GO! Enterprise™
Mobile Device Management

Upgrade Procedures for On-Demand and On-Premise Users

This guide provides information on . . .

. . . Managing server upgrades for both **On-Demand** and **On-Premise** systems

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Preview

Read this guide if your system is:
☑ On-Demand
☑ On-Premise

Items required for On-Premise users only are marked accordingly.

Upgrade Notes

- Read this guide thoroughly.
- Read the Release Notes, located on the *GO!Enterprise MDM* portal, for *GO!Enterprise MDM* Server and any updated *GO!Enterprise MDM* device application.
- Inform end-users of the date, time, and duration of the upgrade beforehand. On-Demand administrators will be notified of upgrade dates well in advance.
- On-Premise upgrades: If you have configured your system with multiple web servers for a Network Load Balanced setup, all servers where the *GO!Enterprise MDM* Web/HTTP component resides must be updated to the same version.
- On-Premise upgrades: The Update Manager automatically backs up the *GO!Enterprise MDM* SQL Database prior to the upgrade.
- Close all Internet Explorer (IE) browsers prior to an upgrade. Leaving an IE browser open can result in caching issues after the update has been applied. If you do experience display issues after the upgrade, clear the cache using the CTRL+F5 command.

Version Support Policy

Server Software. Globo Mobile Technologies Inc provides support for the current *GO!Enterprise MDM* production version and one (1) previously released production version. In addition, periodic hotfix enhancements may be provided for the most recent release of the current production version. Production versions that are two (2) releases behind the current Generally Available release are considered by Globo Mobile Technologies Inc to have reached their "end of life" and are no longer supported.

GO!Enterprise MDM 3.9.2 is the most current production version. Versions 3.9.1, 3.9.0, 3.8.1, and 3.8.0 are also currently supported. Versions older than 3.8.0 have reached end-of-life status.

Device Application Software. The current production version of *GO!Enterprise MDM* server software (3.9.2) supports device application software versions 3.7.0 and higher.

GO!Enterprise MDM Server Updates

Upgrades to Version 3.9.2

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- When upgrading from a version older than 3.8.0 (applying multiple updates), do **not** re-encrypt until **all** updates have been applied. If re-encryption is done immediately after 3.8.0 is applied it will cause issues with the intermediate and 3.8.1 upgrade portions.
- The PHP version distributed with the *GO!Enterprise MDM* Web/Http Component has changed to version 5.6.12. Modifications previously made to the PHP.ini settings are not retained after the upgrade. If you have modified default PHP.ini settings, for example the *error_log* setting, you will have to apply your changes again after the upgrade.

End-of-Life Notice

- *GO!Enterprise MDM* 3.8.0 was the last version to support Windows Server 2003.

With the release of GO!Enterprise MDM server version 3.9.2 the following device application update is also available:

- **GO!Enterprise MDM for Android** – Upgrade to version 3.9.2 after the server upgrade is completed. This version contains two bug fixes.

Upgrades to Version 3.9.0 and 3.9.1

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- When upgrading from a version older than 3.8.0 (applying multiple updates), do **not** re-encrypt until **all** updates have been applied. If re-encryption is done immediately after 3.8.0 is applied it will cause issues with the intermediate and 3.8.1 upgrade portions.
- The PHP version distributed with the *GO!Enterprise MDM* Web/Http Component has changed to version 5.6.10. Modifications previously made to the PHP.ini settings are not retained after the upgrade. If you have modified default PHP.ini settings, for example the *error_log* setting, you will have to apply your changes again after the upgrade.

End-of-Life Notice

- *GO!Enterprise MDM* 3.8.0 was the last version to support Windows Server 2003.

With the release of GO!Enterprise MDM server version 3.9.0/3.9.1 the following device application updates are also available:

- **GO!Enterprise MDM for Android** – Upgrade to version 3.9.1 after the server upgrade is completed. This version supports data usage monitoring.
- **GO!Enterprise MDM for iOS** – Upgrade to version 3.9.1 after the server upgrade is completed. This version supports data usage monitoring.

