



V-Series Appliance Upgrade Guide

TRITON AP-WEB, TRITON AP-EMAIL, Web Filter & Security
Models: V10000, V5000

**Upgrades from 7.6.x
through 8.2.x**

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Upgrading V-Series Appliances

In this guide:

- [Upgrading V-Series appliances from v7.6.x to 7.7.x, page 3](#)
- [Upgrading V-Series appliances from v7.7.x to 7.8.1, page 13](#)
- [Upgrading V-Series appliances from v7.8.1 to 7.8.2 and from v7.8.1, v7.8.2 or 7.8.3 to 7.8.4, page 25](#)
- [Upgrading V-Series appliances from v7.8.x to 8.0.x, page 36](#)
- [Upgrading V-Series appliances from v7.8.x or 8.0.x to 8.1.x, page 49](#)
- [Upgrading V-Series appliances from v7.8.x, 8.0.x, or 8.1.x to v8.2.x, page 60](#)

Use the information in this guide to perform the following upgrades to your V-Series™ appliances:

| Current Version | End Version (direct upgrade supported) |
|--|---|
| 7.6.0, 7.6.1, 7.6.2, 7.6.5, 7.6.7 | 7.7.0 |
| 7.7.0 | 7.7.3 |
| 7.7.0 | 7.8.1 |
| 7.7.3 | 7.8.1 |
| 7.8.1 | 7.8.2 |
| 7.8.1, 7.8.2, 7.8.3 | 7.8.4 |
| 7.8.1, 7.8.2, 7.8.3, 7.8.4 | 8.0.0, 8.0.1 |
| 7.8.1, 7.8.2, 7.8.3, 7.8.4 8.0.0, 8.0.1 | 8.1.0 |
| 7.8.4, 8.0.0, 8.0.1, 8.1.0 | 8.2.0 |

Your appliances must be in one of these modes:

- Web and Email mode
 - Web Security and Email Security Gateway (Anywhere)
 - Web Security Gateway (Anywhere) and Email Security Gateway (Anywhere)
 - Web Filter & Security and TRITON AP-EMAIL
 - TRITON AP-WEB and TRITON AP-EMAIL
- Web only mode
 - Web Security
 - Web Security Gateway (Anywhere)
 - Web Filter & Security
 - TRITON AP-WEB
- Email only mode
 - Email Security Gateway (Anywhere)
 - TRITON AP-EMAIL



Important

In addition to upgrading your appliances, you must also upgrade TRITON components installed on other servers. The sequence of the upgrade steps is essential to a successful upgrade.

Follow the steps in the Deployment and Installation Center that are prescribed for each solution or combination of solutions.

Upgrading V-Series appliances from v7.6.x to 7.7.x

V-Series Appliance Upgrade Guide | Upgrades to v7.7.x

Related topics:

- [Versions supported for upgrade, page 3](#)
- [Estimates of time to complete upgrade, page 4](#)
- [Preparing for the appliance upgrade, page 5](#)
- [Upgrade instructions, page 8](#)
- [Upgrading multiple V-Series appliances, page 9](#)
- [Post-upgrade activities, page 11](#)

This upgrade process applies to version 7.6.x for the following solutions and platforms:

- Web Security, Web Security Gateway, and Web Security Gateway Anywhere
- Email Security Gateway and Email Security Gateway Anywhere
- V10000 G1*, V10000 G2, and V5000 G2, V10000 G3

*The latest version available for the V10000 G1 appliance is 7.7.3. No later versions are planned for the V10000 G1 appliance.

Versions supported for upgrade

V-Series Appliance Upgrade Guide | Upgrades to v7.7.x

You must upgrade to version 7.7.0 before upgrading to 7.7.3. At version 7.7.0 or 7.7.3, you can upgrade to 7.8.1 (See [Upgrading V-Series appliances from v7.7.x to 7.8.1, page 13](#)).

Direct upgrade to version 7.7.0 is supported from these versions:

- 7.6.0
- 7.6.1
- 7.6.2
- 7.6.5
- 7.6.7

Appliances running versions earlier than v7.6.0 must be upgraded to 7.6.0. Once upgraded to 7.6.0, they can be upgraded directly to 7.7.0.

To upgrade from version 7.6.0 to 7.7.0, follow the same steps shown in this guide for upgrading to version 7.7.x, except use a 7.6.x patch wherever a 7.7.x patch is mentioned.

At sites wishing to stay on the 7.7 series, we recommend upgrading to the latest version of 7.7.x, which is 7.7.3, so that you have the latest fixes and features.



Note

The upgrades to version 7.7.3 are applied to V-Series appliances via a software patch. Patches are installed via the Appliance Manager under the **Administration > Patches/Hotfixes > Patches** page. You must be running version 7.7.0 to use the version 7.7.3 patch.

Estimates of time to complete upgrade

V-Series Appliance Upgrade Guide | Upgrades to v7.7.x

The table below provides estimates of the time needed for the 7.7.x patch to be installed on an appliance. The amount of time varies, as indicated. Not all V-Series configurations are shown.

| System | Configuration | Elapsed time |
|------------------------|--|------------------|
| V10000 G2 V10000 G3 | Web Security Gateway and Email Security Gateway User directory and filtering | 70 - 90 minutes |
| V10000 G2 | Web security only: Web Security Gateway Full policy source | 70 - 90 minutes |
| V10000 G2 V10000 G3 | Web Security and Email Security Gateway Full policy source | 70-90 minutes |
| V10000 G2 V5000 G2 | Web security only: Web Security Gateway User directory and filtering | 90 - 110 minutes |
| V10000 G2 | Dual mode: Web Security Gateway and Email Security Gateway | 70 - 90 minutes |
| V10000 G2 V5000 G2 | Email security only | 20 - 30 minutes |
| V5000 G2 | Web Security Gateway filtering only | 30 minutes |

The following provides a basic sample scenario:

Approximate total upgrade time, beginning to end, for all upgrade tasks:

- 1 Dual mode V10000 G2 appliance

- 2 Windows R2 2008 servers: 1 for the TRITON console, 1 for Web and Email Log Server

Approximately 3 to 4 hours

The download speed for each patch that you're going to apply depends on your network environment and can vary significantly.

Activity breakout:

- 1 hour to download the version 7.7.x appliance upgrade (patch) file (if the download speed is 512 kilobytes per second). This is the estimated time per patch. Depending on the upgrade path you take, your upgrade may involve more than one patch.
- 10 minutes to back up the V-Series appliance
- 70 to 90 minutes for the patch to perform the upgrade
- 10 minutes to restart the V-Series and verify that the upgrade was successful
- 20 minutes to download the version 7.7.x TRITON Unified Installer
- 40 to 60 minutes to run the installer to upgrade the TRITON management server and the Log Server host
- 5 minutes to restart the Windows servers and verify that the upgrade was successful

Service disruption during upgrade

Appliance services are disrupted while the upgrade is applied and until the appliance completes restarting. See [Estimates of time to complete upgrade, page 4](#).



Note

Service is not disrupted while the off-box components are upgraded.

Preparing for the appliance upgrade

V-Series Appliance Upgrade Guide | Upgrades to v7.7.x

Before applying the 7.7.x patch, perform these tasks and be aware of the following issues.

If you are not already familiar with the preparation required for upgrade of off-appliance components, review those requirements before upgrading your appliances.

- For Web Security solutions, see [Before upgrading Web Security to v7.7](#).
- For Email Security Gateway (Anywhere), see [Preparing for the upgrade](#).

Back up appliance configuration and settings

Perform a **full appliance configuration** backup:

1. Log on to Appliance Manager and go to **Administration > Backup Utility**.
2. Under Perform Backup, select **Full Appliance Configuration** as the backup type.
3. Click **Run Backup Now**.
4. When the backup file appears in the **Local Backup Files** list, click the backup file name. When prompted, save the backup file in another location off the appliance.

Content Gateway logs

If the appliance hosts Web Security Gateway (Anywhere), during the upgrade, depending on their size, older Content Gateway logs may be automatically removed by the upgrade procedure to make room for the new version.

To ensure that all Content Gateway logs are retained, you can download the Content Gateway logging directory.

1. In the Appliance Manager, go to **Administration >Logs**.
2. Select the **Content Gateway** module and then **Download entire log file**.
3. Click Submit and specify a location to save the file.

Policy databases and databases are not affected by the upgrade.

Content Gateway Integrated Windows Authentication (IWA) settings

IWA settings are not preserved in the upgrade.

If your deployment uses Content Gateway IWA user authentication, log onto Content Gateway and record the IWA settings, including the name of the domain to which IWA is joined. Keep this record where you can easily retrieve it after upgrade is complete.

Network Agent settings

In the majority of deployments, upgrade preserves all Network Agent settings.

However, when the following conditions are both true, the upgrade process does not preserve several Network Agent settings:

- There is a Filtering only appliance that is configured to get policy information from the Policy Broker machine (either the Full policy source appliance or an off-appliance software installation).
- There is an off-appliance Network Agent installation that uses the Filtering Service on the Filtering only appliance, and uses the Policy Server on the Policy Broker machine.

When the above conditions are both true and the upgrade is performed, the settings for the off-appliance Network Agent installation are not retained.

In this case, record your Network Agent settings (configured in TRITON - Web Security) before performing the upgrade. Go to the Local Settings page for each Network Agent instance (**Settings > Network Agent > agent_IP_address**) and record **all** of its settings.

The following local settings are not preserved.

- Filtering Service IP address
- If Filtering Service is unavailable
- Proxies and Caches
- Port Monitoring
- Ignore Port
- Debug Setting

NIC Configuration settings (from the **Settings > Network Agent > NIC Configuration** page for each NIC) are also not preserved:

- Use this NIC to monitor traffic
- Monitor List
- Monitor List Exceptions

Save your record where you can easily access it when the upgrade is complete.

