

Good Mobile Messaging™ Server 6.3.2 Good Mobile Control™ Server 1.3.3 for IBM Lotus Domino

Upgrading Good Messaging from 6.3.1 and Good Mobile Control from 1.3.x

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1	Introduction	1
2	Pre-Upgrade Instructions	2
3	Upgrading from Good Messaging 6.3.1/Good Mobile Control 1.3.1	2
3.1	Best Practices	2
3.2	Performing the Upgrade	3
4	Upgrading from GMM 6.3.1/GMC 1.3.1 to GMM 6.3.2/GMC 1.3.3 in a Cluster	12
4.1	Upgrading the Primary GMC Server in a Good Cluster	12
4.2	Upgrading the Standby GMC Server in a Good Cluster	13
4.3	Upgrading the Primary GMM Server in a Good Cluster	14
4.4	Upgrading the Secondary GMC Server in a Good Cluster	14
5	Error Conditions	14

1 Introduction

This note describes how to upgrade to Good Mobile Messaging server 6.3.2 and Good Mobile Control server 1.3.3 from 6.3.1 and 1.3.1 versions. Upgrading is tested and supported for the two most recent previous versions. Upgrading from earlier versions will require additional steps to complete the upgrade; in this case, contact your Good technical-support representative for the appropriate additional upgrading steps and additional software required.

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

If Good Mobile Control server and Good Mobile Messaging server are installed on the same machine, they must both be upgraded, in that order, before the Domino server is started.

Note: All GMM Servers must be upgraded to 6.3.2 and the GMC Server must be restarted for multi-device support to commence. Client upgrades are not required.

Note: Stop the GMM and Domino services before beginning the upgrade.

Important: If you downgrade the Good Messaging Server from this release, any devices that you have added after the upgrade will be automatically deleted and will no longer synchronize with the user's account; the Good application will have to be reinstalled on the device and it will have to resync to restore functionality.

Good Mobile Control server 1.3.3 is compatible with earlier versions of Good Mobile Messaging server. Good Mobile Messaging server 6.3.2 requires Good Mobile Control server 1.3.3.

Domino 6.x servers are not supported in this release. Domino Primary servers must be 7.0.2 or higher; 8.x is recommended. Domino Secondary servers used by the Good Messaging Server must be 8.x.

2 Pre-Upgrade Instructions

Before performing the upgrade, the Domino server on which Good Messaging Server runs should be shut down; this should stop the Good Messaging services. Starting with Domino 8.5.x and above there is one more service to be stopped before proceed with upgrade – Lotus Domino Diagnostic Service .You need to verify that the Good Mobile Control and the Good Messaging services have stopped, using Microsoft Windows service control manager.

Warning: Downgrading the Good Messaging Server is not recommended.

Warning: If the Good Mobile Messaging Server and Good Mobile Control Server use different SQL instances, and you uninstall Good Mobile Control, its SQL instance will not be removed. If you remove the GMC SQL instance manually, all GMC user data will be removed from it. GMM Server instance data will remain in its instance.

The latest version of Good Messaging Server, Good Mobile Control Server, and Good Mobile Control support the latest version of Good Messaging Client, as well as the two previous versions of the Client; in the same way, the latest version of the Good Messaging Client supports the latest version of Good Messaging Server, Good Mobile Control Server, and the two previous versions.

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

3 Upgrading from Good Messaging 6.3.1/Good Mobile Control 1.3.1

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, 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 and Good Mobile Control Server *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 and Good Mobile Control Server 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.
Upgrade the Servers before the handhelds.

3.2 Performing the Upgrade

To upgrade Good Messaging Server and Good Mobile Control Server, do the following. Upgrade the Servers before the handhelds.

Use the following procedures to upgrade:

Before starting the upgrade, stop the Lotus Domino Server service and Lotus Domino Diagnostics Service (8.5.x and above).

