



Good Share Client User Guide for iOS Devices

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Overview

An integral part of the Good Dynamics (GD) platform, your Good Share application combines with the Good Share server to furnish a secure mobile collaboration solution, one that allows mobile workers to access, sync, and share their documents and files without VPN software, firewall reconfiguration, or duplicate data stores.

Good Share balances the needs of your mobile workforce with industry-leading enterprise security by giving you:

- Permission-based access to data in multiple places such as a file server or a SharePoint site.
- Synchronization across multiple devices that only connect occasionally.
- Data ownership for separating corporate data from personal data without using duplicate storage on the cloud.
- Data security via protection mechanisms that span multiple layers to prevent unauthorized access or leakage.
- Data governance with robust policy management and a full audit trail to meet compliance standards.
- Complete control by enterprise IT administration over a mobile document's life cycle, as well as the Good Share application itself and enterprise data stored on the mobile device.
- Catalog browsing and catalog search to improve usability and navigation.
- Secure access to calendars, including additions for local notifications.
- Quick access to data sources and files through bookmarks and favorites.
- Performance enhancements for synchronizing changes across devices and data sources.
- Automatic downloads of files/folders in the background to minimize any impact on the user experience.
- Policy enforcement by admins over user-defined data sources.

The sections that follow take you through each step necessary to install and use the Good Share on your device.

Installing the Good Share App

First, you will need an access key to set up your app. There are a couple of different ways to acquire one from your IT administrator:

1. Request an access key from the admin, or
2. Request the URL of a self-service account and issue a key to yourself.

Once you have requested a key, it is sent as part of a welcome email to your enterprise. Three parts comprise the access key, each containing five (5) case-sensitive alphanumeric values.

When you have an IT-provisioned access key in hand, go to the Apple app store and download **Good Share**.

The first time you open Good Share on your mobile device, you'll need to set up the application with your enterprise credentials and register your access key.

To set up the application and register your access key, take the following steps:

1. Enter your **Email Address** and the **Access Key** provided by IT via email.
2. Wait while the app is provisioned. If you made an error entering the email address or access key, you'll see an error message, as well as a retry option.
3. Read the **End User License Agreement** and, if you accept the terms, tap **Accept**.
4. Enter your **Username**, your enterprise **Password** and your **Domain**, if applicable.



With activation and setup complete, you're now ready to get started using Good Share.

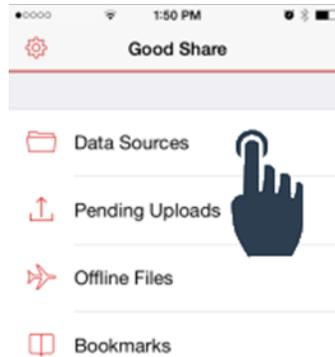
Getting Started — Data Sources

A Good Share data source is a collection of files and folders on an enterprise server or NAS you access using a mobile device equipped with the Good Share app.

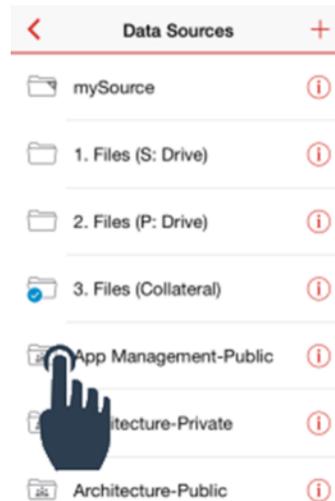
Good Share automatically updates your latest bookmark and data source changes on all the devices associated with your login.

To peruse a data source:

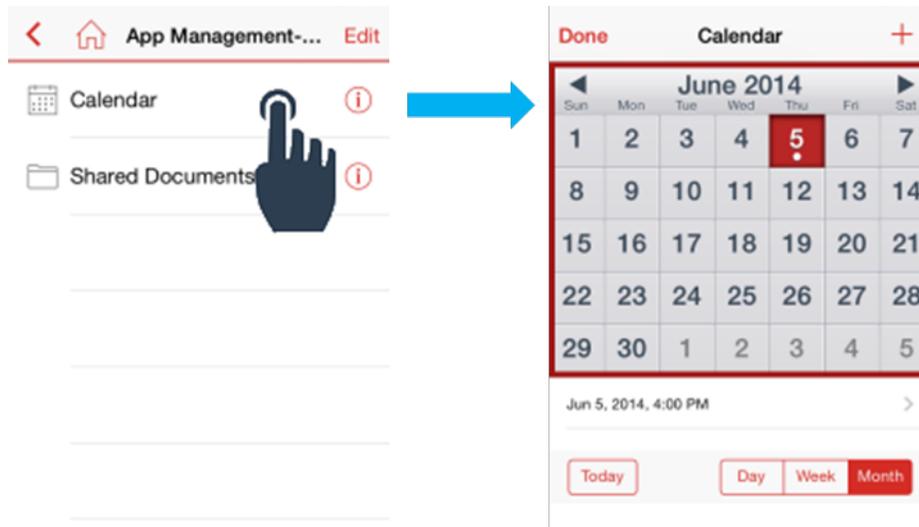
1. Tap **Data Sources** to see the list of data sources.



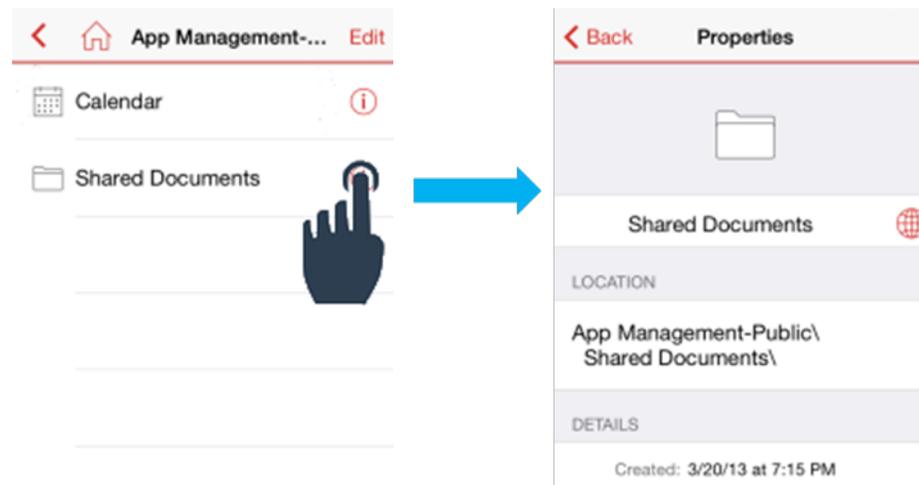
2. Tap one of the items under **Data Sources** to see the available content.



