



GoodLink Wireless Corporate Messaging

GoodLink System Overview

Your Office To Go

GoodLink lets mobile employees work from anywhere and stay up to date with Microsoft Outlook applications from their handheld. Our wireless messaging and corporate data access system offers a rich laptop-like experience, including all the capabilities of Microsoft Outlook and the ability to view and edit rich attachments and interact with third party applications. That means anything you can do on your laptop -- browse the Web, manage Outlook, edit MS Office documents -- can be done wirelessly, in real-time, through an interface just like your laptop.

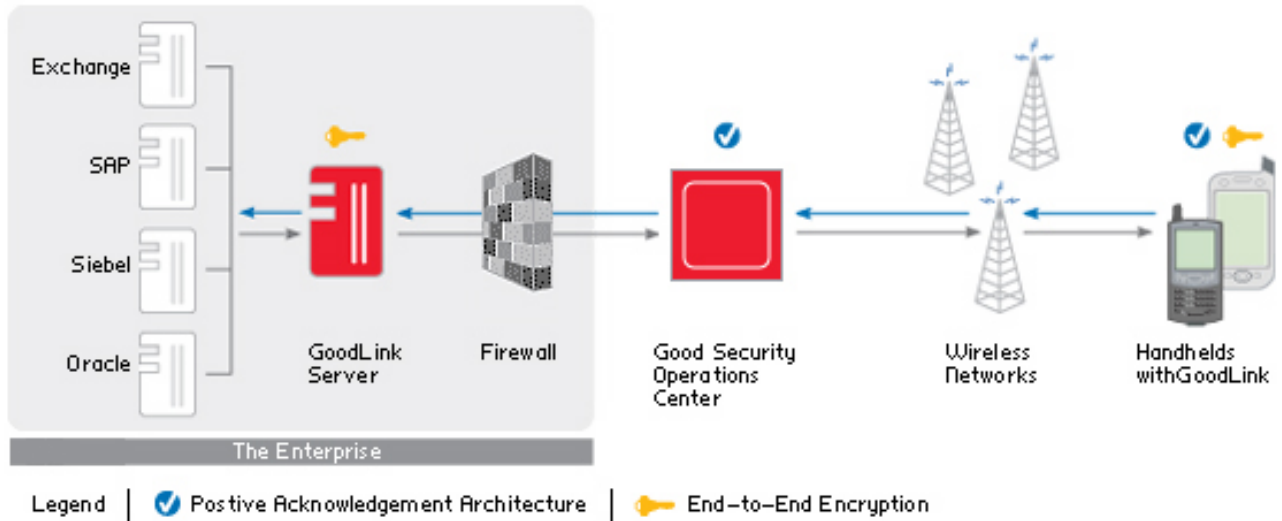
Palm OS and Pocket PC

GoodLink offers an enterprise the flexibility to deploy a common email solution across the most powerful operating systems, device platforms and carriers. GoodLink is standardized for Palm OS and PocketPC and integrates with voice and Web browsing, as well as thousands of third-party applications available for these industry standard platforms.

All the GoodLink software and documentation can be downloaded from our website: <http://www.good.com/download>. You will need a license key and serial number to install the GoodLink Server.



GoodLink End-to-End System Architecture



End-to-End Wireless Corporate Messaging System

- 1** GoodLink Server integrates with handheld user's Microsoft Exchange account using the MAPI protocol.
- 2** When new messages are received, GoodLink Server compresses the message and encrypts it using AES encryption before send it via Port 443 through the corporate firewall.
- 3** Messages travel securely over the Internet (HTTP over SSL) to the Operations Center.
- 4** The Operations Center routes the messages to the appropriate devices using the Wireless Network. Advanced security and a unique Positive Acknowledgement Architecture ensure that there is complete security and reliability between GoodLink Server and the wireless handheld.
- 5** When the wireless handheld receives the message, it uses a key shared with GoodLink Server to decrypt and decompress the message for the user to read. When a user sends a message from the handheld, the process happens in reverse.