Upgrades to Version 3.8.1

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- When upgrading from a version older than 3.8.0 (applying multiple updates), do **not** re-encrypt until **all** updates have been applied. If re-encryption is done immediately after 3.8.0 is applied it will cause issues with the intermediate and 3.8.1 upgrade portions.
- The PHP version distributed with the *GO!Enterprise MDM* Web/Http Component has changed to version 5.6. Modifications previously made to the PHP.ini settings are not retained after the upgrade. If you have modified default PHP.ini settings, for example the *error_log* setting, you will have to apply your changes again after the upgrade.
- *Managed App Permissions* have been removed from the Policy Suite. Going forward, managed apps can be assigned to an individual user or via an LDAP group/folder or Local Group. At upgrade, existing managed app permissions will be maintained by the creation of a local group corresponding to each policy suite and the assignment of users to the appropriate local group.

With the release of GO!Enterprise MDM server version 3.8.1 the following device application updates are also available:

- **GO!Enterprise MDM for Android** – Upgrade to version 3.8.2 after the server upgrade is completed. This version supports managed provisioning of apps on Android 5.0+ devices and gives the ability to designate the *GO!Enterprise MDM* app as the device owner, making certain Android 5.0+ functionality available to Android users.
- **GO!Enterprise MDM for iOS** – Upgrade to App Store version 3.8.2 or apply the enterprise version 3.8.2.x made available by your organization, as you would any other update. This version contains a fix for an issue that caused an error when signing out of a shared device.

Upgrades to Version 3.8.0

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- An upgrade to v3.8.0 will prompt the administrator to launch a utility that will encrypt certain fields in the GO!Enterprise MDM database with FIPS 140-2 certified libraries. Encrypted fields are documented in the GO!Enterprise MDM Security Guide.

End-of-Life Notices

- *GO!Enterprise MDM* 3.8.0 is the last version to support Windows Server 2003.
- Please note that the *NotifyMDM for Symbian S60,3* and *NotifyMDM for Windows Mobile 6* device applications are no longer officially supported by the *GO!Enterprise MDM* server. Server software version 3.6.3 was the last to officially support the *NotifyMDM* device applications.

With the release of GO!Enterprise MDM server version 3.8.0 the following device application updates are also available:

- **GO!Enterprise MDM for Android** – Upgrade to version 3.8.1 after the server upgrade is completed. This version uses FIPS 140-2 certified libraries to encrypt certain data fields stored in the device. The encryption should be imperceptible to the end user during the upgrade. This version also gives devices the capability to be used as a shared device.

- **GO!Enterprise MDM for iOS** – Upgrade to App Store version 3.8.1 or apply the enterprise version 3.8.1.x made available by your organization, as you would any other update. This version uses FIPS 140-2 certified libraries to encrypt certain data fields stored in the device. The encryption should be imperceptible to the end user during the upgrade. This version also gives devices the capability to be used as a shared device.

Upgrades to Version 3.7.0

- On-Premise upgrades: Use the Update Manager application to install all patch versions.

With the release of GO!Enterprise MDM server version 3.7.0 the following device application updates are also available:

- **GO!Enterprise MDM for Android** – Upgrade to version 3.7.0 after the server upgrade is completed. This version includes support for SAML authentication and an Acceptable Use Policy.

- **GO!Enterprise MDM for iOS** – Upgrade to App Store version 3.7.1 or apply the enterprise version 3.7.1.x made available by your organization, as you would any other update. These versions include support for SAML authentication and an Acceptable Use Policy.

- **GO!NotifySync for BlackBerry** – Upgrade to version 4.11.3 after the server upgrade is completed. This version includes support for an Acceptable Use Policy.

Upgrades to Versions 3.6.1, 3.6.2, and 3.6.3

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- These versions have added support for the Apple Volume Purchase Program (VPP), the Apple Device Enrollment Program, and Samsung KNOX EMM, as well as several smaller enhancements and fixes.
- Please note that *Applications* in the User Profile have been moved from the *Administration* section to the *Corporate Resources* section.

