

**Good Mobile Messaging™ Server Version 6.3.2
Good Mobile Control™ Server 1.3.3
for Microsoft Windows Exchange**

**Upgrading Good Messaging from 6.0.1/6.0.3/earlier 6.3.x
and Good Mobile Control from 1.0.1/1.0.3/earlier 1.3.x**

Updated: 12/19/11

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1 Introduction

This note describes how to upgrade to Good Mobile Messaging server 6.3.2 and Good Mobile Control server 1.3.3 from earlier 6.0/6.3 and 1.0/1.3 versions. Upgrading is tested and supported for the two most recent previous versions. Upgrading from earlier versions will require additional steps to complete the upgrade; in this case, contact your Good technical-support representative for the appropriate additional upgrading steps and additional software required.

Upgrades should be performed in the order given in this note.

Good Mobile Control server 1.3.3 is compatible with earlier versions of Good Mobile Messaging server. Good Mobile Messaging server 6.3.2 requires Good Mobile Control server 1.3.1 or higher.

To upgrade from Good Mobile Messaging server 5.x, refer to the separate notes for that upgrade. The procedures in this note do not apply.

If you migrate from 5.x to 6.0.1, confirm that 6.0.1 operates correctly before upgrading to 6.3.1. Resolve any errors encountered during migration, check policies and users, and perform other sanity checks as necessary.

2 Pre-Upgrade Instructions

Important note:

After this upgrade, you can use the same *GoodAdmin* service account for both Good Mobile Messaging Server and Good Mobile Control Server.

Warning: Downgrading the Good Messaging server, once upgraded, is not recommended.

The latest version of Good Mobile Messaging server, Good Mobile Control server, and Good Mobile Control console supports the latest version of Good Mobile Messaging Client, as well as the two previous versions of the Client; in the same way, the latest version of the Good Mobile Messaging Client supports the latest version of Good Mobile Messaging server, Good Mobile Control server, and Good Mobile Control console, as well as the two previous versions. However, note that new features in the latest version are not supported on the two previous versions.

Disable RSS feeds before upgrading.

Note: When the upgrade is complete, you will need to regenerate any user statistics generated prior to the upgrade, using the command-line utilities provided with Good Messaging. (If you have done this already when upgrading to 6.0.1 or 6.0.3, you do not need to do it again.)

3 Upgrading from an Earlier Good Messaging 6.x/Good Mobile Control 1.x Version

3.1 Best Practices

Good Messaging software is designed for quick and easy upgrade. However, as with all mission-critical software, you will want to test and upgrade your Good Messaging servers, Good Mobile Control servers, Good Mobile Control consoles, and Good Client Software according to the best practices implemented in your IT organization.

Always upgrade GMM and GMC in tandem to the latest release. The latest GMM requires the latest GMC.

For example:

1. Although Good Messaging software is thoroughly tested, some organizations will choose to run Good Messaging server, Good Mobile Control server, and Good Messaging Client in a test environment before installation. Such testing can vary in length from a day up to a week.
2. Next, organizations with multiple Good servers may choose to at first upgrade the Good Messaging server, Good Mobile Control server, and associated Good Messaging consoles to 6.0.3 *for a single GoodAdmin account with limited IT users/handhelds*. In such a case, they may let the upgraded components run for up to a week.

Note: Always upgrade the Good Messaging server, Good Mobile Control server, and Good Mobile Control consoles for a given GoodAdmin account at the same time.

3. After the server has been configured and operates correctly for a period of time, these organizations upgrade a larger number of handhelds as a pilot program.
4. Finally, the rest of the handhelds on the server are upgraded.
5. Using this conservative approach, the rest of the servers are upgraded to the new version. Each server runs for a day before the remaining handhelds are upgraded.