Tap any single item to open the file.



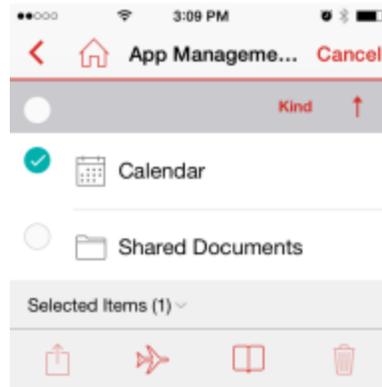
3. Tap  to see an item's properties. For instance:



Tap  (Back) to return to the **Data Source** list.

Tap  to access the URL in a secure browser, like Good Access.

4. To perform an action on a file, tap the **Edit** button, select the desired item, then choose one of the tools in the command bar at the bottom of the screen. In this example, **Calendar** is selected.

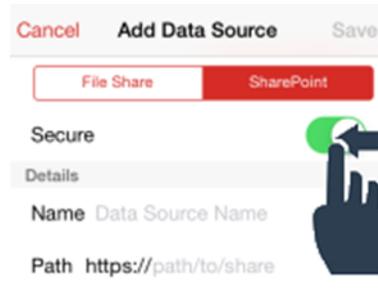


5. Tap  (**Share**) to send an email with a pointer to the item you want to share, except for Calendar items. This icon is disabled when calendar is selected.
Tap  (**Offline**) to work on the file offline.
Tap  (**Bookmark**) to add this item to your list of Good Share bookmarks.
Tap  (**Trash**) to delete this item from your Bookmarks (see [Selecting Data Sources to Work With Offline](#) and [Removing a Bookmark](#)). When you delete an item in Good Share, it is merely removed from the list. The original Data Source item is unaffected.
6. Tap **Cancel** to leave edit mode.

Adding a Data Source

You can add additional data sources, File Share and SharePoint, to the set you initially access as follows:

1. Tap **Data Sources** in the Good Share home screen, then tap the plus icon  in the upper right corner. This displays the **Add Data Sources** screen (pictured).
2. In the field provided, enter the **Name** you want to use for this new data source.
3. If this is a File Share, enter the **Path** to the Share. If this is a SharePoint site, enter its URL.
4. For a SharePoint Data Source, slide the **Secure** switch to off to use an HTTP address. Keep it on (default) to use the more secure HTTPS protocol.



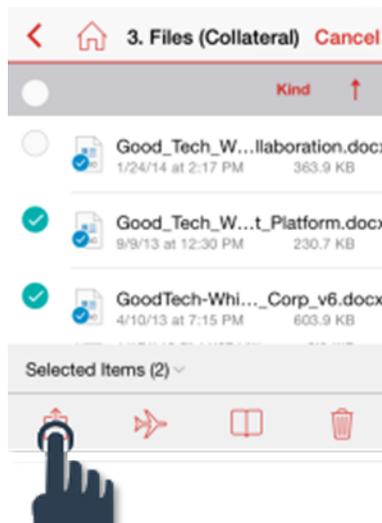
5. Tap **Done**.

This new data source is now tracked by Good Share on all your authorized devices, which means it's not necessary to add this new data source on all devices.

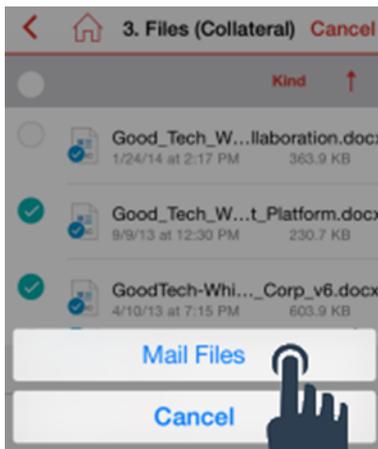
Sharing a Data Source

As you browse different data sources with your mobile device, you may find one you want to be sure your coworkers are viewing. To share this data source with them:

1. Select the source to share, tap **Edit**, select the item(s) to share, and tap .



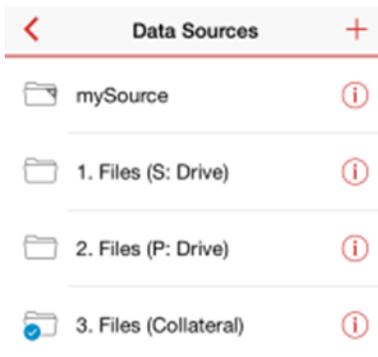
2. Tap **Mail Files** to access your GFE email app with the address of the selected item to share in the message.



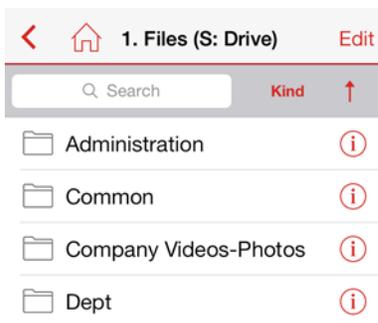
Selecting Data Sources to Work With Offline

The first time you select **Offline Files** from the Good Share home screen the list will be empty. To mark a data source so you can work on it offline:

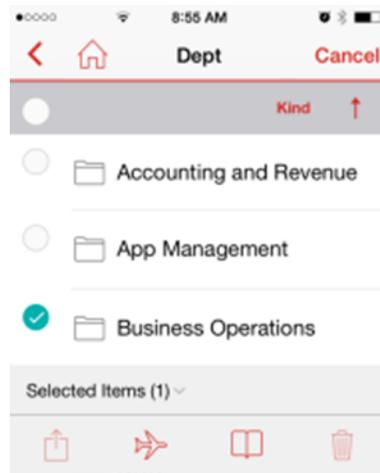
1. Tap **Data Sources** in the Good Share home screen, then tap a Data Source to select it.



