

Good Mobile Messaging™ Server 6.0.1/Client 6.0.1 Good Mobile Control™ Server 1.0.1 for Microsoft Windows Exchange

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

Updated: 09/17/09

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1 Introduction

This note describes how to upgrade to Good Messaging server and Client version 6.0.1 from version 6.0.0, and Good Mobile Control (formerly Good Administration Center) from 1.0.0 to 1.0.1. 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.

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

2 Pre-Upgrade Instructions

Important note:

If you are using the same *GoodAdmin* service account for both Good Mobile Messaging Server and Good Mobile Control Server, you can continue to do so after this upgrade, **unless** you plan to take advantage of the new iPhone support provided in this upgrade version. If you will be using the iPhone feature, you will need to create a new *GoodAdminGMC* service account for Good Mobile Control Server because some of the permissions granted to *GoodAdmin* conflict with the new iPhone feature. Refer to Section 3.2 of this note for more information.

Important note:

When a Good Mobile Messaging 6.0.0 server is upgraded to 6.0.1 and then downgraded back to the older version again, handhelds running Good Messaging 6.0.1 that were set up for the first

time under the 6.0.1 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.

3 Upgrading from Version 6.0.0/1.0.0 to Version 6.0.1/1.0.1

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.

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 6.0.1 *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 Considerations for iPhone Support

To upgrade Good Administration Center (1.0.0) to Good Mobile Control (1.0.1), **if iPhone features will be activated and if the service account used by Good Administration Center 1.0.0 is also used as the Good Mobile Messaging service account (*GoodAdmin*), then special steps must be performed prior to installation in order to upgrade without losing user information.** You need to uninstall the previous management console without removing the SQL database, and install the new management console on this database with a different service account:

1. Write down the SQL Server configuration information used by your Good Administration Center 1.0.0 installation (this information will be used later in the install):

- Is your SQL Server local or remote? If remote, the SQL Server instance hostname
 - If static port, the port number
 - If named instance, the instance name
 - If default instance (only applies to remote), the database name in use by Good Administration Center
2. Uninstall Good Administration Center 1.0.0 without removing the database.
 3. Log in to Windows using the user service account that will be used to later run the Good Mobile Control windows service. For iPhone features to be activated, this service account *must be different* than the (*GoodAdmin*) service account used by GMM server.
 4. Install Good Mobile Control Center. When the database configuration screen appears during installation, use the configuration previously used by Good Administration Center 1.0.0. This installation will retain servers and handhelds from the old installation.
 5. It is a requirement that you install Exchange Management Shell if you want iPhone support. The installer is verifying that Exchange Management Shell is installed.

Refer to the ***Good Mobile Control Admin Guide*** or the ***Good Mobile Messaging Admin Guide*** for a complete discussion of iPhone support prerequisites.

3.3 Performing the GMC Upgrade without iPhone enabled

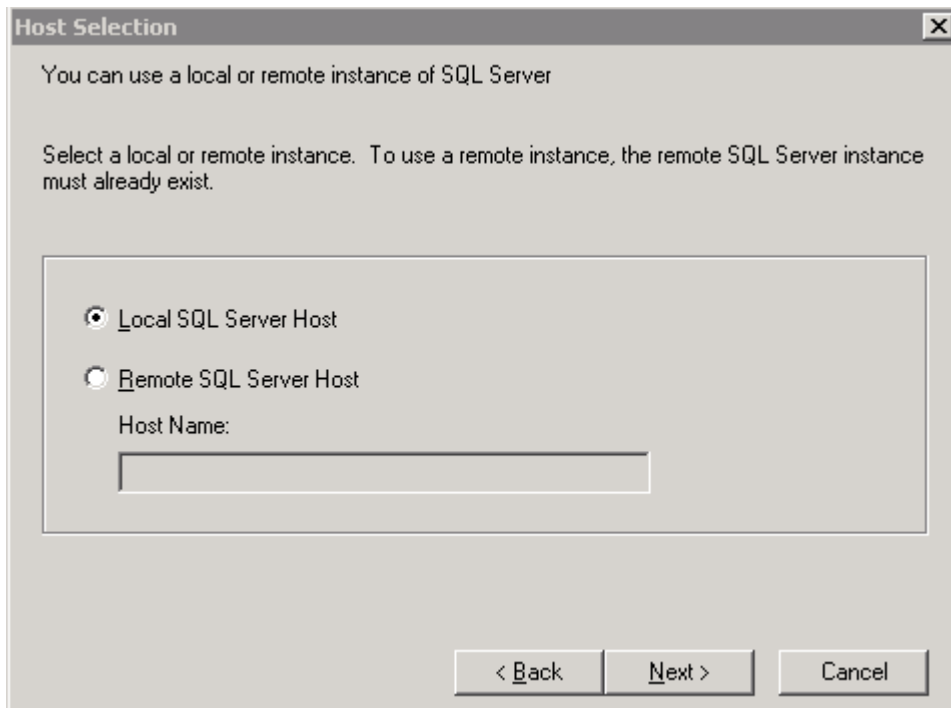
To upgrade Good Messaging server, Good Mobile Control server, and Good Mobile Control console:

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

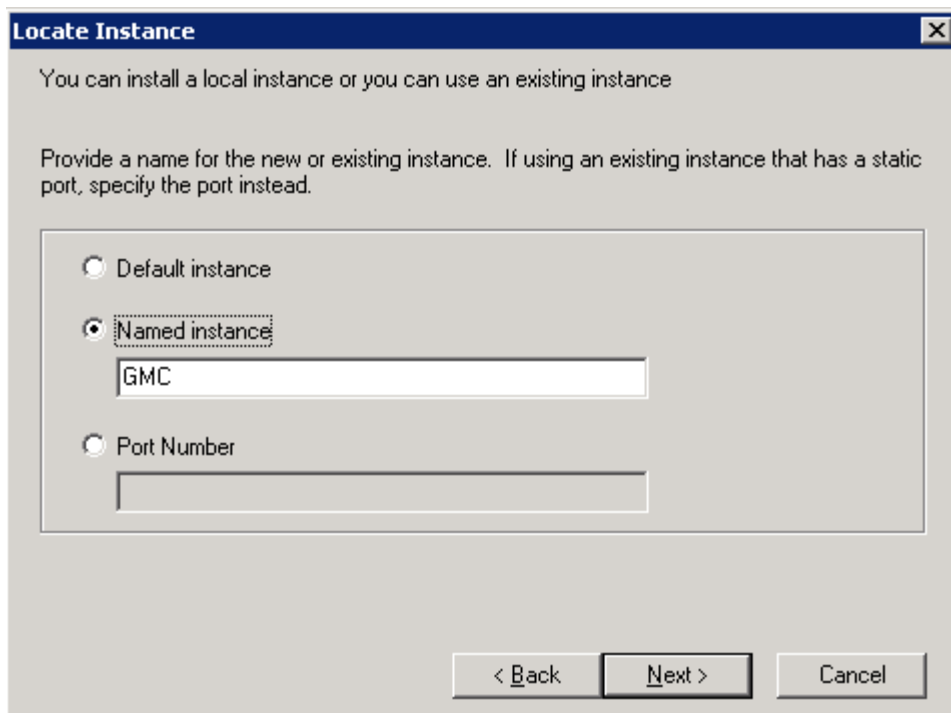
An upgrade screen is displayed.



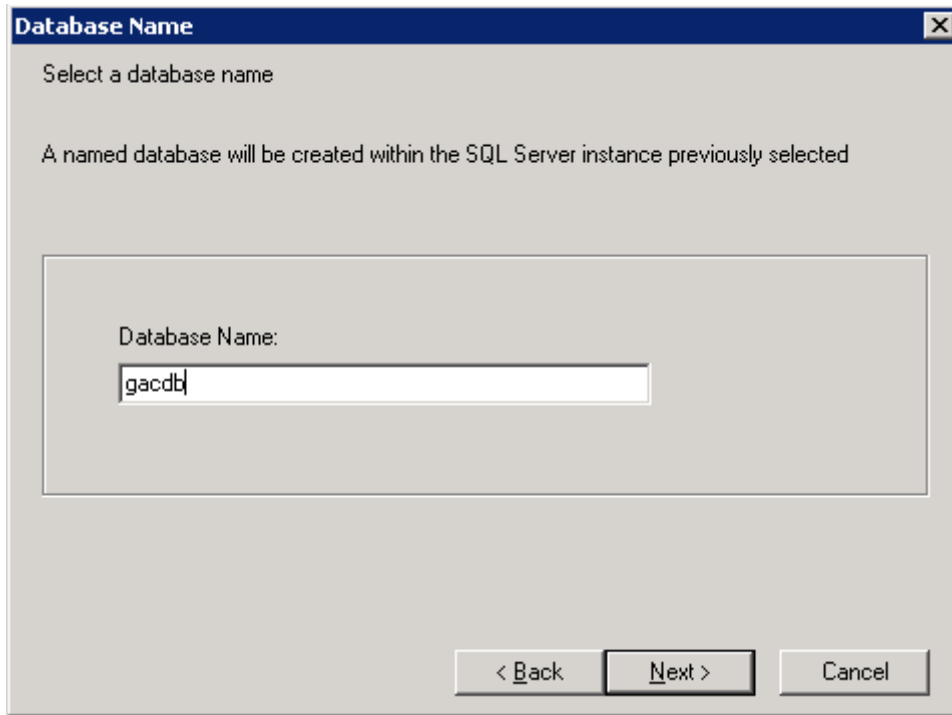
2. Accept the license agreement.



