GO!NotifyLink Upgrade Guide

For Upgrades to GO!NotifyLink Enterprise Server, version 4.10.x

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Before you Begin the Upgrade

Please read this entire document before you begin the upgrade.

- **Read through the product's [release notes](#)** before you begin the upgrade.
- **Check the version of the GO!NotifyLink Enterprise Server (GO!NLES) system you are currently running.** (Click the *About* button on the Administrative Web console.) Follow the upgrade path consistent with the GO!NLES version from which you are upgrading.

Upgrade Paths to 4.10.x		
From GO!NLES v4.7.x	**From GO!NLES v4.8.x**	**From GO!NLES v4.9.x**
1. Verify that all 4.7 patches have been installed.	1. Verify that all 4.8 patches have been installed .	1. Verify that all 4.9 patches have been installed.
2. Run the 4.8.0 Installer and the 4.8 Patch Installer.	2. Run the 4.9.0 Installer and Patch Installer.	2. Run the 4.10.0 Installer and Patch Installer.
3. Run the 4.9.0 Installer and Patch Installer.	3. Run the 4.10.0 Installer.	
4. Run the 4.10.0 Installer.		

For those upgrading from GO!NLES versions older than 4.7.0, please schedule an upgrade call with Globo Mobile Technologies Technical Support so that they may assist you in the proper upgrade path. See also, [Appendix A](#).

- **Check the collaboration suite versions supported for *GO!NotifyLink Enterprise Server* v4.10.x.** [Supported collaboration suite versions for GO!NLES 4.10.x.](#)
- **Check the system hardware/sizing** recommendations in the *[GO!NotifyLink Pre-Installation Guide](#)* to verify that your current configuration still meets specifications recommended for the *GO!NotifyLink* version to which you are upgrading and for the number of *GO!NotifyLink* users you support now and in the near future.
- **Inform users of the time and duration of the upgrade beforehand,** since during the upgrade *NotifyLink* services will be stopped. Duration will vary depending on the GO!NLES version you are currently running. Upgrades from GO!NLES version 4.8.x or higher may take under 30 minutes.
- **GO!NotifyLink device functionality.** BlackBerry devices running OS 4.5 – 7.1 can use the *GO!NotifyLink for BlackBerry* App to register and synchronize with the GO!NotifyLink server. BlackBerry 10 and all other device platforms must use the device's native ActiveSync mail application to register and synchronize with the server.
- **If you are upgrading from GO!NLES version 4.6.x**, read [Appendix A](#).
- **If you are supporting users on PIM server types that are no longer supported by GO!NotifyLink,** please read [Appendix B](#).
- **Call your sales manager to schedule upgrade assistance**.

Upgrade Instructions

Perform the following upgrade steps in the order they are listed.

Step 1. Stop all NotifyLink Services

1. From Windows Control Panel choose: **Administrative Tools** > **Services**.
2. Stop all services with the prefix "NLES."
   NOTE: If GO!NLES Web/HTTP Component and GO!NLES Messaging Component are on different servers you will need to go to both servers to stop NLES services.
3. Stop Web services (IIS or Apache) as well.
4. After stopping the services, close the *Services* panel(s) before proceeding.

Step 2. Backup NLES_IMAP4_POP3 Database

1. From the MS SQL Server Enterprise Manager, choose:
   Microsoft SQL Servers > **SQL Server Group** > the box where the GO!NotifyLink database is installed.
2. Expand the Databases folder under this box and locate the **NLES_IMAP4_POP3** database*.
3. Right click on the database and choose: **All Tasks** > **Backup Database**.
   * POP3 is part of the NLES database name only as legacy. The protocol is not supported for current versions.

Step 3. Update the Server Components

Browse to the *GO!NotifyLink* portal page, http://gonotifylink.globoplc.com/Portal.asp and select the **Upgrade an Existing Server Installation** option.

Fill out the form at the bottom of the screen and click the **Download** button. Then install the GO!NLES upgrade software components in the order that they appear below.

Update the GO!NLES SQL Database Component.

Microsoft Redistributable for Windows Server 2003
To begin the SQL Database Upgrade. Select "Yes" when prompted to upgrade the existing database. The process of upgrading the database component may take some time. When the installer is finished the screen will display the message, "The database has been upgraded successfully."
> ***Note:*** Several warning messages appear near the completion of the Database Component installation. This is expected behavior and the messages can be ignored.
> > EX: `Cannot add rows to sysdepends for the current stored procedure because it depends on the missing object 'CheckForPolicyDiffsByClass'. The stored procedure will still be created.`
> ***Note:*** The database upgrade could take awhile to complete, particularly if using SQL Server 2005 Express Edition (not recommended for production). Schedule sufficient downtime for your upgrade so as to avoid having to interrupt the database upgrade. Canceling or stopping the upgrade would require you to restore from a backup before beginning again.