Always upgrade the servers before the handhelds

3.2 Performing the GMC Upgrade

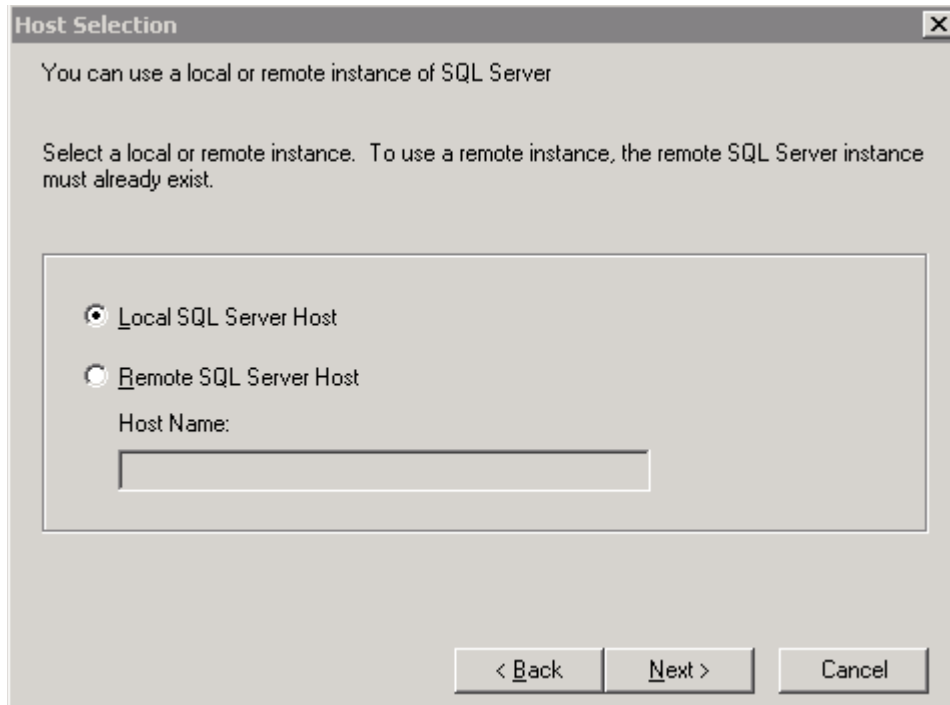
To upgrade Good Messaging server, Good Mobile Control server, and Good Mobile Control console:

1. Launch the Good Mobile Control installer. To do so, run setup.exe from the root of the installation media.

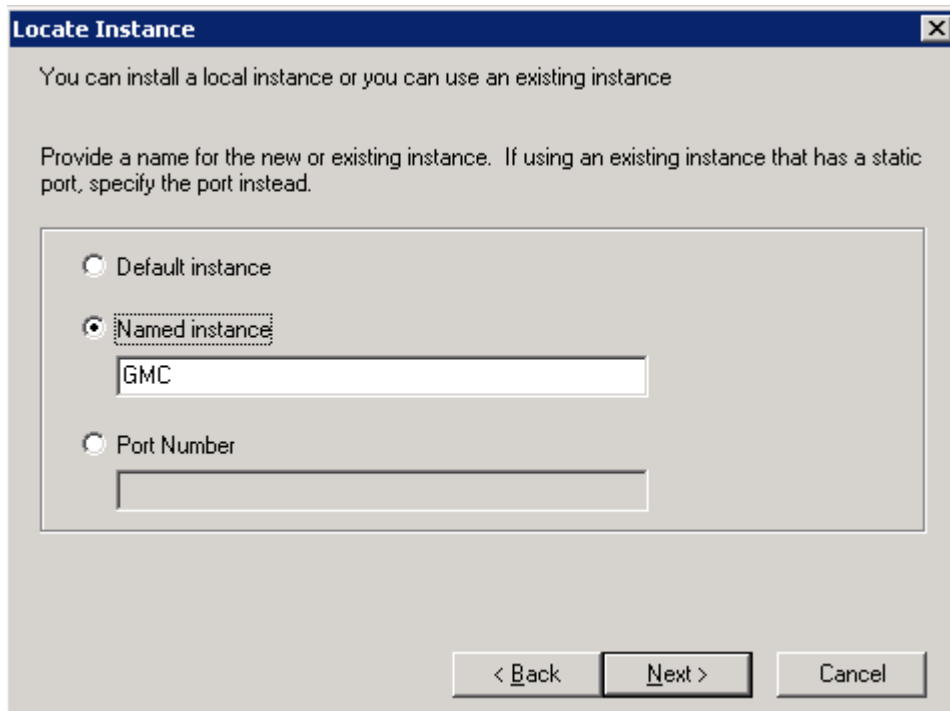
An upgrade screen is displayed.