3. Choose Local SQL server Host and click Next.

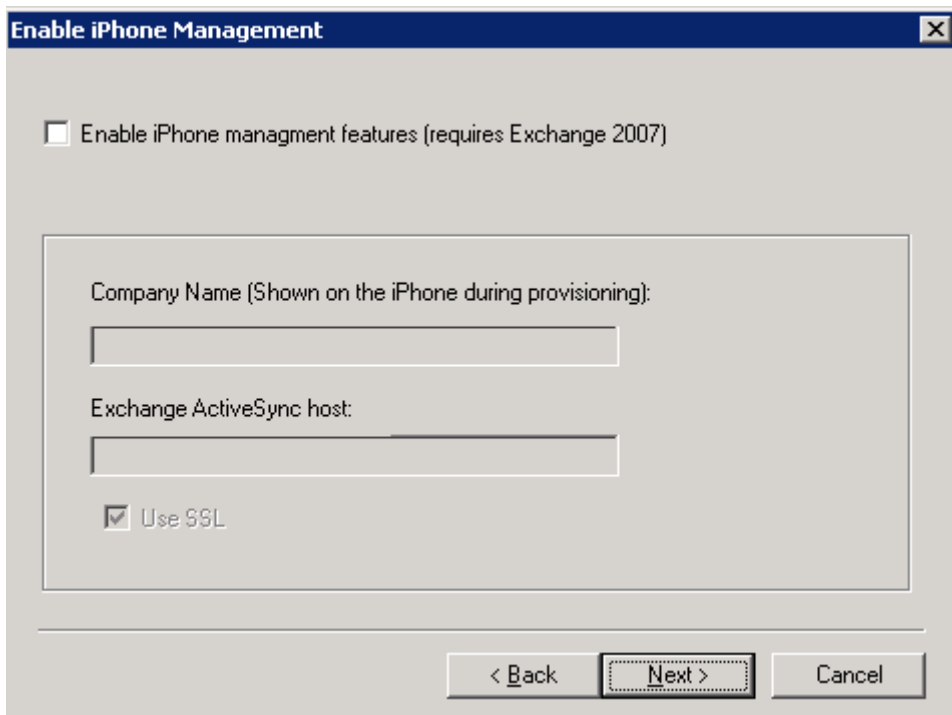


4. Choose the same named instance as used before this upgrade.

