

Good™ Mobile Messaging Good™ Mobile Control for Microsoft™ Exchange®

Wireless Enterprise Messaging and Data Access System

Quick Installation Guide

Good for Enterprise 6.0.3

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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 Microsoft® Exchange® administrator should be able to complete the process in a few hours. No special wireless knowledge is required to perform the installation.

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: Versions 6.0.0 and 6.0.1 of Good Mobile Messaging Server have been tested with and support all previous versions of Good Mobile Messaging Client beginning with 4.9.3. Version 6.0.1 of Good Mobile Messaging Client has been tested with and supports the two previous versions of Good Mobile Messaging Server (5.0 SR3 and 6.0.0). (http://www.good.com/corp/int_support.php?id=502&pid=497)

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You will be creating a Good Messaging user account (named *GoodAdmin* in this guide) and a *GoodAdmin* Exchange mailbox. 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.

If you're upgrading, you can just use your current Good Mobile account.

- Good Messaging Servers, which synchronize user handhelds with their Outlook accounts. One Good 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's guide.

Ensure that the Good Messaging Server and Good Mobile Control Server host machines, and your Exchange server, conform to the following prerequisites. Good Messaging Server and Good Mobile Control Server can run on the same host machine, but cannot run on the same host machine as Microsoft Exchange Server®. For environments serving more than 1,000 handhelds, we recommend installing the Good Mobile Control Server on a separate host machine. The Good Messaging Server should be close to the Exchange Servers it communicates with (low latency, good bandwidth). The Good Mobile Control Server should be close to its SQL database.

Good Messaging Server host system requirements:

- Pentium 4 with minimum speed of 2GHz
 - 1GB RAM
 - 20GB hard drive space free for the Good Messaging Servers
- These requirements for RAM and hard drive free space are based on 200 users. For each additional user, add 1.5MB memory and 40MB 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 Server and Good Mobile Access are supported as Guests on VMware ESX 3.0.1, 3.5, and 4.0. Good Mobile Control is supported as a Guest on VMware ESX 3.5 or 4.0. If Good Mobile Control is installed in the same Guest as another Good product, then VMware ESX 3.5 or 4.0 is required. Good Messaging Server and Good Mobile Control are supported as Guests on a Windows 2008 SP2 and R2 64 Bit Hyper-V Host.
- Required minimum LAN speed for the Good Messaging Servers: 10MB/s. Note: When configuring Good Messaging Servers to connect with an Exchange server, the speed of the network connection must be a sustained minimum rate of at least 10MB/s. Slower network connections between Exchange and Good Messaging Servers will cause increased message latency.
- Microsoft Outlook® must **not** be installed on the Good Messaging Server or Good Mobile Control Server host machines. Uninstall Outlook if it is present.
- Installing Good Messaging Server on a Microsoft Exchange server machine is not supported. Installing Good Messaging Server on a domain controller is not supported.

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 1,000 users: Intel Pentium IV dual processor (2GHz or greater), 2GB RAM
- Minimum 40 GB hard disk space

Good Messaging Server and Good Mobile Control Server requirements:

- Good Messaging Server can service up to 1,000 handhelds.

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- Good Mobile Control Server requires Windows 2000 Service Pack 4 or Windows 2003 with Service Pack 2.
- Good Messaging Servers must have access to the Microsoft Exchange Server that will manage user mailboxes (Microsoft 2003/2007).
- Both the 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'll be using a proxy server, you'll enter the necessary information for that server during the installation process.

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 Good Mobile Control 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 mail servers and AD, especially TCP 1433 (Database) and 1352 (NRPC).

The Windows firewall is not supported for use with Good Mobile Control. Note that in Windows 2008, the Windows firewall is turned on by default. If currently on, turn off the firewall in Windows 2003 or 2008.

Good does not recommend a DMZ deployment nor is it supported, as a number of outbound ports need to be opened to connect to the Microsoft Exchange server

- 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*.