Administrator accounts

Make sure administrator accounts authenticated by a directory service have an email address specified in the directory service. In version 7.7, an email address is required for each administrator account (except group accounts).

Content Gateway changes

See the [Content Gateway Release Notes](#) for information about enhancements and changes in version 7.7.0.

If you are upgrading to version 7.7.3, see the [Content Gateway Release Notes](#) for information about enhancements and changes in version 7.7.3.

SSL Manager

SSL Manager has been enhanced in several ways. See the release notes for more information.

Of particular note, a few Certificate validation options have changed. Users of Certificate validation should review the changes and adjust their settings.

IPv6

Incremental support is added in version 7.7.0. See the release notes for more information.

Upgrade instructions

V-Series Appliance Upgrade Guide | Upgrades to v7.7.x



Important

V-Series appliance services are not available while the patch is being applied and until the appliance completes restarting. See *Estimates of time to complete upgrade*, page 4.

It is best to perform the upgrade at a time when service demand is low.

1. If you have multiple V-Series appliances, read *Upgrading multiple V-Series appliances*, page 9, **before** following this procedure.
2. Take all precautions to ensure that power to the V-Series appliance is not interrupted during the upgrade. Power failure can result in operating system and software component corruption.
3. Back up appliance configuration and settings. See *Back up appliance configuration and settings*, page 6.
4. Restart the appliance (in Appliance Manager: **Status > General > Restart Appliance**).
5. If Policy Broker and Policy Database are installed on an off-appliance server, make sure they're upgraded to version 7.7.x and are running. You should simultaneously upgrade all TRITON services that are installed on the off-box server with Policy Broker and Policy Database.
6. To download the upgrade patch, in the Appliance Manager, go to the **Administration > Patches/Hotfixes > Patches** tab. The 7.7.x upgrade patch should be listed in the **Table of available patches**. If it's not, click **Check for Patches**. The 7.7.x patch should be listed as available.

Alternatively, the patch can be downloaded from www.forcepoint.com and uploaded to the appliance.

- a. Go to [My Account](#) (formerly MyWebsense) and select the **Downloads** tab. Click **Get Hotfixes & Patches**. Select your appliance model and version.
- b. Download the upgrade patch.
- c. Log on to the Appliance Manager, and navigate to **Administration > Patches/Hotfixes**.
- d. Click **Browse**, and select the v7.7.x upgrade file.
- e. Click **Upload**. After a few seconds, the upgrade is listed in the **Available patches** list.

This is an efficient method when your deployment has many appliances because the download from Forcepoint occurs only once. Other appliances can upload the patch from the local location.

7. Click **Install** to apply the upgrade.



Important

When patch installation begins, a dialog box indicates that the patch will take 5 to 10 minutes to apply. This is incorrect. The time is significantly longer. See [Estimates of time to complete upgrade, page 4](#).

While the upgrade is being applied, services are **unavailable** to users.

8. When patch installation is complete, the appliance restarts automatically.
9. When the appliance has restarted, log on to the Appliance Manager and verify on the **Configuration > System** page that the V-Series version is 7.7.x.

On the **Configuration > System** page, you can also confirm and adjust, if necessary, the **Time and Date** settings, paying particular attention to the time zone setting.

In rare cases, when logging onto the Appliance Manager for the first time after upgrade, your browser may show an **HTTP Status - Internal Error** page. If this occurs, cycle the power to the appliance. Once the appliance has restarted, you should be able to log in.

10. If you have multiple appliances, after identifying the Policy Broker and Policy Database machine and upgrading that machine, you can move on to upgrading the next appliance and then the next one, and so forth. See [Upgrading multiple V-Series appliances, page 9](#).
11. Upgrade all TRITON components that run off the appliance. These may include Web and Email Security Log Server, transparent identification agents, and the TRITON manager. If Policy Broker and Policy Database are on the same off-box server as the TRITON manager, you should have already upgraded all components on that box earlier.

See [Upgrading Websense Web Security Solutions](#) and [Upgrading Email Security Gateway to v7.7](#) for instructions.

If the upgrade fails, contact [Technical Support](#).

Upgrading multiple V-Series appliances

V-Series Appliance Upgrade Guide | Upgrades to v7.7.x

When multiple V-Series appliances are deployed in the same network, it is very important that they be upgraded in the prescribed order.

If the appliance is an Email mode (only) appliance

Apply the 7.7.x upgrade patch before upgrading the off-appliance components.

If the appliance includes Web Security mode

It is a best practice to upgrade the *Full policy source* appliance first, then the *User directory and filtering*, then *Filtering only* appliances, and finally the off-appliance TRITON components.

Best practice for upgrade sequence if Full policy source is on V-Series appliance

Follow this sequence whether the Full policy source is a Web mode (only) or Web and Email mode appliance.

Upgrade the **Full policy source** V-Series appliance. Each time the upgrade completes, the appliance automatically restarts.

1. Sequentially apply the upgrade to all **User directory and filtering** appliances.
2. Sequentially apply the upgrade to all **Filtering only** appliances.
3. After all appliances have been upgraded, upgrade off-box components.

Best practice for upgrade sequence if Full policy source is not on V-Series appliance

If you have multiple V-Series appliances and the policy source (Policy Broker and Policy Server) is located off-appliance:

1. Make sure Policy Broker and Policy Server are upgraded to version 7.7.x and are running. You should simultaneously upgrade all TRITON services that are installed on the off-appliance server with Policy Broker and Policy Server. Use the version 7.7.x TRITON Unified Installer to upgrade the Policy Broker system. See [Upgrading Websense Web Security Solutions](#) for instructions.
2. Sequentially apply the upgrade to all **User directory and filtering** appliances. Each time the upgrade completes on an appliance, the appliance automatically restarts.
3. Sequentially apply the upgrade to all **Filtering only** appliances.
4. Use the version 7.7.x TRITON installer to upgrade remaining off-appliance components. See [Upgrading Websense Web Security Solutions](#) for instructions.

If the Full policy source appliance is down or unavailable

Best practice is to upgrade the *Full policy source* appliance first, then the *User directory and filtering*, then *Filtering only* appliances, and finally the off-appliance components.

However, if your site must upgrade a *User directory and filtering* or *Filtering only* appliance before the *Full policy source* appliance, or if your *Full policy source* appliance is unavailable, is being replaced, or is being re-imaged, then set a *User directory and filtering* or *Filtering only* appliance (temporarily) to be the Full policy source. To do this:

1. Back up the Full backup file of the User directory and filtering or Filtering only appliance in case changing the policy source fails.

2. On that secondary appliance, in the V-Series console, navigate to **Configuration > Web Security Components**.
3. For **Policy Source**, select **Full policy source**. Save the setting.
4. Upgrade this appliance to version 7.7.x. The appliance automatically restarts when the upgrade finishes.

After the original *Full policy source* appliance has been upgraded, replaced, or re-imaged, change the upgraded temporary *Full policy source* machine to point to the original *Full policy source* again for its policy information. To do this:

1. Upgrade the primary appliance. When the upgrade is done, the appliance automatically restarts.
2. On the previously upgraded secondary appliance, in the V-Series console, navigate to **Configuration > Web Security Components**.
3. For **Policy Source**, select **User directory and filtering** or **Filtering only** and enter the IP address of the primary appliance. Save the setting.
4. Use the version 7.7.x TRITON installer to upgrade remaining off-appliance components. See [Upgrading Websense Web Security Solutions](#) for instructions.

To see all upgrade instructions go to [Upgrading V-Series appliances from v7.6.x to 7.7.x, page 3](#).

Post-upgrade activities

V-Series Appliance Upgrade Guide | Upgrades to v7.7.x

- If your appliance includes Email Security Gateway (Anywhere), perform the Email Security Gateway [Post-upgrade activities](#).
- If your appliance hosts a Web Security Policy Server (is a user directory and filtering appliance), log onto the TRITON console, go to the Web Security manager **Settings > General > Policy Servers** page, and add the Policy Server instance. Next, go to the TRITON console **Appliances** tab and register the appliance.
- If your appliance includes Web Security Gateway (Anywhere), perform the Content Gateway [Post-upgrade activities](#).
- If your appliance uses the Network Agent module, [Verify Network Agent settings, page 12](#).
- Review the Release Notes for the TRITON solutions on your appliances (links provided below). There are several new features that may require some configuration to put into effect.

Web Security users will be especially interested in the Threats dashboard (no configuration needed). Web Security Gateway (Anywhere) users will be interested in the enhanced outbound scanning options. It is recommended that all of the Scanning Options be reviewed.

- [Web Security Release Notes](#)
- [Content Gateway Release Notes](#)
- [Email Security Gateway Release Notes](#)

If you are upgrading to version 7.7.3, see the [Content Gateway Release Notes](#) for information about enhancements and changes in version 7.7.3.

Verify Network Agent settings

If you had to record your Network Agent settings prior to upgrade (*Network Agent settings*, page 6), restore them after the TRITON console has been upgraded.

Log on to TRITON - Web Security and go to **Settings > Network Agent > Local Settings**.

Select the IP address of the affected Network Agent installations and check and restore all values, paying particular attention to:

- Filtering Service IP address
- If Filtering Service is unavailable
- Proxies and Caches
- Port Monitoring
- Ignore Port
- Debug Setting

Also, check the **Settings > Network Agent > NIC Configuration** page for each NIC:

- Use this NIC to monitor traffic
- Monitor List
- Monitor List Exceptions

When your changes are complete, click **OK** and then **Save and Deploy**.