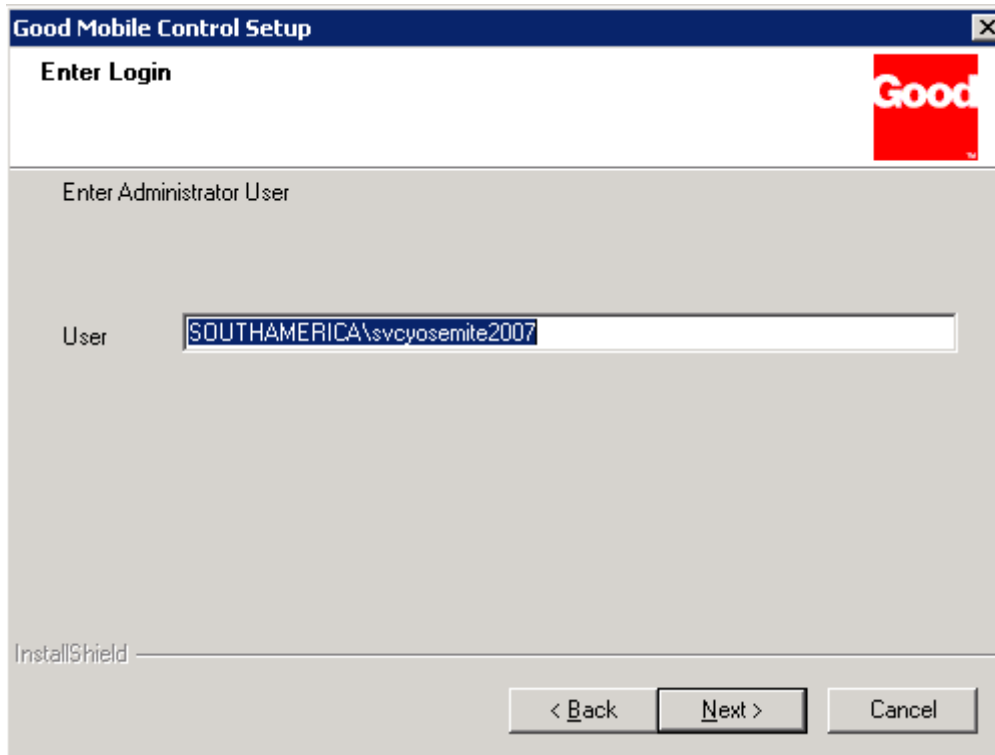


5. Enter the same database name as used before this upgrade.

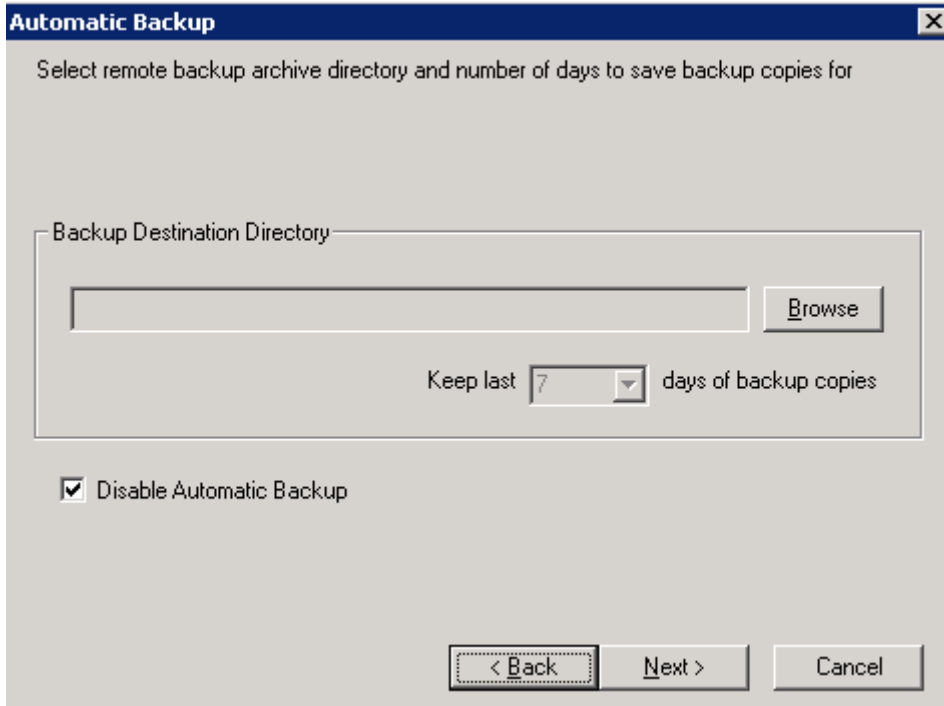
Click Next.



