

**Good**<sup>™</sup> Mobile  
Messaging for IBM  
Lotus<sup>®</sup> Domino<sup>®</sup>

Wireless Enterprise Messaging and Data Access System

Quick Installation Guide

Server Version 5.0/Client Version 5.0

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# 1 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 IBM® Lotus® Domino® administrator should be able to complete the process in less than an hour. This chapter outlines the process.

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

## Prerequisites

You will be installing an additional IBM Lotus Domino server in your production Domino domain, on the machine to host the new Good Messaging Server. You'll install this new Domino server with the "Primary Domino Directory (recommended)" option. This Domino server should have the ability to connect to other Domino servers in your Domino domain(s); required connection documents from this Good Messaging Domino server to the other servers must be set up. Your production Domino servers can be installed on any operating

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system, but the Domino server on which Good Mobile Messaging is to be installed must be running Microsoft Windows.

Then you will be installing:

- Good Messaging Servers, which synchronize user handhells with their Lotus Domino accounts. One Messaging Server can handle up to 1000 users.
- Good Management Servers, which provide facilities for managing Good Mobile Messaging users and their handhells. One Good Management Server is required; recommended is a Good Management Server on each Messaging Server host machine, for redundancy.
- Good Management Consoles, which provide a front-end for the Good Management Servers. Install on as many machines as necessary for convenient administration.

Ensure that the machines that will host Good Messaging Server, Good Management Server, and Good Management Console, and the machine with installed Lotus Domino server for Good Mobile Messaging, conform to the following prerequisites.

Good Messaging Server and Good Management Server host system requirements:

- Intel® Pentium® IV processor, 2GHz or higher
- 1 GB RAM (2 GB recommended)
- 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 1MB memory and 5MB free disk space.

Users	RAM (GB)	Hard-Drive Free Space (GB)
50	1*	20

Users	RAM (GB)	Hard-Drive Free Space (GB)
100	1	20
200	1	20
500	1.3	21.5
750	1.55	22.75
1000	1.8	24
* Minimum		

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 2.1.2, 2.5.1, and 3.0.1.

- Required minimum LAN speed for the servers: 100Mbps Note: With the Good Messaging Domino server connection to other Domino servers in your Domino domain, the speed of the network connection must maintain a sustained minimum rate of at least 100Mbps. Slower network connections between the Domino server on which Good Messaging runs and other Domino servers will cause increased message latency.
- Active Directory (Good Management Server)
- Lotus Notes client must not be installed on the Good Messaging host machines.
- SMTP Service should not be enabled on the Domino instance running on the Good Mobile Messaging Server.

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

- Server host machine: Windows Server 2003 Service Pack 1

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- 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).

- The 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. To uninstall SQL if present, refer to “Uninstalling SQL” in Chapter 10, *Uninstalling Good Messaging*, of the *Good Mobile Messaging Administrator’s Guide*.

Lotus® Domino configuration requirements:

- Lotus Domino Messaging Server 6.5 or higher. Server versions 7.0.3 or 8.0 are recommended, to take full advantage of Mobile Messaging’s performance features.
- Install the Domino server as a Domino Messaging server.
- The Domino server on which Good Messaging runs must be installed with the “Primary Domino Directory (recommended)” option.
- The Domino server on which Good Messaging Server is to be installed should be installed as a Windows service and should be configured to run as a Windows service and not as a regular application
- The Domino server on which Good Messaging is to be installed should not be installed as a “partitioned server.” Good Messaging

does not support and cannot be installed on a partitioned Domino server.