Upgrading V-Series appliances from v7.7.x to 7.8.1

V-Series Appliance Upgrade Guide | Upgrades to v7.8.1

Related topics:

- [Versions supported for upgrade](#), page 13
- [Estimates of time to complete upgrade](#), page 14
- [Preparing for the appliance upgrade](#), page 15
- [Upgrade instructions](#), page 18
- [Upgrading multiple V-Series appliances](#), page 21
- [Post-upgrade activities](#), page 23

This upgrade process applies to version 7.7.x for the following TRITON components and platforms:

- Web Security, Web Security Gateway, and Web Security Gateway Anywhere
- Email Security Gateway and Email Security Gateway Anywhere
- V10000 G2 and G3 and V5000 G2 appliances



Note

For an overview of this upgrade process, see the support video, [Upgrading a Websense V-Series appliance to v7.8.1](#).

For high-level flow diagrams for upgrading from v7.7.x, see:

[Web Security Gateway and Email Security Gateway on V-Series: Upgrade to 7.8.1](#)

[Web Security and Web Security Gateway on V-Series Upgrade to 7.8.1](#)

[Email Security Gateway on V-Series: Upgrade to 7.8.1](#)

Versions supported for upgrade

V-Series Appliance Upgrade Guide | Upgrades to v7.8.1

You can upgrade directly to version 7.8.1 from these versions of 7.7.x:

- 7.7.0, 7.7.3

Appliances running earlier versions must be upgraded to version 7.7.0 first before upgrading to version 7.8.1.

Estimates of time to complete upgrade

V-Series Appliance Upgrade Guide | Upgrades to v7.8.1

The table below provides estimates of the time needed for the 7.8.1 patch to be installed on an appliance. The amount of time varies, as indicated. Not all V-Series configurations are shown.

| System | Configuration | Elapsed time |
|--------------------------|--|---------------|
| V10000 G2/G3 | Web security only: Web Security Gateway Full policy source | 40-50 minutes |
| V10000 G2/G3 V5000 G2 | Web security only: Web Security Gateway User directory and filtering | 40-50 minutes |
| V10000 G2/G3 | Dual mode: Web Security Gateway and Email Security Gateway | 40-50 minutes |
| V10000 G2/G3 V5000 G2 | Email security only | 40-50 minutes |

The following provides a basic sample scenario:

Approximate total upgrade time, beginning to end, for all upgrade tasks:

- 1 Dual mode V10000 G2 appliance
- 2 Windows R2 2008 servers: 1 for the TRITON console, 1 for Web and Email Log Server

Approximately 5.5 to 6 hours

The download speed for the patch depends on your network environment and can vary significantly.

Activity breakout:

- 90 seconds to download the pre-upgrade hotfix
- 10 minutes to apply the hotfix and restart the appliance. After the hotfix is applied, you must manually restart it.
- 3.5 hours to download the version 7.8.1 appliance upgrade (patch) file (if the download speed is 512 kilobytes per second)(the patch size is 6 gigabytes)
- 10 minutes to back up the V-Series appliance
- 50 minutes for the patch to perform the upgrade, which includes automatically restarting the appliance twice
- 5 minutes to log onto the Appliance manager to verify that the upgrade was successful
- 20 minutes to download the version 7.8.1 TRITON Unified Installer

- 40 to 60 minutes to run the installer to upgrade on the TRITON management server and the Log Server host
- 5 minutes to restart the Windows servers and verify that the upgrade was successful

Service disruption during upgrade

Appliance services are disrupted while the upgrade is applied and until the appliance finishes automatically restarting twice. See [Estimates of time to complete upgrade](#), page 14.

Preparing for the appliance upgrade

V-Series Appliance Upgrade Guide | Upgrades to v7.8.1

Before applying the 7.8.1 patch, perform the following tasks and be aware of the following issues.

If you are not already familiar with the preparation required for upgrade of off-appliance components, review those requirements before upgrading your appliances.

- For Web Security solutions, see [Before upgrading Web Security to v7.8](#).
- For Email Security Gateway (Anywhere), see [Preparing for the upgrade](#).

Back up appliance configuration and settings

Note that at the start of the upgrade process, you are given the chance to run the backup and save the backup file to a remote machine. But if you wish to perform a **full appliance configuration** backup in advance:

1. Log on to Appliance Manager and go to the **Administration > Backup Utility** page.
2. Under Perform Backup, select **Full Appliance Configuration** as the backup type.
3. Click **Run Backup Now**.
4. When the backup file appears in the **Local Backup Files** list, click the backup file name. When prompted, save the backup file in another location off the appliance.

To see all upgrade instructions go to [Upgrading V-Series appliances from v7.7.x to 7.8.1](#), page 13.

Content Gateway logs

If the appliance hosts Web Security Gateway (Anywhere), during the upgrade, depending on their size, older Content Gateway logs may be automatically removed by the upgrade procedure to make room for the new version.

To ensure that all Content Gateway logs are retained, you can download the Content Gateway logging directory.

1. In the Appliance Manager, go to **Administration >Logs**.

2. Select the **Websense Content Gateway** module and then **Download entire log file**.
3. Click **Submit** and specify a location to save the file.

Policy databases and TRITON databases are not affected by the upgrade.

Content Gateway Integrated Windows Authentication (IWA) settings

The upgrade process backs up and restores the IWA configuration, preserving the pre-existing domain memberships (joins).

Network Agent settings



Important

If your appliance has a Network Agent module that is temporarily disabled, enable or permanently disable it. If you do nothing, the module is permanently disabled.

In the majority of deployments, upgrade preserves all Network Agent settings.

However, when the following conditions are both true, the upgrade process does not preserve several Network Agent settings:

- There is a Filtering only appliance that is configured to get policy information from the Policy Broker machine (either the Full policy source appliance or an off-appliance software installation).
- There is an off-appliance Network Agent installation that uses the Filtering Service on the Filtering only appliance, and uses the Policy Server on the Policy Broker machine.

When the above conditions are both true and the upgrade is performed, the settings for the off-appliance Network Agent installation are not retained.

In this case, record your Network Agent settings (configured in the Web Security manager) before performing the upgrade. Go to the Local Settings page for each Network Agent instance (**Settings > Network Agent > agent_IP_address**) and record **all** of its settings.

The following local settings are not preserved.

- Filtering Service IP address
- If Filtering Service is unavailable
- Proxies and Caches
- Port Monitoring
- Ignore Port
- Debug Setting

NIC Configuration settings (from the **Settings > Network Agent > NIC Configuration** page for each NIC) are also not preserved:

- Use this NIC to monitor traffic
- Monitor List
- Monitor List Exceptions

Save your record where you can easily access it when the upgrade is complete

Administrator accounts

Make sure the administrator accounts authenticated by a directory service have an email address specified in the directory service. In version 7.8.1, an email address is required for each administrator account (except group accounts).

Content Gateway changes

See the [Content Gateway Release Notes](#) for information about enhancements and changes in version 7.8.1.

Disable on-appliance TRITON console

In version 7.8.1, the Web Security manager cannot reside on an appliance. If your deployment uses an on-appliance TRITON console, disable it and create a Windows-based TRITON management server before upgrading.

To disable the on-appliance TRITON console:

1. Log on to the Appliance Manager (<https://<C interface IP address>:9447/appmng>)
2. Under **Configuration**, select **Web Security Components**.
3. Under **TRITON - Web Security**, select **Disabled**.
4. Click **Save**.

The disabling process may take several minutes. Wait for it to complete.

5. When the process completes successfully, a **TRITON Configuration** link appears below the **Disabled** option. Use this link to create a backup of TRITON settings that can be restored to the off-appliance TRITON Unified Security Center:
 - a. Click the backup file link that is displayed below the Disabled button.
 - b. If a certificate error is displayed, click the continue or accept option to start the download.
 - c. Save the TRITON backup file (**EIP_bak.tgz**) in a convenient location.
 - d. Create a TRITON management server on Windows Server 2008 R2 or Windows Server 2012.

If Full policy source is not on V-Series appliance

If Policy Broker and Policy Server are installed on an off-appliance server, make sure they're upgraded to version 7.8.1 and are running. You should simultaneously upgrade all TRITON services that are installed on the off-appliance server with Policy Broker and Policy Server.

Integration mode

If you are using Web Security (no Gateway) appliances, make sure your integration mode is one of these supported modes:

- Stand-alone (Network Agent only)
- Microsoft TMG
- Citrix
- Cisco ASA

Upgrade instructions

V-Series Appliance Upgrade Guide | Upgrades to v7.8.1



Important

V-Series appliance services are not available while the patch is being applied and until the appliance finishes automatically restarting twice. See [Estimates of time to complete upgrade, page 14](#).

It is best to perform the upgrade at a time when service demand is low.

1. If you have multiple V-Series appliances, read [Upgrading multiple V-Series appliances, page 21](#), **before** following this procedure.
2. Take all precautions to ensure that power to the V-Series appliance is not interrupted during the upgrade. Power failure can result in operating system and software component corruption.
3. Back up appliance configuration and settings. See [Back up appliance configuration and settings, page 15](#). You can also do a backup at the start of the upgrade process.
4. If Policy Broker and Policy Database are installed on an off-appliance server, make sure they're upgraded to version 7.8.1 and are running. You should simultaneously upgrade all TRITON services that are installed on the off-box server with Policy Broker and Policy Database.
5. The upgrade involves two steps: installing a hotfix that goes with your appliance version, and then installing a patch. The patch consists of an **rpm** file and an **img** file. The hotfix enables you to download and upload these very large patch files.



Important

You **must install the appropriate Hotfix 90** for your version before you upload or download the upgrade patch files to the appliance, or the upgrade will not succeed.