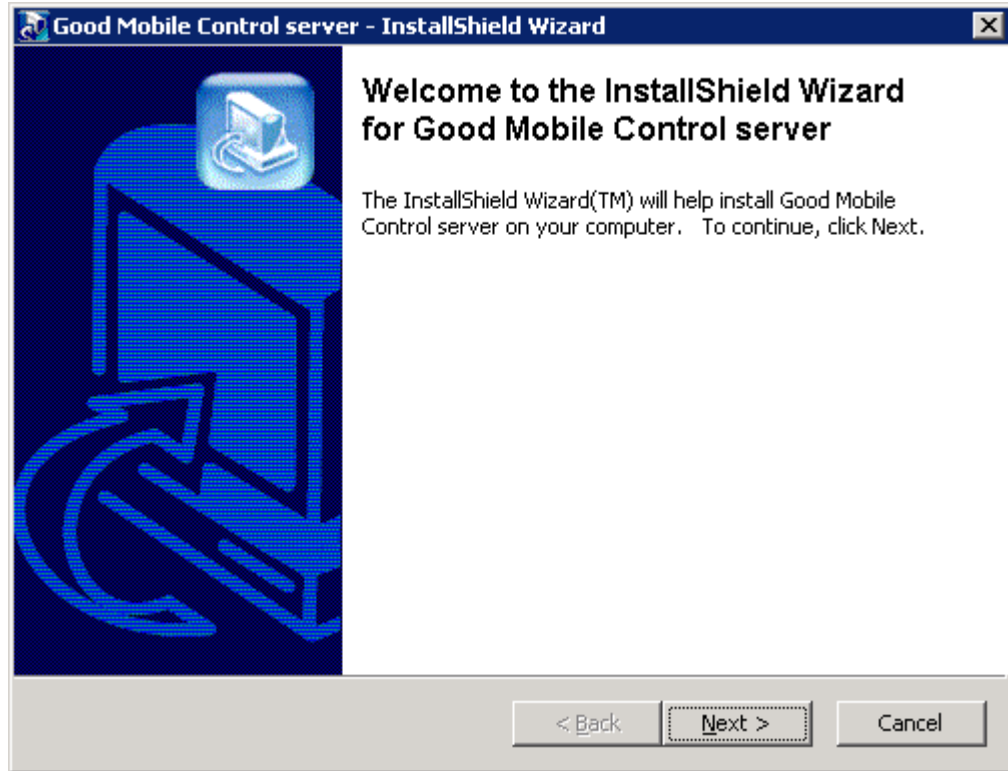
Upgrading Good Mobile Control Server to 1.3.3

Note: Before upgrading, Lotus Domino Server must be stopped.

1. Launch installer. To do so, run setup.exe from the root of the installation setup.exe.
An upgrade screen is displayed.



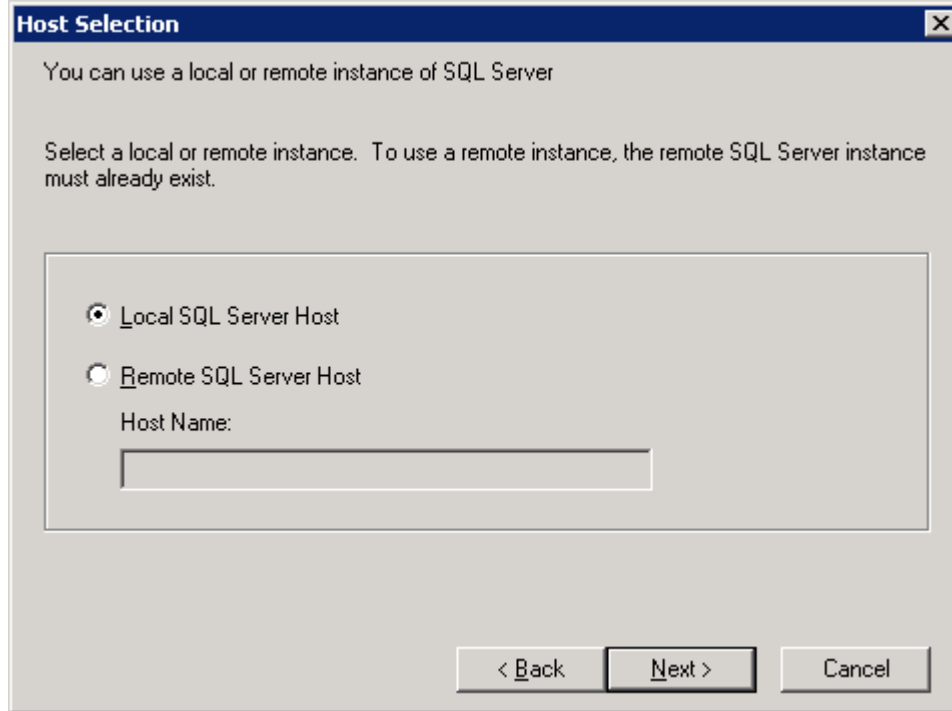
Upgrade the Good Mobile Control server first. Click Add/Remove.