- The Domino server on which Good Messaging runs must have read/write access with “Delete Documents” privileges on every user mail file in your organization. Usually the “LocalDomainServers” group has these required rights. You may not need to alter the Access Control List as long as this Domino server (on which Good Messaging is being installed) is listed in the “LocalDomainServers” group.
- If the Domino server on which Good Messaging runs does not have any rights to the users’ mail files and you are setting up the ACL, this server requires Editor access or higher (such as Designer or Manager access) with the following rights:
  - Create Documents
  - Delete Documents
  - Create personal folders/views
  - Read Public documents
  - Write public documents
- Good Messaging Server uses the Lotus Domino server ID while instantiating the Lotus Domino APIs and accessing Domino mail databases on other servers in your Domino domain(s). It is recommended that the server ID have the Server ID property ‘Don't prompt for a password from other Notes-based programs’ checked/enabled.
- If your Domino infrastructure has multiple domains:
  - The Domino server on which Good Messaging runs must have “Directory Assistance” enabled for every Domino domain in your organization.
  - The Domino server on which Good Messaging runs must have connection documents to the Domino servers in the other Domino domains. The Good Messaging Domino server should be a member of “LocalDomainServers” group in every Domino domain.

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- The necessary Cross certification, either per-server or per-organization level, must be established between the Domino server on which you are installing Good Messaging and the mail and directory servers in other domains to which this Domino server connects.

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

Note the following:

- Microsoft SQL Express will be installed and configured during the installation of your initial Good Messaging Server.
- Windows Installer 3.0 is required for installation of Good Messaging Server. Windows Server 2003 with Service Pack 1 (SP1) includes Windows Installer 3.0.
- The host machine should not have an MSDE or SQL server installed on it. To uninstall SQL if present, refer to “Uninstalling SQL” in Chapter 10, *Uninstalling Good Messaging*, of the *Good Mobile Messaging Administrator’s Guide*.
- In order to install the Good Messaging Server, you must log in as a Windows Domain user listed as a member of the Administrators group on that machine.

We recommend that you create a new Windows account for installing and running Good Messaging services. After creating the Windows account, assign it "Local Administrator" privileges, then log on as the new Windows user and proceed with the installation. If you do not have a Windows domain, you can use a local administrative machine account; however in this case to administer Good Servers you will have to physically log on to this machine and use the Good Management Console on it. To administer the Good Servers using Good Management Console

from a remote machine, the Good Services must be run as a Windows Domain user.

## Installing Good 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.

1. Download Good Messaging software as directed by your authorized sales representative (typically, from <http://www.good.com/download>), and after unpacking it, run setup.exe. You use this utility for the Messaging Server, Good Management Server, Good Management Console, and Good Messaging client software installations.

Install one or more Messaging Servers (a single Messaging Server can handle up to 1000 users). At least one Good Management Server is required. We recommend installing a Good Management Server on every Messaging Server machine for purposes of redundancy. A Good Management Console is installed automatically on the Good Management Server host machine.

2. Run Good Management Console and optionally create roles for use of the console on different machines. (Roles for service administrator, administrator, and helpdesk are packaged with the console.)

**Note:** When launching Good Management Console, enter the required login credentials in the format *domain\user id*, not *user id@domain*.

3. Install Good Management Console on the machines where it will be used.
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 Treo or Pocket PC is a supported device type (visit [http://www.good.com/index.php/products\\_platforms\\_devices.html](http://www.good.com/index.php/products_platforms_devices.html) for more information. 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 (Palm and PPC handhelds):
  - a. Right-click the Users folder and select New User.
  - b. Select the user who will be assigned the handheld.
  - c. Select “OTA Setup” and click OK.

- d. Click OK. An email is sent to the user's Lotus Notes account. The email contains a PIN and URL. The handheld user connects to the URL and enters the PIN 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, download and install Good Messaging Client software, and connect to Good Messaging Server to wirelessly synchronize the user's Lotus Notes account. You can set policies for PIN expiration and reuse (refer to "Changing Global User Policies" in Chapter 6, *Managing the Handhelds*, of the *Good Mobile Messaging Administrator's Guide*). You can display the PIN and URL information at the Console by going to the Details tab in the user's Properties window (select the user in the user list, right-click and from the menu displayed, select Properties).

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.

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