With the release of GO!Enterprise MDM server versions 3.6.1, 3.6.2, and 3.6.3 the following device application updates are also available:

- **GO!Enterprise MDM for Android** – Upgrade to version 3.6.4 after the server upgrade is completed. This version includes a small change to the GO!Enterprise icon that appears on the device Home screen and within the application.
- **GO!Enterprise MDM for iOS** – Upgrade to App Store version 3.6.4 or apply the enterprise version 3.6.4.x made available by your organization, as you would any other update. This version includes a small change to the GO!Enterprise icon that appears on the device Home screen and within the application.

Upgrades to Version 3.6.0

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- The PHP version distributed with the *GO!Enterprise MDM* Web/Http Component has changed to version 5.3.28. Modifications previously made to the PHP.ini settings are not retained after the upgrade. If you have modified default PHP.ini settings, for example the *error_log* setting, you will have to apply your changes again after the upgrade.
- All instances of the security command “Stop Managing Device” in Dashboard and the User Self-Administration Portals have been renamed, “Selective Wipe.” The command’s functionality has not been altered.
- Version 3.6.0 is the first version of the product released under the new name, ***GO!Enterprise MDM***. The version also includes a few bug fixes.

NotifyMDM *is now* ***GO!Enterprise MDM***

*With the release of GO!Enterprise MDM server version 3.6.0, the device application updates listed below are also available. These app versions also carry the new product name, **GO!Enterprise MDM**, and are represented on the device home page by a new logo.*

- **GO!Enterprise MDM for Android** – Upgrade to version 3.6.0 as you would any other update. When you do, please note that the application icon on the device home page and references to the product name in the user interface will change.
- **GO!Enterprise MDM for iOS** – Upgrade to App Store version 3.6.0 or apply the enterprise version 3.6.0.x made available by your organization, as you would any other update. When you do, please note that the application icon on the device home page and references to the product name in the user interface will change.

Upgrades to Version 3.5.1 and 3.5.2

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- Version 3.5.1 and 3.5.2 include both bug fixes and performance enhancements.

With the release of NotifyMDM server version 3.5.1 and 3.5.2 the following device application update is also available:

- **NotifyMDM for Android** – Upgrade to version 3.5.1.0 after the server upgrade is completed. This version includes fixes that address an issue with force pushed apps and an issue with the Require TouchDown PIN option.

Upgrades to Version 3.5.0

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- Version 3.5.0 contains enhancements that include GCM Synchronization Logs, ability to issue a GCM Trigger, support for additional iOS restrictions, and the ability to assign managed apps to LDAP groups/folders.

With the release of NotifyMDM server version 3.5.0, the following device application update is also available:

NotifyMDM for Android – Upgrade to version 3.5.0 after the server upgrade is completed. This version corrects an issue that caused crashing on Android devices.

Upgrades to Version 3.4.0 and 3.4.1

- On-Premise upgrades: Use the Update Manager application to install all patch versions.

- Please note that Google Cloud Messaging (GCM) is disabled upon upgrade. A checkbox for enabling/disabling this option is on the *System Settings* page and *Organization* page under the *System Management* view of the dashboard. Read more in the GCM for Android Setup Guide.

    - Certain 2.2.x devices will not register with GCM properly. In this case, the *NotifyMDM* device connection schedule handles the aspects of queuing of messages and delivery to the target Android app running on the device.
    - Devices with an Android OS lower than 4.0.4 must have a gmail account and have the Google Play Store application installed on the device in order to function with GCM.

With the release of NotifyMDM server version 3.4.0 and 3.4.1, the following device application updates are also available:

- **NotifyMDM for Android** – Upgrade to version 3.4.1.0 after the server upgrade is completed. Updates made to version 3.4.0.1 support Google Cloud Messaging and now includes a password prompt when device authentication fails. Version 3.4.1.0 corrects an issue that caused crashing on Android devices running 4.4.

- **NotifyMDM for iOS** – Upgrade to App Store version 3.4.0 or apply the enterprise version 3.4.0.x made available by your organization, after the server upgrade is completed. The update now includes a password prompt when device authentication fails.