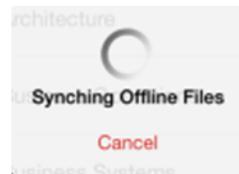
2. Tap a folder/item in the Data Source to select it. Continue to open subfolders until you find what you're looking for.



3. Tap Edit, then select an item by tapping its . When you do it becomes .

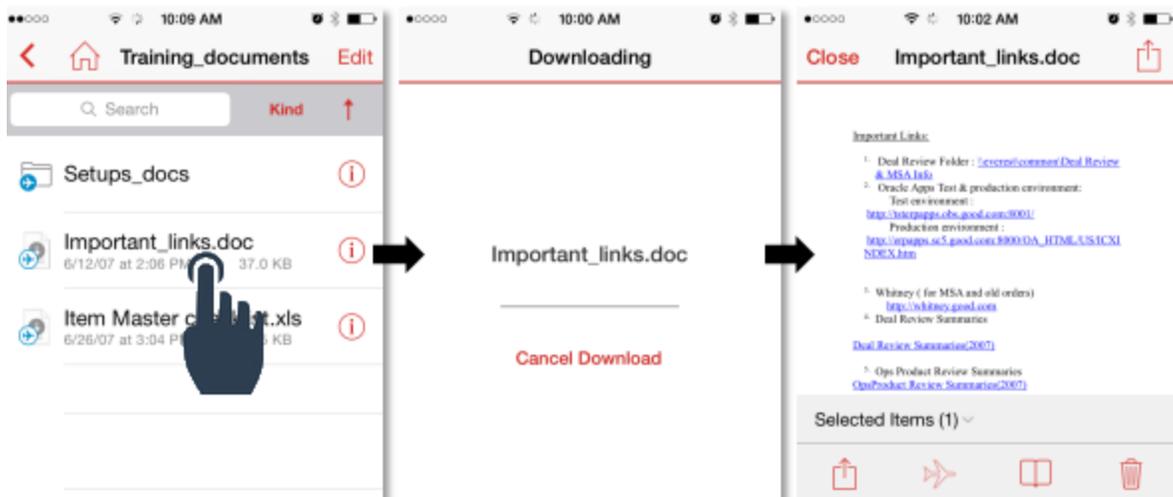


4. Tap and the item is synchronized to your device, then marked for offline work with .

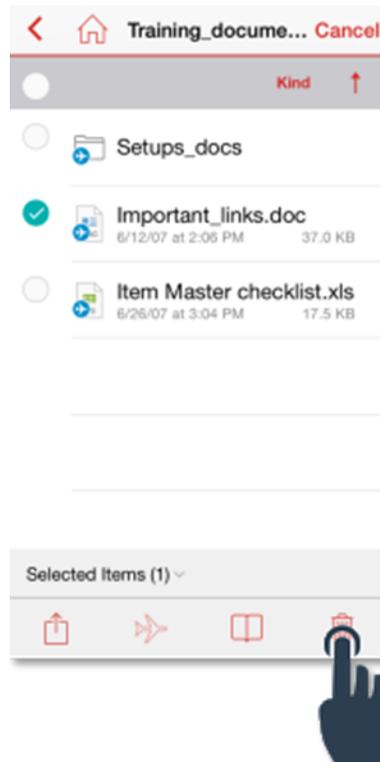


Individual files within an offline folder are marked with until you download them.

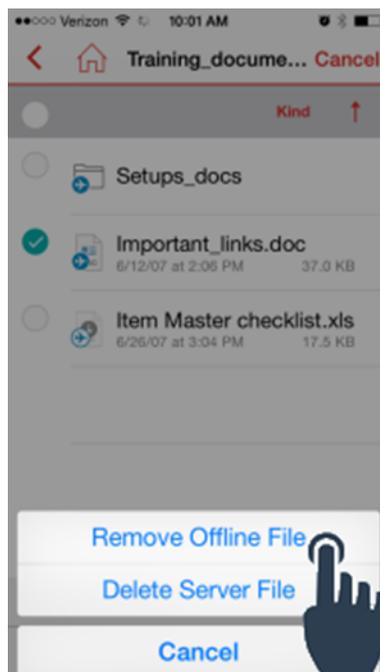
5. Tap a file to download it. When download is complete, it opens automatically.



- To remove an offline file, tap **Edit**, select the item you want to delete, and tap .



- Tap **Remove Offline File**. This merely removes the file from device storage. The file remains on the server.



If you delete the server file, however, the delete cannot be undone.

Working With Files

Now that we've learned how to [download a file to view it offline](#) in the previous section, we can move deeper into saving files under a different name, opening them in an appropriate application for editing, and emailing them as attachments, as well as bookmarking files for easy-to-find convenience.

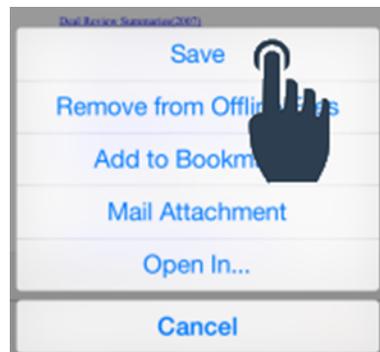
Saving a File

To save a file to the server under a different name or replace the existing file:

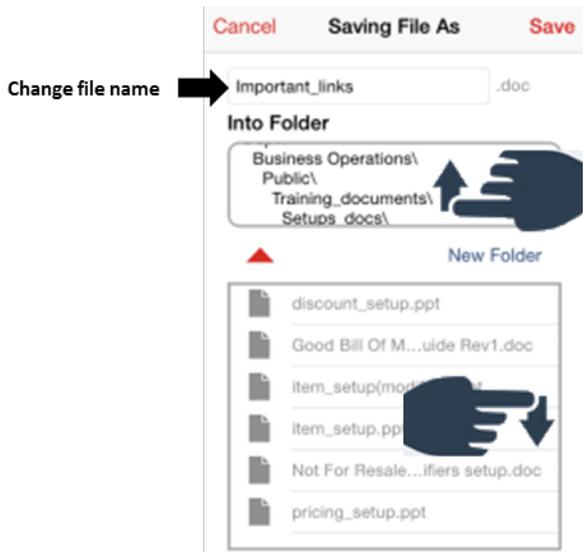
1. With the file open in Good Share, tap  near the top of the screen.