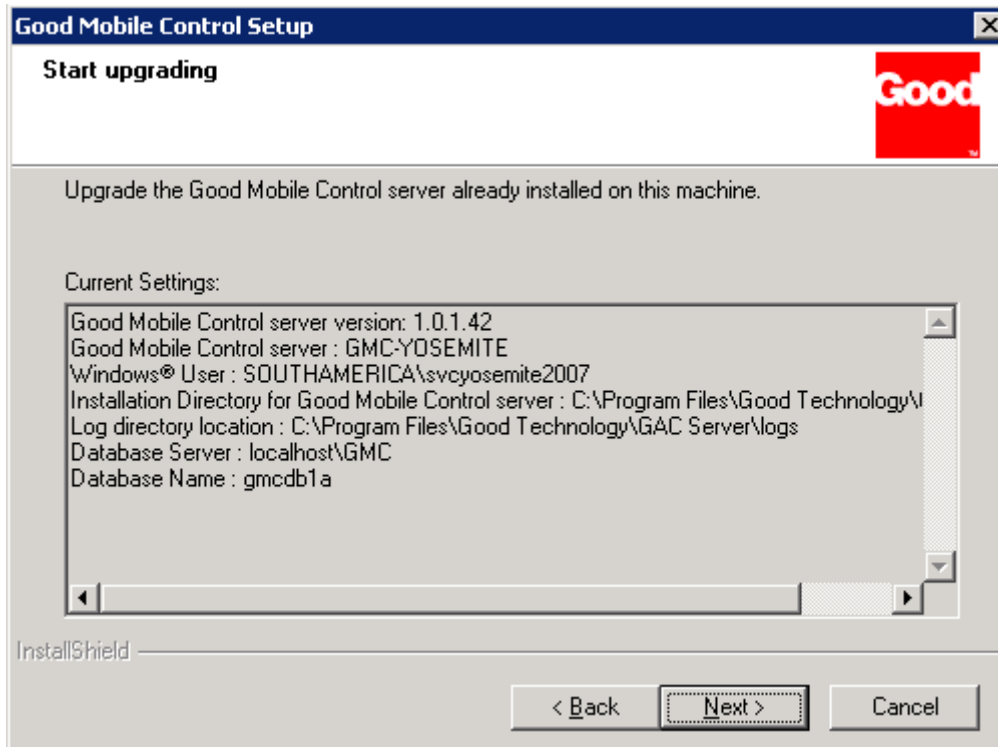
6. Uncheck the Enable checkbox if it is checked. Click Next.



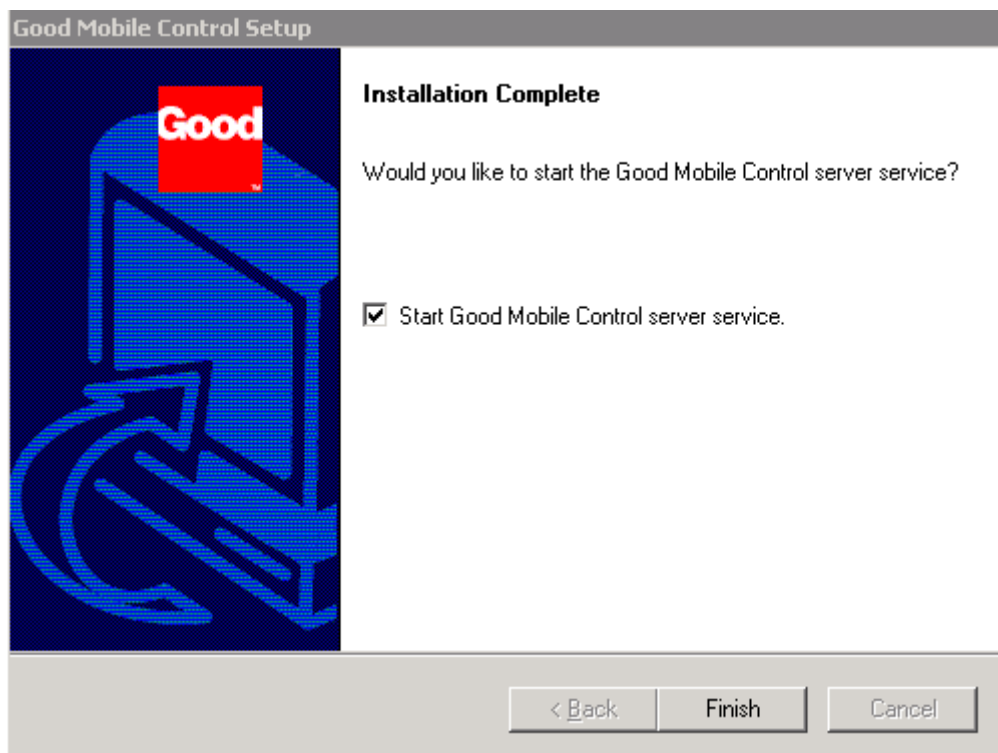
7. Enter the administrator username.



