

Good™ Mobile Messaging Good™ Mobile Control for IBM Lotus® Domino®

Wireless Enterprise Messaging and Data Access System

Quick Installation Guide

Good for Enterprise 6.0.3

Copyright, trademark and patent information

© Good Technology, Inc. 2001-2010. All rights reserved. Good, Good Technology, the Good logo, Good Mobile Messaging, Good Mobile Intranet, Good Mobile Defense, Good Mobile Application Services, GoodAccess, GoodInfo, GoodLink, and Powered by Good are trademarks of Good Technology, Inc. VeriSign(R) is a registered trademark of VeriSign, Inc. All other trademarks and service marks contained herein are the property of their respective owners. For example, Microsoft, Windows, Windows NT, Exchange and Outlook are trademarks of Microsoft Corporation. RIM, Research in Motion, RIM 950, RIM 957, and BlackBerry are registered trademarks or trademarks of Research in Motion Limited. Mobitex is a trademark of the Swedish Telecommunications Administration that may be registered in some jurisdictions. Datalight is a registered trademark of Datalight, Inc. FlashFX(tm) is a trademark of Datalight, Inc. Cingular, Cingular Wireless, the Cingular Icon, Xpress Mail, and Xpress Mail with GoodLink are trademarks of Cingular Wireless, LLC. All rights reserved.

Some or all of the following notices may apply to portions of the software or documentation provided by Good Technology, Inc.: Outside In®/Wireless Export © 2001 Stellant Chicago, Inc. All rights reserved. Copyright 1993-2001 Datalight, Inc., All Rights Reserved. U.S. Patent Office 5,860,082. Code written by John Halleck is used with his permission. This distribution contains executables of the Netscape® Security Service (NSS) and Netscape Portable Runtime (NSPR). You may obtain the source code for these files from www.mozilla.org, which source files are subject to the Mozilla Public License 1.1. Part of the software embedded in this product is eCos - Embedded Configurable Operating System, a trademark of Red Hat. Portions created by Red Hat are Copyright (C) 1998, 1999, 2000 Red Hat, Inc. (<http://www.redhat.com/>). All Rights Reserved. THE SOFTWARE IN THIS PRODUCT WAS IN PART PROVIDED BY RED HAT AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED BY RED HAT. IN NO EVENT SHALL RED HAT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. You may obtain a copy of the source code of the eCos Original Code from <http://www.redhat.com>. You may obtain a copy of source code of Good Technology, Inc.'s Modifications that have been publicly released in Executable form by sending an email to support@good.com. The source code of the eCos Original Code and Good Technology, Inc.'s Modifications are subject to the Red Hat eCos Public License Version 1.1 (copy available at <http://www.redhat.com/>.)

Some or all of the following notices may also apply to portions of the software or documentation provided by Good Technology, Inc: ScriptEase(tm) Javascript/ECMAScript interpreter developed by Nombas, Inc. All Rights Reserved. This product includes software developed by the Apache Software Foundation (<http://www.apache.org>). Copyright (c) 2000-2003, The Apache Software Foundation and/or Yves Piguat. All rights reserved. Neither the name of Yves Piguat nor the names of its contributors may be used to endorse or promote products derived from this software without specific prior written permission. Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at <http://www.apache.org/licenses/LICENSE-2.0>. Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the License for the

specific language governing permissions and limitations under the License. Copyright (c)1999-2001 Dan Adler, 315 E72 St. NY, NY, 10021 USA. [mailto: danadler@rcn.com](mailto:danadler@rcn.com). All rights reserved. The Jetty Package is Copyright Mort Bay Consulting Pty. Ltd. (Australia) and others. Individual files in this package may contain additional copyright notices. The javax.servlet packages are copyright Sun Microsystems Inc. Copyright (c) 1990-2003 Sleepycat Software. All rights reserved. You may obtain a copy of the source code for the DB software from <http://www.sleepycat.com>. You may obtain a copy of source code of Good Technology, Inc.'s Modifications that have been publicly released in Executable form by sending an email to support@good.com. Copyright ©1996-1999 Corporation for National Research Initiatives; All Rights Reserved. Copyright (c) 1995-2000 by the Hypersonic SQL Group. All rights reserved. Copyright (c) 2001-2002, The HSQL Development Group. All rights reserved. Copyright 2002 (C) Nathaniel G. Auvil. All rights reserved. Copyright (c) 1998-2000 World Wide Web Consortium (Massachusetts Institute of Technology, Institut National de Recherche en Informatique et en Automatique, Keio University). All Rights Reserved. Copyright (c) 2001 MX4J. All rights reserved. Copyright 1994-2004 Sun Microsystems, Inc. All Rights Reserved. Copyright 1999,2000 Boris Fomitchev Copyright 1994 Hewlett-Packard Company Copyright 1996, 97 Silicon Graphics Computer Systems, Inc. Copyright 1997 Moscow Center for SPARC Technology. THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Good Technology, Inc. may have patents or pending patent applications, trademarks, copyrights or other intellectual property rights covering this subject matter. The software and documentation do not give you any license to these patents, trademarks, copyrights, or other intellectual property rights except as expressly provided in any written license agreement from Good Technology, Inc. The software and documentation may be covered by one or more patents as set forth at <http://www.rim.netatents> which have been licensed by Research in Motion, Ltd. ("RIM") to Good. RIM is not affiliated with, nor does RIM endorse the operability of, the products or services described herein. Such patent license should not be construed as exhausting RIM's rights to royalties or damages or other compensation or relief or the grant of any express or implied license: (a) in relation to customer's use of third party products (except to the extent that use of third party email applications arises as a direct result of the customer using Good's products or services or the customer uses a third party wireless personal digital assistant or network carrier services in conjunction with Good's products or services); or (b) where customer or the supplier of the wireless personal digital assistant or wireless network services asserts any intellectual property rights against RIM notwithstanding the terms of clause (a) above, and RIM has exercised its right to suspend all or a portion of the licenses granted to Good.