2. In the options presented, tap **Save**.



3. Now you can save the file by its original name or change it, or move it to a different location on the server.



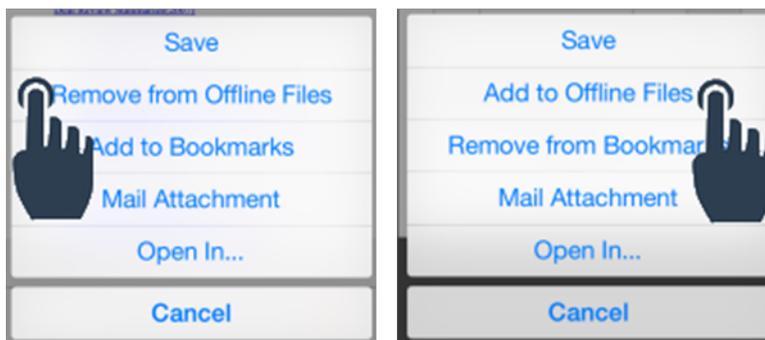
- a. Tap in the file name text field to change the name of the file.
- b. Scroll up the **Into Folder** list to trace up the path structure for context.
- c. Tap ▲ to ascend to the next level of directory.
- d. Tap ■ to reveal the current contents of a folder.
- e. Tap **New Folder** to create a new folder.
- f. Tap **Save** to save the file.

Adding or Removing an Item from Offline Files

With the file open in Good Share, tap  near the top of the screen.

If the file is a member of the offline files list, tap **Remove from Online Files**.

If the file is not in the offline list and you wish to add it, tap **Add to Online Files**.



Removing the item from the list of files stored on the device and synchronized with the server. Nothing happens to the file on the server and you can always add the item back to your offline files list by selecting it in Edit mode and tapping .

Bookmarking Files

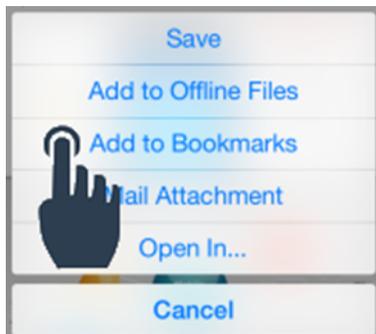
You can bookmark items within a particular data source to create a collection. This way, you can locate specific files quickly without having to browse through an entire data source.

Adding a Bookmark

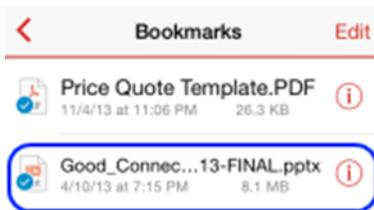
As with Favorites, the first time you select **Bookmarks** from the Good Share home screen, your list will be empty. Bookmarking individual items from various data sources allows you to jump directly to that item from a special list.

There are two ways to bookmark a file and add it to a customized list you can quickly browse. You can:

1. Locate the item in a data source, switch to Edit mode, select the file, then tap , or ...
2. Open the file, tap near the top of the screen, then tap **Add to Bookmarks**.

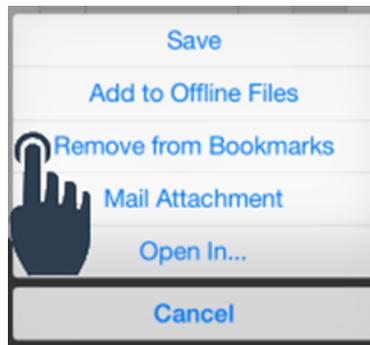


Return to the Good Share home page by tapping , tap **Bookmarks**, and you'll find the item in the list.



Removing a Bookmark

To remove a bookmark from a file, open the file in Good Share, tap  near the top of the screen, then tap **Remove from Bookmarks**.



Now return to the Good Share home page by tapping , then tapping  **Bookmarks**, and you'll find the item has been removed from the list.

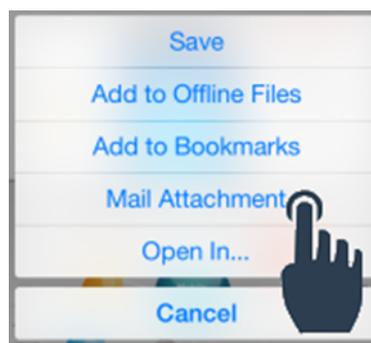
Attaching Files to Email

You can conveniently send files as email attachments—single items and selected multiple items—from Good Share using GFE. Single items can be sent or you can select multiple items to send as attachments.

