

Guide for Good Control MDM Decommissioning



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Decommissioning of Good Control MDM

Summary

As announced previously on [BlackBerry's Software Support Lifecycle website](#), the Good Control MDM product reached End of Life on May 31, 2017. The BlackBerry infrastructure that supports Good Control MDM will be fully shut down on July 31, 2018. This document provides instructions for customers to complete before BlackBerry shuts down these systems. These activities do not impact Good Control MAM functionality, however customers should not expect its continuous operation.

Customers are advised to contact their BlackBerry Sales Representative, as well BlackBerry Technical Support, for help with planning the migration to BlackBerry UEM.

If the actions in this article are completed before July 31st, 2018, these benefits will be realized:

- Customers will prevent a variety of complications that could develop with user devices, after BlackBerry shuts down the Good Control MDM infrastructure;
- Customers will relax the MDM dependencies for app containers on their user's devices.

Please Note

If the actions in this article are not completed before July 31st, 2018 (or if any app containers fail to receive their policy set update), these are the expected impacts:

- *The MDM Agent (the MDM profile on iOS or the Device Administrator on Android) will remain active and the app containers on user's devices will continue to attempt regular status checks;*
- *Customers that have strict compliance policies should consider disabling them, prior to July 31st. Failure to do so may result in app containers being wiped, when the app containers cannot communicate with the Good Control MDM infrastructure.*
- *If the MDM Agent is manually removed, traces of the Good Control MDM will be left on the host device and this could prevent enrollment to other MDM solutions.*

Recommended Steps:

The following table provides instructions for relaxing the MDM dependencies related to each Good Control MDM product, as well as the expected behaviors that should occur, after the steps have been completed. By following these instructions, customers will help to minimize the impacts to their devices when the BlackBerry infrastructure that supports Good Control MDM is fully shut down, on July 31, 2018.

Product	Instructions	Expected Behaviour
Good Control On Premises MDM	<ol style="list-style-type: none"> 1. Open the Good Control MDM console. 2. Go to Policy Set > Security Policies > Authentication Delegation. 3. Remove all authentication delegates (if desired, you can configure new authentication delegates, after Step 6 has been completed). 4. Go to Policy set > Device Management > Device Policies. 5. Remove all of the policy rules that have been configured. 6. Wait for 5-10 minutes, so the changes can be processed by each user's device. 7. Go to GC Server Properties > Global Server Properties > MDM. Uncheck the setting, "gc.mdm.enabled". 8. Verify that all MDM-related options (e.g. Device Management, Device Policies, Apple DEP devices) are no longer shown in the Good Control MDM console. If they are still visible, refreshing the page may help to update the console. 	<p>After you complete the recommended steps, this is what should be observed on user's devices:</p> <p><u>Android Devices</u></p> <ul style="list-style-type: none"> • The Good Agent (Device Administrator) is deactivated and the MDM restrictions are successfully relaxed. At this point, the Good Agent app can be removed manually from user's devices. • For all other apps that are using the Good SDK, a message may be displayed that informs the user that the app is blocked and requires MDM. This message may appear as the app processes its changes. After a few minutes, the apps will be unblocked and continue to work normally. <p><u>iOS Devices:</u></p> <ul style="list-style-type: none"> • The MDM Profile is removed from the device and the MDM restrictions are successfully relaxed. At this point, the Good Agent app can be removed manually from user's devices. • If there was a Good Agent activated on the device, it will keep running as an SDK container and can be removed manually from the device. It can also be removed using the Good Control console or Good