Upgrades to Versions 3.3, 3.3.1, and 3.3.2

- On-Premise upgrades: Use the Update Manager application to install all patch versions.

- *NotifyMDM* 3.3.2 is required for new iPad iOS 7 device enrollments to the *NotifyMDM* server.

With the release of NotifyMDM server version 3.3, the following device application updates are also available:

- **NotifyMDM for Android** – Upgrade to version 3.3.1.0 after the server upgrade is completed. The update requires users to enter the ActiveSync password when enrolling TouchDown from the *NotifyMDM* app for security purposes.

- **NotifyMDM for iOS** – Upgrade to App Store version 3.3.1 or apply the enterprise version 3.3.1.x made available by your organization, after the server upgrade is completed. The update supports scheduled policy assignment based on the device time zone rather than the server time zone. “Mobile Apps” has been changed to “Managed Apps.” Added the ability to install Managed Apps through the Desktop User Self-Administration Portal for iOS devices.*

*This change is a result of a regulation recently imposed by Apple which disallows any type of "application store" functionality in an App Store application. Starting with version 3.3.1 of the *NotifyMDM for iOS* app, accessing the Managed Apps (formerly Mobile Apps) section in the *NotifyMDM* app will launch a browser opening the web-based version of Managed Apps, where the user can view apps and choose to install recommended apps.

iOS device users who update their device application before a server update to 3.2.1 will lose Managed App functionality. It is therefore recommended that you complete the server update prior to the release of NotifyMDM for iOS v3.2.1. Older versions of the NotifyMDM for iOS app will continue to function against the 3.2.1 server version until users can upgrade to the

3.2.1 app version.

Upgrades to Versions 3.2 and 3.2.1

- On-Premise upgrades: Use the Update Manager application to install all patch versions.

With the release of NotifyMDM server version 3.2, the following device application updates are also available:

- **NotifyMDM for Android** – Upgrade to version 3.2.0.7 after the server upgrade is completed. The update supports scheduled policy assignment based on the device time zone rather than the server time zone. "Mobile Apps" has been changed to "Managed Apps."
- **NotifySync for BlackBerry** – Upgrade to version 4.10.16 after the server upgrade is completed. The update supports scheduled policy assignment based on the device time zone rather than the server time zone. "Mobile Apps" has been changed to "Managed Apps."

Upgrades to Versions 3.1 and 3.1.1

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- The PHP version distributed with the *NotifyMDM* Web/Http Component has changed to version 5.3.26. Modifications previously made to the PHP.ini settings are not retained after the upgrade. If you have modified default PHP.ini settings, for example the *error_log* setting, you will have to apply your changes again after the upgrade.
- Following the release of *NotifyMDM* server version 3.1.1, an updated version of **NotifyMDM for Android,** v3.1.0.3 will be made available. The availability of this update will be announced separately. The update will provide functionality for VPN connection settings, new password requirement options, and to limit the requirement for data encryption to the *TouchDown* application data.

  NOTE: Customers using TouchDown should upgrade their *NotifyMDM* Server to 3.1.1 prior to having users update the *NotifyMDM* Android device app to version 3.1.0.3 to avoid issues with encryption changes.

Upgrades to Version 3.0

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- Version 3.0 includes a new installer.

With the release of NotifyMDM server version 3.0, the following device application update is also available:

- **NotifyMDM for iOS** – Upgrade to App Store version 3.0.0.4 or apply the enterprise version 3.0.x made available by your organization, after the server upgrade is completed. The update provides functionality for new MDM API policies

Upgrades to Version 2.8.3

- On-Premise upgrades: Use the Update Manager application to install all patch versions.

With the release of NotifyMDM server version 2.8.3, the following device application updates are also available:

- **NotifyMDM for Android** – Upgrade to version 2.8.3.3 after the server upgrade is completed. The update allows users to view on the device, criteria set by the administrator that restrict mobile apps other than those on a Whitelist.
- **NotifyMDM for iOS** – Upgrade to App Store version 2.8.3.3 or apply the enterprise version 2.8.3.x made available by your organization, after the server upgrade is completed. The update allows users to view on the device, criteria set by the administrator that restrict mobile apps other than those on a Whitelist.