Note that some sites who are storing years of snapshots and backups on their V-Series appliances have noticed that the upgrade to v7.8.1 (where the underlying operating system becomes 64-bit) does not have enough space, due to the excess of backup files. If you have a large number of old backups or snapshots that might prevent a successful upgrade, please consider Hotfix 91 for 7.7.0 (or 7.7.3, whichever version you are running). Hotfix 91 enables you to eliminate old files and expands a partition used during the 7.8.1 upgrade. See [Knowledge Base article 7158](#) for additional details.

6. To get the hotfix, in the Appliance manager, go to **Administration > Patches/Hotfixes > Hotfixes** tab. Enter the name of the hotfix to download and install it on the appliance.
 - For example, APP-7.7.0-090 if you're upgrading from version 7.7.0 and APP-7.7.3-090 if you're upgrading from version 7.7.3.
 - a. Click **Find** to locate the hotfix.
 - b. Click **Download**. When the download is done, the hotfix appears in the table of downloaded hotfixes with the status **Ready to install**.
 If you have several appliances and do not want to download the hotfix from www.forcepoint.com multiple times, you can use the **Save to network location** link to copy the downloaded hotfix to a convenient location on your network, and then, on each appliance, use the **Upload Hotfix Manually** button to upload the file to the appliance.
 Note that if you copy the downloaded hotfix from one appliance to a local server, for use with other appliances, you must do this **before** installing the hotfix.
 - c. Click **Install** to apply the hotfix. The installation may temporarily interrupt some services.
 - d. Click **OK** to continue. It may take more than 5 minutes to install the hotfix.
7. After the hotfix is installed, manually restart the appliance in the Appliance manager by going to **Status > General**. Under Appliance Controller, click **Restart Appliance**. Restarting the appliance takes from 5 to 8 minutes. The appliance has successfully restarted when you're returned to the Appliance manager logon page.



Note

There are two ways to get the patch itself. Steps 8, 9, and 10 describe one method. At the end of step 10 is an alternative method.

8. To download the upgrade patch, in the Appliance manager, go to the **Administration > Patches/Hotfixes > Patches** tab. The 7.8.1 upgrade patch should be listed in the table of **Available patches**.
9. If the patch is not listed in the table, click **Check for Patches**.

You may see security warnings as the system tries to run a TRITON application related to uploading the patch. Click **Continue**. Mark the **I accept the risk...** check box, and then click **Run**.

10. Next, click **Download**. The patch size is 6 gigabytes, so this will take some time.

When the download is done, the patch status becomes **Ready to Install**.

Once the patch is downloaded, it can be saved to a local network location. You can upload the patch to other appliances from the local location by clicking the **Upload Patch Manually** button. If you copy the patch from one appliance to a local server, for use with other appliances, select **both** the rpm file and the img file **at the same time** in the Upload Patch utility. If you try to upload one file, then the other, a warning message is displayed, and the upload cannot be completed successfully.

As an **alternative** to steps 8, 9, and 10, the patch can be downloaded from www.forcepoint.com and uploaded to the appliance.

- a. Go to [My Account](#) (formerly MyWebsense) and select the **Downloads** tab. Click **Get Hotfixes & Patches**. Select your appliance model and version.
- b. Download the upgrade patch, which consists of a tarball containing two files: an rpm and an img file.
- c. Unpack the patch tarball into the two files.
- d. Log on to the Appliance Manager, and navigate to **Administration > Patches /Hotfixes > Patches** tab.
- e. Via the **Upload Patch Manually** button, browse for and select the patch to open. Click **Upload**. Both files in the patch must be uploaded simultaneously. After a few seconds, the patch is listed in the **Available patches** list.

This is an efficient method when your deployment has many appliances because the download occurs only once. Other appliances can upload the patch from the local location.

11. Click **Install**.
12. A **system check** is launched to make sure you're set up correctly for the upgrade to succeed. This may take several minutes.
 - a. If all pre-requisites are met, you can back up your appliance files to a remote machine by clicking **Back Up**. It is a best practice to back up your files at this point if you have not already done so.
 - b. If you choose to back up your appliance, provide the connection information for the remote machine. You can click **Test Connection** to test the connection.
 - c. To perform the backup, click **Run Backup Now**.
 - d. When you see the backup has succeeded, click **Install Patch**.
13. Review the subscription agreement that you have with Websense. Check **I accept this agreement** and **Continue**.
14. A confirmation message tells you that during the upgrade, you are logged out of the Appliance manager and the appliance restarts twice. Click **OK** to begin the upgrade.

While the upgrade is performed, services are **unavailable** to users.

15. After the appliance has automatically restarted twice, log on to the Appliance manager, and go to **Administration > Patches/Hotfixes > Patches** tab. Under **Patch History**, for version 7.8.1, it should say “Upgrade Succeeded” in the **Comments** section. In the Appliance manager, you can also check the appliance version number by going to the **Configuration > System** page and looking under **System Information**.

On the **Configuration > System** page, you can also confirm and adjust, if necessary, the **Time and Date** settings, paying particular attention to the time zone setting.

16. If you have multiple appliances, after identifying the Policy Broker and Policy Database machine and upgrading that machine, you can move on to upgrading the next appliance and subsequent appliances. See [Upgrading multiple V-Series appliances, page 21](#).
17. Upgrade all components that you haven’t already upgraded and which run off the appliance. These may include Web and Email Security Log Server, transparent identification agents, and the TRITON manager. If Policy Broker and Policy Server are on the same off-appliance server as the TRITON manager, you should have already upgraded all components on that box earlier.

See [Upgrading Websense Web Security Solutions](#) and [Upgrading Email Security Gateway to v7.8](#) for instructions.

If the upgrade fails, contact [Technical Support](#).

Occasionally, you may need to upgrade or recover your appliance using a USB image. Complete instructions for downloading and creating the USB image can be found in this [Knowledge Base](#) article.

Upgrading multiple V-Series appliances

V-Series Appliance Upgrade Guide | Upgrades to v7.8.1

1. For multiple V-Series appliances, just like for a single appliance, you need to download the pre-upgrade hotfix from the Appliance manager, install it, and restart each appliance.
2. Then, you must download and install the v7.8.1 upgrade patch. (See [Upgrade instructions, page 18](#).)

Once the patch is downloaded, it can be saved to a local network location. You can upload the patch to other appliances from the local location by clicking the **Upload Patch Manually** button.

When multiple V-Series appliances are deployed in the same network, it is very important that they be upgraded in the prescribed order.

If the appliance is an Email mode (only) appliance

Apply the 7.8.1 hotfix and upgrade patch before upgrading the off-appliance components.

If the appliance includes Web Security mode

It is a best practice to upgrade the *Full policy source* appliance first, then the *User directory and filtering*, then *Filtering only* appliances, and finally the off-appliance TRITON components.

Best practice for upgrade sequence if Full policy source is on V-Series appliance

Follow this sequence whether the Full policy source is a Web mode (only) or Web and Email mode appliance.

Upgrade the **Full policy source** V-Series appliance. The appliance automatically restarts each time the upgrade is completed.

1. Sequentially apply the upgrade to all **User directory and filtering** appliances.
2. Sequentially apply the upgrade to all **Filtering only** appliances.
3. After all appliances have been upgraded, upgrade off-box components.

Best practice for upgrade sequence if Full policy source is not on V-Series appliance

If you have multiple V-Series appliances and the policy source (Policy Broker and Policy Server) is located off-appliance:

1. Make sure Policy Broker and Policy Server are upgraded to version 7.8.1 and are running. You should simultaneously upgrade all TRITON services that are installed on the off-appliance server with Policy Broker and Policy Server. Use the version 7.8.1 TRITON installer to upgrade the Policy Broker system. See [Upgrading Websense Web Security Solutions](#) for instructions.
2. Sequentially apply the upgrade to all **User directory and filtering** appliances. When the upgrade completes, the appliance automatically restarts.
3. Sequentially apply the upgrade to all **Filtering only** appliances.
4. Use the version 7.8.1 TRITON installer to upgrade remaining off-appliance components. See [Upgrading Websense Web Security Solutions](#) for instructions.

If the Full policy source appliance is down or unavailable

Best practice is to upgrade the *Full policy source* appliance first, then the *User directory and filtering*, then *Filtering only* appliances, and finally the off-appliance TRITON components.

However, if your site must upgrade a *User directory and filtering* or *Filtering only* appliance before the *Full policy source* appliance, or if your *Full policy source* appliance is unavailable, is being replaced, or is being re-imaged, then set a *User directory and filtering* or *Filtering only* appliance (temporarily) to be the Full policy source. To do this:

1. On that secondary appliance, in the V-Series console, navigate to **Configuration > Web Security Components**.
2. For **Policy Source**, select **Full policy source**. Save the setting.

3. Upgrade this appliance to version 7.8.1. The appliance automatically restarts when the upgrade is done.

After the original *Full policy source* appliance has been upgraded, replaced, or re-imaged, change the upgraded temporary *Full policy source* machine to point to the original *Full policy source* again for its policy information. To do this:

1. Upgrade the primary appliance. The appliance automatically restarts when the upgrade is done.
2. On the previously upgraded secondary appliance, in the V-Series console, navigate to **Configuration > Web Security Components**.
3. For **Policy Source**, select **User directory and filtering** or **Filtering only** and enter the IP address of the primary appliance. Save the setting.
4. Use the version 7.8.1 TRITON installer to upgrade remaining off-appliance components. See [Upgrading Websense Web Security Solutions](#) for instructions.

To see all upgrade instructions go to [Upgrading V-Series appliances from v7.7.x to 7.8.1](#), page 13.