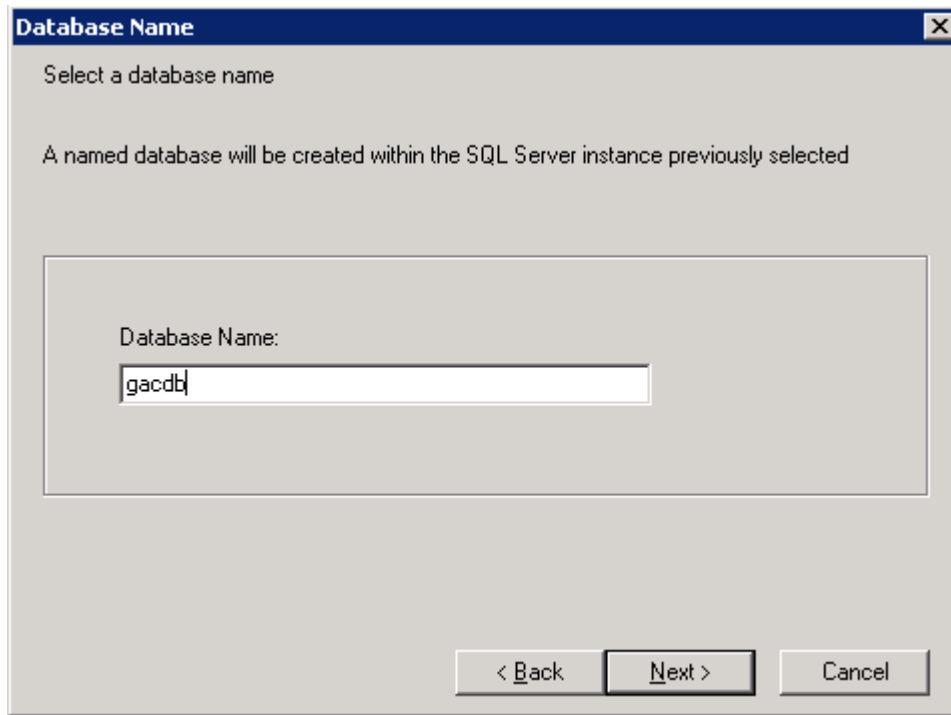
2. Accept the license agreement by clicking Next.



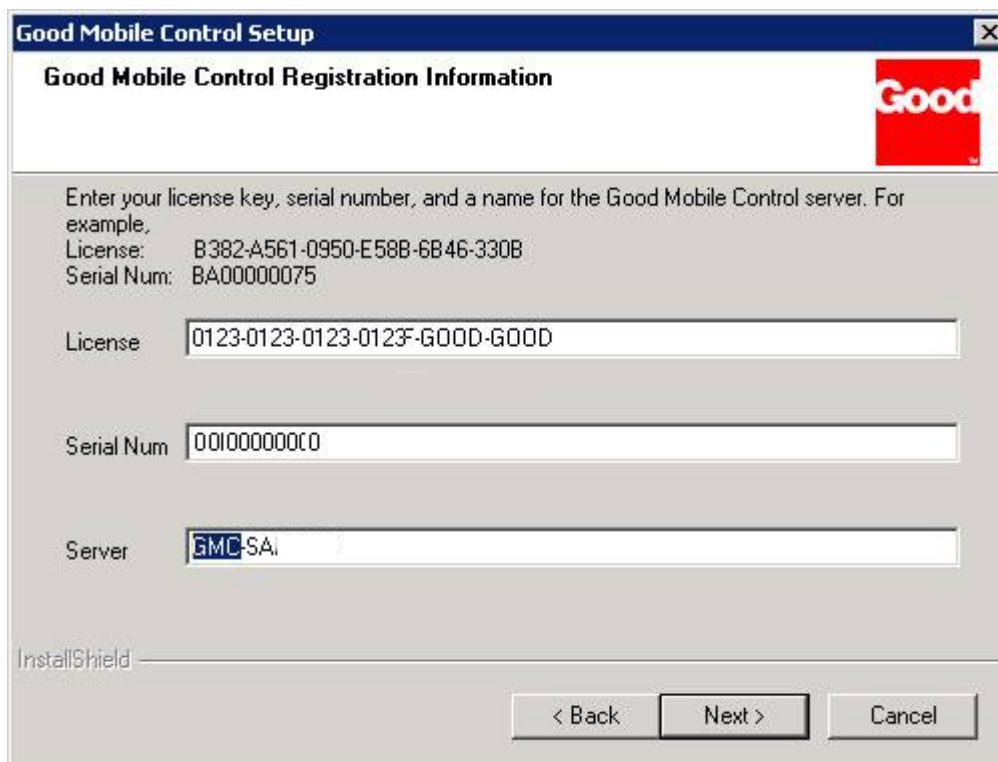
3. Choose Local SQL server Host and click Next.



