

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

## **Reverting to Good Mobile Messaging 5.x**

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### **Overview**

This note documents the steps to take to downgrade from Good Mobile Messaging Server Version 6.0.3 to Good Mobile Messaging Server Version 5.x.

**Any changes to users, handhelds, policies, and groups made after upgrading to Version 6.0 and GAC will not be retained.**

### **Reverting to Good Mobile Messaging Server Version 5.x**

To revert to Version 5.x:

1. Obtain the downgrade utility package which contains GMMExchGACDowngradeUtil.exe from customer support. This utility package will be used in a subsequent step below.
2. Use Good Mobile Control (GMC) to remove any handhelds or servers added under 6.0. Leave the GMC Server service running.
3. On a GMM server host machine, shut down and disable the 6.0 Good Mobile Messaging (GMM) Server service, named "GoodLink Server" in the Services Control Panel.
4. On the same GMM Server host machine, go to the bin directory of the GMM 6.0 Server, usually C:\Program Files\Good Technology\Good Messaging Server\bin\.
5. In a DOS prompt, use the GMMExchGACDowngradeUtil.exe utility to perform the following steps. Refer to the following section for utility syntax.
  - a. Run the utility to display a summary (Read-Only operation).  
Example: GMMExchGACDowngradeUtil.exe–show-summary –log-file c:\6.0-downgrade.log
  - b. Run the utility for user-data downgrade in test mode (Read-Only operation). Analyze the output to resolve any issues that you encounter.

Example: GMMExchGACDowngradeUtil.exe–downgrade –log-file c:\6.0-downgrade.log

- c. Run the utility in Commit mode to downgrade user data. There should not be any errors if they were resolved in the previous read-only mode operation. If all is successful, proceed to the next step.

Example: GMMExchGACDowngradeUtil.exe–downgrade –log-file c:\6.0-downgrade.log -commit

- d. Run the utility using the option to finalize the changes for that Server.

Example: GMMExchGACDowngradeUtil.exe–finalize –log-file c:\6.0-downgrade.log

- e. Uninstall 6.0 GMM software with “Preserve users” set. Do not choose the option to remove users. Only the 6.0 GMM software needs to be un-installed, which is why you need to choose the “Preserve Users” option.
  - f. Re-install 5.0 Good Messaging Server software only (not Good Management Server software) and let the setup program restart the service.
  - g. If no errors are encountered, re-enable the GMM Server service only and restart that service.
  - h. Verify by handheld device only, that the handheld is syncing. Do not attempt to use Good Management Console or Good Management Server 5.0 system. (At this point, they are still not installed.)
  - i. Repeat for each remaining GMM server originally linked to this GoodAdmin account.
7. Stop the GMC Server service and uninstall the Server software. Refer to *The Good Mobile Messaging for Exchange Administrator’s Guide* for instructions, including information on removing the SQL database.
  8. With all GMM servers now running 5.0, unzip the downgrade utility package (containing GMMExchGACDowngradeUtil.exe) on a machine where GMM 5.0 is installed.
  9. In DOS, change into the utility’s directory.
  10. Execute the utility with the option to re-enable GMS services for startup in the Good Admin mailbox. This step needs to only be done once to re-enable Good Management 5.0 Servers to operate again.  
Example: GMMExchGACDowngradeUtil.exe -enable-gms-startup –log-file c:\6.0-downgrade.log
  11. Now go to each Server machine which previously had a Good Management 5.0 Server installed and re-install the matching 5.0 version for the GMM Server (assuming that it was previously uninstalled after the upgrade to version 6.0 software). Check to start the “GoodLink Management Server” service if it is not already started. The GoodLink Mangement Server service should start up and remain running if the step for re-enabling was done correctly. If the GMS service does not run properly, run the command line utility to enable GMS start up again.
  12. Repeat the last steps on each GMM machine with Good Management 5.0 Server installed, letting GMS start up on each.
  13. Start GMC and confirm that the original 5.0 data can be seen and accessed. Check the All Users Group and all other groups and then re-apply policy and software settings to bring all handhelds into conformance with these original settings.

### **GMMExchGACDowngradeUtil.exe Downgrade Utility**

This command-line application is used during a downgrade from Good Mobile Messaging 6.0 to 5.0. The application downgrades information on a GMM Server machine with Good installed and modifies the contents related to that GMM Server machine back into Exchange so that a Good Messaging Release 5.0.x can be re-installed.