Post-upgrade activities

V-Series Appliance Upgrade Guide | Upgrades to 7.8.1

- If your appliance includes Email Security Gateway (Anywhere), perform the Email Security Gateway [Post-upgrade activities](#).
- If your appliance hosts a Web Security Policy Server (is a user directory and filtering appliance), log onto the TRITON console, go to the Web Security manager **Settings > General > Policy Servers** page, and add the Policy Server instance. Next, go to the TRITON console **Appliances** tab and register the appliance.
- If your appliance includes Web Security Gateway (Anywhere), perform the Content Gateway [Post-upgrade activities](#).
- If your appliance uses the Network Agent module, [Verify Network Agent settings](#), page 24.
- Review the Release Notes for the solutions on your TRITON appliances (links provided below). There are several new features that may require some configuration to put into effect.

Web Security users will be especially interested in the deployment visualization and management tools offered by the **Status > Deployment** page. Web Security Gateway Anywhere users will be interested in the option to enable ThreatScope™ sandboxing of suspicious files.

Email Security users will be interested in the ThreatScope cloud-based message analysis function, which inspects email attachment file types for security threats.

- [Web Security Release Notes](#)
- [Content Gateway Release Notes](#)
- [Email Security Gateway Release Notes](#)

Verify Network Agent settings

If you had to record your Network Agent settings prior to upgrade (*Network Agent settings*, page 16), restore them after the TRITON console has been upgraded.

1. Log on to the Web Security manager.
2. On the Settings tab, under Network Agent, place the mouse over **General**, then select the IP address of the Network Agent instance you want to configure.
3. Check and restore all values, paying particular attention to:
 - Filtering Service IP address
 - If Filtering Service is unavailable
 - Proxies and Caches
 - Port Monitoring
 - Ignore Port
 - Debug Setting
4. Check the **Settings > Network Agent > NIC Configuration** page for each NIC, especially the selections for:
 - Use this NIC to monitor traffic
 - Monitor List
 - Monitor List Exceptions
5. When your changes are complete, click **OK**.
6. Repeat steps 2 through 5 for additional Network Agent instances.
7. When you are finished updating your settings, click **Save and Deploy**.

Upgrading V-Series appliances from v7.8.1 to 7.8.2 and from v7.8.1, v7.8.2 or 7.8.3 to 7.8.4

V-Series Appliance Upgrade Guide | Upgrades to v7.8.x

Related topics:

- [Estimates of time to complete upgrade, page 27](#)
- [Preparing for the appliance upgrade, page 28](#)
- [Upgrade instructions, page 30](#)
- [Upgrading multiple V-Series appliances, page 32](#)
- [Post-upgrade activities, page 34](#)

This upgrade process applies to version 7.8.1, 7.8.2, and 7.8.3 for the following TRITON components and platforms:

- Web Security, Web Security Gateway, and Web Security Gateway Anywhere
- Email Security Gateway and Email Security Gateway Anywhere
- V10000 G2 and G3 and V5000 G2 appliances



Important

V10000 G4 and **V5000 G3** appliances running 7.8.1, 7.8.2, or 7.8.3 cannot be upgraded to a higher version of 7.8.x using an upgrade patch (a patch can be used to upgrade to any version of 8.x). Attempting to upgrade using the 7.8.x upgrade patch that's offered will result in a pre-check verification failure.

With these models, to move to a higher version of 7.8.x, perform a full back of the appliance, re-image the appliance with the desired version of 7.8.x, and restore the backup. See **Restoring to Factory Image** in the [V-Series Getting Started](#) guide, and the knowledge base article [V-Series USB image for restoring to factory settings](#).

Here are the various upgrade paths to version 7.8.2, 7.8.3, or 7.8.4. The table also includes the path for upgrading from version 7.7.x to 7.8.1. You must upgrade to version 7.8.1 before you can upgrade to 7.8.2 or later:

| To upgrade from | To this version | Step One | Step Two | Step Three |
|-----------------|-----------------|-------------|------------------|------------------|
| 7.7.x | 7.8.1 | Apply HF 90 | Upgrade to 7.8.1 | |
| 7.7.x | 7.8.2 | Apply HF 90 | Upgrade to 7.8.1 | Upgrade to 7.8.2 |

| To upgrade from | To this version | Step One | Step Two | Step Three |
|-----------------|-----------------|------------------|------------------|------------------|
| 7.7.x | 7.8.3 | Apply HF 90 | Upgrade to 7.8.1 | Upgrade to 7.8.3 |
| 7.7.x | 7.8.4 | Apply HF 90 | Upgrade to 7.8.1 | Upgrade to 7.8.4 |
| 7.8.1 | 7.8.4 | Upgrade to 7.8.4 | | |
| 7.8.2 | 7.8.4 | Upgrade to 7.8.4 | | |
| 7.8.3 | 7.8.4 | Upgrade to 7.8.4 | | |

For an overview of the upgrade process, see the following flow diagrams:

- [Web Security Gateway and Email Security Gateway on V-Series: Upgrade to 7.8.x](#)
- [Web Security and Web Security Gateway on V-Series Upgrade to 7.8.x](#)
- [Email Security Gateway on V-Series: Upgrade to 7.8.x](#)

The upgrade from v7.8.1 to 7.8.2 is:

- Applied to V-Series appliances via a software patch.
Patches are installed via the Appliance console under the **Administration > Patches/Hotfixes > Patches** page.
- Similar to upgrading from 7.6.x to v7.7.x with the exception that you must use a 7.8.2 patch in place of the 7.7.x patch and a system check is performed during the upgrade.

The upgrade from v7.8.1, 7.8.2, or 7.8.3 to 7.8.4 is:

- Applied to V-Series appliances via a software patch.
Patches are installed via the Appliance console under the **Administration > Patches/Hotfixes > Patches** page.
- Similar to upgrading from 7.6.x to v7.7.x with the exception that you must use a 7.8.3 patch in place of the 7.7.x patch and a system check is performed during the upgrade.



Important

After upgrading a filtering only appliance with an off-appliance policy source, Web Security manager lists two Filtering Service instances with the same IP address in **Settings > Network Agent > Global**.

To avoid this problem, before upgrading a filtering only appliance from v7.8.1 to 7.8.2 or from v7.8.x to 7.8.4:

1. Switch filtering only mode to full policy source mode.
2. Run the upgrade process.
3. Switch back to filtering only mode.

Estimates of time to complete upgrade

V-Series Appliance Upgrade Guide | Upgrades to v7.8.x

The table below provides estimates of the time needed for the 7.8.2, 7.8.3, or 7.8.4 patch to be installed on an appliance. The amount of time varies, as indicated. Not all V-Series configurations are shown.

| System | Configuration | Elapsed time |
|------------------------|--|------------------|
| V10000 G2 V10000 G3 | Web Security Gateway and Email Security Gateway User directory and filtering | 90 - 110 minutes |
| V10000 G2 | Web security only: Web Security Gateway Full policy source | 70 - 90 minutes |
| V10000 G2 V10000 G3 | Web Security and Email Security Gateway Full policy source | 70-90 minutes |
| V10000 G2 V5000 G2 | Web security only: Web Security Gateway User directory and filtering | 90 - 110 minutes |
| V10000 G2 | Dual mode: Web Security Gateway and Email Security Gateway | 70 - 90 minutes |
| V10000 G2 V5000 G2 | Email security only | 20 - 30 minutes |
| V5000 G2 | Web Security Gateway filtering only | 30 minutes |

The following provides a basic sample scenario:

Approximate total upgrade time, beginning to end, for all upgrade tasks:

- 1 Dual mode V10000 G2 appliance
- 2 Windows R2 2008 servers: 1 for the TRITON console, 1 for Web and Email Log Server

Approximately 3 to 4 hours

The download speed for each patch that you're going to apply depends on your network environment and can vary significantly.

Activity breakout:

- 1 hour to download the version 7.8.x appliance upgrade (patch) file (if the download speed is 512 kilobytes per second). This is the estimated time per patch. Depending on the upgrade path you take, your upgrade may involve more than one patch.

- 10 minutes to back up the V-Series appliance
- 70 to 90 minutes for the patch to perform the upgrade
- 10 minutes to restart the V-Series and verify that the upgrade was successful
- 20 minutes to download the version 7.8.x TRITON Unified Installer
- 40 to 60 minutes to run the installer to upgrade the TRITON management server and the Log Server host
- 5 minutes to restart the Windows servers and verify that the upgrade was successful

Service disruption during upgrade

Appliance services are disrupted while the upgrade is applied and until the appliance completes restarting. See [Estimates of time to complete upgrade, page 27](#).



Note

Service is not disrupted while the off-box components are upgraded.

Preparing for the appliance upgrade

V-Series Appliance Upgrade Guide | Upgrades to v7.8.2 and 7.8.3

Before applying the 7.8.2, 7.8.3, or 7.8.4 patch, perform these tasks and be aware of the following issues.

If you are not already familiar with the preparation required for upgrade of off-appliance components, review those requirements before upgrading your appliances.

- For Web Security solutions, see [Before upgrading Web Security to v7.8.x](#).
- For Email Security Gateway (Anywhere), see [Preparing for the upgrade](#).

Back up appliance configuration and settings

Perform a **full appliance configuration** backup:

1. Log on to Appliance Manager and go to the **Administration > Backup Utility** page.
2. Under Perform Backup, select **Full Appliance Configuration** as the backup type.
3. Click **Run Backup Now**.
4. When the backup file appears in the **Local Backup Files** list, click the backup file name. When prompted, save the backup file in another location off the appliance.

Content Gateway logs

If the appliance hosts Web Security Gateway (Anywhere), during the upgrade, depending on their size, older Content Gateway logs may be automatically removed by the upgrade procedure to make room for the new version.

To ensure that all Content Gateway logs are retained, you can download the Content Gateway logging directory.

1. In the Appliance Manager, go to **Administration >Logs**.
2. Select the **Websense Content Gateway** module and then **Download entire log file**.
3. Click **Submit** and specify a location to save the file.