Attaching a Single File

To attach a single file to an email:

1. With the file open in Good Share, tap  (located near the top of the screen), then tap **Mail Attachment**.

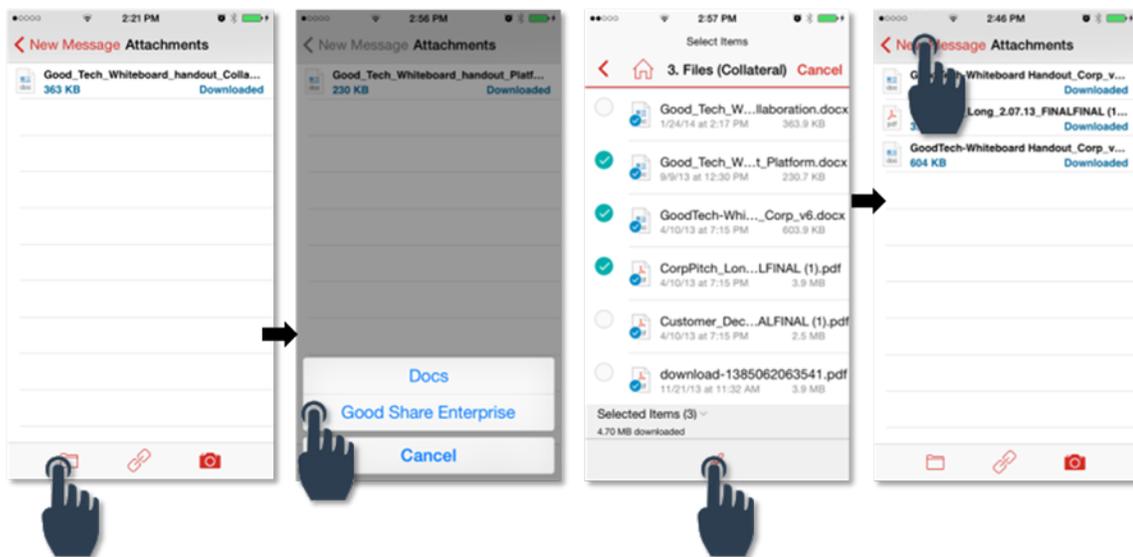


This switches you over to a new, ready-to-compose email in GFE with the file already attached.

To verify this and/or to add more attachments, tap . This opens the current list of attachments.

2. Add more file attachments by tapping  or links to files by tapping .

Tapping **Good Share Enterprise** returns you to location of the first attachment in Good Share, placing you in Edit mode, where you can select more files or navigate to different data sources to make selections.



3. Tap the paperclip icon to attach all your selections and you are returned to your email to continue composing.

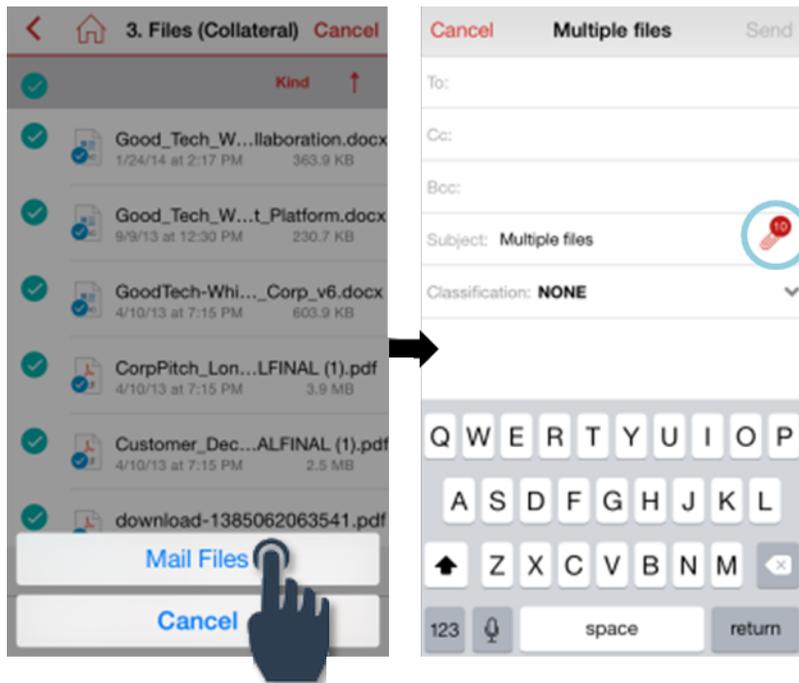
Selecting Multiple Files to Attach

Start by (a) composing your email in GFE and then selecting the content to attach, or (b) selecting the items you want to attach and then composing your message.

To select the Good Share items:

1. Open Good Share, then navigate to the items you want to attach to your GFE email, and tap **Edit**.
2. After selecting the items you want to share, tap in the toolbar at the bottom of the screen.

3. Select Mail Files.



Attaching Good Share Items from GFE

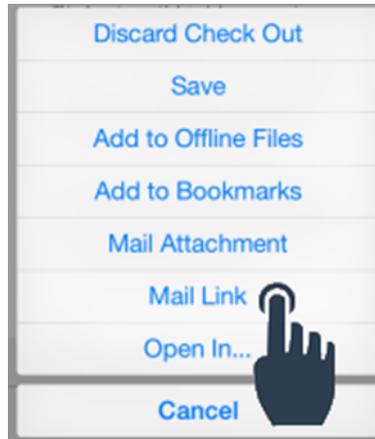
If you are already composing an email in GFE, follow these steps to attach Good Share items:

1. Tap the attachment icon on the subject line in a new GFE email.
2. Next, from the toolbar at the bottom of the **Attachments** screen, you can select the folder icon, the link icon, or even the camera icon.



3. Tap the **Good Share Enterprise** option.
4. Navigate to the items you wish to attach and tap the corresponding . The checkmark tells you it's selected.

Tap the paperclip icon at the bottom and the file is added to the attachments list in GFE. However, if you're attaching a link, unlike the folder icon, the tool inserts the URL of the Good Share data source. To use the link option, select the file(s) in Good Share, tap the share tool at the top of the screen, then tap **Mail Link** in the options menu.

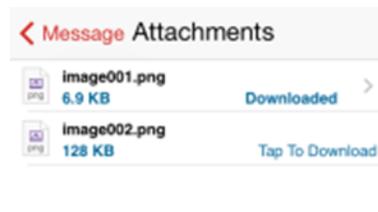


Saving a GFE Email Attachment to Good Share

You can also save an attachment from a GFE email to Good Share with the following steps.