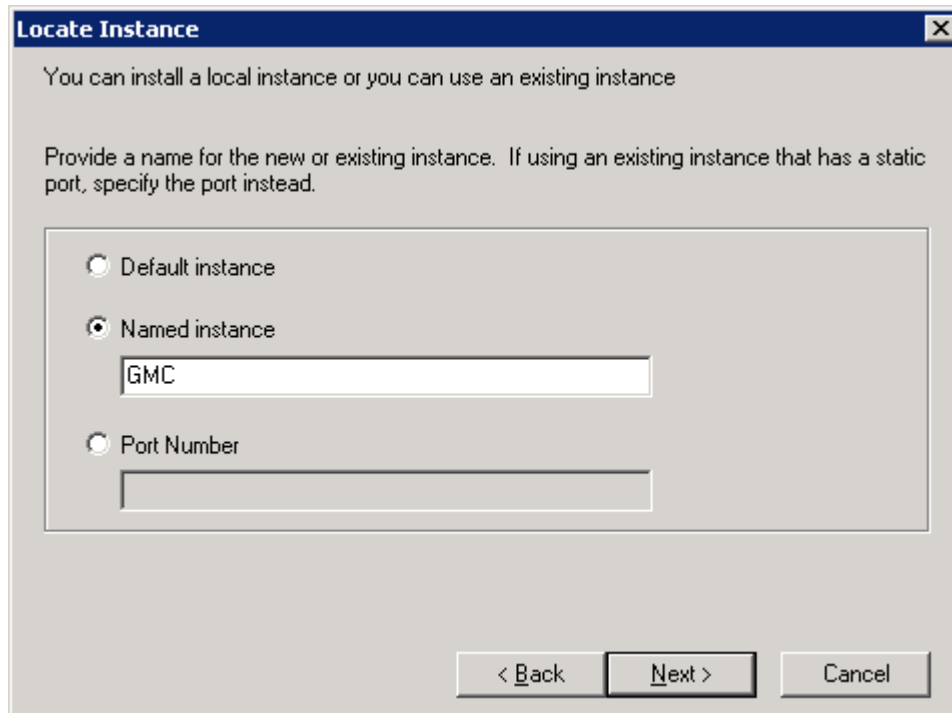
2. Click Next.



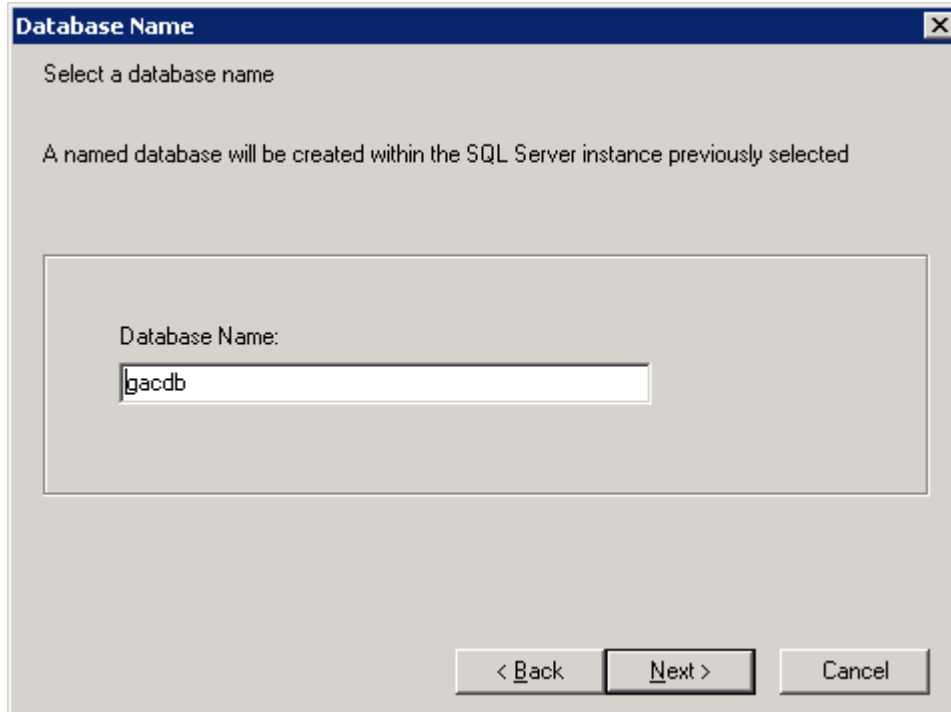
3. Click Next.



