

Good Mobile Messaging Server 5.0.4/Client 5.0.5 for IBM Lotus Domino Upgrading Good Messaging from Server Version 5.0.2 or 5.0.3 to Server Version 5.0.4

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1 Introduction

This note describes how to upgrade to Good Messaging Server version 5.0.4 from versions 5.0.2 and 5.0.3. Upgrading is tested and supported for the two most recent previous versions. Upgrading from earlier versions will require additional steps to complete the upgrade. Contact your Motorola Good technical-support representative for the appropriate upgrading steps and additional software required.

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

2 Pre-Upgrade Instructions

Before performing the upgrade, the Domino server on which Good Messaging Server runs should be shut down; this should stop the Good Messaging services. You need to verify that the Good Management and the Good Messaging services have stopped, using Microsoft Windows service control.

Warning: Downgrading the Good Messaging Server is not recommended.

The latest version of Good Messaging Server, Good Management Server, and Good Management Console supports the latest version of Good Messaging Client, as well as the two previous versions of the Client; in the same way, the latest version of the Good Messaging Client supports the latest version of Good Messaging Server, Good Management Server, and Good Management Console, and the two previous versions.

However, note that new features in the latest version are not supported on the two previous versions.

Note: The new Password Tab option "Enable notifications on the lock screen" is unchecked by default in the beta release but is checked in the final version of the Console.

3 Upgrading from Server Version 5.0.2 or Version 5.0.3 to Version 5.0.4

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

Management Servers, Good Management Consoles, and Good Client Software according to the best practices implemented in your IT organization.

For example:

1. Although Good Messaging software is thoroughly tested, some organizations will choose to run Good Messaging Server, Good Management 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 Management Server, and associated Good Messaging Consoles to 5.0.4 *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 Management Server, and Good Management Consoles for a given GoodAdmin account at the same time.

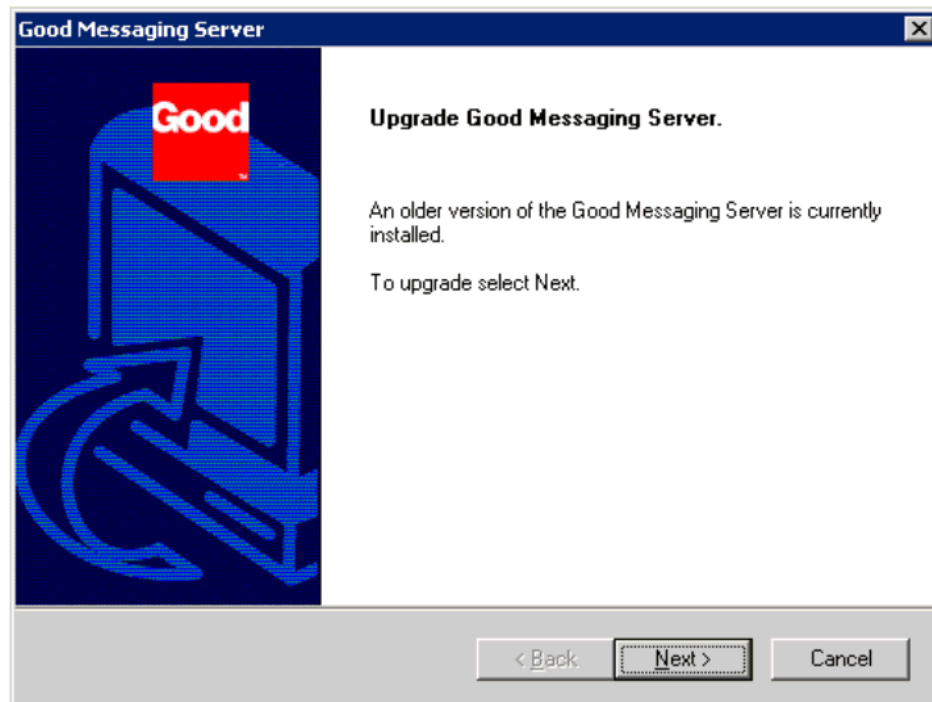
3. After the server has been configured and operates correctly for a period of time, these organizations upgrade a larger number of handhelds as a pilot program.
4. Finally, the rest of the handhelds on the server are upgraded.
5. Using this conservative approach, the rest of the servers are upgraded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

Upgrade the Servers before the handhelds.