To save an attachment from an email to a Good Share data source:

1. From your GFE email, tap .
2. From the list of attachments, tap one to download it; tap it again to view it.



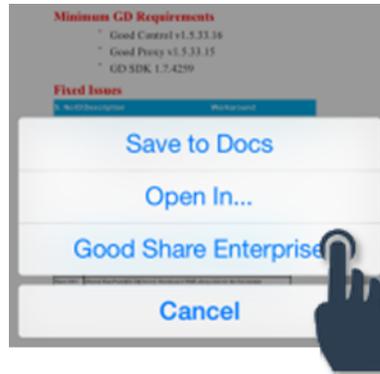
3. After the attachment opens in GFE tap,  at the top of the screen, select the desired option by tapping it.

Here's what the options do:

Save to Docs saves the file to the secure Good container on your device.

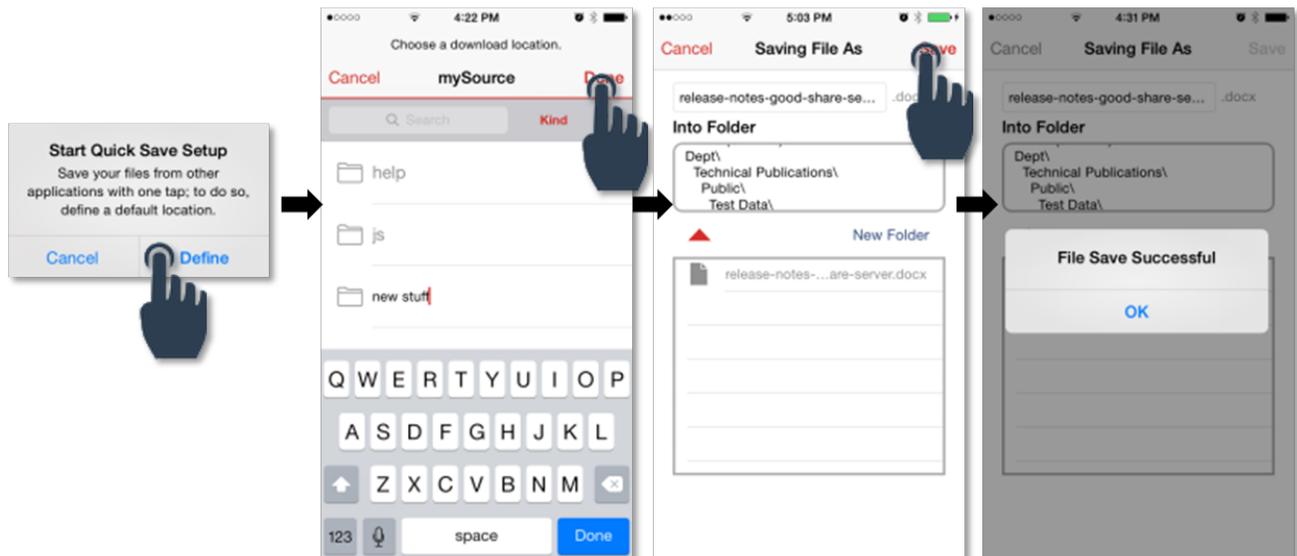
Open in... presents a collection of compatible apps on your device to choose from.

Good Share Enterprise lets you save the file to a new or existing Good Share data source.



4. Tap **Good Share for Enterprise**.

The first time you do a save from a Good-secured app, you'll be prompted to define a quick start save setup so that, going forward, you can save your files from other applications with one tap.



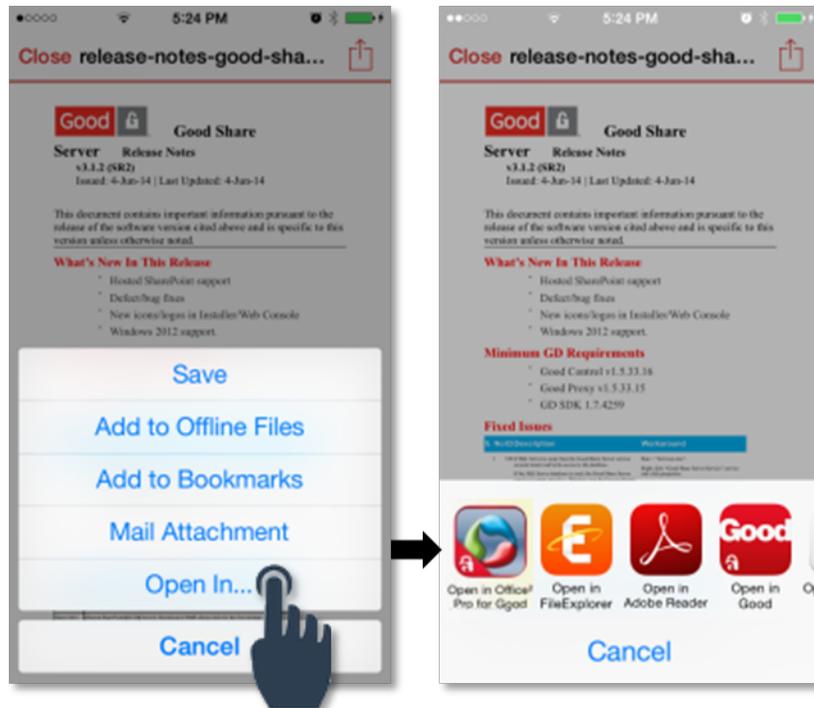
5. Tap **Define** and you're asked to choose a Good Share download location. You can even create a new folder if your File Share or SharePoint permissions allow.
6. Click **Save** when access to the share is authorized.
7. When the file save succeeds, click **OK**.

Opening a File in Another Application

You can open a Good Share data source file in any Good-secured compatible app on your device that has been whitelisted by your Good Share administrator. Whitelisting simply means that your enterprise IT has deemed the app safe.

To open a Good Share data source file in another app on your device:

1. Open the file in Good Share, then tap  in at the top of the screen.
2. From the options presented, tap **Open in...**
3. Tap the app you want from the list provided. If you don't have the Good-secured app you want or need, contact your IT administrator for an activation key, then download the approved application from the Apple App Store. Or, if it's a custom app unique to your enterprise, visit your enterprise app store.

