

Q: Does Good only support Windows Server 2008 SP2 for Domino and not Windows Server 2008 R2?

A: Yes, Good only support Windows 2008 SP2 for Domino

Q: When installing Domino 8.5.2 64 bit can FP1 (Fix Pack 1) be applied?

A: For Domino 8.5.2 64bit FP1, we're still verifying it if it can be applied

Q: How do I enable detection jailbreak devices on Domino?

A: You must set up the Compliance Manager. Please see the Admin guide starting on page 149 and following the steps.

http://www.good.com/documentation6/GoodAdminGuide_domino.pdf

Exchange Trial FAQ:

Q: I am unable to register my Good Mobile Control, what steps can I follow to register?

A: Please follow these steps:

1. Please make sure that GMC service is running
2. Try to login to your Good Mobile Control (<https://localhost:8443>)
3. If you're using LDAP authentication, login as a superuser that can authenticate to your LDAP
4. If you're using AD authentication, please enter your service account you use when installing the GMC
5. If you can log in successfully to GMC, go back to the GMM installation when you're getting the error message
6. Click on the Advance button on the installation and check the second text box and input the login credential you use when logging in to your Good Mobile Control

Q: The battery life on Droid drains significantly when running Good, how can I can minimize this?

A: To remedy the Droid OS devices battery life drain, we suggest enabling a feature that would help in this scenario. This feature will have the device app to synch at a time instead of synching always and draining the battery.

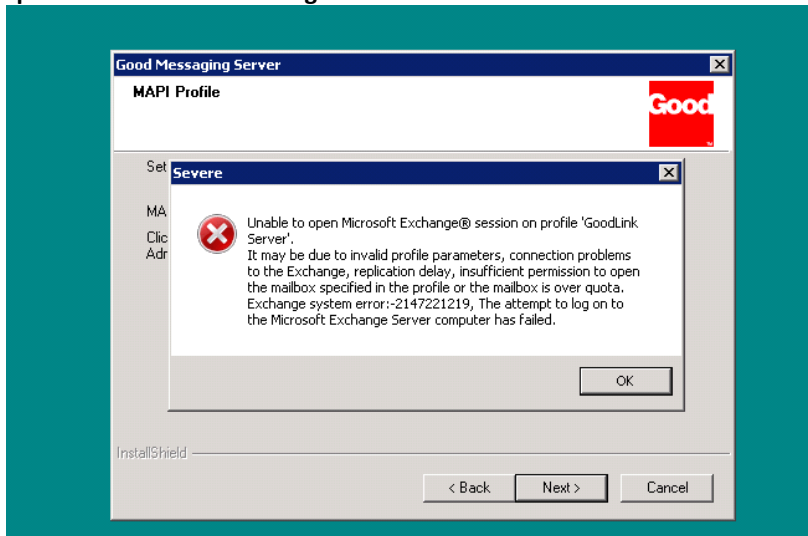
Please perform the steps below:

- Open the Good App.
- Go to Preferences.
- Select About Good Messaging.
- On the About press hold down the menu button for 10 seconds until you see the keyboard pop-up on the said screen.
- Type 'power' and hit enter. Once successfully inputted you will get a prompt Power Management view enabled.
- Go back to Good Preferences and look for CPU Power Management and make sure that it has a check.

Q: How do I enable detection of iPhone jailbreak devices?

A: You must set up the Compliance Manager. Please see the Admin guide starting on page 193 and following the steps. http://www.good.com/documentation6/GoodAdminGuide_exchange.pdf

Q: During the install of the Good Messaging server I get the following error about not being able to open a session with exchange:



A: When running windows 2008, please use MAPI/CDO version 6.5.8190

- Please use this link ftp://goodcust:g00d4Me!@ftp.good.com/ExchangeMapiCdo_8190.EXE

If you're still getting the same error, please apply full access right for the goodadmin account.

Q: We are getting the following error when trying to install Good:



A: Please make sure that when you are installing the Good Mobile Control, use GMC license key. For installing the Good Messaging Server, use GMM-EXCHANGE license key.

Q: It seems that I only get notification on my mobile device for Meetings in my calendar, not for Reminders or any other type of entry. Is this by design and can it be changed?

A: This is by design. The reminders or any entry will only sync once the Good application is opened on the device.

Q: How long will the WIPE command stay active on the network until the actual wipe has happened (e.g device turned off or out of battery)?

A: As long as the user account is enabled still, then the WIPE request will stay in our NOC or in the Session Layer until it reaches the device. The wipe command should trigger once the device goes online. Note that this process is being pushed over the air. Once the wipe has been activated, it will then disable the client. All data should already be removed and there is no way for a user to get back and login.

Q: From the iPhone we notice that when we make call or receive there is no caller ID from the Good Contacts.

A: On the iPhone client, make sure that the 'sync with contacts' in the preference is enabled.