

Good Mobile Messaging™ Server Version 6.0.3 Good Mobile Control™ Server 1.0.3 for Microsoft Windows Exchange

Upgrading Good Messaging from 6.0.0/6.0.1 and Good Mobile Control from 1.0.0/1.0.1

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1 Introduction

This note describes how to upgrade to Good Messaging server and Client versions 6.0.3 from version 6.0.1 and Good Mobile Control (formerly Good Administration Center) from 1.0.1 to 1.0.3. 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 Good technical-support representative for the appropriate upgrading steps and additional software required.

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

To upgrade from 5.x, refer to the Good Mobile Messaging Upgrade notes. 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 6.0.3. 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, **unless** you plan to continue using the ActiveSync iPhone support feature. In this case you'll need to continue using a different *GoodAdminGMC* service account for Good Mobile Control Server because some of the permissions granted to *GoodAdmin* conflict with the new iPhone feature.

Important note:

When a Good Mobile Messaging 6.0.1 server is upgraded to 6.0.3 and then downgraded back to the older version again, handhels running Good Messaging 6.0.3 that were set up for the first time under the 6.0.3 server will have to have the older, Good Mobile Messaging software version re-installed on them. Refer to the Good Messaging Downgrade Notes for more details.

Warning: Downgrading the Good Messaging server 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.

Disable RSS feeds before upgrading.

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

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, you do not need to do it again.)

3 Upgrading from Version 6.0.1/1.0.1 to Version 6.0.3/1.0.3

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.

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

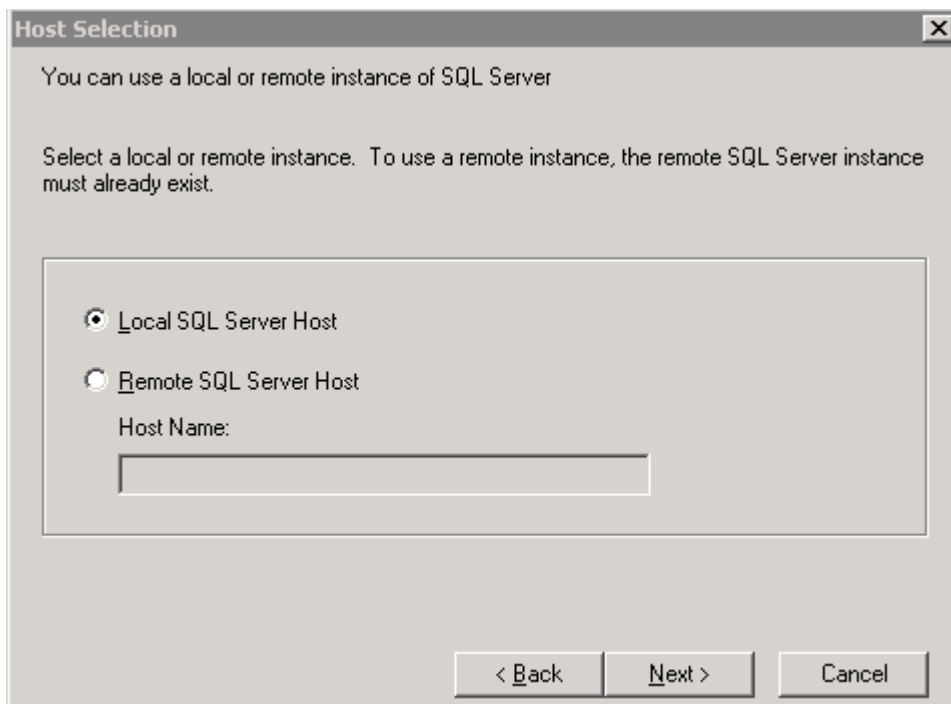
To upgrade Good Messaging server, Good Mobile Control server, and Good Mobile Control console:

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.