3.2 Performing the Upgrade

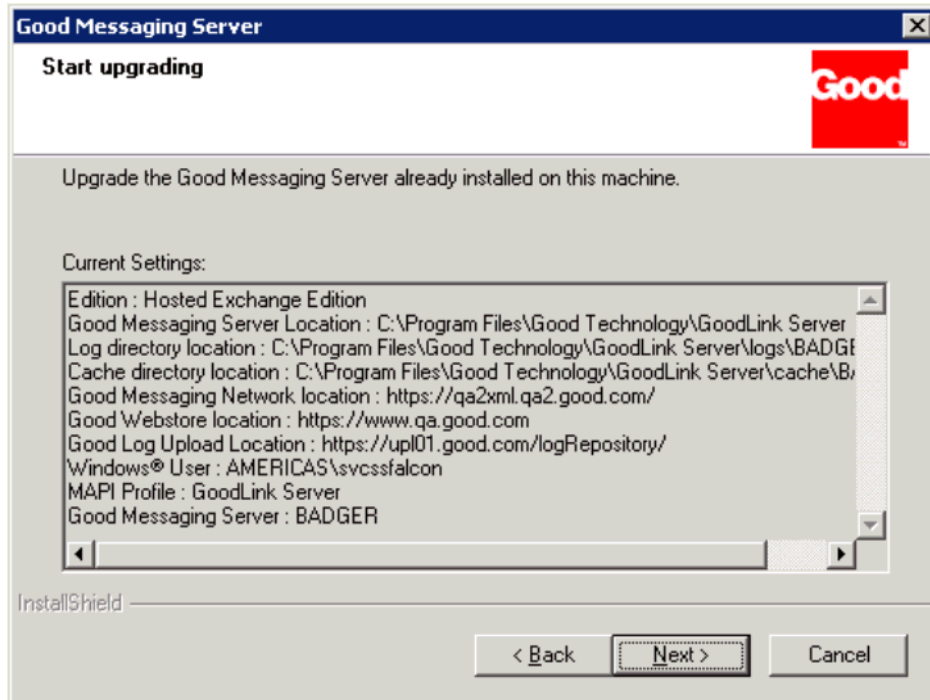
To upgrade Good Messaging Server, Good Management Server, and Good Management Console, do the following. Upgrade the Servers before the handhelds.

1. Launch installer. To do so, run setup.exe from the root of the installation media.
2. Choose Add/Remove Good Messaging Server. An upgrade screen is displayed.



3. Choose Next. A license agreement is displayed.

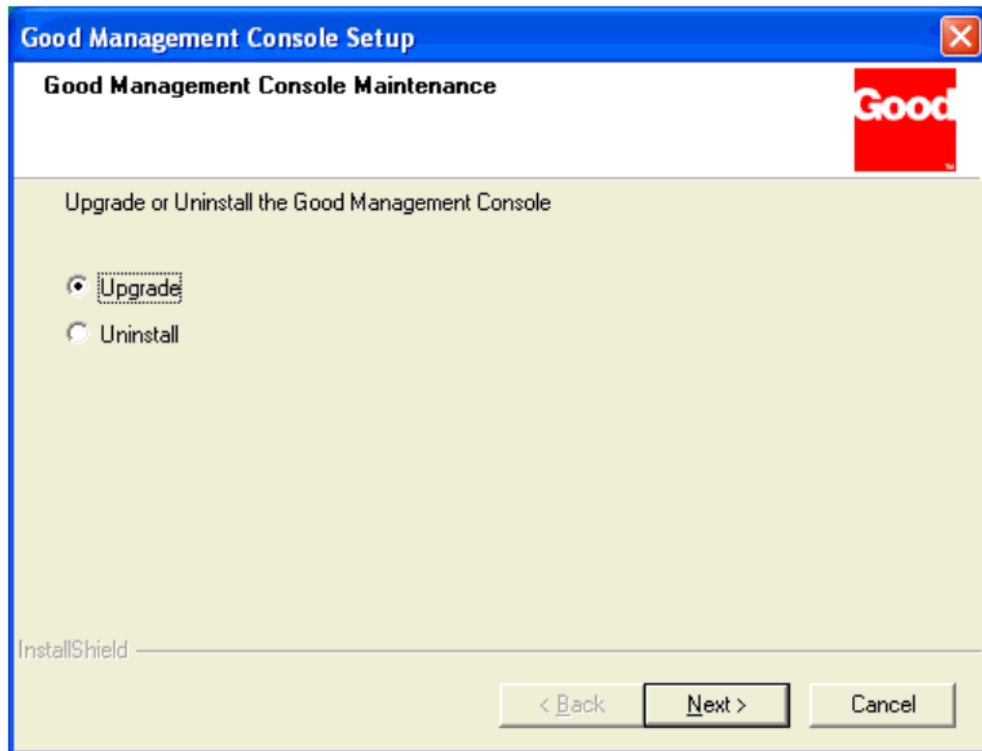
4. Click Yes. Earlier GMM version services are stopped, if running. Current Good Messaging Server configuration values are displayed.