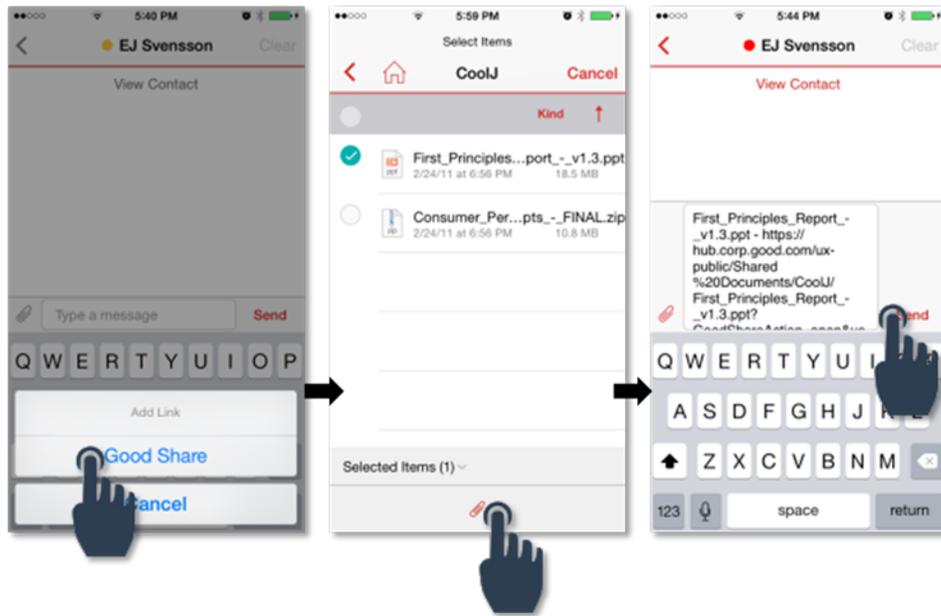


Posting Good Share Content in a Good Connect IM Thread

To add a link to Good Share content in a Good Connect IM thread:

1. Tap the paperclip icon  next to the input field in the Good Connect chat compose screen.
2. Under **Add Link** tap **Good Share**.
3. Navigate to and select the Good Share item(s) you want, then tap the paperclip icon  at the bottom. A link to the item is instantly added to your IM message in Good Connect.

4. Tap **Send** in Good Connect to share the link.



Understanding Your Good Share Device Configuration Settings

Tap  on the Good Share home screen to view and configure the following options:

- **Account:** Provides access to the account validation screens.
- **Download Location (iOS only):** Provides access to the Good Share server details as enabled by your administrator.
- **Offline Files Storage:** The amount of local storage consumed by files and folders that are stored locally.
- **Keep in Sync Storage (iOS only):** The amount of local storage consumed by the Keep in Sync data sources.
- **Alerts:** Turns on or off notifications for Share Point calendar events.
- **About:** Version and other app information
- **License:** Copyright and other license information.



< Good Share Settings	
Account	>
Download Location	>
Offline File Storage	671 MB
Keep In Sync Storage	29 MB
Alerts	>
Applications	>
About	>
License	>

Glossary

A

Access Key

Part of the activation key that is different for every GD application activation. Access keys consist of 15 letters and numbers. Access keys are generated by the enterprise GC server.

Activation Key

All the credentials necessary for activation of a GD application for an end user. The necessary credentials are a provisioning ID and an access key.

AD

Active Directory

ADSI

Active Directory Services Interface

ADT Plugin

Android Development Tools Plugin

Affinities

The feature that enables enterprises to allocate their GP servers between their GC servers and their application servers. Allocation can be an absolute division, or based on a priority order, or both.

Application Policies

The feature that enables GD application developers to add policies that are specific to their application to a GC server. Application policies are defined by developers, using an XML file format.

Application-Based Service

A GD shared service that is provided by GD applications. An application-based service uses Good Dynamics AppKinetics for communication.

Authentication Delegation

The feature for transferring authentication of the end user from one application to another. An application for which authentication is delegated does not display its unlock screen, and does not have its own security password. Authentication delegation can be used between two GD applications, and between GD applications and the GFE mobile client. Authentication delegation is controlled by the enterprise administrator through the management console of the respective software product, either GC or GFE Good Mobile Control.

C

CIFS

Common Internet File System - the standard way that computer users share files across corporate intranets and the Internet. An enhanced version of the Microsoft open, cross-platform Server Message Block (SMB) protocol, CIFS is a native file-sharing protocol in Windows.

CLI

Command Line Interface

COTS

Commercial Off the Shelf HTTP Proxy

D

DC

Direct Connect

DMZ

Demilitarized Zone

DMZ proxy for Direct Connect

HTTP proxy in the enterprise perimeter network that relays DC connections.

DN

For a single domain Active Directory Domain Service, this is the text box for the Distinguished Name (DN) of the starting point for directory server searches. For example: DC=m-mycompany,DC=com. The Connector starts from this DN to create master lists from which you can later filter out individual users and groups. For a multidomain Active Directory Domain Service (AD DS) forest, the appropriate action is to leave this text box blank.

F

FQDN

fully qualified domain name

G

GC

Good Control server. The GD server component which hosts the web-enabled Good Control management console, or GC console, for managing permissions and settings for Good Dynamics applications. GC resides on a machine belonging to your organization.

GD

Good Dynamics. Good product that gives companies a set of development tools to create their own secure apps built on the technology used to create GFE.

GD Application ID

The unique identifier used throughout GD to identify the application for the purposes of entitlement, publishing and service provider registration.

GD Authentication Token mechanism

A token-based single sign-on feature that enables an end user to be authenticated by an application server without the need for entry of any further credentials.

GD Direct Connect

The feature for relaying GD communication through a proxy in the enterprise perimeter network (also known as DMZ or demilitarised zone) instead of through the GD NOC. This feature also enables GP servers to be deployed in the enterprise perimeter network, instead of behind the firewall.

GD Enterprise Servers

Two GD components installed behind the enterprise firewall: Good Control (GC) and Good Proxy (GP).

GD NOC

Good Dynamics Network Operations Centre - provides a secure communications infrastructure between the GD Runtime on the mobile device and the GD enterprise servers behind the firewall.