Locate Instance

You can install a local instance or you can use an existing instance

Provide a name for the new or existing instance. If using an existing instance that has a static port, specify the port instead.

Default instance

Named instance

GMC

Port Number

< Back Next > Cancel

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

Database Name

Select a database name

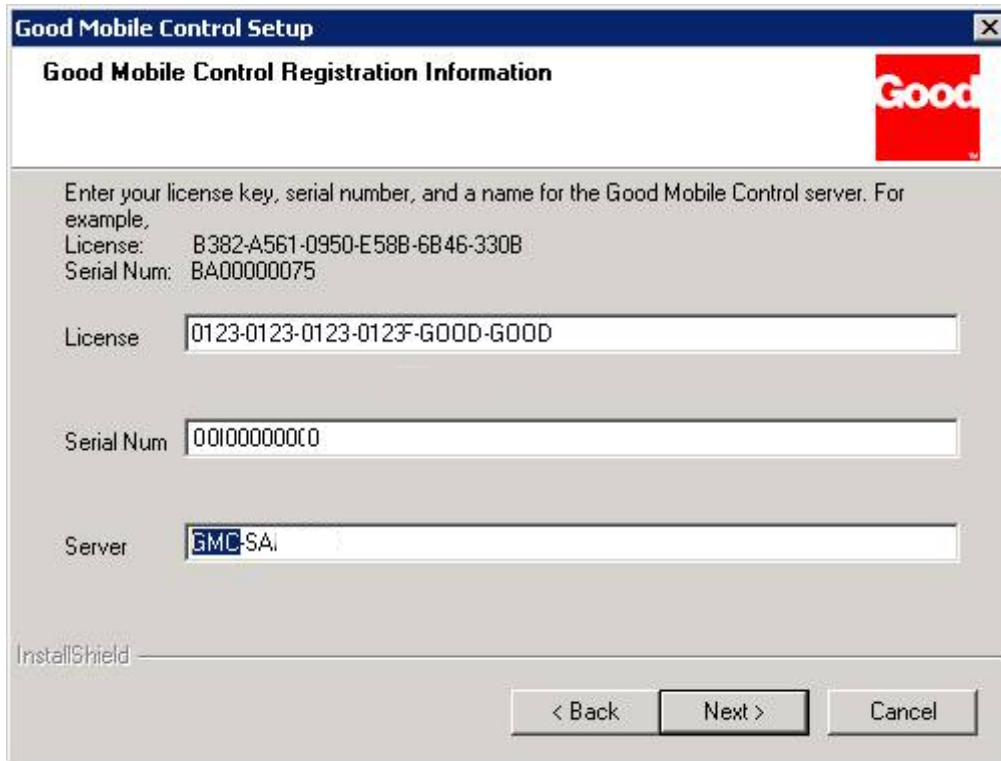
A named database will be created within the SQL Server instance previously selected

Database Name:

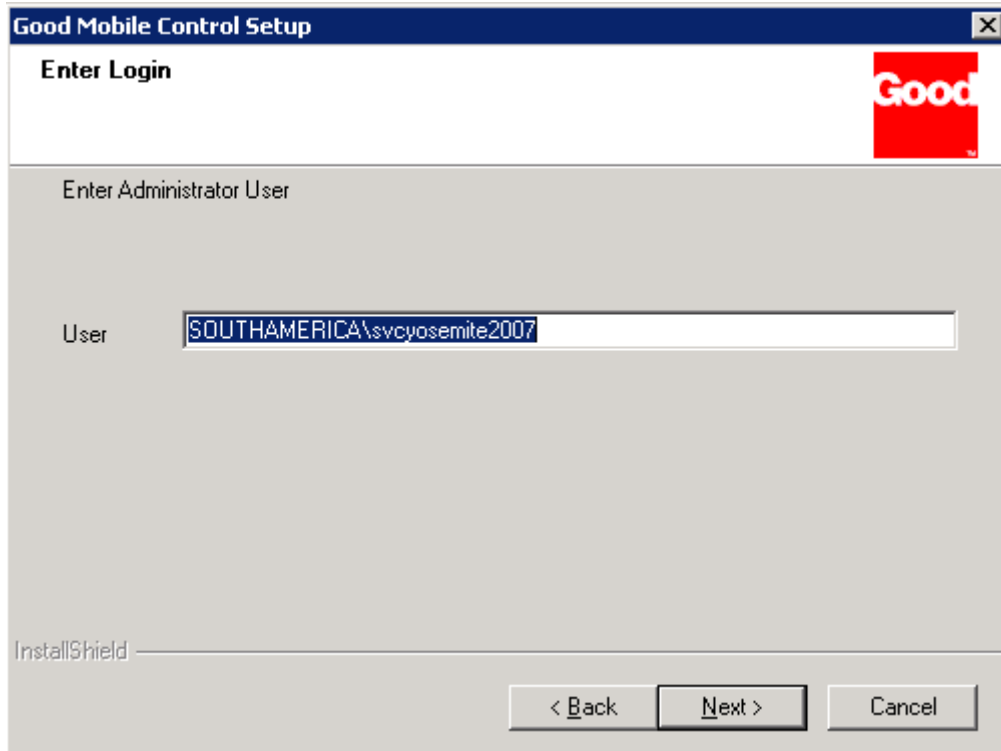
gacdb

< Back Next > Cancel

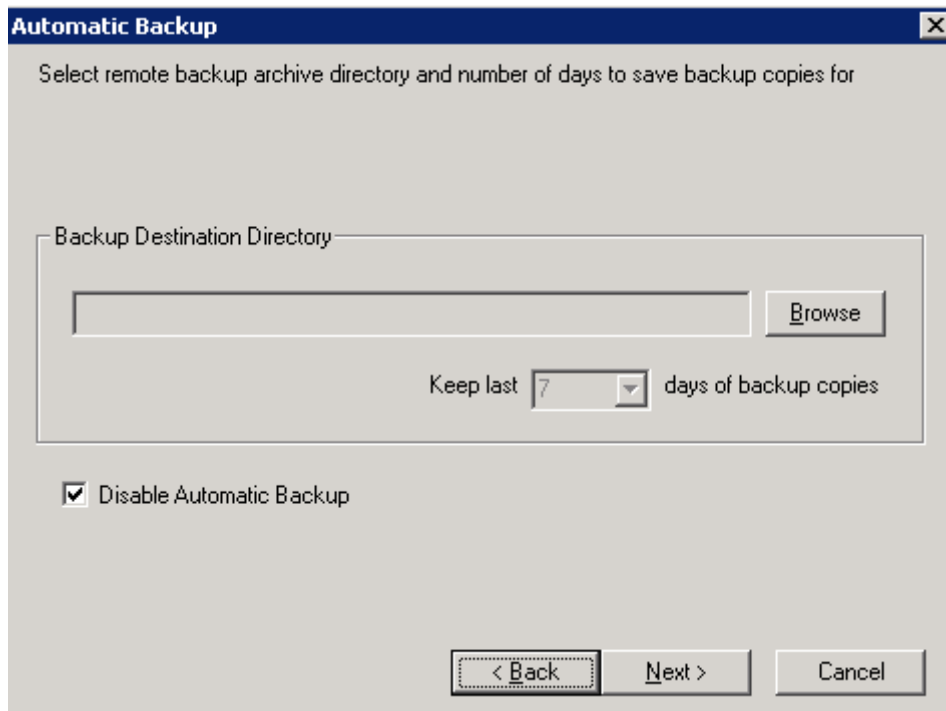
5. Enter the same database name as used before this upgrade and click Next.