		<p>Control Cloud console.</p> <ul style="list-style-type: none"> • For all other apps that are using the Good SDK, a message may be displayed that informs the user that the app is blocked and requires MDM. This message may appear as the app processes its changes. After a few minutes, the apps will be unblocked and continue to work normally.
<p>Good Control Cloud MDM</p>	<ol style="list-style-type: none"> 1. Open the Good Control Cloud MDM console. 2. Go to Policy Set > Security Policies > Authentication Delegation. 3. Remove all authentication delegates (if desired, you can configure new authentication delegates, after Step 6 has been completed). 4. Go to Policy set > Device Management > Device Policies. 5. Remove all of the policy rules that have been configured. 6. Wait for 5-10 minutes, so the changes can be processed by each user's device. 7. Go to GC Server Properties > Global Server Properties > MDM. Uncheck the setting, "gc.mdm.enabled". 8. Verify that all MDM-related options (e.g. Device Management, Device Policies, Apple DEP devices) are no longer shown in the Good Control MDM console. If they are still visible, refreshing the page may help to update the console. 	<p>After you complete the recommended steps, this is what should be observed on user's devices:</p> <p><u>Android Devices</u></p> <ul style="list-style-type: none"> • The Good Agent (Device Administrator) is deactivated and the MDM restrictions are successfully relaxed. At this point, the Good Agent app can be removed manually from user's devices. • For all other apps that are using the Good SDK, a message may be displayed that informs the user that the app is blocked and requires MDM. This message may appear as the app processes its changes. After a few minutes, the apps will be unblocked and continue to work normally. <p><u>iOS Devices:</u></p> <ul style="list-style-type: none"> • The MDM Profile is removed from the device and the MDM restrictions are successfully relaxed. At this point, the Good Agent app can be removed manually from user's devices. • If there was a Good Agent activated on the device, it will keep running as an SDK container and can be removed manually from the device. It can also be removed using the Good Control console or Good Control Cloud console. • For all other apps that are using the Good SDK, a message may be displayed that informs the user that the app is blocked and requires MDM. This message may appear as the app processes its changes. After a few minutes, the apps will be unblocked and continue to work normally.

<p>Good Control On Premises MDM or Good Control Cloud MDM, for Apple DEP devices</p>	<ol style="list-style-type: none"> 1. Open the Good Control MDM console or Good Control Cloud MDM console. 2. Go to Policy Set > Security Policies > Authentication Delegation. 3. Remove all authentication delegates (if desired, you can configure new authentication delegates, after Step 6 has been completed). 4. Go to Policy set > Device Management > Device Policies. 5. Remove all of the policy rules that have been configured. 6. Wait for 5-10 minutes, so the changes can be processed by each user's device. 7. Go to Devices > Apple DEP devices > Select all DEP devices > Actions, then choose the option to Deactivate Device. 8. Go to GC Server Properties > Global Server Properties > MDM. Uncheck the setting, "gc.mdm.enabled". 9. Verify that all MDM-related options (e.g. Device Management, Device Policies, Apple DEP devices) are no longer shown in the Good Control MDM console. If they are still visible, refreshing the page may help to update the console. 	<p>After you complete the recommended steps, this is what should be observed on user's devices:</p> <p><u>Apple DEP iOS Devices:</u></p> <ul style="list-style-type: none"> • The MDM Profile is removed from the device and the MDM restrictions are successfully relaxed. • The Good Agent is removed from the device. • For all other apps that are using the Good SDK, they will remain active and manageable from the Good Control console or Good Control Cloud console. <p><u>Please Note:</u></p> <ul style="list-style-type: none"> • Users will <u>not</u> be able to activate or sync their Apple DEP iOS devices, once Good Control MDM has been disabled. • After following the recommended steps, Apple DEP iOS devices will still be assigned to your server on the Apple Deployment portal. Customers can either delete or un-assign devices from the Apple Deployment portal.
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Resources

If you encounter any issues while following the steps that are outlined above, please visit the [BlackBerry Knowledge Base](#) and refer to KB000049087, for guidance. Customers that wish to upgrade to BlackBerry UEM can contact their sales representative or [click here](#) to review information about the BlackBerry UEM software.

Additional upgrade resources are available on the [BlackBerry Admin Portal](#) and on help.blackberry.com.

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