Policy databases and TRITON databases are not affected by the upgrade.

Content Gateway Integrated Windows Authentication (IWA) settings

IWA settings are not preserved in the upgrade.

If your deployment uses Content Gateway IWA user authentication, log onto Content Gateway and record the IWA settings, including the name of the domain to which IWA is joined. Keep this record where you can easily retrieve it after upgrade is complete.

Network Agent settings

In the majority of deployments, upgrade preserves all Network Agent settings.

However, when the following conditions are both true, the upgrade process does not preserve several Network Agent settings:

- There is a Filtering only appliance that is configured to get policy information from the Policy Broker machine (either the Full policy source appliance or an off-appliance software installation).
- There is an off-appliance Network Agent installation that uses the Filtering Service on the Filtering only appliance, and uses the Policy Server on the Policy Broker machine.

When the above conditions are both true and the upgrade is performed, the settings for the off-appliance Network Agent installation are not retained.

In this case, record your Network Agent settings (configured in TRITON - Web Security) before performing the upgrade. Go to the Local Settings page for each Network Agent instance (**Settings > Network Agent > agent_IP_address**) and record **all** of its settings.

The following local settings are not preserved.

- Filtering Service IP address
- If Filtering Service is unavailable
- Proxies and Caches

- Port Monitoring
- Ignore Port
- Debug Setting

NIC Configuration settings (from the **Settings > Network Agent > NIC Configuration** page for each NIC) are also not preserved:

- Use this NIC to monitor traffic
- Monitor List
- Monitor List Exceptions

Save your record where you can easily access it when the upgrade is complete.

Administrator accounts

Make sure the administrator accounts authenticated by a directory service have an email address specified in the directory service. In version 7.8.x, an email address is required for each administrator account (except group accounts).

Content Gateway changes

See the [Content Gateway Release Notes](#) for information about enhancements and changes in version 7.8.2.

See the [Content Gateway Release Notes](#) for information about enhancements and changes in version 7.8.3.

See the [Content Gateway Release Notes](#) for information about enhancements and changes in version 7.8.4.

Upgrade instructions

V-Series Appliance Upgrade Guide | Upgrades to v7.8.x



Important

V-Series appliance services are not available while the patch is being applied and until the appliance completes restarting. See [Estimates of time to complete upgrade, page 27](#).

It is best to perform the upgrade at a time when service demand is low.

1. If you have multiple V-Series appliances, read [Upgrading multiple V-Series appliances, page 32](#), **before** following this procedure.
2. Take all precautions to ensure that power to the V-Series appliance is not interrupted during the upgrade. Power failure can result in operating system and software component corruption.

3. Back up appliance configuration and settings. See [Back up appliance configuration and settings](#), page 28.
4. Restart the appliance (in Appliance Manager: **Status > General > Restart Appliance**).
5. If Policy Broker and Policy Database are installed on an off-appliance server, make sure they're upgraded to the version you want (either 7.8.2, 7.8.3, or 7.8.4) and are running. You should simultaneously upgrade all TRITON services that are installed on the off-box server with Policy Broker and Policy Database.
6. To download the upgrade patch, in the Appliance Manager, go to the **Administration > Patches/Hotfixes > Patches** tab. The upgrade patch for the version you want (7.8.2, 7.8.3, or 7.8.4) should be listed in the **Table of available patches**. If it's not, click **Check for Patches**. The patch should be listed as available.

Alternatively, the patch can be downloaded from www.forcepoint.com and uploaded to the appliance.

- a. Go to [My Account](#) (formerly MyWebsense) and select the **Downloads** tab. Click **Get Hotfixes & Patches**. Select your appliance model and version.
- b. Download the upgrade patch.
- c. Log on to the Appliance Manager, and navigate to **Administration > Patches/Hotfixes**.
- d. Click **Upload Patch Manually**, then **Browse**, and then select the upgrade file for the version you want (7.8.2, 7.8.3, or 7.8.4).
- e. Click **Upload**. After a few seconds, the upgrade is listed in the **Available patches** list.

This is an efficient method when your deployment has many appliances because the download occurs only once. Other appliances can upload the patch from the local location.

7. Click **Install** to apply the upgrade. Note that in v7.8.x, patch installation takes significantly longer than warned. See [Estimates of time to complete upgrade](#), page 27.
8. A **system check** is launched to make sure you're set up correctly for the upgrade to succeed. This may take several minutes.
9. When you see that all patch pre-requisites have been met, you can continue to install the patch by clicking **Install Patch**.
10. Review the subscription agreement that you have with Websense. Check **I accept this agreement** and **Continue**.
11. A confirmation message tells you that during the upgrade, you are logged out of the Appliance manager and the appliance restarts. Click **OK** to begin the upgrade. While the upgrade is performed, services are **unavailable** to users.
12. After the appliance has automatically restarted, log on to the Appliance manager, and go to **Administration > Patches/Hotfixes > Patches** tab. Under **Patch History**, for version 7.8.2, 7.8.3, or 7.8.4, it should say "Patch has been installed

successfully” in the **Comments** section. In the Appliance manager, you can also check the appliance version number by going to the **Configuration > System** page and looking under **System Information**.

On the **Configuration > System** page, you can also confirm and adjust, if necessary, the **Time and Date** settings, paying particular attention to the time zone setting.

13. If you have multiple appliances, after identifying the Policy Broker and Policy Database machine and upgrading that machine, you can move on to upgrading the next appliance and subsequent appliances. See [Upgrading multiple V-Series appliances, page 32](#).
14. Upgrade all TRITON components that you haven't already upgraded and which run off the appliance. These may include Web and Email Security Log Server, transparent identification agents, and the TRITON manager. If Policy Broker and Policy Server are on the same off-appliance server as the TRITON manager, you should have already upgraded all components on that box earlier.
See [Upgrading Websense Web Security Solutions](#) and [Upgrading Email Security Gateway to v7.8.x](#) for instructions.

If the upgrade fails, contact [Technical Support](#).

Upgrading multiple V-Series appliances

V-Series Appliance Upgrade Guide | Upgrades to v7.8.x

When multiple V-Series appliances are deployed in the same network, it is very important that they be upgraded in the prescribed order.

If the appliance is an Email mode (only) appliance

Apply the upgrade patch for the version you want before upgrading the off-appliance components.

If the appliance includes Web Security mode

It is a best practice to upgrade the *Full policy source* appliance first, then the *User directory and filtering*, then *Filtering only* appliances, and finally the off-appliance TRITON components.

Best practice for upgrade sequence if Full policy source is on V-Series appliance

Follow this sequence whether the Full policy source is a Web mode (only) or Web and Email mode appliance.

Upgrade the **Full policy source** V-Series appliance. Each time the upgrade completes, the appliance automatically restarts.

1. Sequentially apply the upgrade to all **User directory and filtering** appliances.
2. Sequentially apply the upgrade to all **Filtering only** appliances.

3. After all appliances have been upgraded, upgrade off-box components.

Best practice for upgrade sequence if Full policy source is not on V-Series appliance

If you have multiple V-Series appliances and the policy source (Policy Broker and Policy Server) is located off-appliance:

1. Make sure Policy Broker and Policy Server are upgraded to the version you want and are running. You should simultaneously upgrade all TRITON services that are installed on the off-appliance server with Policy Broker and Policy Server. Use the version 7.8.x TRITON Unified Installer to upgrade the Policy Broker system. See [Upgrading Websense Web Security Solutions](#) for instructions.
2. Sequentially apply the upgrade to all **User directory and filtering** appliances. Each time the upgrade completes on an appliance, the appliance automatically restarts.
3. Sequentially apply the upgrade to all **Filtering only** appliances.
4. Use the version 7.8.x TRITON installer to upgrade remaining off-appliance components. See [Upgrading Websense Web Security Solutions](#) for instructions.

If the Full policy source appliance is down or unavailable

Best practice is to upgrade the *Full policy source* appliance first, then the *User directory and filtering*, then *Filtering only* appliances, and finally the off-appliance TRITON components.

However, if your site must upgrade a *User directory and filtering* or *Filtering only* appliance before the *Full policy source* appliance, or if your *Full policy source* appliance is unavailable, is being replaced, or is being re-imaged, then set a *User directory and filtering* or *Filtering only* appliance (temporarily) to be the Full policy source. To do this:

1. Back up the Full backup file of the User directory and filtering or Filtering only appliance in case changing the policy source fails.
2. On that secondary appliance, in the V-Series console, navigate to **Configuration > Web Security Components**.
3. For **Policy Source**, select **Full policy source**. Save the setting.
4. Upgrade this appliance to the version you want. The appliance automatically restarts when the upgrade finishes.

After the original *Full policy source* appliance has been upgraded, replaced, or re-imaged, change the upgraded temporary *Full policy source* machine to point to the original *Full policy source* again for its policy information. To do this:

1. Upgrade the primary appliance. When the upgrade is done, the appliance automatically restarts.
2. On the previously upgraded secondary appliance, in the V-Series console, navigate to **Configuration > Web Security Components**.
3. For **Policy Source**, select **User directory and filtering** or **Filtering only** and enter the IP address of the primary appliance. Save the setting.

4. Use the version 7.8.x installer to upgrade remaining off-appliance components. See [Upgrading Websense Web Security Solutions](#) for instructions.

To see all upgrade instructions go to [Upgrading V-Series appliances from v7.8.1 to 7.8.2 and from v7.8.1, v7.8.2 or 7.8.3 to 7.8.4, page 25](#).