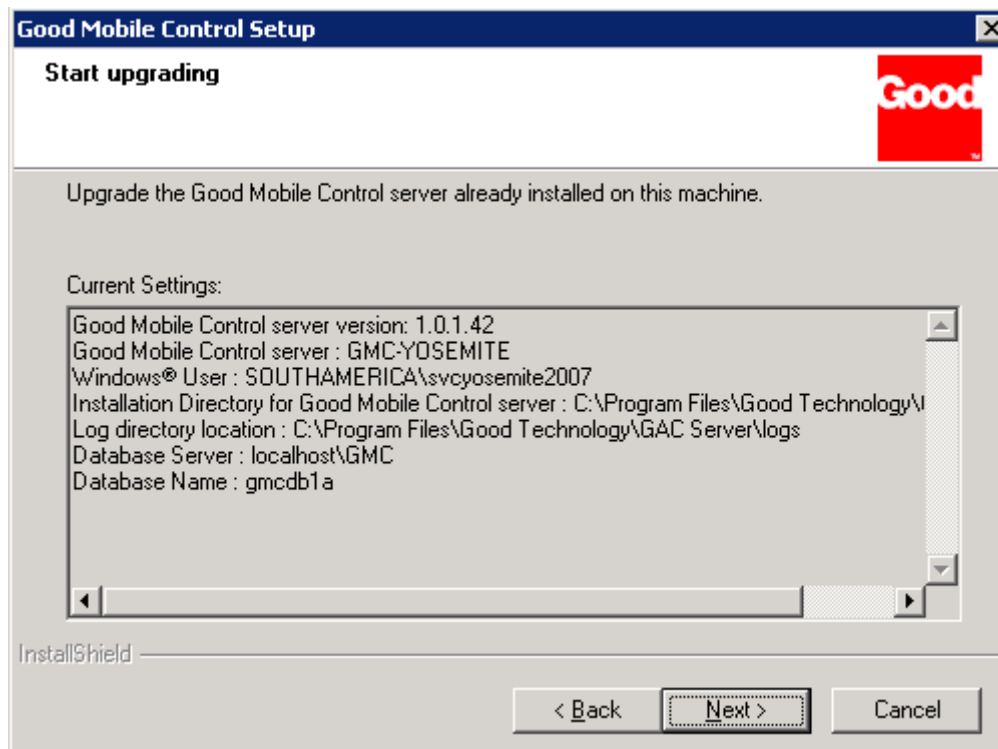
6. Do not change any of the values present by default in the fields on this screen (set during the previous installation of Good Mobile Control). Click Next.



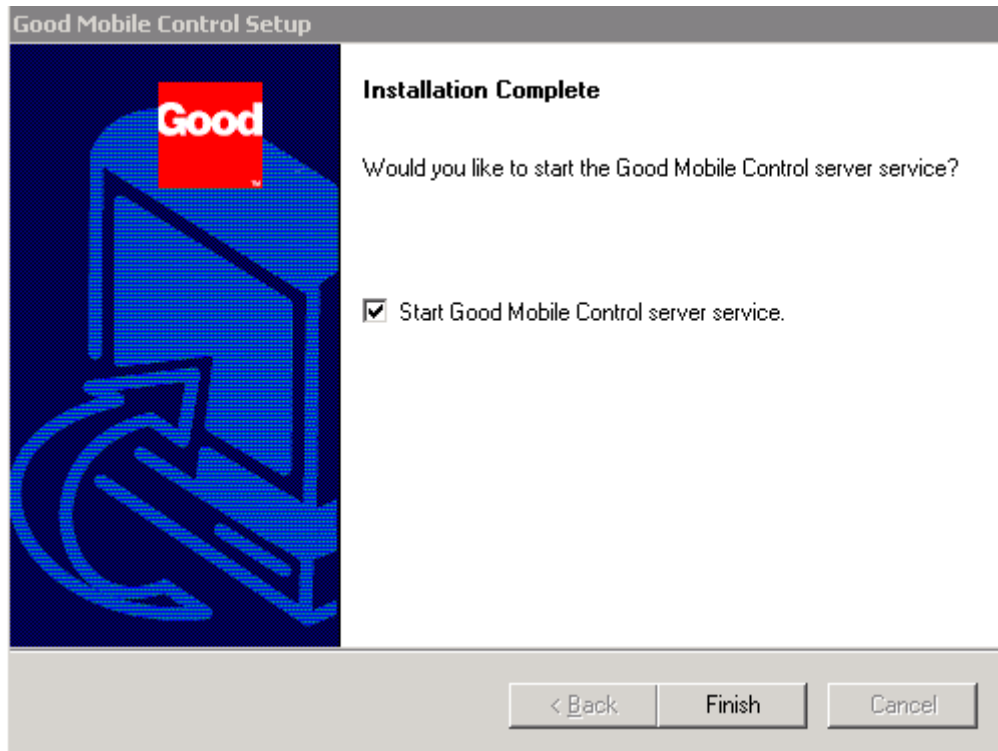
6. Enter the administrator username and click Next.