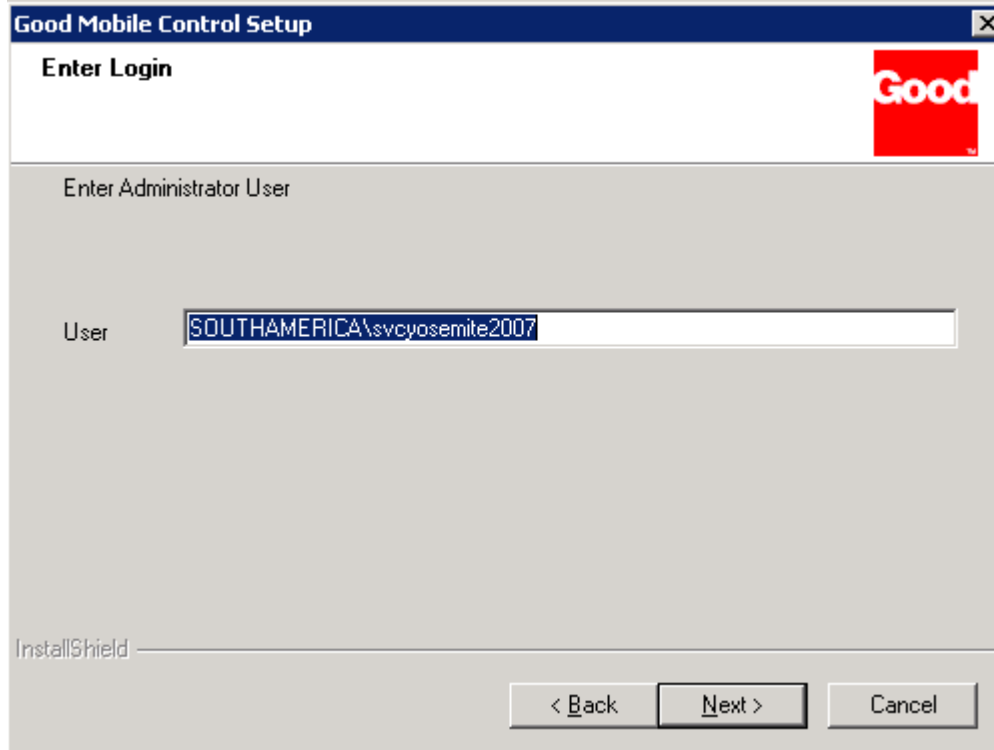
4. Choose the same named instance as used before this upgrade and click Next.



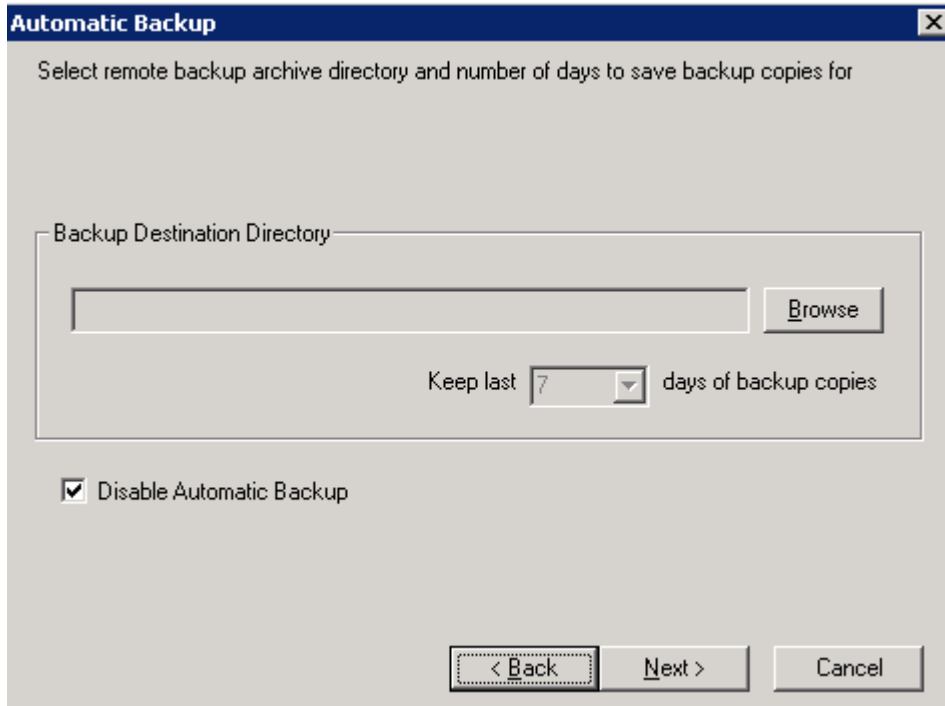
5. Enter the same database name as used before this upgrade and click Next.