- Port 135 must be open for TCP connections from the Good Mobile Messaging Server to all Exchange Servers for enabled Good Messaging users. The Good Messaging Server will test connectivity to an Exchange Server by opening a TCP socket to port 135 before starting up users. If the Good Mobile Messaging Server fails to connect it will not allow users on that Exchange Server to start sending messages to their mobile device. This check is used as a health check in the event an Exchange Server is down and not able to handle requests.
- 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.
- If you are also installing a Good Mobile Access Server, refer to its administrator's guide for installation requirements and details.
- To activate the S/MIME secure-email feature in the Good Mobile Control Console, all installed Servers must be version 5.0 or higher.
- For native Microsoft 2003 environments or mixed Microsoft Exchange 2003/2007 environments, **Exchange System Manager 2003 with Service Pack 2 is required** on all Good Messaging Server machines; **if necessary, install Exchange System Manager from the Exchange 2003 CD**. Installation of Exchange System Manager 2000 on Good Messaging Server is not recommended.

Important: For Microsoft Exchange 2007-only environments, the MAPI/CDO download from Microsoft is **required on all Good Messaging Server machines**. If mapicdo is present and its version is *earlier than* Exchange MAPICDO 6.5.8039.0, no changes are necessary.

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If Exchange MAPICDO is not present or is version 6.5.8039.0 or later, do the following:

1. If necessary, download the latest version of ExchangeMAPICDO from Microsoft.
2. Set two environment variables to bypass the MAPI version check within the Good Messaging Server installer:
 - a. Open Control Manager ->System.
 - b. Click on the Advanced tab.
 - c. Click on Environment Variables.
 - d. Under System Variables:
 1. Click New.
 2. Type in "SKIPMAPICHECK" for the variable name.
 3. Type in "1" for the variable value.
 4. Click OK.
 5. Click New again.
 6. Type in "REQUIREANYCDO" for the variable name.
 7. Type in "1" for the variable value.
 8. Click OK.
 9. Click OK again to exit.
3. Verify that the mapi32.dll is 1.0.xxxx (if not, run fixmapi.exe from the system32 directory).
4. Run the Good Messaging Server installer.

Note: If the installer complains that Exchange System Manager is not found, manually re-register the CDO.dll and retry the installation. To manually register CDO.dll, use Regsrv32 (regsrv32.exe *full path and file name of CDO.DLL*).

Good Mobile Control 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 3:
<http://www.microsoft.com/downloads/details.aspx?familyid=3181842A-4090-4431-ACDD-9A1C832E65A6&displaylang=en>
<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-AAFC-A7633F706BA5&displaylang=en#Requirements>
- Good Mobile Control:
 Microsoft Internet Explorer 7.0 and 8.0 and Firefox 2.0, 3.0, and 3.5 are supported. 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 or Standard 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.

SQL instance and database: An instance is an SQL installation, one per host. An instance can contain multiple databases.

Multiple GMC Servers can share an SQL instance but must use separate databases within that instance. If two GMC servers attach

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to the same database, data loss may occur. An SQL instance is defined as a copy of SQL running on a computer.

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.

- Whether your existing database is local or 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 SP3 (complete process) - [http://technet.microsoft.com/en-us/library/ms143516\(SQL.90\).aspx](http://technet.microsoft.com/en-us/library/ms143516(SQL.90).aspx)

Microsoft Exchange configuration requirements

Microsoft Exchange configuration requirements:

- Exchange 2003 requires a 32-bit OS; Exchange 2007 require a-64 bit OS.
- Every Good Messaging user account must be set up with an SMTP address (the standard Microsoft Exchange configuration).

The domain containing the Good Messaging account (*GoodAdmin*) must be trusted by the following domains: every domain containing one or more Exchange servers with mailboxes for Good Messaging handheld users; the domain containing the Exchange server where the GoodAdmin mailbox itself is located. Subject to this restriction, all Windows architectures are supported. To test, you can use the `manageprofile` command-line tool, installed with Good Messaging, on the Good Messaging Server host machines to open user mailboxes in each domain in question.

The tool is explained in Chapter 8 of the *Good Mobile Messaging Administrator's Guide*.

- MAPI Access is required for all Good Messaging users. Exchange 2003 SP2 introduced a way to turn MAPI Access off that will stop all synchronization for Good Messaging users. To verify MAPI access is on by default, do the following:
 - a. From Windows Support tools, go to ADSI Edit and connect to the appropriate domain.
 - b. Right-click on a Good Messaging user and select Properties.
 - c. Select the "ProtocolSettings" attribute from the list and verify that its value does not have a "MAPI" entry listed. If such an entry is present, verify that MAPI is not disabled:

Acceptable:

```
[No value]
```

```
MAPI$1$0$$$$$$$ = MAPI is Enabled
```

If there is no MAPI string in ProtocolSettings, all MAPI clients are allowed; this is the recommended configuration