GD Runtime

The component that is embedded in a mobile application to enable its connection to the GD platform and container. Every GD application includes an instance of the Good Dynamics Runtime. Alternative form: Good Dynamics Runtime

GD SDK

Good Dynamics Software Development Kit. The products that enable developers to build GD applications from source code in the native programming languages of the mobile platform. Native source code includes, for example, Objective-C on iOS, and Java on Android. Other forms: Good Dynamics SDK Good Dynamics Software Development Kit

GD Shared Services

Framework for collaboration that includes Application-Based Services and Server- Based Services. Both types of service use a consumer-provider model. The consumer is always a GD application. The provider of an application-based service will also be a GD application. The provider of a server-based service will be an application server. Alternative forms: GD Shared Services Good

Dynamics Shared Services Framework GD Shared Services Framework Shared Services Framework

GD Wrapped Application

An application in which the GD Runtime has been embedded by using the GD Wrapping process. Other form: Good Dynamics Wrapped Application

GD Wrapping

The product for embedding the GD Runtime in a mobile application executable without requiring access to application source code. Other form: Good Dynamics Wrapping

GDN

Good Developer Networking. A web portal to support app development. • Download the Good Dynamics SDK • Download the Good Dynamics Servers • Access technical support, the Good Community, and other resources • Get notifications for technical updates • Get access to Good Dynamics enabled applications • Connect with developers and Good ISV partners

GEMS

Good Enterprise Mobility Server

GFE

Good for Enterprise

GNP

Good Notification Push. Protocol that allows notification messages to be pushed from an application server to GD app.

Good Dynamics AppKinetics™

Mechanism for secure exchange of application data between two mobile applications on the same mobile device. AppKinetics data exchange uses a consumer-provider model. One application in the exchange provides a service that is consumed by the other.

GP

Good Proxy. The GD server component which provides a secure bridge between the GC server and your enterprise application servers, if any exist, and delivers messages to and from GD applications. GP resides on a machine belonging to your organization.

GRP

Good Relay Protocol. Protocol for end-to-end secure communications between the GD app and the GP server.

GUID

Globally Unique Identifier - is a unique reference number used as an identifier and typically refers to various implementation of the universally unique identifier (UUID) standard. See UUID.

GW

Good Wrapping. The GD server component which can be used to wrap non-GD iOS applications with GD technology, allowing you to secure your applications without the need for additional programming or access to source code. GW resides on a machine belonging to your organization.

H**HTML/CSS/JS**

Hypertext Markup Language, Cascading Style Sheet, and JavaScript, which are the languages used to code applications in the Adobe PhoneGap MEAP.

I**IDE**

Integrated Development Environment

IOPS

Input/Output Operations Per Second (pronounced eye-ops) is a common performance measurement used to benchmark computer storage devices like hard disk drives (HDD), solid state drives (SSD), and storage area networks (SAN). As with any benchmark, IOPS numbers published by storage device manufacturers do not guarantee real-world application performance.

ISV

Independent Software Vendor - a third-party software developer or reseller who has executed a partnership agreement with Good.

J**JKS**

Java keystore

JSON

JavaScript Object Notation, the format used for AppKinetics service definitions files. JSON is a standard.

K

KCD

Kerberos Constrained Delegation. A single sign-on feature that enables an end user to be authenticated by an application server that uses Kerberos, without the need for entry of further credentials.

KDC

Key Distribution Center. A logical component of the Kerberos infrastructure

L

LDAP

Lightweight Directory Access Protocol - a directory service protocol that runs on a layer above the TCP/IP stack

LUN

In computer storage, a logical unit number, or LUN, is a number used to identify a logical unit, which is a device addressed by the SCSI protocol or Storage Area Network protocols which encapsulate SCSI, such as Fibre Channel or iSCSI.

LUSE

Logical Unit Size Expansion

M

MAM

Mobile Application Management

MMC

Microsoft Management Console

MyTerm

O

OWA

Outlook Web Access

P

Provisioning ID

Part of the activation key that is the same for all GD applications activated by the same end user at the same enterprise. The provisioning ID is typically the end user's enterprise email address.

R

Relay Server

Server in the NOC that provides communications between the GD app and GP servers.

Repository

In GEMS-Docs, a repository is shared data source designated by a Display Name, a Storage Type (File Share or SharePoint), and a Path. Each repository is defined with user access permissions. Repositories can be further organized into Lists. When a repository is member of a list, it can inherit the user access permissions defined for the whole list.

RTT

Round trip time

S

SDK

Software Development Kit. Typically a set of software development tools that allows for the creation of applications for a certain software package, software framework, hardware platform, computer system, video game console, operating system, or similar platform.

Server Clustering

A feature within GD that enables enterprises to deploy groups of servers as single nodes in their GD infrastructure. The following servers can be deployed in clusters using this feature: GP, GC, application servers.

Server-Based Service

A GD shared service that is provided by application servers. A server-based service could use any communication technology, including HTTP or TCP sockets.

Service Discovery

Feature that enables a prospective consumer of a shared service to query for available providers of the service. The result of a service discovery query will be a list of GD applications, for an application-based service, or a list of servers, for a server-based service. Alternative forms: AppKinetics Service Discovery

Service provider registration

Activity of adding a GD application or application server to the list of providers of a particular service. The list of service providers is hosted in the GD NOC.

Share

In GEMS-Docs, a share is synonymous with a repository and can be one of two storage types: File Share or SharePoint. See Repository.

SPN

Service Principal Name

SSL

secure socket layer

T**TLS**

transport layer security

U**UI**

User Interface

UPN - User Principal Name

In Active Directory, this is the name of the system user in email address format

UUID

Universally Unique Identifier - an identifier standard used in software construction. A UUID is simply a 128-bit value. The meaning of each bit is defined by any of several variants. For human-readable display, many systems use a canonical format using hexadecimal text with inserted hyphen characters. For example: de305d54-75b4-431b-adb2-eb6b9e546014 The intent of UUIDs is to enable distributed systems to uniquely identify information without significant central coordination.

UX

User Experience