 Server® (English (US)) with Service Pack 4<br>All supported Windows operating systems can run under VMware ESX Server 2.1.2, 2.5.1, and 3.0.1. | Windows 2008 Server (English (US)), or Windows 2003 Server (English (US)), or Windows 2000 Server (English (US)) with Service Pack 4, or Windows 2000 Workstation® (English (US)) with Service Pack 4, or Windows XP® with Service Pack 1 or higher, or Windows Vista |
| <sup>†</sup> Windows 2008 requires Exchange 2007 MAPI/CDO. Windows 2003 Server requires Exchange 2003 System Manager. Exchange 2000 System Manager is not supported on Windows 2003 Server.   |   |

### *Exchange Software*

Go to [http://www.good.com/corp/int\\_support.php?id=494](http://www.good.com/corp/int_support.php?id=494) for any compatibility updates and for compatibility with older Good Messaging and GoodLink versions.

## Pre-installation (Exchange 2000 or 2003)

To get your users up and running, you'll need to perform the following tasks.

- First, check prerequisites; establish initial Good Messaging Server and Good Management Server host machine configuration (step 1 below)
- Second, set up the necessary user account and account permissions for Good Messaging Servers and Good Management Servers (steps 2-11 below)
- Third, create a mailbox for the new *GoodAdmin* user account (step 12 below)

For detailed instructions, refer to Chapter 3.

1. First, confirm that the prerequisites for Good Messaging Servers and Good Management Servers are in place.
2. Second (steps 2-11), create a new Windows 2000 or 2003 domain user account and give it the proper permissions. In this manual, the user is named *GoodAdmin*. This is the Good Messaging Servers and Good Management Servers' user account. The name must not contain any special characters.

*GoodAdmin* should only be a member of Domain Users; it is added to this group by default. Do not add this user to any additional groups (Enterprise Admins or Domain Admins). By default, Exchange 2000/2003 restricts the access of these groups to mailboxes, so administrators won't be able to read/write to a user's mailbox.

3. Follow the instructions below to display the Security tab in Exchange System Manager. (The Security tab must be available in Exchange System Manager for you to set Exchange permissions.) The instructions should be performed on a computer that has Exchange System Manager installed. This step only needs to be done once; skip it if you've already done it.

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- a. (Recommended) Launch the self-extracting executable that was downloaded to extract the Good Messaging setup files. Double-click the file `ex_show_security_page.reg`. Go on to step 4.
- b. Otherwise, start Registry Editor (`Regedt32.exe`).

Warning: Do not use Regedit unless you are an experienced administrator and know exactly what you are doing.

Locate the following key in the registry:

```
HKEY_CURRENT_USER\Software\Microsoft\Exchange\ExAdmin
```

On the Edit menu, select New | DWORD Value and enter as its name `ShowSecurityPage`.

Double-click to assign it the value of 1.

Quit Registry Editor.

4. Launch Exchange System Manager
5. Right-click the Organization (Root) object and select Properties.
6. Choose the Security tab
7. Click the Add button, and add the GoodAdmin domain account
8. Select the GoodAdmin domain account and grant the following permissions:

```
Read
Execute
Read permissions
List contents
Read properties
Read metabase properties
Administer information store
Create named properties in the information store
View information store status
Receive as
Send as
```

9. Verify that no security permissions for the GoodAdmin account are set to Deny.

10. Click Apply. Note: By default these permissions will be applied to all sub-containers. Do not change this setting.

You'll also need to assign an additional Send As permission to all domains and organizational units, as described in "Setting the 'Send As' Permission" in Chapter 3, Pre-Installation, of the *Good Mobile Messaging Administrator's Guide*.

11. On the Good Messaging host machines, add *GoodAdmin* to the local Administrators group with the following Advanced User Rights:

```
Back up files and directories
Allow log on locally
Profile system performance
Restore files and directories
```

12. Create an Exchange mailbox for the *GoodAdmin* account.

13. Log on as *GoodAdmin* to a machine that will host a Good Messaging Server or Good Management Server.

Now continue with "Installing Good Mobile Messaging" below.

## Pre-Installation (Exchange 2007 Mode)

To get your users up and running, you'll need to perform the following tasks, as described in the procedure below.

- First, check prerequisites; establish initial Good Messaging Server and Good Management Server host machine configuration. (Step 1)
- Second, set up the necessary *GoodAdmin* user account, mailbox, and account permissions for Good Messaging Servers and Good Management Servers. (Steps 2-6)

For detailed instructions, refer to Chapter 3.

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On a machine that has Exchange Management Shell installed, follow these instructions.

1. First, confirm that the prerequisites for Good Messaging Servers and Good Management Servers are in place.
2. Second (steps 2-6), create a new Windows 2000 or 2003 domain user account and mailbox and give this account the proper permissions. In this manual, the user is named *GoodAdmin*. This is the Good Messaging Servers and Good Management Servers' user account. The name must not contain any special characters.

*GoodAdmin* should only be a member of Domain Users; it is added to this group by default. Do not add this user to any additional groups (Enterprise Admins or Domain Admins). By default, Exchange 2007 restricts the access of these groups to mailboxes, so administrators won't be able to read/write to a user's mailbox.