Update the GO!NLES Web/HTTP Component
You will be prompted to reboot after the Web/HTTP Component installation is completed if you did not stop all NLES services prior to updating.

Update the GO!NLES Messaging Component

Verify Registry Values

After installing the GO!NLES components, navigate to the Globo Mobile Technologies directory using the Windows Registry Editor and verify that LogPath and PimLogDir are pointing to the location where you installed the GO!NLES 4.10 components. If they are not, edit the registry keys so that they are pointing to the correct location. The services will not generate log files if the registry information points to a directory that does not exist.

Apply Software Patches if any are available

From the portal page, select **Software Patches** and run the latest patch installer. Please refer to the GO!NotifyLink Patch Installer Guide for information on patch application paths and post-installation tasks.

Step 4. Update the Licenses

1. Browse to the Administrative Web.
2. Choose **License Manager**. You'll see a list of your current licenses.
3. Select a license and click on **License Details**.
4. At the bottom of the License Details screen, click on the **Update License** button. The message "License updated successfully" appears above the License Details screen.
5. Repeat the steps for each license in the list.

Appendix A: Upgrading from NLES version 4.6.x

If you are upgrading from *NotifyLink Enterprise Server* version 4.6.x, please be aware of the following:

1. ***DO NOT*** *use the "Install All 3 Components" button on the installer's launch page for upgrades.*
2. **Due to IT Policy reconfiguration, Administrative Login Levels may need edited after an upgrade to NLES 4.7.** In an upgrade to 4.7, new permissions will be added to any existing Administrative Login Level (including *Full Access*). The new permissions default to a READ ONLY status.
   If you want an Admin Level to have WRITE status (editing capabilities), you must edit the levels once your 4.7 upgrade is completed. The new permissions are: *Edit SMTP Servers*, *Emergency Calling Rules*, and *General Security Settings*.
   * Select **Server Administration** > **Administrative Logins** > **Edit Admin Levels** > (choose an Admin Level) > **Edit Level**
   * Check the **Write** box for the following permissions if you wish to grant write status.

Edit SMTP Servers	Read ☑ Write ☐	Located under **Server Administration**
Emergency Calling Rules	Read ☑ Write ☐	Located under **Edit IT Policies** and **User IT Policies**
General Security Settings	Read ☑ Write ☐	Located under **Edit IT Policies** and **User IT Policies**

3. **Database re-encryption will occur on some systems.** With the application of the NLES 4.7.0 upgrade, the existing NLES SQL database may be re-encrypted using a more stringent 256 bit encryption key size.
   Re-encryption will take place only if:
   * The version of NLES originally installed was less than 4.6.0 <u>and</u>
   * You are now upgrading from 4.6.0 or less

   The installer will detect a system requiring re-encryption and will display a dialog informing you that it is necessary.

4. **Upgrades requiring re-encryption will take longer.** Test scenarios, on a machine with a Quad Core Xeon Pro X3210 processor and 4GB memory, revealed that approximately 45,000 SyncMLCheckpoint and Attachment records were re-encrypted per hour. Schedule sufficient downtime for your upgrade so as to avoid having to interrupt the database upgrade. Canceling or stopping the upgrade would require you to restore from a backup before beginning again.

5. *Database re-encryption will require temporary space in the database transaction log.* Prior to a 4.7 upgrade, verify that the log size is at least 4GB and that there is sufficient free hard drive space to accommodate this. Also, verify that the recovery mode is set to "Simple." See the Database Maintenance Guide for instructions.

6. **The *GO!NotifyLink* installer will detect a system requiring re-encryption** and will display the dialog shown in Figure 1 during the upgrade. On a live system, actual record counts will display allowing you to calculate an approximate time required for the database re-encryption.
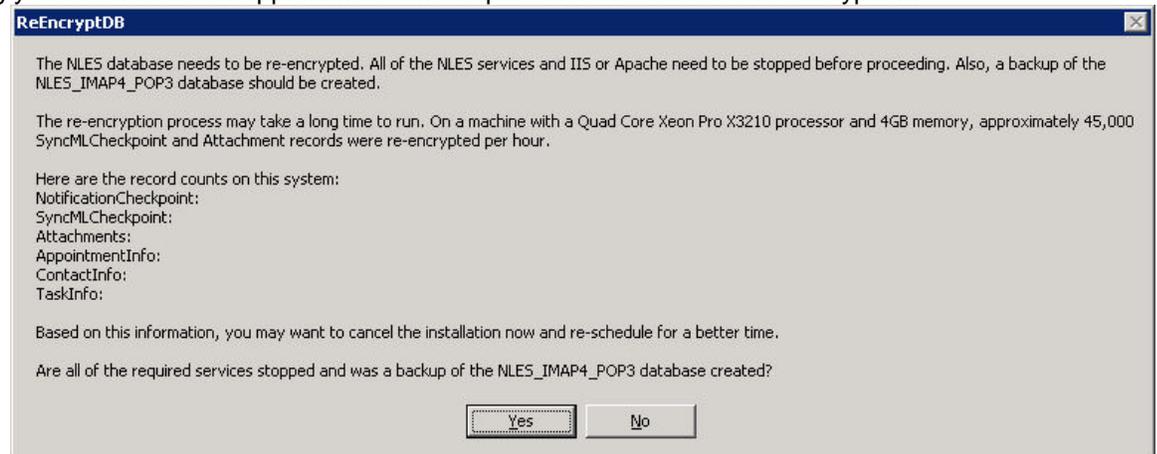
ReEncryptDB