Software from the Unicode project, in its modified form, is being used in the product. The license terms are as follows. Copyright © 1991-2008 Unicode, Inc. All rights reserved. Distributed under the Terms of Use in <http://www.unicode.org/copyright.html>. Permission is hereby granted, free of charge, to any person obtaining a copy of the Unicode data files and any associated documentation (the "Data Files") or Unicode software and any associated documentation (the "Software") to deal in the

Data Files or Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, and/or sell copies of the Data Files or Software, and to permit persons to whom the Data Files or Software are furnished to do so, provided that (a) the above copyright notice(s) and this permission notice appear with all copies of the Data Files or Software, (b) both the above copyright notice(s) and this permission notice appear in associated documentation, and (c) there is clear notice in each modified Data File or in the Software as well as in the documentation associated with the Data File(s) or Software that the data or software has been modified.

Disclaimer

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Good Technology, Inc. Information in this document is subject to change without notice. This publication could include technical inaccuracies or typographical errors. Good Technology may make improvements or changes in the products or the programs described in this publication at any time.

Good Technology, Inc.
4250 Burton Drive
Santa Clara, CA, 95054
Tel. (408) 327-6000 Fax (408) 327-6001
Web site: <http://www.good.com>

Be Good. Be Safe.
Please do not use while driving or engaged in any other activity that requires your full attention.

Contents

Quick Installation	1
Prerequisites	1
Pre-installation	10
Installing Good Messaging	11
Setting Up the Handheld	12

Quick Installation

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 installation process. Chapter 2 provides an overview of the Good Messaging system. Chapters 3 through 6 provide detailed installation instructions, should you need them.

This *Quick Installation Guide* outlines the installation process. The *Good Mobile Messaging Administrator's Guide* provides an overview of the Good Messaging system and detailed installation instructions, should you need them.

Prerequisites

Note: Version 6.0.1 of Good Mobile Messaging Client has been tested with and is supported by the two previous versions of Good Mobile Messaging Server (5.0 SR2 and 6.0.0). Version 6.0.1 of Good Mobile Messaging Server has been tested with and supports the two previous versions of Good Mobile Messaging Client (5.0 SR3 and

Quick Installation

6.0.0). **Client version 4.9 is not supported in the 6.0 release.** (http://www.good.com/corp/int_support.php?id=502&pid=497)

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

Then you will be installing:

- A Good Mobile Control (GMC) Server, which provides facilities for managing Good Messaging users and their handhelds. You'll install this server first.
- Good Messaging Servers, which synchronize user handhelds with their Lotus Domino accounts. One Messaging Server can handle up to 1,000 users.
- Good Mobile Access Server (optional) which provides wireless access to back-end systems. For complete installation requirements and instructions for Good Mobile Access Server, refer to its administrator guide.

Ensure that the Good Messaging Server and Good Mobile Control Server host machines, and your Domino server, conform to the following prerequisites. For environments serving more than 1,000 handhelds, we recommend installing the Good Mobile Control Server on a separate host machine; otherwise, a Good Messaging Server and Good Mobile Control Server can share the same host machine.

Good Messaging 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 GMC 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
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 Server and Good Mobile Access are supported as Guests on VMware ESX 3.0.1 and 3.5. Good Mobile Control is supported as a Guest on VMware ESX 3.5. If Good Mobile Control is installed in the same Guest as another Good product, then VMware ESX 3.5 is required. Good Messaging Server and Good Mobile Control are supported as Guests on a Windows 2008 R2 Hyper-V Host.

