

Good Mobile Messaging™ Server 6.0.1/Client 6.0.1 Good Mobile Control Server 1.0.1 for Microsoft Windows Exchange

README

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Overview

This Version 6.0.1 release of Good Messaging™ includes software for Good Mobile Control 1.0.1, Good Messaging Server 6.0.1, and Good Messaging Client 6.0.1 for PocketPC and Smartphone supported wireless handhelds. For a complete list of handhelds that are compatible with this client and server software, and additional details and known issues about a specific device/ROM/carrier combination, refer to the Good Monitoring Portal | Supported Devices (www.good.com/gmp). The Portal also lists which handhelds are covered by Good's Technical Support.

The following Microsoft Exchange versions are supported:

- Microsoft Exchange 2003
- Microsoft Exchange 2007
- Microsoft Exchange 2007 SP1, required for iPhone support

The latest version of the release notes for this version can be found at www.good.com/docs.

Documentation

The following documentation is provided in Adobe® Acrobat® PDF format at the download site.

Good Messaging Administrator's Guide

This guide provides instructions for installation and use of Good Messaging server and Good Mobile Control server, as well as handheld setup.

- **Easy Setup and Quick Start Reference Cards**
The Easy Setup card briefly describes how the user can prepare a handheld for use. The Quick Start card contains a summary of applications and keyboard commands.
- **User Guide**
This guide provides complete instructions for using supported wireless handhelds with Good Messaging Applications software.

Pre-installation

Requirements

You will be installing:

- Good Mobile Control server, which provide facilities for managing Good Mobile Messaging users and their handhelds.
- Good Messaging servers, which synchronize user handhelds with their Exchange Outlook accounts. One Messaging server can handle hundreds of users.

Ensure that the Good Mobile Control server, and Good Messaging server host machines, and your Exchange system, conform to the following prerequisites.

Good Messaging server host system requirements:

- Pentium 4 with minimum speed of 2GHz
- 512MB RAM
- 8GB hard drive space free for the Good Messaging 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 Messaging, the free drive space and RAM requirements also apply. Good Messaging is an I/O intensive application; consider this fact when deciding which other applications are to run on the same host machine. Good Messaging supports VMware ESX Server 3.0.1 and higher, but requires 3.5 when Good Mobile Control, Good Messaging, and Good Mobile Connection are all on the same host machine.
- Required minimum LAN speed for the Good Messaging servers: 10 MB/s. Note: When configuring Good Messaging 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 will cause increased message latency.
- Microsoft Outlook[®] must **not** be installed on the Good Messaging server or GMC server host machines. Uninstall Outlook if it is present. Installing Good Messaging server on a Microsoft Exchange server machine is not supported. Installing Good Messaging server on a domain controller is not supported.

Good Mobile Control (GMC) server host requirements:

- For 500 users: Intel[®] Pentium[®] IV or dual-core Intel[®] Xeon[®] processor (2GHz or greater), 1.5 GB RAM; for 1000 users: Intel Pentium IV dual processor (2GHz or greater), 2GB RAM
- Minimum 40 GB hard disk space

Good Messaging server and GMC server requirements:

- Good Messaging server can service up to 1,500 handhelds.
- Good Messaging servers must have access to the Microsoft Exchange Server that will manage user mailboxes (Microsoft Exchange 2003/2007).
- For native Microsoft Exchange 2003 environments or mixed Microsoft Exchange 2003/2007 environments, Exchange System Manager 2003 with Service Pack 2 is required on all Good Messaging server machines; if necessary, install Exchange System Manager from the Exchange 2003 CD.
- For Microsoft Exchange 2007-only environments, the MAPI/CDO download from Microsoft is required on all Good Messaging server machines. If mapicdo is present and its version is earlier than Exchange MAPI/CDO 6.5.8039.0, no changes are necessary. If Exchange MAPI/CDO is not present or is version 6.5.8039.0 or later, do the following:
 - 1) If necessary, download the latest version of Exchange MAPI/CDO from Microsoft.

- 2) Set two environment variables to bypass the MAPI version check within the Good Messaging server installer:
 - a) Open Control Manager ->System.
 - b) Click on the "Advanced" tab.
 - c) Click on Environment Variables.
 - d) Under System Variables:
 - i) Click "New."
 - ii) Type in "SKIPMAPICHECK" for the variable name.
 - iii) Type in "1" for the variable value.
 - iv) Click OK.
 - v) Click "New" again.
 - vi) Type in "REQUIREANYCDO" for the variable name.
 - vii) Type in "1" for the variable value.
 - viii) Click OK.
 - ix) Click OK again to exit.
 - e) Verify that the mapi32.dll is 1.0.xxxx (if not, run fixmapi.exe from the system32 directory).
 - f) Run the Good Messaging server installer.

Note: If the installer complains that Exchange System Manager is not found, manually re-register the CDO.dll and retry the installation. To manually register CDO.dll, use Regsrv32 (regsrv32.exe full path and file name of CDO.DLL).

- Both the Good Messaging server and GMC 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'll be using a proxy server, you'll enter the necessary information for that server during the installation process.

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 GMC 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).

- The GMC server host machine should not have an MSDE or SQL server installed on it, unless you choose to create a database on an existing Microsoft SQL 2005 server for use with Good Mobile Messaging.
- 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.
- Before installing Good Messaging servers and GMC servers, ensure that the host machines' time and date are set to your network's correct time and date. Otherwise, errors such as a Security Alert regarding a problem with the site's security certificate may occur.