GoodLink Installation Overview

System Requirements:

GoodLink Server System Requirements:

- 800 MHz Pentium III processor or greater.
- 1 GB RAM (512 MB minimum) with 64 MB free for GoodLink Server.
- 8 GB hard drive space free.
- *Windows 2000 Server* with Service Pack 2 or higher or *Windows 2003 Server*.
- LAN Access (minimum 10 MB/s) to the Exchange servers for managing GoodLink user mailboxes.
- Internet access through port 443 (secure https) for outbound initiated sessions.
- *Microsoft Exchange System Manager* for Exchange 2000/2003 environments or *Microsoft Exchange Administrator* for Exchange 5.5 environment.
- Microsoft Outlook must not be installed on the GoodLink Server host machine. Uninstall if present.

Unsupported Configurations:

- GoodLink Server must run on a separate machine from the Exchange Server and any other mission critical applications.
- GoodLink Server and Blackberry Enterprise Server can co-exist in the same environment but must be installed on separate machines. They can both communicate with the same Exchange 5.5, Exchange 2000, or Exchange 2003 server although it is not recommended that they both service the same individual user's mailbox.
- GoodLink Server provides limited support accessing the internet through a proxy server. Additional system configuration is required. Alternatively your firewall can be configured to allow direct communication between GoodLink Server and Good Operations Center.

GoodLink Administrator Account and Permissions:

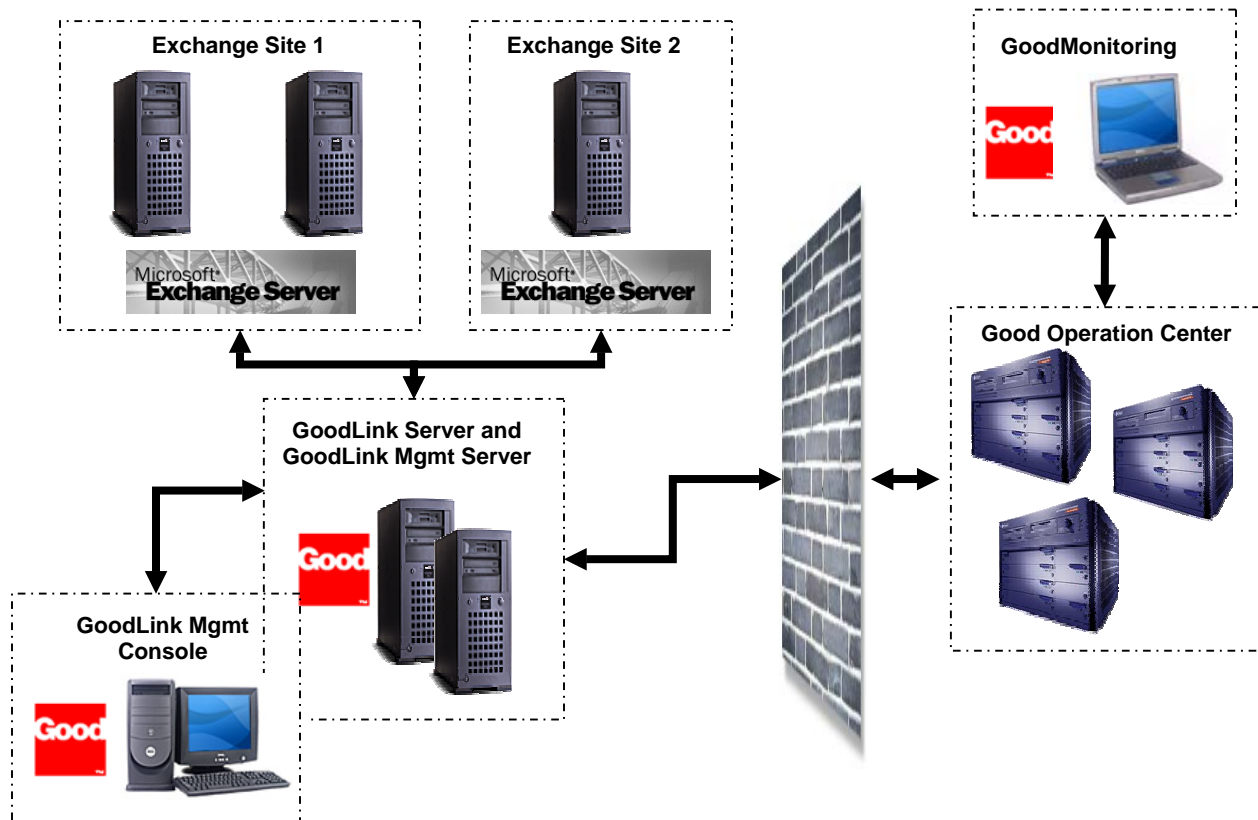
The GoodLink Server synchronizes the handhelds with Exchange using a GoodAdmin domain user account and mailbox. The GoodLink Server uses the Microsoft Standard MAPI (Mail API) protocol to communicate with the Exchange Servers. To complete the GoodLink installation you will be required to set up the following permissions for the GoodAdmin account:



Account Creation:

- Create a *GoodAdmin* user account and mailbox.
- For **Exchange 5.5** environments add *GoodAdmin* to the **Service Account Admin** group at the site and configuration containers.
- For **Exchange 2000** environments add *GoodAdmin* to the **Exchange Services** or **Exchange Domain Servers** group.
- For **Exchange 2003** environments grant *GoodAdmin* the following rights on Exchange: Read, Execute, Read permissions, Create children, List contents, Read properties, Read metabase properties, Create named properties in the information store, View information store status, Administer information store, Receive as, Send as.
- Add *GoodAdmin* to the local **Administrators** Group on the GoodLink Server host machine.

GoodLink System Environment





“Quick” Installation Steps:

GoodLink Server and GoodLink Management Console Setup:

1. Install GoodLink Server and GoodLink Management Server.
2. Install GoodLink Management Console and GoodLink Client Applications. (Can be installed on a separate machine from the GoodLink Server.)
3. Install Palm HotSync using the Handspring Synchronization Software CD. This is required for setting up handhelds through GoodLink Management Console.
 - a. Select **“Install synchronization software”**.
 - b. The wizard will guide you through the next few steps.
 - c. When prompted to “Select a personal information manager (PIM)”, select this option: **“I have another PIM (such as...GoodLink) and/or existing 3rd party synchronization software I would like to use.”** Click **“Next”**.
 - d. Enter a **“User Name”**. You will use this profile for setting up the handheld through the GoodLink Management Console so you can use anything.
 - e. Select **“USB”** as the connection type.
 - f. Uncheck the boxes for placing shortcuts on your desktop (optional).
 - g. Click **“Install”** to begin the installation.
 - h. Connect the Treo to the computer and press the HotSync button on the cable. The USB drivers should load automatically.
 - i. Click **“Next”** and **“Finish”** to complete the installation.
4. Before setting up the first user on GoodLink, run HotSync to confirm USB driver installation was successful.

Handheld Activation:

1. Activate the Treo 600 using **GoodDetect** and **GoodMonitoring** portal:
 - a. Using **GoodDetect** obtain the device information necessary for activating the device on the Good network.
 - b. Create an account for the **GoodMonitoring** portal (<http://www.good.com/gc>). You'll need to know the GoodLink server name, license key, and serial number.
 - c. Cut and paste the device information into the proper place under the “Manage Devices” section for handheld activations.



Global Policy Settings:

1. Launch **GoodLink Management Console**.
2. Click “**Action**” and select “**Global Policy**”.
3. Configure GoodLink global password and application policies.

Roles Based Administration:

1. Launch **GoodLink Management Console**.
2. Click “**Action**” and select “**New Role**”.
3. Create users/groups for managing GoodLink and assign rights.

Handheld Setup:

1. Launch **GoodLink Management Console**.
2. Connect handheld to computer through USB cable. Be sure handheld is fully charged.
3. Click “**Action**” and select “**New User**”.
 - a. Select user from “**Global Address List**”.
 - b. With the Treo connected to your computer, click the “**Detect**” button.
 - c. You will be prompted to confirm setup of a Treo handheld. Click “**OK**” and then press the “**HotSync**” button.
 - d. Confirm IMSI or ESN is correct.
 - e. Click “**OK**”
 - f. The wizard will guide you through the rest.

Handheld setup consists of:

- Enabling handheld on GoodLink Server
- Loading GoodLink application software on the handheld
- Data exchange between the handheld and the Exchange Server
- Automatic generation of encryption key on handheld
- Activation with Good Network Operations Center
- Wireless synchronization of handheld with the user’s Exchange mailbox data

Note: For more detailed information on the GoodLink Server and End User setup, please refer to the GoodLink Server Administrators Guide provided with the server software.