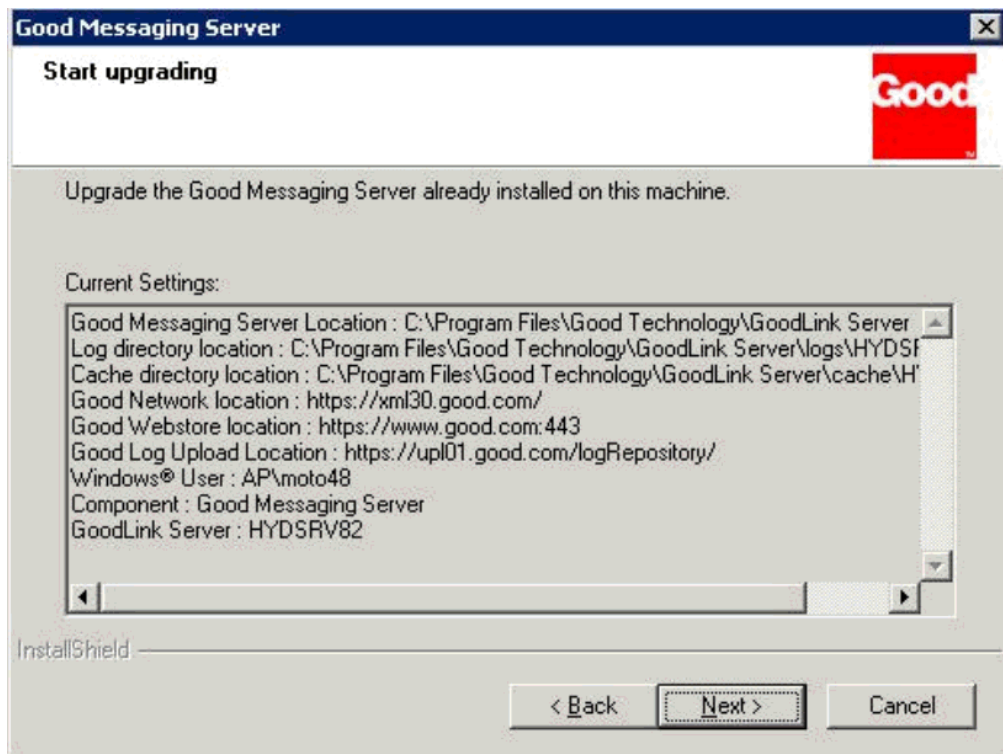
5. Choose Next and Good Messaging 5.0.4 files will be installed. With file installation complete, an Upgrade Complete screen is displayed with an option to start the server.

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

6. Repeat same steps for Good Management Server. You'll need at least one Good Management Server. We recommend installing Good Management Server on each Good Messaging Server host machine, for purposes of redundancy. Good Management Console is installed automatically on every Good Management Server host machine, but can connect to any Good Management Server.
7. With the servers installed, choose Add/Remove for Good Management Console to begin the console upgrade. Note that when Good Management Server is installed, Good Management Console is installed automatically on the same host machine. For this reason, you can skip the following steps unless for some reason you have removed the Console after its automatic installation.



8. Select Upgrade. A confirmation screen is displayed.



9. Choose Next. The Good Management Console version 5.0.4 files are installed. An Upgrade Complete screen is displayed.

10. Choose Finish.

3.3 Error Conditions

Note: In extremely rare circumstances, upgrading the Good Messaging Server or Good Management 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 GoodLink Server versions). If uninstall fails, use Add/Remove Programs.
2. Install Good Messaging Server using the same cache directory, license key, and serial number as for your previous installation.
3. Upgrade handhelds to Version 5.0.5. **Note: Good Messaging Server is compatible with Client versions 5.0.3 and 5.0.4. You can choose to upgrade the handhelds later.**

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