Upgrades to Version 2.8.2

- On-Premise upgrades: Use the Update Manager application to install all patch versions.

With the release of NotifyMDM server version 2.8.2, the following device application updates are also available:

- **NotifyMDM for Android** – Upgrade to version 2.8.2.5 after the server upgrade is completed. The update allows users to view on the device, criteria set by the administrator that restrict blacklisted apps and adds the ability to download multiple files from File Share simultaneously.
- **NotifyMDM for iOS** – Upgrade to version 2.8.2.x after the server upgrade is completed. The update allows users to view on the device, criteria set by the administrator that restrict blacklisted apps.
- **NotifySync for Blackberry -** Upgrade to version 4.10.12. The update includes a bug fix and an enhancement. See release notes for details.

Upgrades to Version 2.8.1

- On-Premise upgrades: Use the Update Manager application to install all patch versions.

With the release of NotifyMDM server version 2.8.1, the following device application updates are also available:

- **NotifyMDM for Android** – Upgrade to version 2.8.1.6 after the server upgrade is completed. The update contains support for reinforcing password requirement prompts.

Upgrades to Version 2.8.0

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- *NotifyMDM* version 2.8.0 includes updates to the functionality of several security commands that are issued from the *Smart Devices and Users* dashboard view. The table below compares the functionality of these commands in versions 2.7.1 or less with the new functionality in version 2.8.0.

With the release of NotifyMDM server version 2.8.0, the following device application updates are also available:

- **NotifyMDM for Android** – Upgrade to version 2.8.0.4 after the server upgrade is completed. The update contains support for managed mobile apps and for security command enhancements.
- **NotifyMDM for iOS** – Upgrade to version 2.8.0.x after the server upgrade is completed. The update contains functionality for security command enhancements.

Security Commands: Functionality Comparison of v2.8.0 and v2.7.1 or less

If you used this option in v2.7.1 or less **↓**		**You will use this option in v2.8.0** **↓**	
v2.7.1 or less	**Functionality**	**v2.8.0**	**Functionality**
Clear Device Enrollment	*Same as v2.8.0* *(name change only)*	**Reset for Enrollment** *Found in:* *-User grid* *-User Profile*	Clears server data that prevents a user from re-enrolling a device or reloading iOS profiles when a device experiences enrollment issues.
Selective Wipe	Administrators or end users could issue a selective wipe command. Depending on device platform, a	**Stop Managing Device** *Found in:* *-User grid*	Un-enrolls the device. Un-enrollment selectively wipes the device, removing mail/PIM associated with the mail application; clears the NotifyMDM account; and deletes the device from the grid.

	selective wipe would remove the NotifyMDM account information and/or mail/PIM associated with the mail account.	*-User Profile*	Android (native): Devices with native mail app only wipe the NotifyMDM account. Mail/PIM is not wiped. iOS: Additionally removes managed iOS profiles, thus removing corporate resources and managed apps designated to be removed when the APN profile is removed. (Manually created mail profiles and user-installed apps are not removed.) Devices without NotifyMDM app: The only action performed is to remove device from the *NotifyMDM* server and dashboard grid. Mail/PIM is not wiped.
New option *(Did not exist in v2.7.1 or less)*		**Suspend Device** *Found in:* *-User grid* *-User Profile*	Device is managed (it can be wiped and continues to send statistics) while suspended, but blocked from corporate resources. User cannot access the application's Config, Mobile Apps, and File Share options and must enter a password to gain full functionality when suspension is lifted.
Remove User	Removed user from the grid.	**Remove User** *Found in:* *-User grid* *-LDAP Periodic Update* *-User Expiration*	Stops managing all devices associated with the user and subsequently removes the user from the *NotifyMDM* server and dashboard grid.
Disable User	*Same as v2.8.0* *(name change only)*	**Disable User Devices** *Found in:* *-LDAP Periodic Update* *-User Expiration*	All of the user's devices are unmanaged while disabled and thus blocked from all communication with the server. Devices do not occupy license seats in this state.

