

# **Good Mobile Messaging Server 6.0.1/Client 6.0.1 for IBM Lotus Domino**

## **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](http://www.good.com/gmp)). The Portal also lists which handhelds are covered by Good's Technical Support.

The latest version of the release notes for this version can be found at [www.good.com/docs](http://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 Management 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**

You will be installing an additional IBM Lotus Domino server in your production 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 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:

- 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 Lotus Domino accounts. One Messaging Server can handle hundreds of users.

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

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.

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 Connection are all on the same host machine.

- 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.
- 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 Administration (GMC) 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 GMC Server requirements:

- Server host machine: Windows Server 2003 Service Pack 1. Windows 2008 is not supported in this version.
- 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 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 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.

- 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 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.
- "Local administrator" privileges are required for GMC installation. The GoodAdmin account can be used for GMC installation but is not required.

GMC SQL, .NET Framework, and Console requirements (links subject to change)(note these requirements if you plan to use an SQL 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=31711D5D-725C-4AFA-9D65-E4465CDFF1E7&displaylang=en#Requirements>  
<http://www.microsoft.com/sql/editions/express/sysreqs.mspx>
- 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>

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 Enterprise 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.
  - 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.

### **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 Administration 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)

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