



## 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](mailto:sales@good.com), or visit [www.good.com](http://www.good.com).



#### Good Technology

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