Upgrades to Version 2.7.0 and 2.7.1

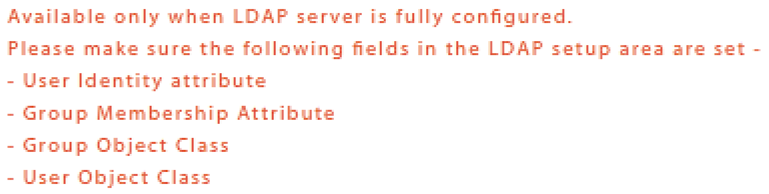
- On-Premise upgrades: Use the Update Manager application to install all patch versions.

- Versions 2.7.0 and 2.7.1 should be applied together.

- Version 2.7.0 includes a new installer.

- *NotifyMDM* versions 2.7.0/2.7.1 include additional LDAP functionality. Existing LDAP servers will need to be fully configured in order to support the additional functionality. See Administrative LDAP Upgrade Tasks.

  Existing LDAP servers that are not fully configured after the upgrade will function normally, however, attempting to use v2.7.0/2.7.1 functionality may initiate an error message similar to the one below.



Available only when LDAP server is fully configured.
Please make sure the following fields in the LDAP setup area are set -
- User Identity attribute
- Group Membership Attribute
- Group Object Class
- User Object Class

With the release of NotifyMDM server version 2.7.0/2.7.1, the following device application updates are also available:

- **NotifyMDM for Android** – Upgrade to version 2.7.0.2 after the server upgrade is completed. The update contains support for Wi-Fi resource assignment.

- **NotifyMDM for iOS** – Upgrade to version 2.7.0.x after the server upgrade is completed. The update includes a fix to improve File Share navigation and a location compliance fix.

Administrative LDAP Upgrade Tasks

NotifyMDM v2.7.0/2.7.1 offers enhanced functionality for leveraging the information and capabilities of the Administrative LDAP Server. Several tasks must be performed after upgrading to v2.7.0/2.7.1 in order to use the new functionality.

Administrative LDAP Server v2.7.0/2.7.1 Functionality

- Administrator login LDAP authentication
- Batch import of users from LDAP server with auto-provisioning of users by LDAP group/folder assignments
- Custom Column data import and updates
- User LDAP authentication
- Hands-off enrollment allowable for selected LDAP groups/folders
- Auto-provisioning of self-enrolled users by LDAP group/folder assignments
- Automated periodic updates of user/admin information from LDAP server including LDAP groups/folders and adjusts of provisioning assignments accordingly
- Assign corporate resources by LDAP group/folder
- Importing and provisioning of Administrator LDAP groups that allow of administrators to self-enroll

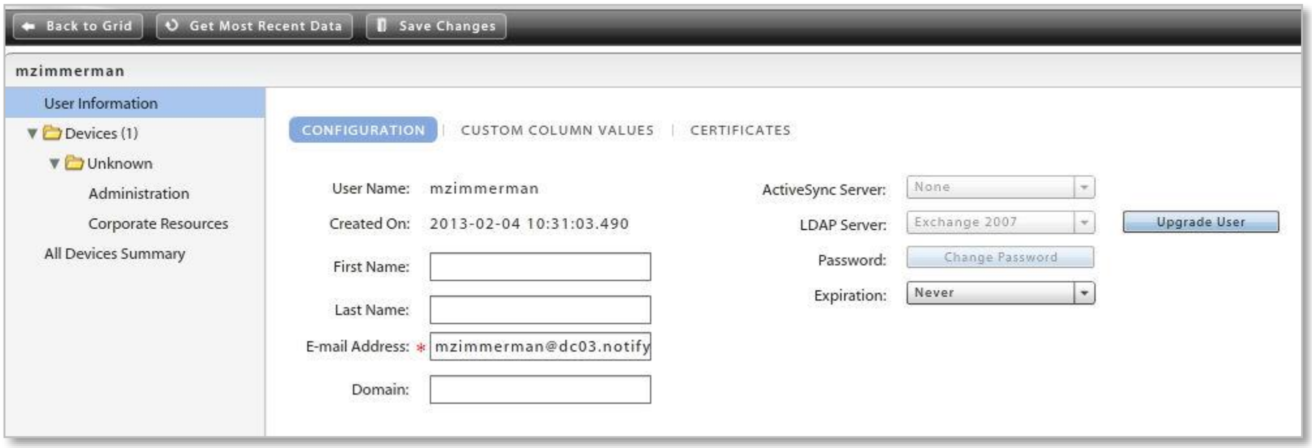
- Link an ActiveSync server to the LDAP server to capture information not accessible through the ActiveSync server
- Import first and last name of user from LDAP server when user account creation is automated
- Capture email address for the provisioning of users that interface with an ActiveSync server that does not store an email address ID (Data Synchronizer, Exchange 2003, ActiveSync protocols less than v12.0)
- Search users by LDAP groups/folders
- Assign settings and corporate resources to groups/folders from the user grid