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



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

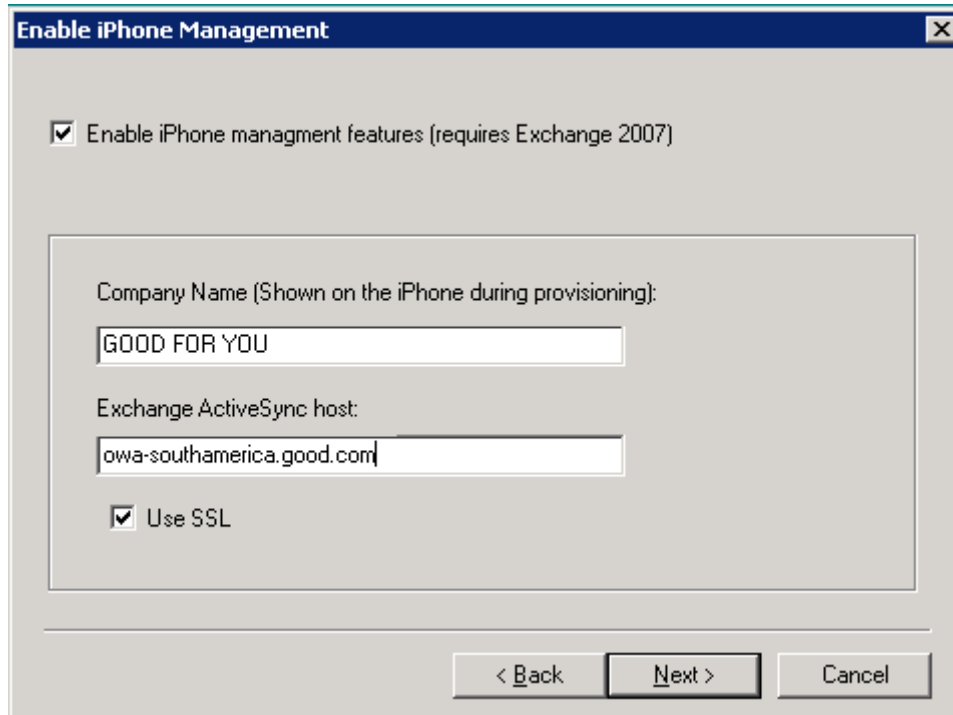


10. Installation completes and the GMC service is automatically started if “Start Good Mobile Control server service” option is checked.

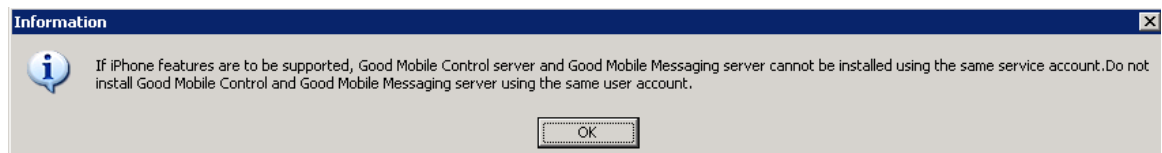
3.4 Performing the GMC installation with iPhone enabled

Refer to the *Good Messaging Administrator's Guide* for installation with iPhone support enabled.

To enable iPhone support, you'll set up the required system prerequisites, check the enable checkbox during installation, on the following screen, and enter the company name and Exchange ActiveSync hostname.



When you click Next, you'll receive a warning that if iPhone features are to be supported, the Good Mobile Control and Good Mobile Messaging servers cannot be installed using the same service account. Do not install Good Mobile Control and Good Mobile Messaging server using the same account; they require conflicting permissions.