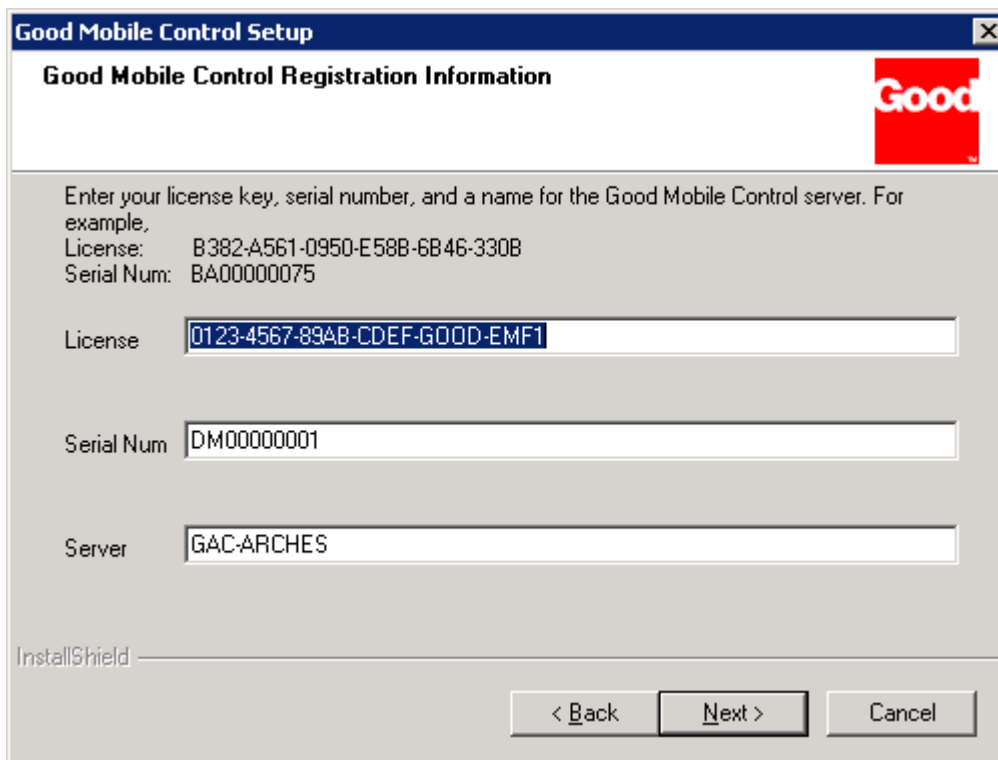
4. Choose Local SQL server Host and click Next.



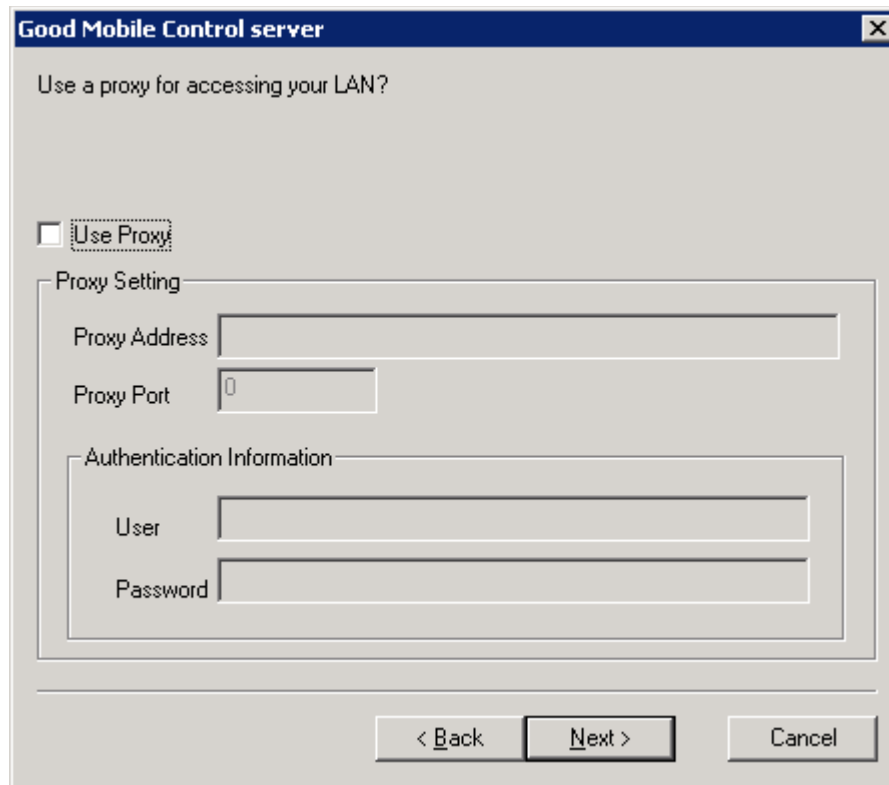
5. Choose the same named instance as used before this upgrade (the default value entered in the field) and click Next.