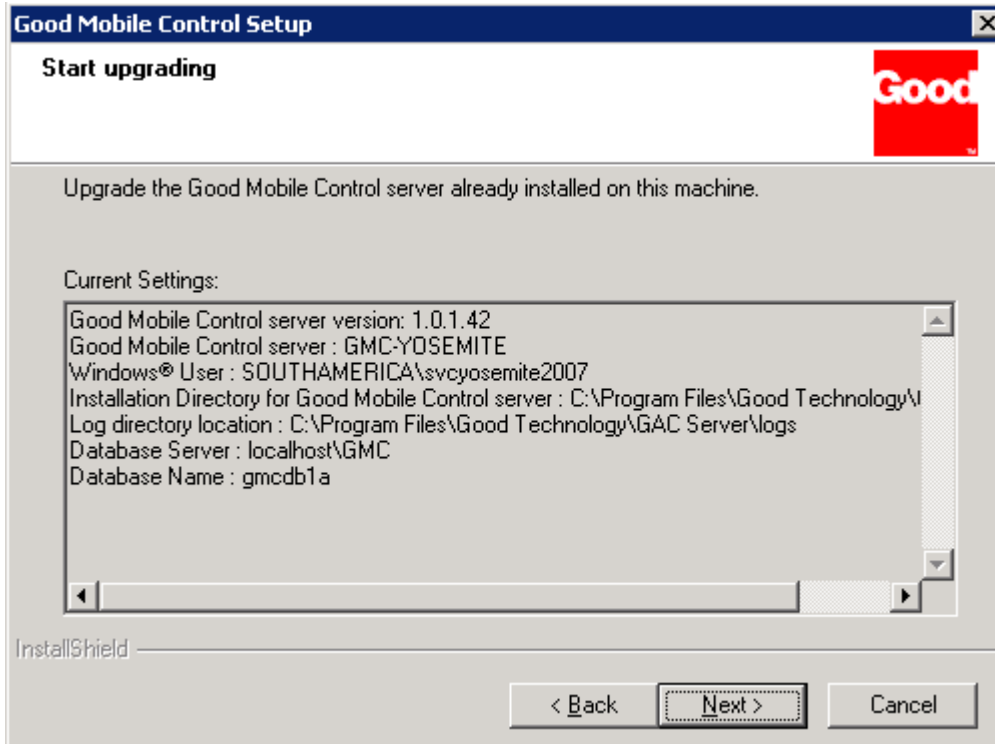
6. Do not change any of the values present by default in the fields on this screen (set during the previous installation of Good Mobile Control). Click Next.



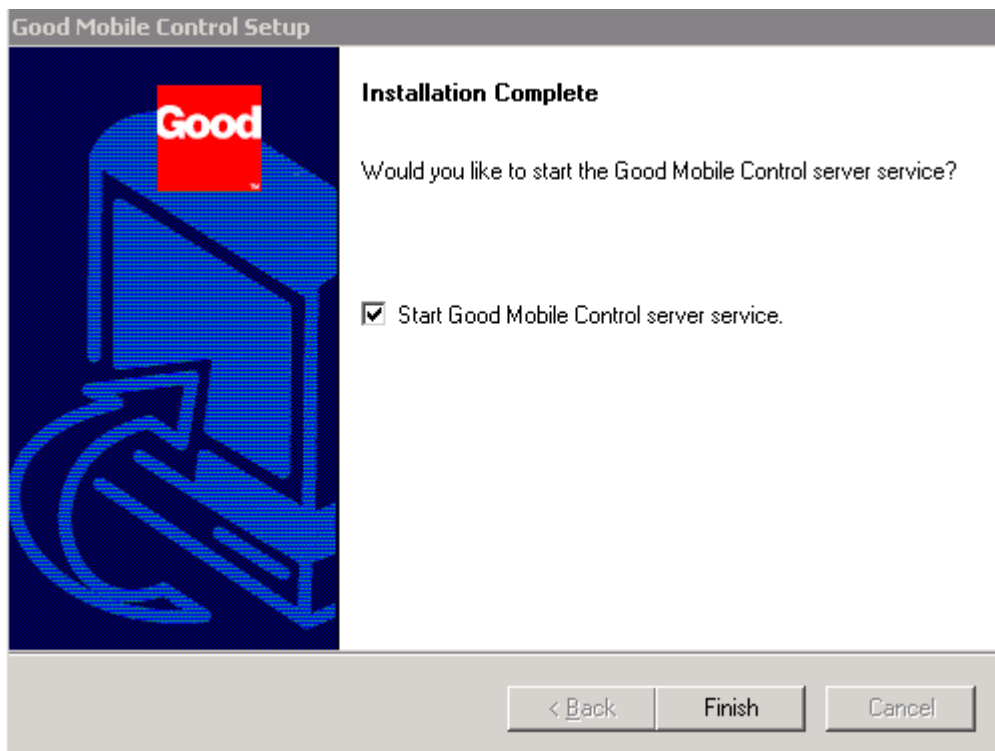
6. Enter the administrator username and click Next.