Post-upgrade activities

V-Series Appliance Upgrade Guide | Upgrades to v7.8.x

- If your appliance includes Email Security Gateway (Anywhere), perform the Email Security Gateway [Post-upgrade activities](#).
- If your appliance hosts a Web Security Policy Server (is a user directory and filtering appliance), log onto the TRITON console, go to the Web Security manager **Settings > General > Policy Servers** page, and add the Policy Server instance. Next, go to the TRITON console **Appliances** tab and register the appliance.
- If your appliance includes Web Security Gateway (Anywhere), perform the Content Gateway [Post-upgrade activities](#).
- If your appliance uses the Network Agent module, [Verify Network Agent settings, page 35](#).
- Review the Release Notes for the TRITON solutions on your appliances (links provided below). There are several new features that may require some configuration to put into effect.

For the 7.8.2 release, Web Security users may be especially interested in improvements made to Policy Broker replication, Filtering Service, User Service, Directory Agent, Log Server, LogonApp, the Installer, and the Web Security manager. For Web Security Gateway Anywhere users, emphasis was placed on stability and performance.

Email Security Gateway users may be interested in the on-premises secure message delivery feature, providing a secure portal in which an organization's customers may view, send, and manage email that contains sensitive information. Email Security Gateway Anywhere users will be interested in the phishing detection and education feature, part of the ThreatScope add-on functionality.

- [Web Security Release Notes](#)
- [Content Gateway Release Notes](#)
- [Email Security Gateway Release Notes](#)

For the 7.8.3 release, Web Security Gateway Anywhere users can configure a delay for the download of data files used for Content Gateway analysis; use IP spoofing with explicit proxy; and configure rule-based authentication to use a new Captive Portal authentication method. Web Security now offers support for Mac OS X 10.9.2 and Windows 8.1 Update 1 for the logon application, and for Firefox 28 and Chrome 33 and 34.

Email Security Gateway users may be interested in how an email DLP policy action plan in Data Security may now include a filter action created in the Email Security manager. The on-premises secure messaging portal end-user registration process has also been enhanced.

- [Web Security Release Notes](#)
- [Content Gateway Release Notes](#)
- [Email Security Gateway Release Notes](#)

For the 7.8.4 release, please review the release notes below.

- [Web Security Release Notes](#)
- [Content Gateway Release Notes](#)
- [Email Security Gateway Release Notes](#)

Verify Network Agent settings

If you had to record your Network Agent settings prior to upgrade (*Network Agent settings*, page 29), restore them after the TRITON console has been upgraded.

Log on to TRITON - Web Security and go to **Settings > Network Agent > Local Settings**.

Select the IP address of the affected Network Agent installations and check and restore all values, paying particular attention to:

- Filtering Service IP address
- If Filtering Service is unavailable
- Proxies and Caches
- Port Monitoring
- Ignore Port
- Debug Setting

Also, check the **Settings > Network Agent > NIC Configuration** page for each NIC:

- Use this NIC to monitor traffic
- Monitor List
- Monitor List Exceptions

When your changes are complete, click **OK** and then **Save and Deploy**.

Upgrading V-Series appliances from v7.8.x to 8.0.x

V-Series Appliance Upgrade Guide | Upgrades to v8.0.x

Related topics:

- [Estimates of time to complete upgrade, page 27](#)
- [Preparing for the appliance upgrade, page 28](#)
- [Upgrade instructions, page 30](#)
- [Upgrading multiple V-Series appliances, page 32](#)
- [Post-upgrade activities, page 34](#)



Important

Not all models of V-Series appliances support version 8.0.x.

Older V10000 G2 and V5000 G2 appliances, known as revision 1 (or R1) appliances are not supported with version 8.0.0 and higher. Forcepoint stopped shipping these models:

- V10000 G2 R1 Third quarter, 2011
- V5000 G2 R1 First quarter, 2012

If you plan to upgrade to version 8.0.x, you should verify the full model number of the appliances you plan to upgrade. See the knowledge base article titled [V-Series appliances supported with version 8.0](#).

Also see the [v8.0.0 V-Series Release Notes](#).



Important

Product names and bundles have changed in 8.0.0. See the [v8.0.0 V-Series Release Notes](#).

This upgrade process applies to versions 7.8.x for the following TRITON solutions and platforms:

- Web Security, Web Security Gateway, and Web Security Gateway Anywhere
- Email Security Gateway and Email Security Gateway Anywhere
- V10000 and V5000 appliances; see [V-Series appliances supported with version 8.0](#) for a list of supported models

The table lists the various upgrade paths to version 8.0.x. The table also includes the path for upgrading from version 7.7.x to 7.8.1. You must upgrade to version 7.8.1 (or later) before upgrading to version 8.0.x:

| To upgrade from | To this version | Step One | Step Two | Step Three |
|-------------------------------|-----------------|------------------|------------------|------------------|
| 7.7.x | 7.8.1 | Apply HF 90 | Upgrade to 7.8.1 | |
| 7.7.x | 7.8.2 | Apply HF 90 | Upgrade to 7.8.1 | Upgrade to 7.8.2 |
| 7.7.x | 7.8.3 | Apply HF 90 | Upgrade to 7.8.1 | Upgrade to 7.8.3 |
| 7.7.x | 7.8.4 | Apply HF 90 | Upgrade to 7.8.1 | Upgrade to 7.8.4 |
| 7.8.1, 7.8.2, 7.8.3, 7.8.4 | 8.0.x | Upgrade to 8.0.x | | |

For an overview of the upgrade process, see the following video and flow diagrams:

- [Upgrading Websense V-Series appliances to v8.0.x](#)
- [Web Security Gateway and Email Security Gateway on V-Series: Upgrade to 8.0.x](#)
- [Web Security and Web Security Gateway on V-Series Upgrade to 8.0.x](#)
- [Email Security Gateway on V-Series: Upgrade to 8.0.x](#)

The upgrade from v7.8.1, 7.8.2, 7.8.3, or 7.8.4 to 8.0.x is:

- Applied to V-Series appliances via a software patch.
Patches are installed via the Appliance console under the **Administration > Patches/Hotfixes > Patches** page.



Important

If you have multiple appliances, and:

- They are running version 7.8.3 or 7.8.4
- You plan to download the upgrade patch and then upload it to a local host for download to the other appliances

You may run into a Java version error. For a complete description and work around, please see the knowledge base article [V-Series patch upload Java version error](#).



Important

After upgrading a filtering only appliance with an off-appliance policy source, the Web module of TRITON Manager (formerly the Web Security manager) lists two Filtering Service instances with the same IP address in **Settings > Network Agent > Global**.

To avoid this problem, before upgrading a filtering only appliance from v7.8.x to 8.0.x:

1. Switch filtering only mode to full policy source mode.
2. Run the upgrade process.
3. Switch back to filtering only mode.

Estimates of time to complete upgrade

V-Series Appliance Upgrade Guide | Upgrades to v8.0.x

The table below provides estimates of the time needed for the 8.0.0 patch to be installed on an appliance. The amount of time varies, as indicated. Not all V-Series configurations are shown.

| System | Configuration | Elapsed time |
|--------|---|-----------------|
| V10000 | Dual mode: Web Security Gateway (now TRITON AP-WEB) Full policy source and Email Security Gateway (now TRITON AP-EMAIL) | 50 - 70 minutes |
| V10000 | Dual mode: Web Security Gateway (now TRITON AP-WEB) User directory and filtering and Email Security Gateway (now TRITON AP-EMAIL) | 70 - 90 minutes |
| V10000 | Dual mode: Web Security (now Web Filter & Security) and Email Security Gateway (now TRITON AP-EMAIL) | 45-65 minutes |

| System | Configuration | Elapsed time |
|-----------------|--|-----------------|
| V10000 | Web security only: Web Security Gateway (now TRITON AP-WEB) Full policy source | 40 - 60 minutes |
| V10000 V5000 | Web security only: Web Security Gateway (now TRITON AP-WEB) User directory and filtering | 60 - 80 minutes |
| V10000 V5000 | Email Security Gateway (now TRITON AP-EMAIL) only | 20 - 30 minutes |
| V5000 | Web Security Gateway (now TRITON AP-WEB) Filtering only | 30 minutes |

The following provides a basic sample scenario:

Approximate total upgrade time, beginning to end, for all upgrade tasks:

- 1 Dual mode V10000 appliance
- 2 Windows R2 2008 servers: 1 for the TRITON Manager, 1 for Web and Email Log Server

Approximate upgrade time: 3 to 4 hours

The download speed for each patch that you're going to apply depends on your network environment and can vary significantly.

Activity breakout:

- 1 hour to download the version 8.0.x appliance upgrade (patch) file (if the download speed is 512 kilobytes per second). This is the estimated time per patch. Depending on the upgrade path you take, your upgrade may involve more than one patch.
- 10 minutes to back up the V-Series appliance
- 70 to 90 minutes for the patch to perform the upgrade
- 10 minutes to restart the V-Series and verify that the upgrade was successful
- 20 minutes to download the version 8.0.x TRITON Unified Installer
- 40 to 60 minutes to run the installer to upgrade the TRITON management server and the Log Server host
- 5 minutes to restart the Windows servers and verify that the upgrade was successful

Service disruption during upgrade

Appliance services are disrupted while the upgrade is applied and until the appliance completes restarting. See *Estimates of time to complete upgrade*, page 27.



Note

Service is not disrupted while the off-box components are upgraded.

Preparing for the appliance upgrade

V-Series Appliance Upgrade Guide | Upgrades to v8.0.x

Before applying the 8.0.x patch, perform these tasks and be aware of the following issues.

If you are not already familiar with the preparation required for upgrade of off-appliance components, review those requirements before upgrading your appliances.

- For web protection solutions, see [Before upgrading Web Security to v8.0.x](#).
- For email protection solutions, see [Preparing for the upgrade](#).

