

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

## **Upgrading from Version 5.0.x to Version 6.0.3**

### **Quickstart Notes**

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This note describes how to upgrade your Good Mobile Messaging installation to version 6.0.3.

**Upgrading to version 6.0.3 from 5.0 is not a simple version upgrade. It requires care and preparation because there are core changes in the system architecture.**

**Upgrading from version 6.0.0 or 6.0.1 to 6.0.3 is *not* discussed in this note. Refer to the Good Messaging Upgrade notes for that procedure.**

**These notes are not intended to replace the upgrade notes or administration guide found on Good Technology's public website at**

**[http://good.com/corp/int\\_support.php?id=doc5\\_exchange&pid=106](http://good.com/corp/int_support.php?id=doc5_exchange&pid=106)**

### **1 Upgrade Notes**

- The Superuser Role has all rights, including the following rights unavailable to all other roles: Create new roles, Enable FIPS, Enable detailed logging, Suspend handhelds, and Move a user between Good Mobile Messaging Servers.
- Version 5 requires that you open outbound ports 80 and 443 for IP address 198.76.161.28 for Good Mobile Messaging (GMM) to work properly. Version 6 requires, in addition, IP address 198.76.161.29 for use by Good Mobile Control (GMC).
- Large (32KB+) custom email templates are not migrated.
- All user data for a 5.0 *GoodAdmin* account will be transferred to a single GMC database.
- Check hardware specifications before installing GMC. Most existing Good Servers running version 5.x or older do not have enough processor power or memory, and perhaps not enough hard-drive space, for 6.0. For more information see the *Administrator's Guide*, Chapter 3, pages 42-43.
- SQL instance is the name of the SQL server installation.
- DB = database (there is only one DB installed per GMC per transfer of *GoodAdmin* 5.0 data). The database is installed and uninstalled using Good Server 6 setup.exe.
- **NOTE:** Errors that you encounter during installation of the GMC may cause problems later when you install the GMM Migration Utility (Test) application and Good Migration Utility. If you do encounter errors, we recommend that you contact your authorized support representative. As a last resort, perform a **Custom** uninstall of the GMC and ask your support representative to remove the server host; then, re-install the GMC.

- GMU = Good Migration Utility (used to analyze users, user software settings, user policies, user groups software and policies, and roles to verify that data is importable from Good Management Server/Console to Good Mobile Control). The migration utility provides Good Mobile Control with a view of the servers and handhelds that will be migrated to GMC. **Keep in mind:** the physical distance between Good Server and Exchange Servers can cause failures due to latency.
- Once installed, run the GMM Migration Utility (Test) application from the Start Menu. The GMM Migration Utility (Test) has a separate installer executable file (not available from the setup.exe) in the Good Server 6 installation folder. This utility is uninstalled using Windows/Settings/Control Panel/Add/Remove Programs. The test migration of GMM Server private data involves installing this separate application on the actual GMM Server version 5.0. The application does an analysis of the existing GMM Server data and does a test mode migration of the GMM server data. The application will determine the existing location of the GMM server's cache directory, and will prompt for a location to make a copy of a cache database file to simulate the upgrade phase. This utility will test the steps necessary to upgrade the 5.0 server to 6.0 without affecting current version 5.0 service to users. **Note:** A critical error indicating a missing user cache directory may be logged. This error is typically benign. Check the GMC to ensure that the user in question is correctly present or absent and clean up the user entry as necessary.
- Test Environment – Refers to a lab environment. To test Good Server 6 in a lab environment, CREATE a secondary *GoodAdmin* account, especially if you do not intend on upgrading your production server at the same time.
- **REMEMBER:** If you use your *GoodAdmin* account for your Good version 5 production server to upgrade or to set up a test environment with Good version 6; all users will be paused and Good Management server will be permanently disabled on your Good 5 server (this is not the case for a GMC test mode migration).
- **Migration Options** (moving from one Good Server to another using Good version 6)  
To physically move users from a Good 5 box to a Good 6 box, one of two options are available:
  - Install 5.0.x build on new box and perform transfer as described in Chapter 7 of *Good Administration Guide* version 5; then upgrade to Good 6.x.
  - Upgrade old Good Server to 6.0 and then perform the transfer as described in Chapter 7 in the *Good Administration Guide* version 6.0.3.

## 2 Upgrade Instructions

1. All migrations need to reset the users statistics to pick up the new structure. There are two options listed below and the best method is number 2.