7. On the Automatic Backup screen, disable automatic backup using the checkbox, or enable it by providing the destination drive. Click Next.



8. Click Next and the upgrade begins. The Good Mobile Control console files are installed.



9. Installation completes and the GMC service is automatically started if “Start Good Mobile Control server service” option is checked.

3.3 Performing the GMM upgrade

1. Login with a Good Admin service account and run the GMM installer. The Upgrade Good Messaging screen is displayed.



2. Choose Next. A license agreement is displayed. Accept the license terms.
3. A proxy screen is displayed. Enter the proxy information if required.

Good Messaging Server Installation

Use a proxy for accessing your LAN?

Use Proxy

Proxy Setting

Proxy Address

Proxy Port

Authentication Information

User

Password

< Back Next > Cancel

Good Messaging Server

Enter the login username and password of the Good Messaging Server Microsoft Exchange® account that you have created. The login username must be entered with its domain in the form DOMAIN\LOGIN. For example,

SOUTHAMERICA\svcyosemite2007

The Good Messaging Server uses this username and password to log in to its Microsoft Exchange account, which is specified in the MAPI profile that you created for the server on this host.

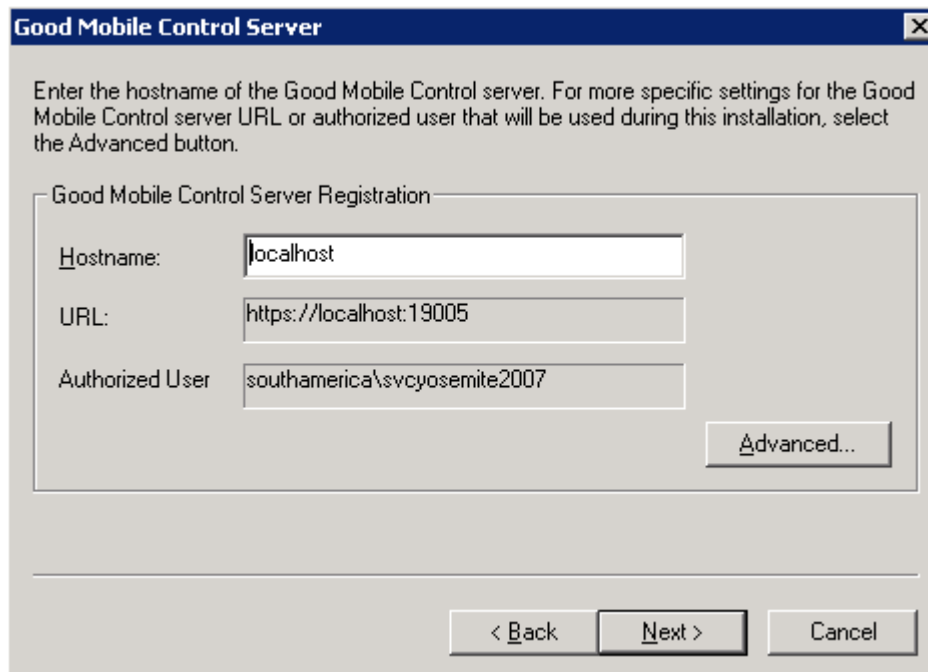


Login

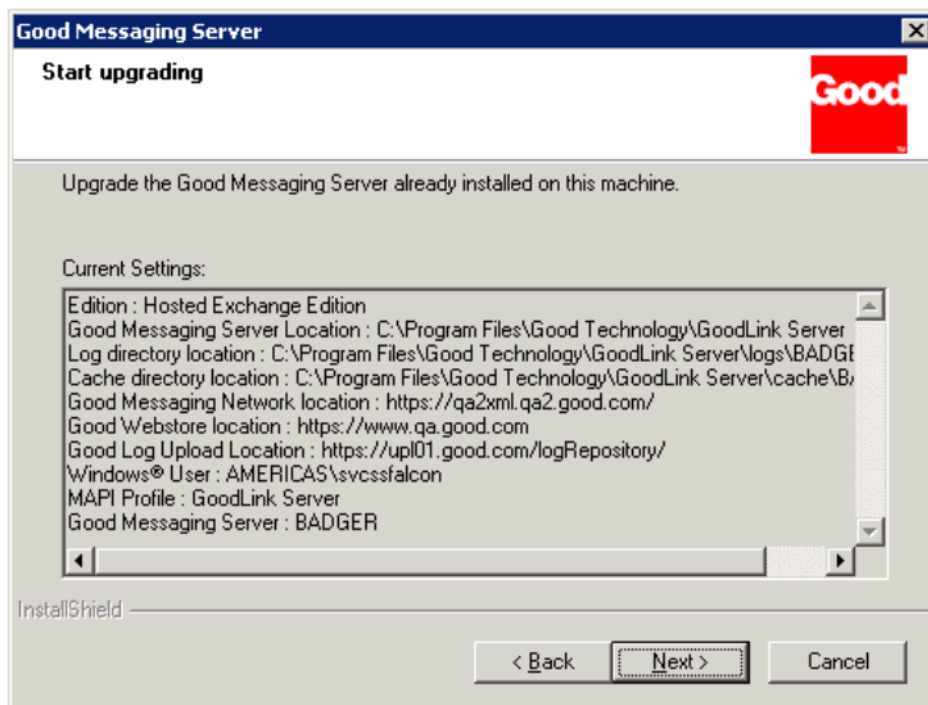
Password

< Back Next > Cancel

4. Enter the user name and password to log in to your Microsoft Exchange account.



5. Register the GMM with Good Mobile Control. Click Next.



6. Current Good Messaging server configuration values are displayed.
7. Choose Next and Good Messaging files will be installed. With file installation complete, the following screen is displayed.



8. Choose Finish. The Good Messaging server upgrade is complete. You are returned to the initial installation screen.

3.4 Error Conditions