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.



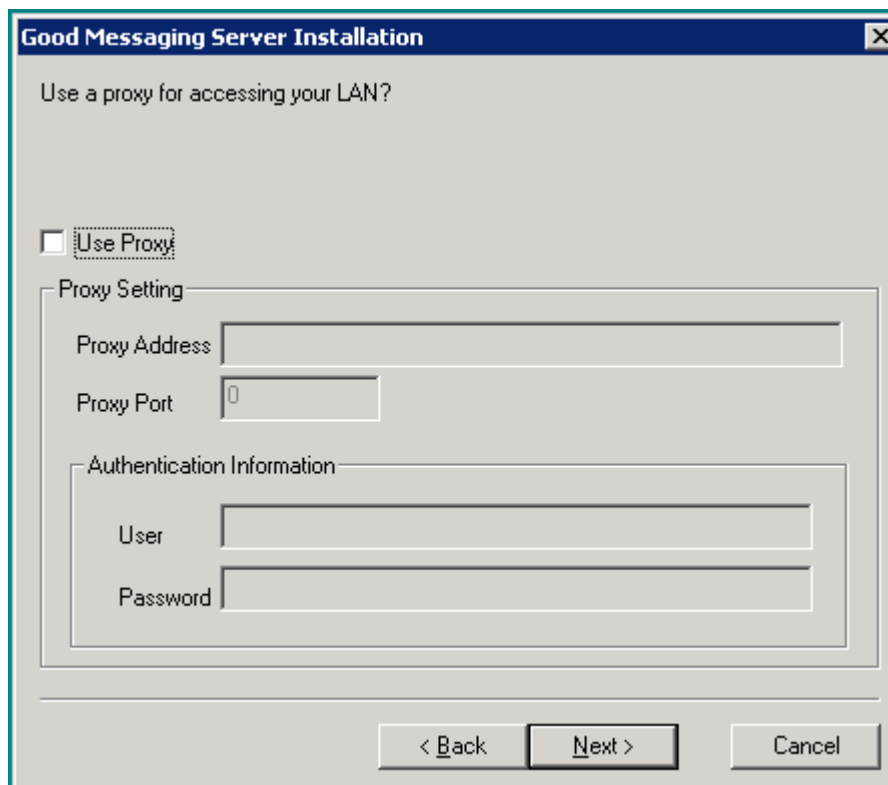
9. Installation completes and the GMC service is automatically started if “Start Good Mobile Control server service” option is checked.

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.