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Operating System

*When deploying GMM using Windows 2008 64-bit hardware in a mixed Exchange 2003/Exchange 2007 environment, ensure that you install ExchangeMapiCDO on the GMM server and that all 2003 Exchange servers are upgraded to the latest service pack. If you are deploying GMM in an Exchange 2003-only environment, install Exchange 2003 System Manager or MAPI/CDO. Exchange 2000 System Manager is not supported

Exchange Software

Good Mobile Messaging Server and Good Mobile Control Server

Exchange Server 2007®

Exchange Server 2003 System Manager® with Service Pack 2 (recommended)(2003/2007 only)

Go to <http://customerportal.good.com/> for any compatibility updates and for compatibility with older Good Messaging and GoodLink versions.

Good version 6 GMM and GMC are tested with 32-bit OS for Windows 2003 and Exchange 2003 and with 32-bit and 64-bit OS for Windows 2008/Windows 2008 R2 and Exchange 2007.

Pre-installation (Exchange 2003)

To get your users up and running, you'll need to perform the following tasks.

- First, check prerequisites; establish initial Good Messaging Server and Good Mobile Control Server host machine configuration (step 1 below)
- Second, set up the necessary user account and account permissions for Good Messaging Servers and Good Mobile Control Server (steps 2-11 below)

- Third, create a mailbox for the new *GoodAdmin* user account (step12 below)

For detailed instructions, refer to Chapter 3 of the *Good Mobile Messaging Administrator's Guide*.

1. First, confirm that the prerequisites for Good Messaging Servers and Good Mobile Control Server are in place.
2. Second (steps 2-11), create a new Windows 2000 or 2003 domain user account and give it the proper permissions. In this manual, the user is named *GoodAdmin*. This is the Good Messaging Servers user account. The name must not contain any special characters. The Good Mobile Control Server can use this account but is not required to.

GoodAdmin should only be a member of Domain Users; it is added to this group by default. Do not add this user to any additional groups (Enterprise Admins or Domain Admins). By default, Exchange 2003 restricts the access of these groups to mailboxes, so administrators won't be able to read/write to a user's mailbox.

The Good Mobile Control account needs only local admin rights and should not have domain admin rights.

3. Follow the instructions below to display the Security tab in Exchange System Manager. (The Security tab must be available in Exchange System Manager for you to set Exchange permissions.) The instructions should be performed on a computer that has Exchange System Manager installed. This step only needs to be done once; skip it if you've already done it.
 - a. (Recommended) Launch the self-extracting executable that was downloaded to extract the Good Messaging setup files. Double-click the file `ex_show_security_page.reg`. Go on to step 4.
 - b. Otherwise, start Registry Editor (`Regedt32.exe`).

Warning: Do not use Regedit unless you are an experienced administrator and know exactly what you are doing.

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Locate the following key in the registry:

```
HKEY_CURRENT_USER\Software\Microsoft\Exchange\ExAdmin
```

On the Edit menu, select New | DWORD Value and enter as its name ShowSecurityPage.

Double-click to assign it the value of 1.

Quit Registry Editor.

4. Launch Exchange System Manager
5. Right-click the Organization (Root) object and select Properties.
6. Choose the Security tab
7. Click the Add button, and add the GoodAdmin domain account
8. Select the GoodAdmin domain account and grant the following permissions:
 - Read
 - Execute
 - Read permissions
 - List contents
 - Read properties
 - Read metabase properties
 - Administer information store
 - Create named properties in the information store
 - View information store status
 - Receive as
 - Send as
9. Verify that no security permissions for the GoodAdmin account are set to Deny.
10. Click Apply. Note: By default these permissions will be applied to all sub-containers. Do not change this setting.
11. You'll also need to assign an additional Send As permission to all domains and organizational units, as described in Chapter 3 of the *Good Mobile Messaging Administrator's Guide*.
12. On the Good Messaging host machines, add *GoodAdmin* to the local Administrators group with the following Advanced User Rights:

Back up files and directories
Allow log on locally
Profile system performance
Restore files and directories

13. Create an Exchange mailbox for the *GoodAdmin* account.
14. Create a Good Mobile Control account (*GoodAdminGMC*), unless you want to use *GoodAdmin*. The same account can be used for both Good Mobile Messaging and Good Mobile Control servers; however, Good recommends creating separate accounts for the two servers for a flexible deployment with easier upgrades in the future.