Two ways to reset the statistics:

### Method 1:

Use the Good Management Console UI (User Interface) to drill down to each user's statistics.

Go to the "Handhelds" tab.

Click on the "Handheld" of interest.

Click on "Messaging."

At the bottom, statistics for the user are displayed.

Click the "Clear" button.

Once down, the statistics should clear.

## Method 2:

Use the Good Management Console-CLI tool and run GMExportStats.bat with option “–clearstat=yes” flag. This will reset the statistics for ALL users.

2. Export user list, user statistics, and roles (effective rights). For more information, see the upgrade notes for Good 6 SR1, page 5.
3. Install GMC (Good Mobile Control). For more information, see the *Good Administration Guide* Chapter 4, starting on page 87.
4. Stop Good Messaging Server service and Good Management Server service and install Good Migration Utility (GMU).. The Good Messaging Server 5.0 and Good Management Server 5.0 need to be stopped during any test or real upgrade. Refer to the Upgrade Notes for Good 6 SR1, starting on page 5.
5. Log into the GMC at: [https://ip\\_address\\_of\\_your\\_GMC:8443/](https://ip_address_of_your_GMC:8443/). Run Good Handheld migration utility (GMU) in test mode by placing a dot in the Test Mode radio button located in the yellow box at the top of the screen when logged into the GMC. Save and print logs - DO NOT EXIT OUT OF TEST MODE IN THE GMC (Good Mobile Control – DO NOT CLICK ON EXIT read-only Mode link). For more information, see the upgrade notes for Good 6 SR1, starting on page 10.
  - a. After running in Test mode, if errors exist in GMU output log follow steps b - c. Otherwise, skip to step c.
  - b. If errors exist in the Test Migration logs, resolve them if required. If unsure, contact your authorized support representative. Rerun the GMU in Test Mode if no errors are present. If errors are present, select the Retry Migration Errors button in the GMC after resolving errors.
  - c. **NOTE: DO NOT EXIT TEST MODE or a NETGENERROR is encountered when installing GMM Migration Utility (Test)**
6. Install GMM Migration Utility (Test). The executable is located in the Good 6 Server installation folder. This tests the connectivity between Good Messaging Server 5 and Good Mobile Control Server. Allow enough disk space for test data to be created during this test phase. The amount of space required is roughly 25 KB per handheld managed by the GMM server being test upgraded. Again, stop Good Messaging Server service and Good Management Server service version 5 to install tool and leave the services stopped during the execution of the program. Run GMM Migration Utility (Test). The application will determine the existing location of the GMM server's cache directory, and will prompt for a location to make a copy of a cache database file to simulate the upgrade phase. The application will not change the actual cache database contents during this test. If you are unable to run the GMM Migration Utility (Test), stop the GMU services and try again. For more information see the upgrade notes for Good 6 SR1, starting on page 12.
7. Fix GMU Test and GMM Migration Utility (Test) Log errors.
8. Run GMU Test and GMM Migration Utility (Test) Log, save and print logs until NO errors are returned.
9. When there are NO errors during test mode, exit out of Test Mode by selecting the Exit read-only mode (upper right corner of GMC console screen). For more information see the upgrade notes for Good 6 SR1, starting on page 12.
10. Run Good Handheld Migration choosing Run Full Migration and save logs. For more information see the upgrade notes for Good 6 SR1, starting on page 16.
11. Along with the exported information from the Good Management Console, Test Migration and Real Migration Logs save the Good Migration Logs prior to uninstalling the Good Migration Utility. To answer questions or issues that may arise after completing an upgrade to version 6.0.x, the Migration logs are often required; and they are removed when the Good Migration Utility is uninstalled.

Save the Logs from C:\Program Files\Good Technology\Good Migration\Logs along with all the other logs for thirty days; if no issues or questions arise from the upgrade after 30 days then delete all the logs.

12. Upgrade Good Messaging Server from 5 to 6. For more information see the upgrade notes for Good 6 SR1, starting on page 16. The final dialog boxes will show the users being moved to new Good 6 database.
13. Uninstall GMM Migration Test Utility (Test) using Windows/Settings/Control/Add/Remove Programs.
14. Using version Good 6 setup.exe, uninstall GMU.
15. Uninstall Good Management Console and Good Management Server using Good Server 5 setup.exe file (second Add/Remove button from top).
16. Uninstall Good Management Console from any workstations.

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