

Good Mobile Messaging™ Server Version 6.4.0 Good Mobile Control™ Server 1.3.3 for Microsoft Windows Exchange

Reverting to an Earlier Good for Enterprise Version

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Overview

This note documents the steps to take to downgrade (uninstall current, reinstall previous) from Good Messaging Server Version 6.4.0 to an earlier Good Messaging Server Version 6.3.x or earlier and from Good Mobile Control Server 1.3.5 to an earlier 1.x version. In some cases, administrators will prefer to upgrade their Servers to Version 6.4.0/1.3.5 while maintaining a strategy that allows them to revert to their current Server version smoothly in the event that difficulties are encountered.

Notes:

1. If a Server is downgraded, the latest Server's new features will no longer function on the current Client.
2. When reverting to your previous Good Mobile Messaging version in a non-Exchange 2010 environment, user devices in flow-control mode will not sync any messages currently in their queue. To sync these missing messages, set up the device again (that is, uninstall and reinstall the Good application on it).

The procedures described in this note for server uninstall and reinstall are not recommended for general use. Client downgrades are not recommended and not supported.

Reverting to an Good Messaging Server Version

1. To revert to a 6.3.x version of Good Messaging Server, simply run the installation media and select Yes when a "Are you uninstalling to downgrade?" dialog is displayed.
2. Re-install the earlier Good Messaging Server.

Reverting to an Earlier Good Mobile Control

1. .Uninstall Good Mobile Control version 1.3.5.
2. While uninstalling GMC, a "Are you uninstalling to downgrade?" dialog is displayed. Answering Yes will downgrade the GMC database to the database version that it was last upgraded from (any new tables/columns in the new version will be dropped). Answering No will not touch the database. Therefore, if you are uninstalling to go back to a previous version, then answer Yes. If you are uninstalling and will be reinstalling with the same or a newer version of GMC, then answer No.



Note: We recommend that you uninstall GMC with the same account used to install it.

3. Re-install the earlier Good Mobile Control Server with the same GoodAdmin service account for both Good Mobile Messaging Server and Good Mobile Control Server.

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