Note: In extremely rare circumstances, upgrading the Good Messaging server or Good Mobile Control server may fail if for some reason the previous server installation parameters have been altered in the registry. If you encounter upgrade problems, use the following procedure:

1. Uninstall Good Messaging server. When doing so, use the "Typical" uninstall option (or "Preserve Users" in older Good Messaging server versions). If uninstall fails, use Add/Remove Programs.
2. Install the earlier Good Messaging server using the same cache directory, license key, and serial number as for your previous installation.
3. Upgrade handhelds to the latest v. **Note: Good Messaging server is compatible with two earlier Client versions. You can choose to upgrade the handhelds later.**

4 Upgrading Handhelds Using an SD Card

For handhelds that support SD cards, if a handheld has insufficient available memory for an OTA upgrade of Good Mobile Messaging Client, the user may need to employ an SD card in the handheld to complete the operation.

Insufficient memory will be indicated by an installation screen such as the following, for Palm and Windows Mobile clients.



During an upgrade the Good Client checks to see if enough internal memory is present on the handheld to complete the upgrade. If the required memory isn't available, the user is prompted with this screen.

The user can select "Use SD Card," which will use the SD card as a temporary swap space to download and extract the upgrade package. The Good Client will not be installed on the SD card and once the upgrade has completed, the Good Client will not be dependent on it.

Alternatively, the user can select "Stop" to halt the upgrade, and then free some memory by deleting files or moving applications such as Documents to Go to the SD card. Then the user can manually resume the upgrade from Good Preferences > Applications.

5 Upgrading from an Earlier 6.x/1.x Version in a Cluster

5.1 Upgrading the Primary Server in a Good Cluster

Note: Before upgrading the primary server, make sure that the resources are owned by primary server and are offline. From the primary server host machine, launch the Microsoft Cluster Administrator.