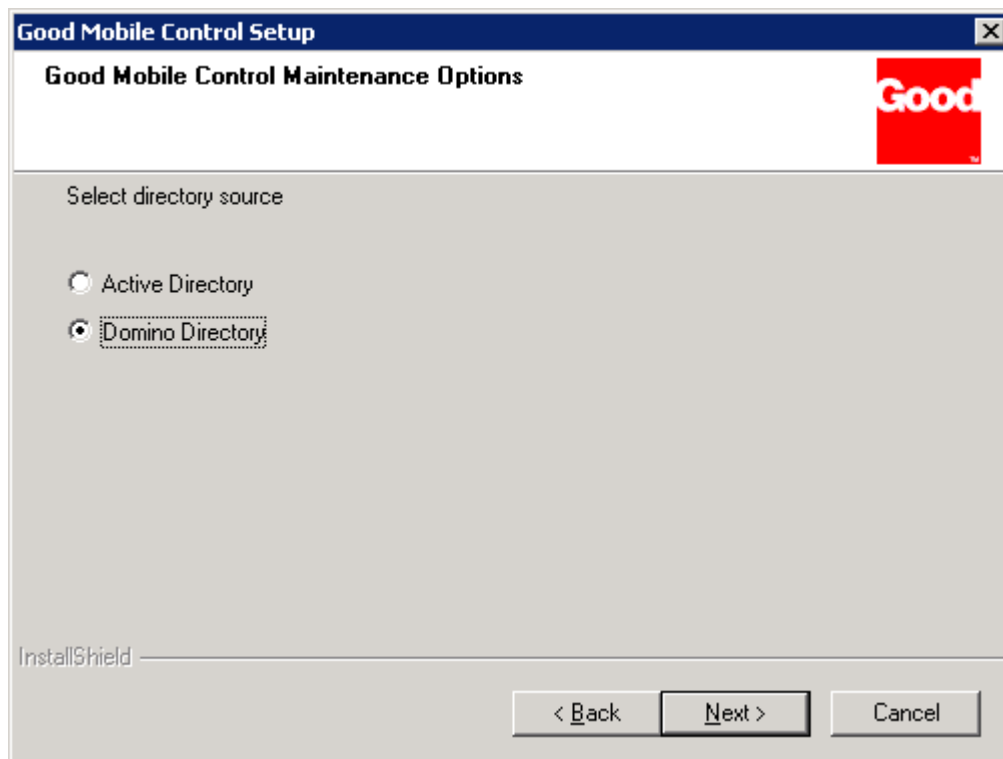
6. Enter the same database name as used before this upgrade (the default value in the field) and click Next.



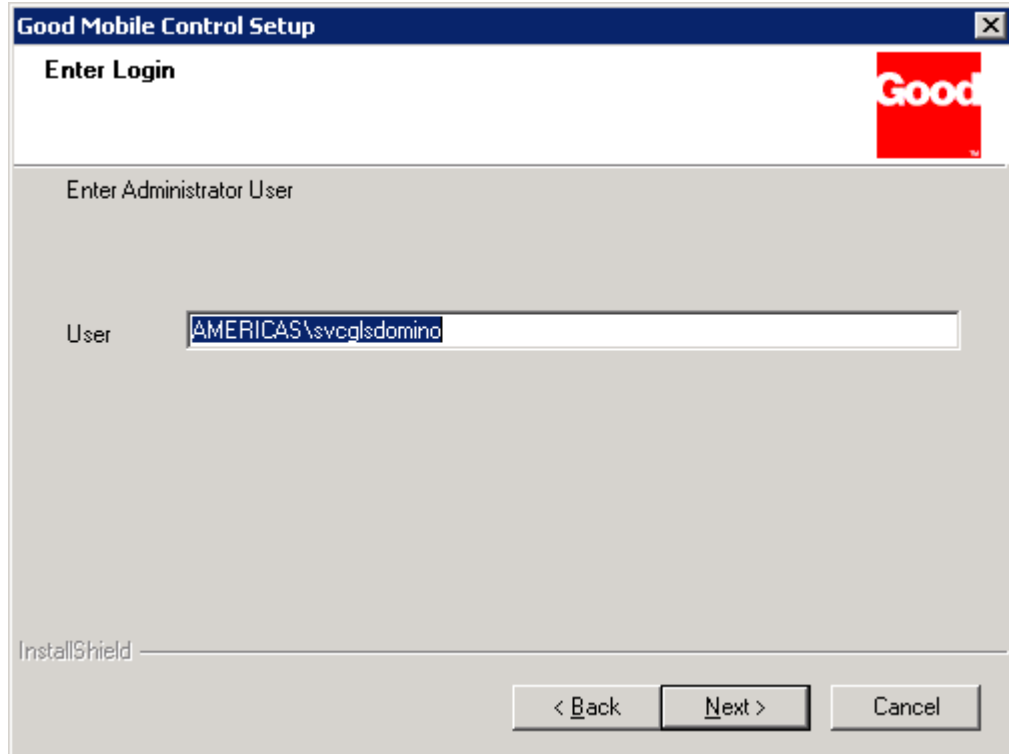
7. Accept the default values in the fields for your license key, serial number, and a name for the GMC server. Do not alter these values. Click Next.