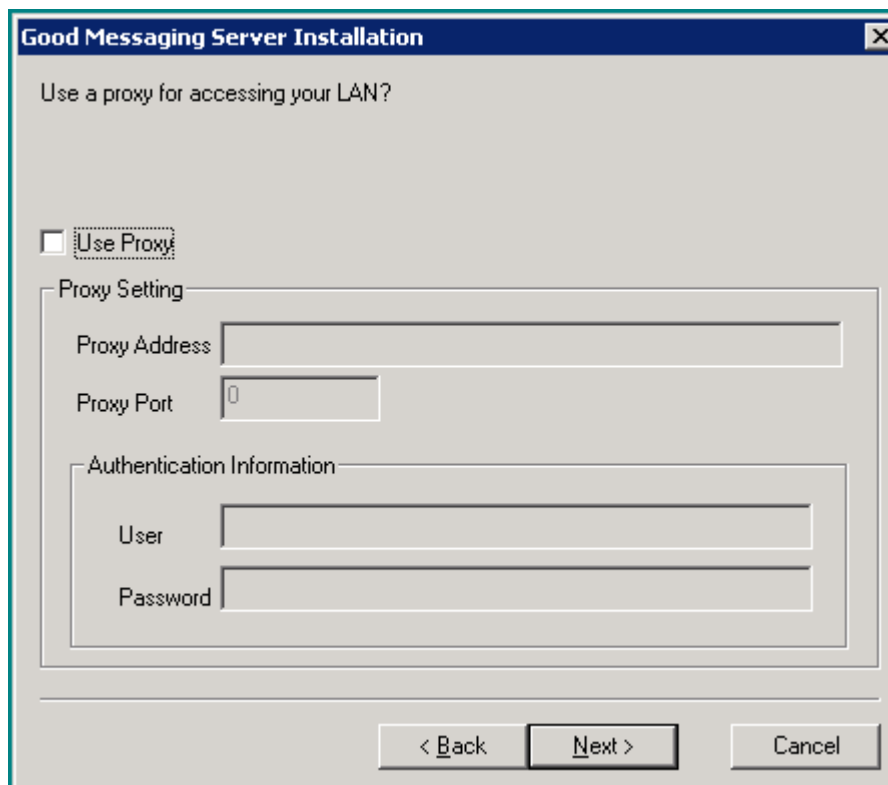
Click OK. Next, you'll be asked to terminate or continue with the installation. If you are installing with a different service account, click on Continue; otherwise, terminate the installation.

3.4 Performing the GMM upgrade

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

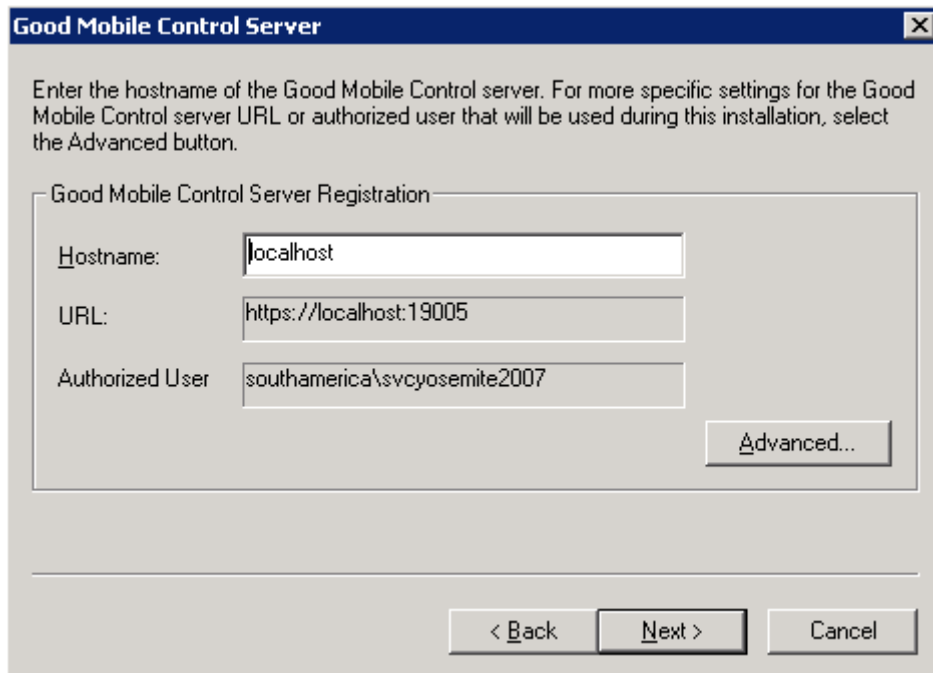


2. Choose Next. A license agreement is displayed. Accept the license terms.
3. A proxy screen is displayed. Enter the proxy information if required.