1. Log on to primary server host machine. Launch the Microsoft Cluster Administrator. Make sure the primary server is the owner of all resources including the shared drive. If not, move the resources to the primary server.
2. Select the Cluster Group that contains the Good Server resource, Good Cache resource, and Good Mobile Control Server resource.
3. Right-click on each resource and choose Take Offline, or for each resource from the File menu choose Take Offline. Resources to take offline are: GMC Cache Lock, GMC Service, GMC SQL Server Service (if Local SQL), GoodLink Cache Lock, and GoodLink Service.
4. Verify that the Good service and Good Mobile Control service are not running and are set to Manual. If not, set the service to Manual. This setting is required.
5. Click on Setup.exe and install/upgrade the new version of Good Mobile Control Server. Do not start the service when prompted.

6. From the Cluster Administrator, select the Cluster Group that contains Good Mobile Control Server Resources. Bring online the following resources: GMC Cache Lock, GMC Service, GMC SQL Service (if local SQL).
7. Click on Setup.exe and install the new version of Good Messaging Server and complete the setup. Do not start the Good services when prompted.
8. From the Cluster Administrator, select the Cluster Group that contains the Good Messaging Server resources. Bring online the following resources: GoodLink Cache lock and GoodLink Service.

Now primary node is upgraded and running.

5.2 Upgrading the Standby Server in a Good Cluster

Note: Before upgrading the standby Server, ensure that the resources are owned by the standby Server and are taken off-line. Also stop/take off line the services from Node 1 and do a changeover to node 2.

1. Log on to the secondary Server host machine and launch the Microsoft Cluster Administrator. Make sure that the secondary Server is the owner of all resources including the shared drive. If not, move the resources to the secondary Server.
2. Select the Cluster Group that contains the Good Server resource, Good Cache resource, and Good Mobile Control Server resource.
3. Right-click on each resource and choose Take Offline, or for each resource, from the File menu choose Take Offline. Resources to take offline are: GMC Cache Lock, GMC Service, GMC SQL Server Service if local SQL is used, GoodLink Cache Lock, and GoodLink Service.
4. Verify that the Good service and Good Mobile Control service are not running and are set to manual. If not, set the services to Manual. The services must be set to manual.
5. Click on Setup.exe and install/upgrade the new version of Good Mobile Control Server. Do not start the service when prompted.
6. From the Cluster Administrator, select the Cluster Group that contains Good Mobile Control Server Resources. Bring online the following resources: GMC Cache Lock, GMC Service, and GMC SQL Service (if local SQL).
7. Click on Setup.exe and install the new version of Good Messaging Server and complete the set up. Do not start the service when prompted.
8. From the Secondary, go to the common shared location server, delete the lock files dbfiles.lck and emffiles.lck . By default, the file is found in shared drive \installation_directory\cache\server_name\.
9. From the Cluster Administrator, select the Cluster Group that contains the Good Messaging Server resources. Bring online the following resources: GoodLink Cache lock and the GoodLink Service.

The upgrade is complete and now node 2 is up. After this move the Group back to primary if needed.

6 Upgrading Cold Failover

These procedures assume remote SQL Server implementation.

6.1 Shared Directory

1. Before beginning, stop the standby server GMC and GMM services and set them to manual.
2. If the standby server is running, have both GMC and GMM server failed over to the primary.
3. Have the primary GMC and primary GMM server services started.
4. Upgrade the primary GMC server.
5. Upgrade the primary GMM server.
6. Confirm that the GMC is functioning by logging in and verifying that the new version is listed in the Settings tab.
7. Confirm that the GMM is functioning by sending and receiving email, and log in to the GMC Console to verify that the new version shows under the Servers tab.
8. Stop Good Mobile Messaging Server on the primary host. Be sure that it is set to manual.
9. Stop Good Mobile Control service on the primary host. Be sure that it is set to manual.
10. Go to the shared directory where the emfdbfile.lck is located. Delete this file. (This is for the GMC.)
11. Go to the shared directory where the dbfiles.lck is located. Delete this file. (This is for the GMM.)
12. Go to the Standby GMC server. Do not start the services.
13. Upgrade the GMC server. Choose to start the service when prompted at the end of the upgrade.
14. Log in to make sure that it is working and that the new version is displayed under the Settings tab.
15. Go to the standby GMM Server. Do not start the service.
16. Upgrade the GMM server. Choose to start the service when prompted at the end of the upgrade.
17. Log in to the GMM server and verify that the GMM server is online and that the GMC Console shows the correct version under the Servers tab.
18. Verify a handheld attached to this GMM Server is able to send/receive.

This completes upgrading a primary and standby GMC/GMM server where a shared directory is being used.

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