Quick Installation

- 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 sustain a 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.
- 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 Mobile Control 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

Additional Good Messaging Server and Good Mobile Control Server requirements:

- Good Messaging Server host machine: Windows Server 2003 Service Pack 1 (English (US) only). Windows 2008 is not supported in this version.
- Good Mobile Control Server requires Windows 2000 Service Pack 4 or Windows 2003 with Service Pack 2.
- Good Messaging Server and Good Mobile Control 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. (Version 5 required that you open outbound ports

80 and 443 for IP address 198.76.161.28 for Good Messaging to work properly. Version 6 requires, in addition, IP address 198.76.161.29 for use by Good Mobile Control.) 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 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 Server if present, refer to Chapter 10 of the *Good Mobile Messaging Administrator's Guide*.

- Good Messaging Server can service up to 1,000 handhelds.
- 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.
- Before installing Good Messaging Servers and Good Mobile Control 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.
- "Local administrator" privileges are required for GMC Server installation. The GoodAdmin account can be used for GMC Server installation but is not required.

SQL Server, .NET Framework, and Console requirements (links subject to change) (note these requirements if you plan to use an SQL

Quick Installation

server of your own; otherwise, Good Mobile Control will install SQL Express for you):

- Microsoft SQL Server 2005 Express Edition Service Pack 2:
<http://www.microsoft.com/downloads/details.aspx?familyid=D07219B2-1E23-49C8-8F0C-63FA18F26D3A&displaylang=en#Requirements>
<http://www.microsoft.com/sql/editions/express/sysreqs.msp>
- Microsoft SQL Server Management Studio Express Service Pack 2:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=6053c6f8-82c8-479c-b25b-9aca13141c9e&DisplayLang=en#Requirements>
- Microsoft .NET Framework 2.0 Service Pack 1 (x86):
<http://www.microsoft.com/downloads/details.aspx?familyid=79BC3B77-E02C-4AD3-AACF-A7633F706BA5&displaylang=en#Requirements>
- Good Mobile Control Console:
Microsoft Internet Explorer 7.0 or Firefox 2.0. Internet Explorer 6.0 is **not** supported.

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.

Quick Installation

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)

Lotus Domino configuration requirements

Lotus® Domino configuration requirements:

- Lotus Domino Messaging Server 6.5 or higher. Server versions 7.0.2 or 8.0/8.5 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 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 runs must be installed with the “Primary Domino Directory (recommended)” option.
- 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.

Quick Installation

- 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.
 - 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.

Pre-installation

Note the following:

- Microsoft SQL Express will be installed and configured during the installation of your initial Good Messaging Server unless you specify a different SQL database to be used.
- 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 Server if present, refer to Chapter 10 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 Active Directory (AD) account for installing and running Good Messaging services.

After creating the AD account, assign it “Local Administrator” privileges, then log on as the new AD user and proceed with the installation. For this release, use Active Directory (ADSI) authentication when installing Good Mobile Control.

Installing Good Messaging

We recommend against running BlackBerry™ Enterprise Server on the same machine as a Good Messaging Server or GMC 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, GMC Server, and Good Messaging client software installations.
2. Install the GMC Server first and then install one or more Good Messaging Servers (single Good Messaging Server can handle up to 1,000 users).
3. Run GMC Console and create roles for use of the console on different machines. Roles for service administrator, administrator, and helpdesk are packaged with the console. Note: First Console access must be by the Superuser specified during GMC Server installation. Launch the Console using `https://servername:8443` or `http://servername:8080`, where *servername* is the name of the machine on which Good Mobile Control Server is installed, or, from that machine itself, `http://localhost:8080`. Use your Windows username and password to log in.
Note: The GMC session in your browser will time out after one hour of no activity. The timeout is not configurable.
4. Set up user handhelds as described in the following section.
5. Create policies and assign them to handhelds as described in Chapter 6 of the *Good Mobile Messaging Administrator's Guide*.

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 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 (14MB for Treo 700WX)
 - **Smartphone:** 12MBContact your authorized service representative for additional information on memory requirements.

Note that Palm is not supported by version 6.0 Client software, but earlier software versions do support Palm.
3. The handheld battery should be fully charged (an alert will be displayed if the battery is below 25%).
4. Use GMC Console to set up and activate user handhelds wirelessly:
 - a. On the Console Home page, click the “Add handhelds” link.
 - b. Select the user who will be assigned the handheld.
 - c. Specify a policy and group for the handheld.

- d. When finished, 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, as described in Chapter 5 of the *Good Mobile Messaging Administrator's Guide*. You can display the PIN and URL information at the Console by going to the OTA page for the handheld on the Handhelds tab.

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

Quick Installation