The following tables show the operating system and Exchange software required on the server and console host machines. Windows 2008 is supported on the Good Mobile Messaging server host machine but not on the Good Administration host machine in this version.

Operating System

Good Messaging Server and GMC Server
Windows 2008 Server® (English (US))(GMM only)*, Windows 2003 Server® (English (US))* with SP2, or Windows 2000 Server® (English (US)) with Service Pack 4 All supported Windows operating systems can run under VMware ESX Server 3.0 or higher. When GMC, Mobile Messaging, and Mobile Connection are on the same host, 3.5 is required. * 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

Good Messaging Server and GMC Server
Exchange Server 2007® Exchange Server 2003 System Manager® with Service Pack 2 (recommended)

The following Exchange servers are compatible with this version of Good Messaging. Go to http://www.good.com/corp/int_support.php?id=494&pid=510 for any compatibility updates and for links to Exchange and OS compatibility matrices for older GoodLink versions. Mixed environments require the higher version.

- Exchange Server 2007® with Service Pack 1
- Exchange Server 2003® with Service Pack 3

Preparing for SQL Server Use

Good Mobile Control requires access to an SQL server. You can use an existing Enterprise SQL Server 2005 or SQL server instance available within the organization. Good Mobile Control Server can connect to a remote SQL server/instance without problems. If you don't have an SQL server that you want to use, a server will be installed along with the Good Mobile Control.

Multiple GMC servers can share an SQL instance but must use separate databases within that instance. If two GMC servers attach to the same database, data loss may occur.

Some knowledge of SQL installation, configuration, and maintenance will be useful if you plan to use an existing database.

You'll need the name of the service account you will use to run the Good Mobile Control Service

SQL Servers enforce their own authentication and authorization. If you encounter an SQL error during the installation process, you'll need to confirm that your SQL configuration information was entered correctly. If you will be using your own previously installed SQL Server instance, gather the following information in advance. You'll be required to provide it during Good Mobile Control server installation.

- The fully qualified machine name of your SQL Server instance
- Method of connection to your existing SQL Server instance (static port, named instance (dynamic port), or connected to it as the default instance)

- If static port, the port number
- If named instance, the instance name
- Authentication mode used to connect to your SQL Server instance (Windows authentication/SQL Server authentication)
 - If Windows authentication, the service account name entered above must already have a login to SQL Server, or, if not, add a login for the service account name to your SQL Server instance, granting it at least the Server-Level Role of “dbcreator.”
 - If SQL Server authentication, the SQL Server login name you use to connect to SQL Server with, and the password for this SQL Server login. You will be prompted for the login and password during the Good Mobile Control installation. The SQL Server login must be a member of the “dbcreator” security role. If not, add the login to the dbcreator security role so that the Good Mobile Control install can create its own database and table within the SQL Server instance.
- If your existing database is remote, ensure that TCP/IP is enabled for “Local and Remote connections” on your SQL Server instance

Remote SQL

To use remote access, the IT administrator should configure the remote SQL server to accept the necessary connections from Good Mobile Control Server. This includes but is not limited to:

- Allowing connections via TCP/IP
- Allowing connections via a preconfigured port
- Opening any necessary port in any firewall between Good Mobile Control server and the SQL server
- Creating or obtaining a valid SQL Server user name and password to connect to the remote SQL server during installation or the ability to log in as admin "sa."

We recommend testing remote database SQL server connectivity before beginning an installation.

Related articles from Microsoft:

- To Configure using TCP/IP - <http://support.microsoft.com/kb/914277>
- To configure using static Port - <http://support.microsoft.com/kb/823938>
- Installing SQL Server 2005 (complete process) - [http://technet.microsoft.com/en-us/library/ms143516\(SQL.90\).aspx](http://technet.microsoft.com/en-us/library/ms143516(SQL.90).aspx)

Changes in Good Mobile Control Installation Requirements

To install Good Mobile Control for the first time, you'll log in to Windows using the user service account that will be used later to run the Good Mobile Control windows service. **If iPhone features are to be activated, then this service account MUST be different from the service account used by GMM server.** See the latest version of the *Good Mobile Messaging Administrator's Guide for Microsoft Exchange* found at www.good.com/docs for more information on this topic.

To upgrade Good Administration Center (1.0.0) to Good Mobile Control (1.0.1), **if iPhone features will be activated and if the service account used by Good Administration Center 1.0.0 is also used as the Good Mobile Messaging service account (GoodAdmin), then special steps must be performed prior to installation in order to upgrade without losing user information.** You need to uninstall the previous management console without removing the SQL database, and install the new management console on this database with a different service account:

1. Write down the SQL Server configuration information used by your Good Administration Center 1.0.0 installation (this information will be used later in the install):
 - Is your SQL Server local or remote? If remote, the SQL Server instance hostname
 - If static port, the port number
 - If named instance, the instance name
 - If default instance (only applies to remote), the database name in use by Good Administration Center
2. Uninstall Good Administration Center 1.0.0 without removing the database.
3. Log in to Windows using the user service account that will be used to later run the Good Mobile Control windows service. For iPhone features to be activated, this service account *must be different* than the (*GoodAdmin*) service account used by GMM server.
4. Install Good Mobile Control Center. When the database configuration screen appears during installation, use the configuration previously used by Good Administration Center 1.0.0. This installation will retain servers and handhelds from the old installation.

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