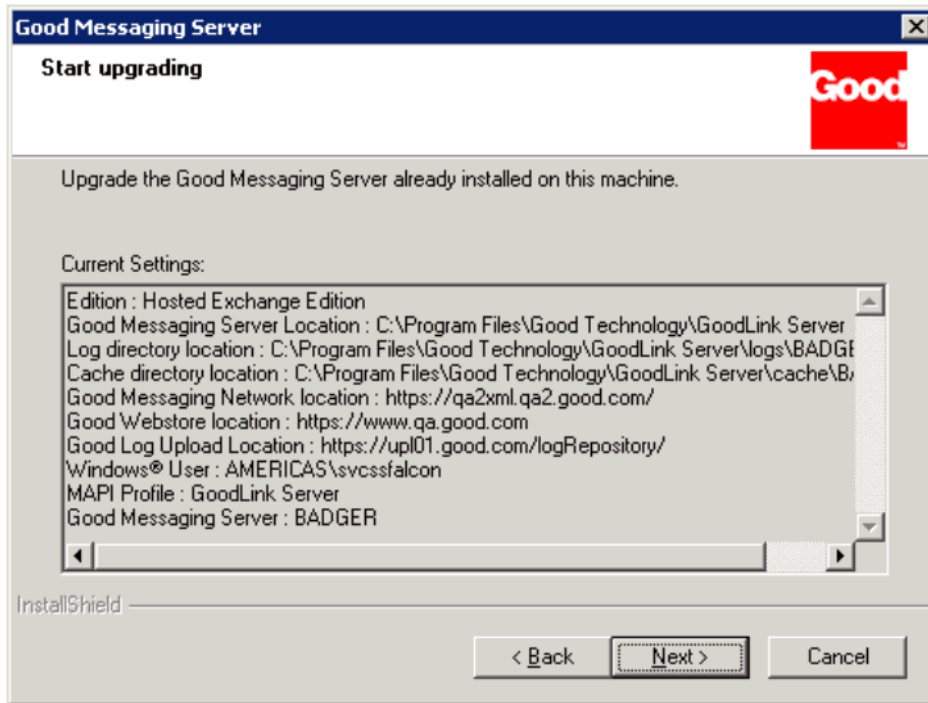




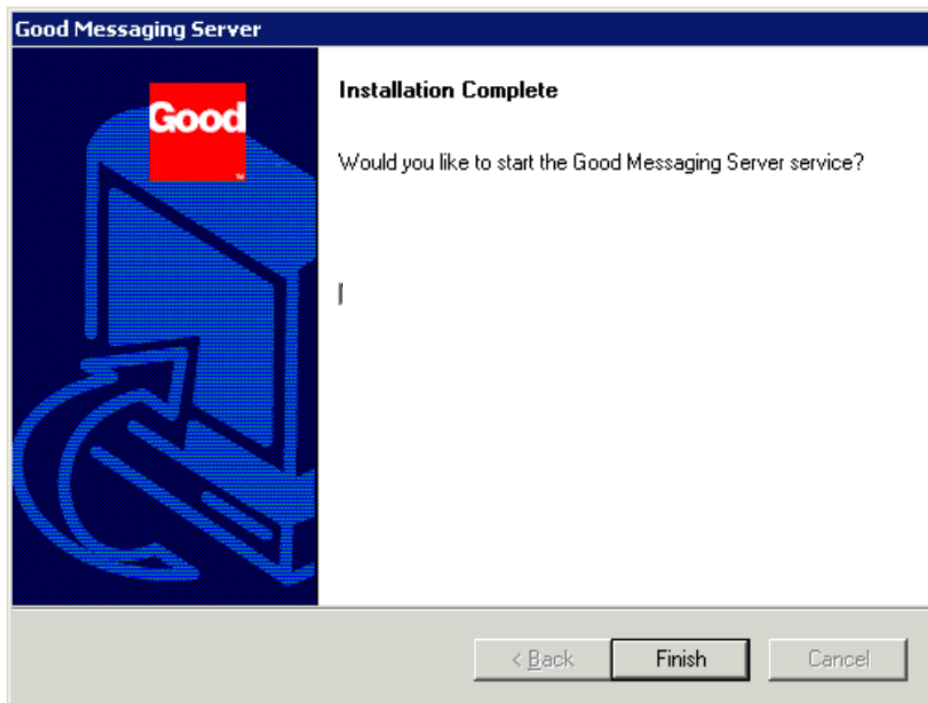
4. Enter the user name and password to log in to your Microsoft Exchange account.



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.

3.5 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 6.0.1. 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 6.0.1 using the same cache directory, license key, and serial number as for your previous installation.
3. Upgrade handhels to Version 6.0.1. **Note: Good Messaging server is compatible with Client versions 5.0.4 and 6.0.0. 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.

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