



Good Advanced Administrator Training

LEVEL: Advanced | **DURATION:** 2 Days | **FORMAT:** Lectures and Hands-On Labs

PRE-REQUISITES:

This course is suitable for Good Administrators that have a basic understanding of the Good for Enterprise product and would like to increase their knowledge.

This service will help you rapidly prepare for a company-wide Good for Enterprise rollout. This course describes how to perform advanced administrative tasks, such as troubleshooting, monitoring and high availability of the service. It also describes how to maintain the system to best practice methods and recover from any disasters that effect service to end users. A combination of instructor-led lectures and hands-on labs enable the attendees to quickly master the topics covered.

Day 1

MODULE 1 - GOOD FOR ENTERPRISE ARCHITECTURE

- Describe the Good for Enterprise Architecture and Components
- Detail Messaging and Secure Browser Data Flow

MODULE 2 - GOOD FOR ENTERPRISE INSTALLATION

- Summarise the Good for Enterprise Servers' installation sequence
- Describe the Good for Enterprise pre-requisites
- Describe the how licensing works
- Explain how to install a Good Mobile Control server
- Explain how to install a Good Mobile Messaging server
- Identify the setup logs
- List the post-installation tasks

MODULE 3 - GOOD FOR ENTERPRISE ADMINISTRATION

- Describe the Good Mobile Control console
- Describe Role-based administration
- Explain how to assign roles to user accounts or groups
- Describe the end-user self-service console
- Summarize the mobile device provisioning process
- Explain how to add mobile devices via the console or a command-line utility



- Explain the provisioning process
- Identify the supported mobile devices
- Explain how to create and use IT Policies and templates
- Describe how to distribute applications on the devices
- Explain how to enable secure browsing

Day 2

MODULE 4 - GOOD FOR ENTERPRISE MONITORING

- Explain how to monitor Good for Enterprise servers and devices
- Describe the relevant Event Viewer IDs
- Describe paused devices
- Explain how to sign up for technical support notifications

MODULE 5 - GOOD FOR ENTERPRISE TROUBLESHOOTING

- Summarize the troubleshooting methodology
- Describe troubleshooting steps of messaging server connectivity issues
- Describe troubleshooting steps of Good Network Operation Centre connectivity issues
- Describe troubleshooting steps of Good Mobile Control console issues
- Explain issues related to the Good Mobile Messaging server cache
- Explain how to configure the server logging options
- Explain how to upload the server logs to Good technical support
- Describe troubleshooting steps of mobile device issues
- Explain how to configure the device logging options
- Explain how to use the Good knowledge base
- Describe the Good technical support programs and levels
- Describe how to open a ticket with Good technical support

MODULE 6 - MIGRATIONS AND UPGRADES

- Summarize the upgrade scenarios
- Explain how upgrade the Good servers
- Explain how to move the Good servers to another host
- Explain how to move the Good Mobile Messaging server cache
- Explain how to move the SQL database
- Explain how to deal with messaging server upgrades
- Explain how to change the service account

MODULE 7 - BUSINESS CONTINUITY

- Describe the recommended backup strategy
- Describe Cold Failover
- Describe Clustering
- Explain how to set up a Disaster Recovery Plan

▶ For more information, please call 866 7 BE GOOD, email sales@good.com, or visit www.good.com.



Good Technology

For more information, please call 866 7 BE GOOD, email sales@good.com, or visit www.good.com.

Good Technology Headquarters
101 Redwood Shores Parkway, Suite 400
Redwood City, CA 94065 USA
+1 650 486 6000 (main)
+1 866 7 BE GOOD (sales)

Good Technology UK
Brettenham House
Lancaster Place
London, WC2E 7EN, United Kingdom
+44 (0) 20 7845 5300

Good Technology Asia/Pacific
Global Center, F/33
309 Nanjing Road, Nankai District
Tianjin 300100, PRC
+86 22 2750 2555

©2011 VISTO Corporation and Good Technology, Inc. All rights reserved. Good, Good Technology, the Good logo, Good for Enterprise, Good for Government, Good for You, Good Mobile Messaging, Good Mobile Intranet, and Powered by Good are trademarks of Good Technology, Inc. ConstantSync, Constant Synchronization, Good Mobile Client, Good Mobile Portal, Good Mobile Exchange Access, Good Mobile Platform, Good Easy Setup, Good Social Networking and Good Smarticon are either trademarks or registered trademarks of VISTO Corporation. All third-party trademarks, trade names, or service marks may be claimed as the property of their respective owners. Good and Visto technology are protected by U.S. patents and various other foreign patents. Other patents pending.