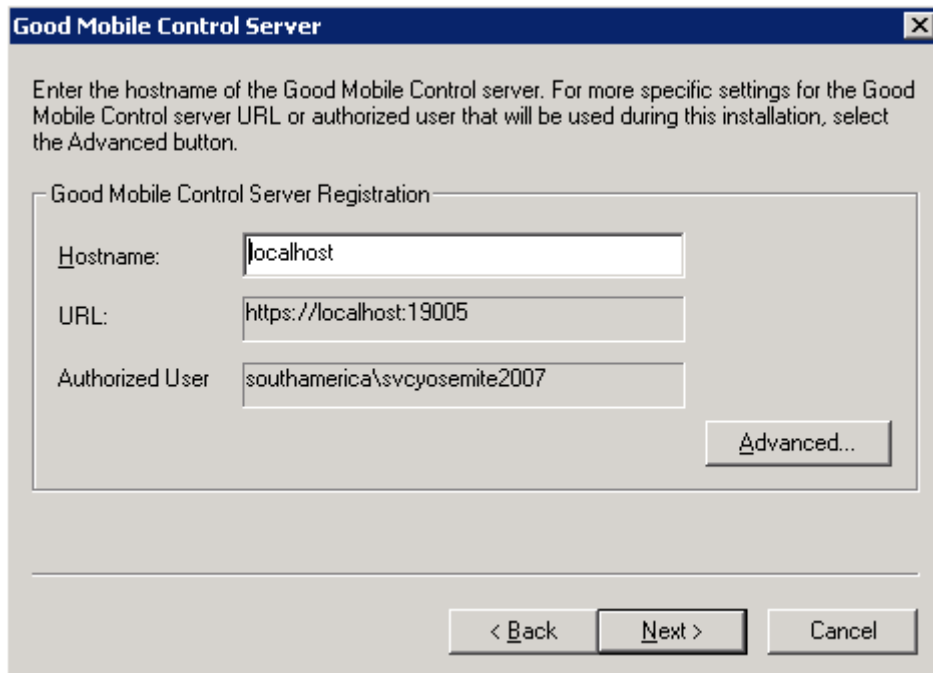


2. Choose Next. A license agreement is displayed. Accept the license terms.
3. A proxy screen is displayed. Enter the proxy information if required.