**Note:** This utility is to be used with the assistance of your authorized service representative.

**Syntax:**

GMMExchGACDowngradeUtil.exe <operation-command> -log filepath [options]

**Operation-command:**

-show-summary - Show the summary connection information data related to MAPI (Read only)

-downgrade - Run the downgrade logic for users

-finalize - Clean up all remaining files

Options Modifiers:

-logfile filepath - Log file to save information

-commit - Run the utility, to make the downgrade changes. You'll be prompted to confirm.

GMS service helpers:

-show-gms-startup - Show the GMS startup information.

-enable-gms-startup - Enable GMS service to start up.

-disable-gms-startup - Disable GMS service to start up.

**Additional Control**

-user-threads n - Specify the number of user threads doing work.

-no-prompt - Don't prompt during any operations.

**Help**

-warning - Show warning information.

-help - Show the command line help.

**Errors**

If you attempt to use the utility and it hasn't been installed correctly, the following error information will be displayed.

The command line options specified do not meet these 2 important requirements:

1. A Good Mobile Messaging (GMM) Server needs to be installed on this computer. The installed server provides configuration information used by this program.
2. The GMM Server service ('GoodLinkServer') MUST be stopped and disabled before running any of these commands

This application has determined that the GMM Server service has not been installed.

Please contact customer support for the best options for getting the GMM Server installed in a situation where one wishes to downgrade from a Good Administration Center release back to a Good Messaging Release 5.0.x. in order for this command line to work with the specified option.

The following options work only when a GMM Server installed:

-show-summary

-downgrade  
-finalize

### **Downgrading Primary and Standby Servers**

The downgrade procedures presented here apply to both primary and standby server installations using Microsoft Cluster or cold-failover configurations.

Note: The downgrade procedure is performed on the primary server. This requires the primary server to be available at all times, until the process is complete. Running migration tools on the standby server is not recommended and requires operations not described here. Contact your authorized service representative if the migration is to be done on a standby node. (There are cases where the standby server is the only node running, with the primary server shut down, perhaps permanently, due to hardware-related issues.)

To perform a downgrade, follow this procedure:

1. For Microsoft Cluster installations, make sure that the primary server is the owner of all resources. If not, change ownership to the primary server. If the installation uses a standby server, start up the primary server and bring it online. Stop the GoodLink and GMC services using standby node.
2. From Microsoft Cluster Administrator, take all resources "offline."
3. Delete the Goodlink Server and Goodlink Cache Lock resources by right-clicking on each resource and deleting it.  
Do not restart the services.
4. Change ownership of the cluster resources back to the standby server.
5. Uninstall Goodlink Server 6.0.x and reinstall the 5.x version on the standby server. Install Goodlink Server and Good Management Server. Do not start the service at the end of the installation.
6. Move the resources back to the primary server.
7. Delete the dbfiles.lck file from Q - Quorum Drive.
8. Uninstall Goodlink Cluster tools, 6.0.x version.
9. Install Goodlink Cluster tools, 5.x version.
10. Run the downgrade utility tool from GMM, on the GMM system.
11. Uninstall GMM 6.0 preserving the user configuration.
12. Install the Good Messaging Server 5.x version. – Do not start Service.
13. Install Good Management Server 5.x version (if it is not present from previous install).
14. Now finalize the downgrade by running the following command utility:
15. C:\smitha\gls6-opt>gmmexchgacdowngradeutil.exe -show-gms-startup
16. C:\Program Files\Good Technology\Good Messaging Server\bin\Gmmexchgacdowngradeutil.exe –show-summary
17. C:\Program Files\Good Technology\Good MessagingServer\bin\Gmmexchgacdowngradeutil.exe –downgrade -commit
18. C:\Program Files\Good Technology\Good MessagingServer\bin\Gmmexchgacdowngradeutil.exe –finalize
19. Register GMS with GMM using the Gmmexchgacdowngradeutil.exe utility.
20. To enable GMS, run the following command:  
C:\smitha\gls6-opt>gmmexchgacdowngradeutil.exe -enable-gms-startup
21. Configure 5.x version of Cluster resources as described in Chapter 9 of the Good Mobile Messaging Admin Guide.

22. Once the Goodlink Cluster tools are configured, bring each resource online.
23. Uninstall GAC and SQL from both primary and standby Servers.

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