This account needs only the local admin rights listed in the previous step.
15. Log on using the new account to a machine that will host Good Mobile Control Server.

Now continue with “Installing Good Messaging” on page 17.

Pre-Installation (Exchange 2007 Mode)

To get your users up and running, you’ll need to perform the following tasks, as described in the procedure below.

- First, check prerequisites; establish initial Good Messaging Server and Good Mobile Control Server host machine configuration. (Step 1)
- Second, set up the necessary *GoodAdmin* and *GoodAdminGMC* user accounts with account permissions for the Good Messaging and Good Mobile Control Servers, and with a mailbox for the *GoodAdmin* account. We recommend that these two accounts be separate. (Steps 2-6)

For detailed instructions, refer to Chapter 3 of the *Good Mobile Messaging Administrator’s Guide*.

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On a machine that has Exchange Management Shell installed, follow these instructions.

1. First, confirm that the prerequisites for Good Messaging Servers and Good Mobile Control Servers are in place.
2. Second (steps 2-7), create a new Windows 2000 or 2003 domain user account and mailbox for the Good Messaging Server and user account for the Good Mobile Control Server. Give these accounts the proper permissions. In this manual, the users are named *GoodAdmin* and *GoodAdminGMC*. The name must not contain any special characters.

GoodAdmin should only be a member of Domain Users; it is added to this group by default. Do not add this user to any additional groups (Enterprise Admins or Domain Admins). By default, Exchange 2007 restricts the access of these groups to mailboxes, so administrators won't be able to read/write to a user's mailbox.

3. The Good Mobile Control account needs only local admin rights and should not have domain admin rights.
4. Create the *GoodAdmin* account/mailbox from Exchange server 2007 using the Exchange Management Console or from a command shell prompt. Depending on your organization's configuration when a mailbox is created, the NT Domain login user account is also set for this *GoodAdmin* account. Once the mailbox is created, make sure that the Password Expired option is set to Never for this account.
5. Add the permissions for the *GoodAdmin* account necessary for the Good Mobile Messaging Server to work efficiently. To do this, on a machine that has Exchange Management Shell installed, do the following.

Note: By default these permissions will be applied to all sub-containers. Do not change this setting.

- a. Launch Exchange Management Shell. (Do not use Windows Powershell.)
- b. At the [MSH] prompt, enter:

```
[MSH] C:\Documents and Settings\username>
Get-OrganizationConfig | Add-AdPermission -user
GoodAdminName -accessRights GenericRead
-extendedrights "Read metabase properties","Create
named properties in the information store","View
information store status","Administer information
store","Receive as","Send as"
```

6. Make sure that the *GoodAdmin* account is a member of Domain Users only.
7. To display the permissions you have set, you can enter the following command:

```
[MSH] C:\Documents and Settings\erica>Get-Organi-
zationConfig | Get-AdPermission user
EricaLockAdmin6 | fl
```

8. For a shorter version of the output, substitute “-ft User, *rights*” for “-fl.”
9. Create a Good Mobile Control account.
10. Set up Send As permissions as described in “Setting the ‘Send As’ Permission” in Chapter 3 of the *Good Mobile Messaging Administrator’s Guide*.

Installing Good Messaging

We recommend against running BlackBerry™ Enterprise Server on the same machine as a Good Messaging Server or Good Mobile Control Server, when both are present. (You can enable Good Messaging users who are also using BlackBerry.)

1. Download Good Messaging software and run setup.exe. You use this utility for the Good Mobile Control Server and Good Messaging Server software installations.
2. Install the Good Mobile Control server first and then install one or more Good Messaging Servers (single Good Messaging Server can handle up to 1,000 users).

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3. Run Good Mobile Control 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 Good Mobile Control 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 handheld is a supported device type. 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 - 12MB

Contact 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 Good Mobile Control 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. If the user already has one or more handhelds assigned to him/her, you’ll be prompted to add another. Click OK.
 - c. Specify a policy and group for the handheld.
 - d. When finished, an email is sent to the user's account. The email contains a PIN and URL. The handheld user connects to the URL and enters his/her email address and 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 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 Operations Center, and between the Servers and the handhelds they service, using the Good Monitoring Portal located at <http://www.good.com/gmp>. Like the Good Mobile Control Console, the Good Monitoring Portal provides information

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about users, their handheld types and service carriers, and much more.