3. Create the *GoodAdmin* account/mailbox from Exchange server 2007 using the Exchange management console or from a command shell prompt. Depending on your organization's configuration when a mailbox is created, the NT Domain login user account is also set for this *GoodAdmin* account. Once the mailbox is created, make sure that the Password Expired option is set to Never for this account.
4. Add the permissions for the *GoodAdmin* account necessary for the Good Mobile Messaging Server to work efficiently. To do this, on a machine that has Exchange Management Shell installed, do the following.

Note: By default these permissions will be applied to all sub-containers. Do not change this setting.

- a. Launch Exchange Management Shell. (Do not use Windows Powershell.)
- b. At the [MSH] prompt, enter:

```
[MSH] C:\Documents and Settings\username>  
Get-OrganizationConfig | Add-AdPermission -user  
GoodAdminName -accessRights GenericRead
```

```
-extendedrights "Read metabase properties","Create  
named properties in the information store","View  
information store status","Administer information  
store","Receive as","Send as"
```

5. Make sure that the *GoodAdmin* account is a member of Domain Users only.
6. To display the permissions you have set, you can enter the following command:

```
[MSH] C:\Documents and Settings\erica>Get-Organi-  
zationConfig | Get-AdPermission user  
EricaLockAdmin6 | fl
```

7. For a shorter version of the output, substitute “-ft User, \*rights\*” for “-fl.”

Set up Send As permissions as described in “Setting the ‘Send As’ Permission” in Chapter 3 of the *Good Mobile Messaging Administrator’s Guide*.

## Installing Good Mobile Messaging

We recommend against running BlackBerry™ Enterprise Server on the same machine as a Good Messaging Server or Good Management Server, when both are present. (You can enable Good Messaging users who are also using BlackBerry.)

1. Download Good Messaging software and run setup.exe. You use this utility for the Good Messaging Server, Good Management Server, and Good Management Console software installations.

Install one or more Good Messaging Servers (single Good Messaging Server can handle up to 1,500 users). At least one Good Management Server is required. We recommend installing a Good Management Server on every Good Messaging Server machine for purposes of redundancy. A Good Management Console is installed automatically on the Good Management Server host machine.

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2. Run Good Management Console and create roles for use of the console on different machines. (Roles for service administrator, administrator, and helpdesk are packaged with the console. You'll need to be logged on as *GoodAdmin* the first time you run the Console.)
3. Install Good Management Console on the machines where it will be used.  
Create user groups as needed. (Refer to "Setting Up User Groups" in Chapter 5 of the *Good Mobile Messaging Administrator's Guide*.)
4. Set up user handhelds as described in the following section.

## Setting Up the Handheld

You set up handhelds wirelessly (Over The Air or "OTA" - distributed deployment model). For details, refer to "Preparing New Handhelds" in Chapter 5 of the *Good Mobile Messaging Administrator's Guide*.

To set up the handheld:

1. Confirm with your service or sales representative that the handheld is a supported device type. It must have an active, supported network data service, as well as Good Messaging service. Some supported data services may not support roaming. In such cases, Good Messaging, like the handheld's browser, will not work outside service areas. Visit <http://www.good.com> for more information.
  2. Handhelds should have the following available memory:
    - Palm OS** -14.5MB
    - Pocket PC** - 12MB\*
    - Smartphone** - 12MB\*14 MB for Treo 700WX
- Contact your authorized service representative for additional information on memory requirements.

3. The handheld battery should be fully charged (an alert will be displayed if the battery is below 25%).
4. Use Good Management Console to set up and activate user handhelds wirelessly:
  - a. In the Console's left pane, select the Good Management Console that you will use to set up the user.
  - b. Right-click the Users folder and select New User.
  - c. Select the user who will be assigned the handheld. If the user already has one or more handhelds assigned to him/her, you'll be prompted to add another. Click OK.

In the New OTA Handheld Setup window, choose the Good Messaging Server that the new handheld will use. To add the user to a user group refer to "Setting Up User Groups" in Chapter 5 of the *Good Mobile Messaging Administrator's Guide*.

To edit the policies to be in effect for the new handheld, refer to "Changing Handheld Policies" in Chapter 6 of the *Good Mobile Messaging Administrator's Guide*.

- d. Click OK.

An email is sent to the user's Outlook mailbox if you have set OTA policy to send a welcome email. The email contains a PIN, URL, and the user's SMTP email address. The handheld user connects to the URL and from the site, Good downloads the OTA Setup application.

OTA Setup is a wizard-like application that leads the user through a set of steps to authenticate the user (the user enters his/her PIN and SMTP address), download and install Good Messaging Client software, and connect to Good Messaging Server to wirelessly synchronize the user's Outlook account. You can set policies for PIN expiration and reuse (refer to "Changing Handheld Policies" in Chapter 6 of the *Good Mobile Messaging Administrator's Guide*).

For a new mailbox account (such as a test account), the user must log in to the account using Outlook or Outlook Web Access from a network PC before setting up the handheld on

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Good Messaging Server. This is because when Outlook accesses a mailbox account for the first time, it creates standard folders required for use by Good Messaging.

You can quickly check the connection status between Good Messaging Servers and the Good Operations Center, and between the Servers and the handhelds they service, using the Good Online Portal located at [www.good.com/gmp](http://www.good.com/gmp). Like the Good Messaging Console, the Online Portal provides information about users, their handheld types and service carriers, and much more.