8. Enter proxy information as necessary and click Next.

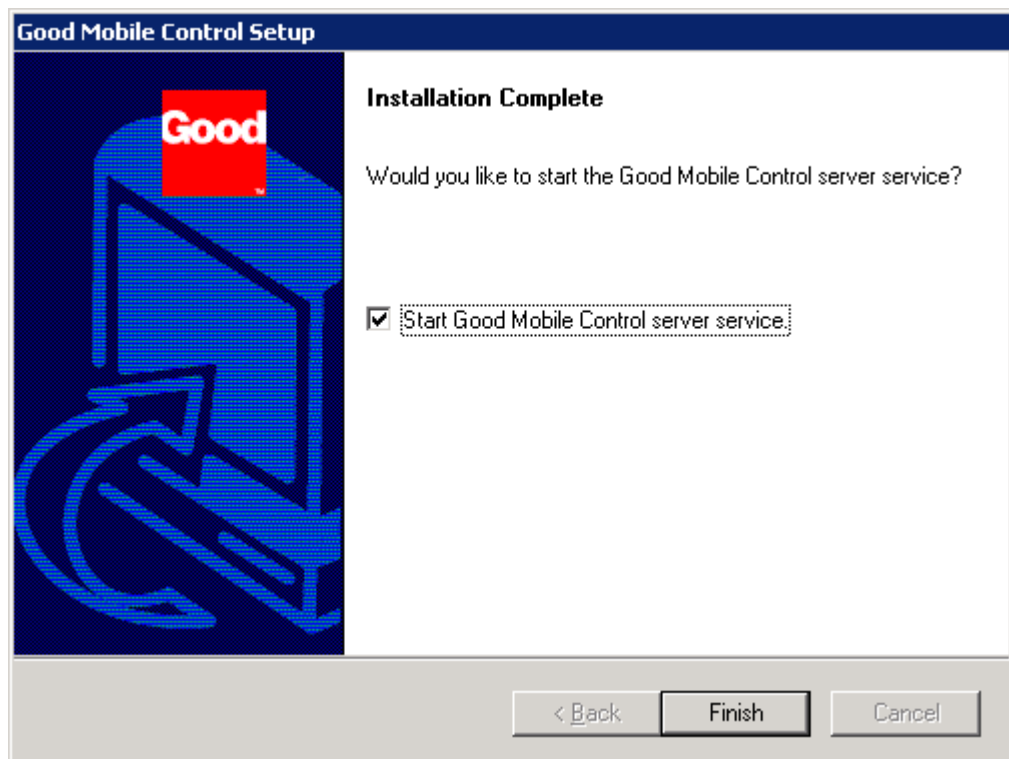


9. Choose Domino Directory and click Next.



10. Enter the administrator's username.

11. Click Next and continue with the final screens to complete installation

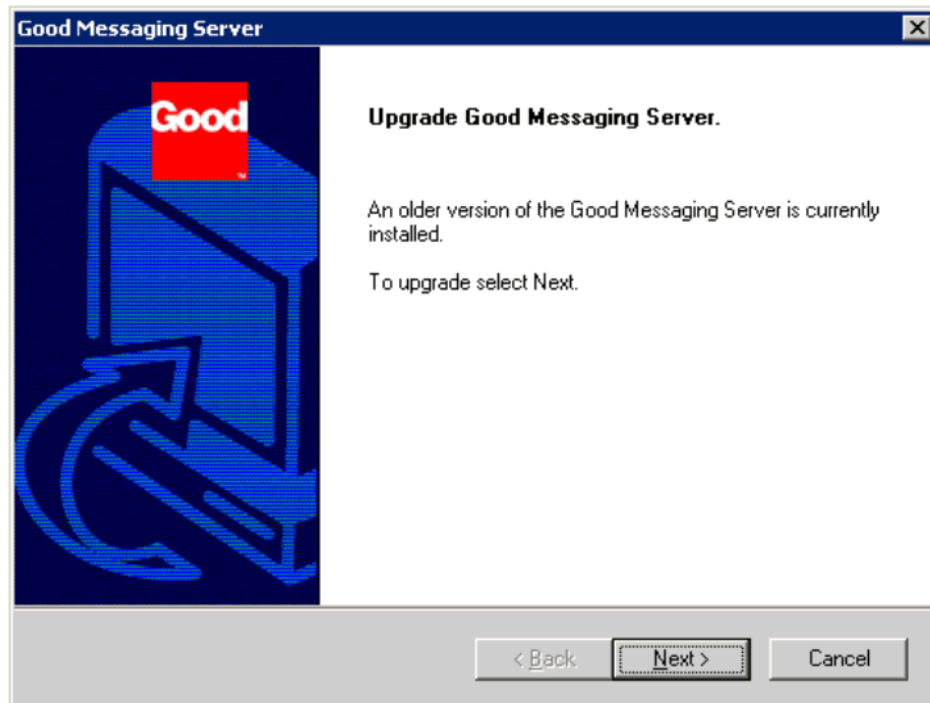


Installation is now complete.