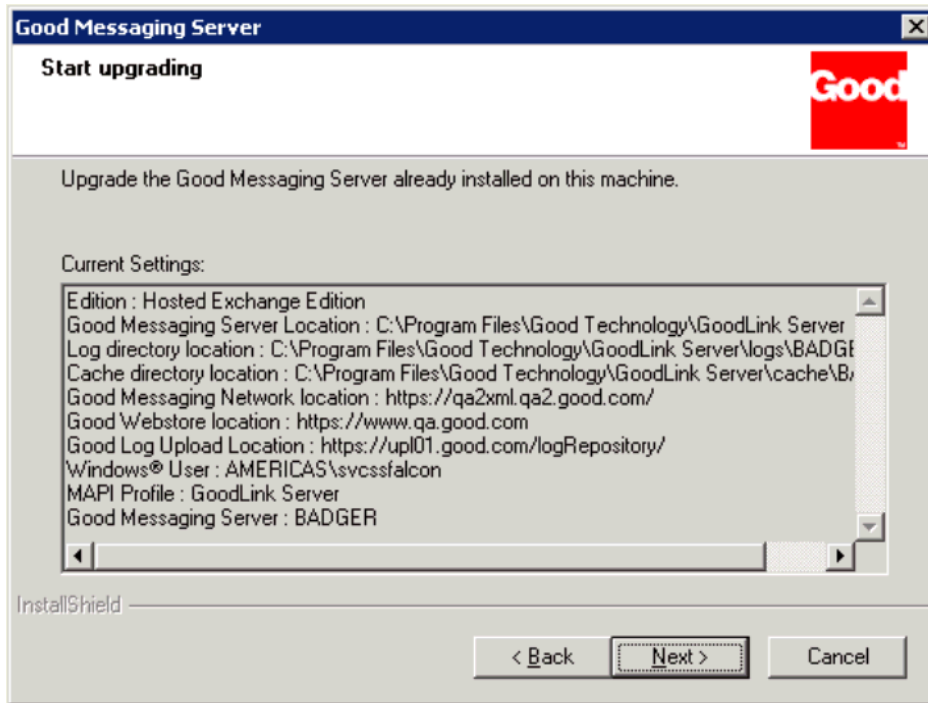




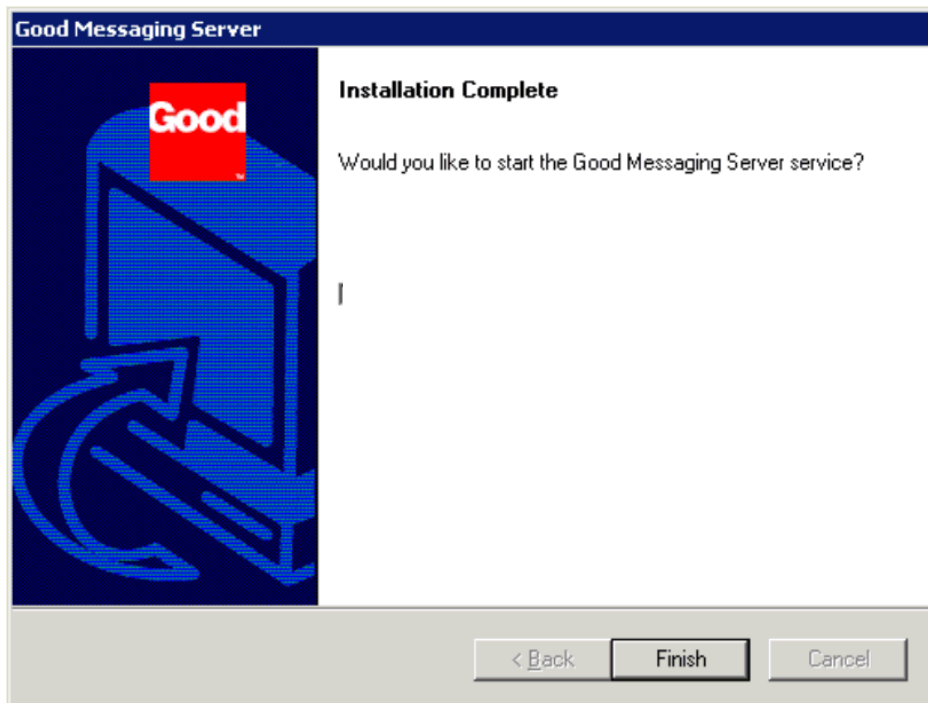
4. Enter the user name and password to log in to your Microsoft Exchange account.



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 6.0.3. 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 Good Messaging server 6.0.3 using the same cache directory, license key, and serial number as for your previous installation.
3. Upgrade handhels to Version 6.0.3. **Note: Good Messaging server is compatible with Client versions 6.0.0 and 6.0.1. You can choose to upgrade the handhels later.**

4 Upgrading Handhels Using an SD Card

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 Version 6.0.1/1.0.1 to Version 6.0.3/1.0.3 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.
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. 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.
7. From Start/Programs/Administrative Tools, launch the Services program.
8. From the Cluster Administrator, select the Cluster Group that contains the Good Cache lock resource and the Good Service resource. Right-click on the Cluster Group and choose Bring Online.
9. Repeat the previous step for the Good Mobile Control service resource.

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.
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. Click on Setup.exe and install the new version of Good Messaging Server and complete the set up. Do not start the Good services when prompted.

7. From the Secondary, go to the common shared location server, delete the lock file dbfiles.lck and emffiles.lck . By default, the file is found in shared drive \installation_directory\cache\server_name\.
8. From the Cluster Administrator, select the Cluster Group that contains the Good Cache lock resource and the Good Service resource. Right-click on the Cluster Group and choose Bring Online.
9. From the Cluster Administrator, select the group that contains the Good Mobile Control Service resource. Right-click on the group and choose Bring Online.

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

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