The NLES database needs to be re-encrypted. All of the NLES services and IIS or Apache need to be stopped before proceeding. Also, a backup of the NLES_IMAP4_POP3 database should be created.

The re-encryption process may take a long time to run. On a machine with a Quad Core Xeon Pro X3210 processor and 4GB memory, approximately 45,000 SyncMLCheckpoint and Attachment records were re-encrypted per hour.

Here are the record counts on this system:
NotificationCheckpoint:
SyncMLCheckpoint:
Attachments:
AppointmentInfo:
ContactInfo:
TaskInfo:

Based on this information, you may want to cancel the installation now and re-schedule for a better time.

Are all of the required services stopped and was a backup of the NLES_IMAP4_POP3 database created?

[Yes]   [No]

Figure 1

For upgrades on systems still accommodating users on PIM server types that are no longer supported.
The *GO!NotifyLink* installer detects and reports users with PIM server assignments that do not meet the requirements. The dialog shown in Figure 2 displays the log where this information can be found. Administrators may reassign these users or remove them from the *GO!NotifyLink* system prior to the upgrade. See Appendix B.

NotifyLink Installer

This system does not meet the following requirements:

- The Device Application Format attachment rendering option is no longer supported. A list of users with this option set can be found in the log C:\Program Files\NotifyLink Enterprise Server\logs\deviceappformat.html
- Users exist on unsupported PIM servers. A list of unsupported PIM servers can be found in the log C:\Program Files\NotifyLink Enterprise Server\logs\unsupportedpimservers.html

[OK]

Figure 2

Appendix B: Unsupported PIM Servers

Users on Unsupported PIM Servers

GO!NotifyLink version 4.8.0 and later installers will detect and report users with PIM server assignments that do not meet the requirements. Administrators should reassign these users or remove them from the *GO!NotifyLink* system prior to the upgrade. The upgrade will not complete with users assigned to unsupported PIM servers.

1. When you begin the GO!NLES SQL Database upgrade, the installer detects user accounts that do not meet requirements and generates a log, which lists the users. The log can be found at C:\<InstallPath>\logs\unsupportedpimservers.html
2. If there are too many users listed in the log to update manually, use the provided queries to update them automatically.

```
UPDATE Mailboxes SET CalendarServerSAKey = 0 WHERE CalendarServerSAKey in
(SELECT PIMServerSAKey from PIMServers as ps, PIMProtocols as pp
WHERE ps.PIMProtocolSAKey = pp.PIMProtocolSAKey  AND  pp.Protocol in (6, 20, 22, 23, 24, 25))

UPDATE Mailboxes SET ContactServerSAKey = 0 WHERE ContactServerSAKey in
(SELECT PIMServerSAKey from PIMServers as ps, PIMProtocols as pp
WHERE ps.PIMProtocolSAKey = pp.PIMProtocolSAKey  AND  pp.Protocol in (6, 20, 22, 23, 24, 25))

UPDATE Mailboxes SET TaskServerSAKey = 0 WHERE TaskServerSAKey in
(SELECT PIMServerSAKey from PIMServers as ps, PIMProtocols as pp
WHERE ps.PIMProtocolSAKey = pp.PIMProtocolSAKey  AND  pp.Protocol in (6, 20, 22, 23, 24, 25))

DELETE PIMServers FROM PIMProtocols
WHERE PIMServers.PIMProtocolSAKey = PIMProtocols.PIMProtocolSAKey  AND  PIMProtocols.Protocol in (6, 20, 22,
23, 24, 25)

UPDATE ServerITPolicies SET EnablePIM = 0 FROM Mailboxes WHERE Mailboxes.ClientDeviceSAKey =
ServerITPolicies.ClientDeviceSAKey  AND  Mailboxes.CalendarServerSAKey =
0  AND  Mailboxes.ContactServerSAKey = 0  AND  Mailboxes.TaskServerSAKey = 0
```