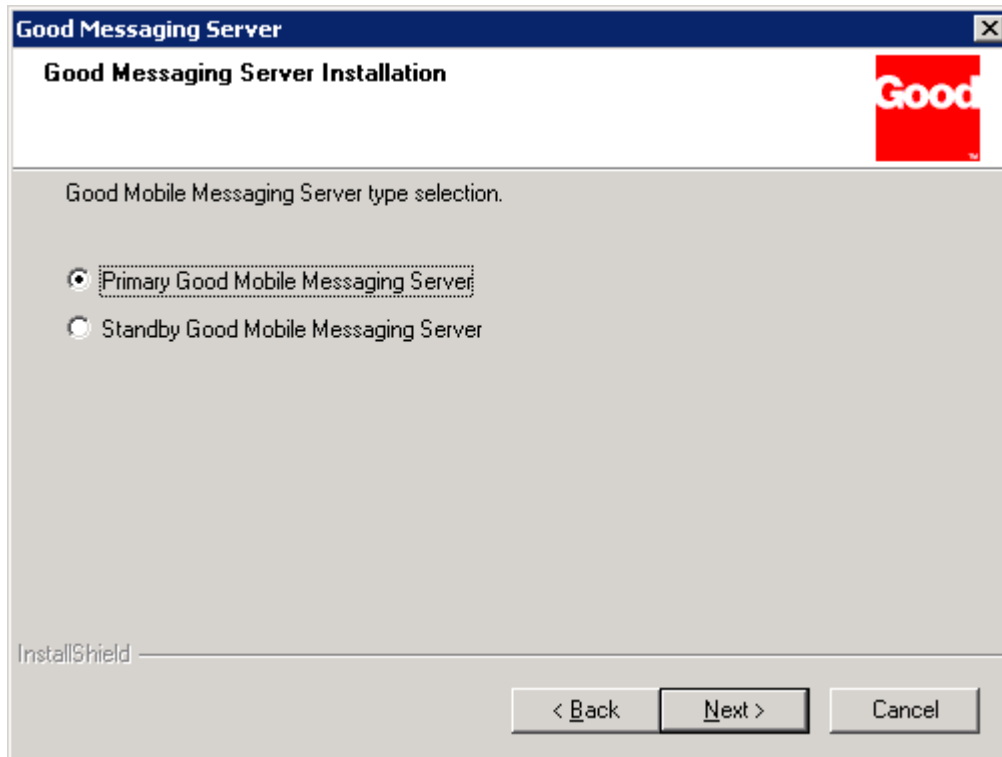
Upgrading Good Messaging Server

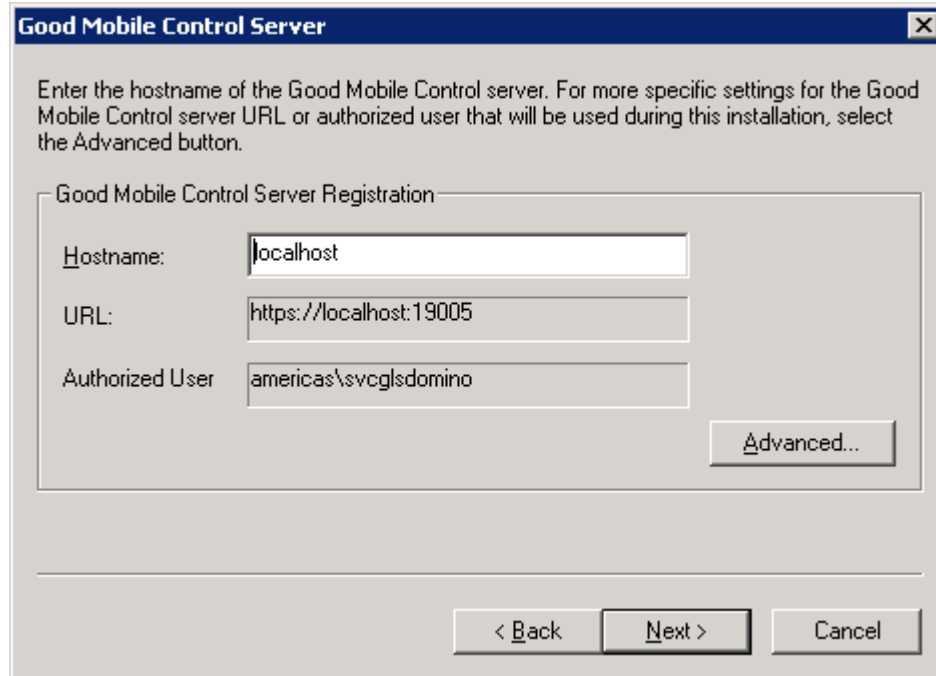
After upgrading Good Mobile Control Server, upgrade Good Messaging Server