Administrative LDAP Server v2.6.1 Functionality

- Administrator login LDAP authentication
- Batch import of users from LDAP server
- Custom Column data import and updates

Upgrade Tasks - Perform the following upgrade tasks involving the existing Administrative LDAP servers configured in *NotifyMDM*. You must perform these tasks before you can utilize the 2.7.0/2.7.1 LDAP functionality.

- Fully configure the existing Administrative LDAP Server – See the Organization Configuration Guide for instructions on configuring the server.
- You will not be able to add new administrator logins from LDAP servers that have not been fully configured for the 2.7.0/2.7.1 functionality. Fully configure the existing LDAP server first.
- Existing LDAP authenticated administrator logins will not work until the LDAP server with which they are associated is fully configured. Verify that the administrator's domain is listed on the ***Domain Settings*** LDAP configuration page.
    - From the ***Organization*** view of the dashboard, select Administrative LDAP Servers.
    - Expand the menu under the LDAP server and select ***Domain Settings***.
    - Verify that the domain is already on the list. Add it if it is not.
- Users must be upgraded in order to authenticate against a fully configured LDAP server.
    - From the ***Users*** view of the dashboard, double-click a user to view the *User Profile*.
    - Select ***User Information*** from the left panel and choose a fully configured LDAP server from the ***LDAP Server*** drop-down list.
    - Click ***Save Changes***. Click the ***Upgrade User*** button that appears when the save has completed.



mzimmerman

User Name: mzimmerman

Created On: 2013-02-04 10:31:03.490

First Name:

Last Name:

E-mail Address: * mzimmerman@dc03.notify

Domain:

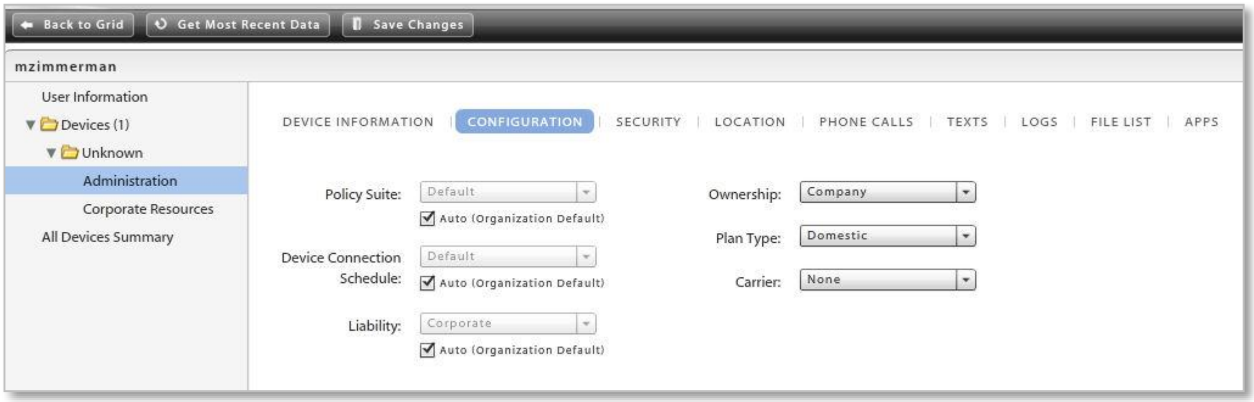
ActiveSync Server: None

LDAP Server: Exchange 2007

Password:

Expiration: Never

- For these users to pick up the auto-provisioned settings from the LDAP group/folder assignments, click ***Administration*** from the left panel and click the ***Configuration*** tab. Mark the checkboxes next to the ***Auto*** options for the Policy Suite, Connection Schedule and Liability.
- Click ***Save Changes***.



mzimmerman

Policy Suite: Default
☑ Auto (Organization Default)

Device Connection Schedule: Default
☑ Auto (Organization Default)

Liability: Corporate
☑ Auto (Organization Default)

Ownership: Company

Plan Type: Domestic

Carrier: None

Upgrades to Version 2.6.1

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- *NotifyMDM* version 2.6.1 includes an update to the Update Manager. Once it is applied, you will be prompted to restart Update Manager. If there are no subsequent updates to apply, you may skip the restart. If there are subsequent updates to apply, restart the application and select the additional updates to continue the upgrade process.

With the release of NotifyMDM server version 2.6.1, the following device application update is also available:

- **NotifyMDM for Android** – Upgrade to version 2.6.1 after the server upgrade is completed. The update contains a fix that improves communication with the TouchDown application.

Upgrades to Versions 2.5.7 and 2.6.0

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- Version 2.6.0 includes a new installer.
- Install *NotifyMDM* server versions 2.5.7 and 2.6.0. Since *NotifyMDM* version 2.5.7 is an upgrade for the update management application, you will be prompted to close the *Update Manager* after v2.5.7 is installed. You must reopen *Update Manager* to apply the 2.6.0 version.
- The 2.6.0 update to the *NotifyMDM* database component may take longer than usual due to some database restructuring. Before installing, administrators should verify that the Database Cleanup Task

parameters are set according to the best practice recommendations documented in our Database Maintenance Guide and that the tasks have been run prior to the update.

With the release of NotifyMDM server version 2.6.0, the following device application update is also available for devices operating on iOS version 4.3 or greater:

- **NotifyMDM for iOS** – Upgrade to version 2.6.0 after the server upgrade is completed. The update adds support for *TouchDown for iOS*, which can be purchased through the Apple App Store or obtained as an Enterprise App from your organization administrator.

Upgrades to Versions 2.5.3 - 2.5.5

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- A new database cleanup task, *Defragment Indexes*, will be enabled and configured with default parameter settings after an upgrade to version 2.5.4.
- An upgrade to version 2.5.5 will implement some changes to the database configuration in order to prevent the transaction log from growing too large. The upgrade will shrink the database transaction log, set the maximum size for the log to 16 GB or to the size of the shrunken log plus 1 GB (whichever is greater), and enable simple recovery mode. High volume systems may want to monitor the transaction log, after the upgrade, to determine whether the maximum size should be set to a value higher than the value set during the upgrade. Notify Technical Support can assist you with ways to monitor the log.

With the release of NotifyMDM server version 2.5.3, the following device application update is also available:

- **NotifyMDM for Windows Mobile** – Upgrade to version 2.5.3, available through the *NotifyMDM* portal

With the release of NotifyMDM server version 2.5.5, the following device application update is also available:

- **NotifyMDM for Android** – Upgrade to version 2.5.5, available through the Google Play Store.

Upgrades to Versions 2.5.0 - 2.5.2

- On-Premise upgrades: Use the Update Manager application to install all patch versions.
- The PHP version distributed with the *NotifyMDM* Web/Http Component has changed to version 5.3.10. Modifications previously made to the PHP.ini settings are not retained after the upgrade. If you have modified default PHP.ini settings, for example the *error_log* setting, you will have to apply your changes again after the upgrade.
- Database cleanup tasks not previously configured, will be enabled and configured with default parameter settings after an upgrade. Any cleanup task that was previously configured by an administrator will not be affected.