1. Click on Add/Remove Program
2. The upgrade screen will be displayed.



3. Choose Next. A license agreement is displayed.





If a cold-failover backup GMC is being used, enter that GMC's information here.

4. Complete the remaining screens by Clicking Next.
5. Choose Finish.

The Good Messaging Server upgrade is complete. You are returned to the initial installation screen.

4 Upgrading from GMM 6.3.1/GMC 1.3.1 to GMM 6.3.2/GMC 1.3.3 in a Cluster

4.1 Upgrading the Primary GMC 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. Now go to Windows Service Manager (type Services.msc in Start>>Run), and start SQL server(GMC) service manually. To upgrade GMC, the SQL service must be up and running.
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.

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. **Note:** During the upgrade process DONOT bring online the GMC services from the cluster administrator. After successful upgrade, start the GMC service from Windows Services Console, and confirm that it is working and GMC is running fine.

Now Primary node is upgraded and running.

4.2 Upgrading the Standby GMC 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. Also after successful upgrade of GMC on primary node, stop GMC service and SQL server for GMC service from Windows Services Console.

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. Navigate to the directory on the shared Quorum Disk where the GMC Server is installed. Delete the file called “**emfdbfiles.lck.**”

Important: Do not delete any other files. You must manually delete this file, which is created during the upgrade of the Primary GMC Server, before installing the Standby GMC Server. This file will be recreated when the Standby GMC Server starts up later.

5. Now go to Windows Service Manager (Type Services.msc in Start>>Run), and start SQL server(GMC) service manually. To upgrade GMC SQL service must be up and running.
6. Click on Setup.exe and install/upgrade the new version of Good Mobile Control Server. Do not start the service when prompted.
7. 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.
8. 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. After successful upgrade start GMC service from Windows Services Console, and confirm that it is working and GMC is running fine.
9. 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.
10. 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.

4.3 Upgrading the Primary GMM Server in a Good Cluster

1. All the resources are allocated to primary node; if not move the group to primary node. After successful upgrade of GMC, all the services including domino server resource must be up and running.
2. Prior to run the installation setup; bring down the domino server resource from cluster administrator, which will also bring down Good Messaging service and Good Domino Directory service. Make sure GMC server service is up and running.
3. Now launch GMM server setup and upgrade GMM as per admin guide. DONOT start Domino server service at the end of the installation.
4. After successful upgrade start GMM service from Windows Services console, and make it is working and GMM is running fine.

Note: During upgrade process DONOT bring online GMM services from cluster administrator. Upgrade of GMM on primary node is completed.

4.4 Upgrading the Secondary GMC Server in a Good Cluster

1. After successful upgrade of GMM on primary node, stop GMM service, Good Domino Directory service, and Domino server service from Windows Services Console.
2. Now move all the resources to standby node from Cluster Administrator. Make sure all the Good-related resources are offline (from Cluster Administrator right-click on the resource name and click on Bring Offline) and cluster name, cluster IP, and shared drive are up and running.
3. Navigate to the directory on the shared Quorum Disk where the GMM Server is installed. Delete the lock file "**dbfiles.lck**" on the shared file server. By default the file is found in Q Drive and GMM Server\Cache Directory is located.
4. Launch GMM server setup and upgrade GMM as per admin guide. DONOT start Domino server service at the end of the installation.
5. After successful upgrade start GMM service from Windows Services console, and make it is working and GMM is running fine.

Note: During upgrade process DONOT bring online GMM services from cluster administrator.

Upgrade of GMM on standby node is completed.

1. Again after successful upgrade of GMM on standby node, stop GMM service, Good Domino Directory service, and Domino server service from Windows Services console.
2. Move all the resources to primary node from Cluster Administrator.
3. Right-click on GMM service, Good Domino Directory service, and Domino server resource and bring them online.

Now check that GMM is running fine, and failover is also working fine.

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. When doing so, use the “Typical” uninstall option (or “Preserve Users” in older GoodLink Server versions). If uninstall fails, use Add/Remove Programs.
2. Install Good Messaging Server using the same cache directory, license key, and serial number as for your previous installation.
3. Upgrade handhelds to the most recent available version.