Back up appliance configuration and settings

Perform a **full appliance configuration** backup:

1. Log on to Appliance Manager and go to the **Administration > Backup Utility** page.
2. Under Perform Backup, select **Full Appliance Configuration** as the backup type.
3. Click **Run Backup Now**.
4. When the backup file appears in the **Local Backup Files** list, click the backup file name. When prompted, save the backup file in another location off the appliance.

Content Gateway logs

If the appliance hosts Web Security Gateway (Anywhere), during the upgrade, depending on their size, older Content Gateway logs may be automatically removed by the upgrade procedure to make room for the new version.

To ensure that all Content Gateway logs are retained, you can download the Content Gateway logging directory.

1. In the Appliance Manager, go to **Administration >Logs**.
2. Select the **Websense Content Gateway** module and then **Download entire log file**.
3. Click **Submit** and specify a location to save the file.

Policy databases and TRITON databases are not affected by the upgrade.

Content Gateway Integrated Windows Authentication (IWA) settings

IWA domain joins should be preserved through the upgrade process. However, in the event that the IWA domain joins are dropped during the upgrade, make a record of the settings in advance. Log on to Content Gateway and record the IWA settings, including the names of domains to which IWA is joined. Keep this record where you can easily retrieve it after the upgrade.

Network Agent settings

In the majority of deployments, upgrade preserves all Network Agent settings.

However, when the following conditions are both true, the upgrade process does not preserve several Network Agent settings:

- There is a Filtering only appliance that is configured to get policy information from the Policy Broker machine (either the Full policy source appliance or an off-appliance software installation).
- There is an off-appliance Network Agent installation that uses the Filtering Service on the Filtering only appliance, and uses the Policy Server on the Policy Broker machine.

When the above conditions are both true and the upgrade is performed, the settings for the off-appliance Network Agent installation are not retained.

In this case, record your Network Agent settings (configured in TRITON - Web Security) before performing the upgrade. Go to the Local Settings page for each Network Agent instance (**Settings > Network Agent > agent_IP_address**) and record **all** of its settings.

The following local settings are not preserved.

- Filtering Service IP address
- If Filtering Service is unavailable
- Proxies and Caches
- Port Monitoring
- Ignore Port
- Debug Setting

NIC Configuration settings (from the **Settings > Network Agent > NIC Configuration** page for each NIC) are also not preserved:

- Use this NIC to monitor traffic
- Monitor List
- Monitor List Exceptions

Save your record where you can easily access it when the upgrade is complete.

Administrator accounts

Make sure that administrator accounts authenticated by a directory service have an email address specified in the directory service. In versions 7.8.1 and later, an email address is required for each administrator account (except group accounts).

Content Gateway changes

See the [Websense Web Protection Release Notes](#) for information about enhancements and changes in version 8.0.0.

Upgrade instructions

V-Series Appliance Upgrade Guide | Upgrades to v8.0.x



Important

V-Series appliance services are not available while the patch is being applied and until the appliance completes restarting. See *Estimates of time to complete upgrade*, page 38.

It is best to perform the upgrade at a time when service demand is low.

1. If you have multiple V-Series appliances, read *Upgrading multiple V-Series appliances*, page 44, **before** following this procedure.
2. Take all precautions to ensure that power to the V-Series appliance is not interrupted during the upgrade. Power failure can result in operating system and software component corruption.
3. Back up appliance configuration and settings. See *Back up appliance configuration and settings*, page 40.
4. Restart the appliance (in Appliance Manager: **Status > General > Restart Appliance**).
5. If Policy Broker and Policy Database are installed on an off-appliance server, make sure they're upgraded to version 8.0.x and are running. You should simultaneously upgrade all TRITON services that are installed on the off-box server with Policy Broker and Policy Database.
6. To download the upgrade patch, in the Appliance Manager go to the **Administration > Patches/Hotfixes > Patches** tab. The upgrade patch for version 8.0.x should be listed in the **Table of available patches**. If it's not, click **Check for Patches**. The patch should be listed as available.
Alternatively, the patch can be downloaded from www.forcepoint.com and uploaded to the appliance.
 - a. Go to [My Account](#) (formerly MyWebsense) and select the **Downloads** tab. Click **Get Hotfixes & Patches**. Select your appliance model.
 - b. Download the upgrade patch.

- c. Log on to the Appliance Manager and navigate to **Administration > Patches/Hotfixes**.
- d. Click **Browse** and select the upgrade file for version 8.0.x.
- e. Click **Upload**. After a few seconds the upgrade is listed in the **Available patches** list.

This is an efficient method when your deployment has many appliances because the download from Forcepoint occurs only once. Other appliances can upload the patch from the local location.

7. Click **Install** to apply the upgrade. Note that patch installation may take significantly longer than warned. See [Estimates of time to complete upgrade, page 38](#).
8. A **system check** is launched to make sure you're set up correctly for the upgrade to succeed. This may take several minutes.
9. When you see that all patch pre-requisites have been met, you can continue to install the patch by clicking **Install Patch**.
10. Review the subscription agreement that you have with Websense. Check **I accept this agreement** and **Continue**.
11. A confirmation message tells you that during the upgrade you are logged out of the Appliance manager and the appliance restarts. Click **OK** to begin the upgrade. While the upgrade is performed, services are **unavailable** to users.
12. After the appliance has automatically restarted, log on to the Appliance manager and go to **Administration > Patches/Hotfixes > Patches** tab. Under **Patch History**, for version 8.0.0, it should say "Patch has been installed successfully" in the **Comments** section. In the Appliance manager, you can also check the appliance version number by going to the **Configuration > System** page and looking under **System Information**.

On the **Configuration > System** page, you can also confirm and adjust, if necessary, the **Time and Date** settings, paying particular attention to the time zone setting.

13. If you have multiple appliances, after identifying the Policy Broker and Policy Database machine and upgrading that machine, you can move on to upgrading the next appliance and subsequent appliances. See [Upgrading multiple V-Series appliances, page 44](#).
14. Upgrade all TRITON components that you haven't already upgraded and which run off the appliance. These may include Web and Email Log Server, transparent identification agents, and the TRITON Manager. If Policy Broker and Policy Server are on the same off-appliance server as the TRITON Manager, you should have already upgraded all components on that box.

See [Upgrading Websense Web Protection Solutions](#) and [Upgrading Email Protection Solutions](#) for instructions.

If the upgrade fails, contact [Technical Support](#).

Upgrading multiple V-Series appliances

V-Series Appliance Upgrade Guide | Upgrades to v8.0.x

When multiple V-Series appliances are deployed in the same network, it is very important that they be upgraded in the prescribed order.

If the appliance is an Email mode (only) appliance

Apply the upgrade patch for the version you want before upgrading the off-appliance components.

If the appliance includes Web Security mode

It is a best practice to upgrade the *Full policy source* appliance first, then the *User directory and filtering*, then *Filtering only* appliances, and finally the off-appliance TRITON components.

Best practice for upgrade sequence if Full policy source is on V-Series appliance

Follow this sequence whether the Full policy source is a Web mode (only) or Web and Email mode appliance.

Upgrade the **Full policy source** V-Series appliance. Each time the upgrade completes, the appliance automatically restarts.

1. Sequentially apply the upgrade to all **User directory and filtering** appliances.
2. Sequentially apply the upgrade to all **Filtering only** appliances.
3. After all appliances have been upgraded, upgrade off-box components.

Best practice for upgrade sequence if Full policy source is not on V-Series appliance

If you have multiple V-Series appliances and the policy source (Policy Broker and Policy Server) is located off-appliance:

1. Make sure Policy Broker and Policy Server are upgraded to the version you want and are running. You should simultaneously upgrade all TRITON services that are installed on the off-appliance server with Policy Broker and Policy Server. Use the version 8.0.x TRITON Unified Installer to upgrade the Policy Broker system. See [Upgrading Websense Web Protection Solutions](#) for instructions.
2. Sequentially apply the upgrade to all **User directory and filtering** appliances. Each time the upgrade completes on an appliance, the appliance automatically restarts.
3. Sequentially apply the upgrade to all **Filtering only** appliances.
4. Use the version 8.0.x TRITON installer to upgrade remaining off-appliance components. See [Upgrading Websense Web Protection Solutions](#) for instructions.

If the Full policy source appliance is down or unavailable

Best practice is to upgrade the *Full policy source* appliance first, then the *User directory and filtering*, then *Filtering only* appliances, and finally the off-appliance TRITON components.

However, if your site must upgrade a *User directory and filtering* or *Filtering only* appliance before the *Full policy source* appliance, or if your *Full policy source* appliance is unavailable, is being replaced, or is being re-imaged, then set a *User directory and filtering* or *Filtering only* appliance (temporarily) to be the Full policy source. To do this:

1. Back up the Full backup file of the User directory and filtering or Filtering only appliance in case changing the policy source fails.
2. On that secondary appliance, in the V-Series console, navigate to **Configuration > Web Security Components**.
3. For **Policy Source**, select **Full policy source**. Save the setting.
4. Upgrade this appliance to the version you want. The appliance automatically restarts when the upgrade finishes.

After the original *Full policy source* appliance has been upgraded, replaced, or re-imaged, change the upgraded temporary *Full policy source* machine to point to the original *Full policy source* again for its policy information. To do this:

1. Upgrade the primary appliance. When the upgrade is done, the appliance automatically restarts.
2. On the previously upgraded secondary appliance, in the V-Series console, navigate to **Configuration > Web Security Components**.
3. For **Policy Source**, select **User directory and filtering** or **Filtering only** and enter the IP address of the primary appliance. Save the setting.
4. Use the version 8.0.x TRITON installer to upgrade remaining off-appliance components. See [Upgrading Websense Web Protection Solutions](#) for instructions.

To see all upgrade instructions go to [Upgrading V-Series appliances from v7.8.x to 8.0.x, page 36](#).

Post-upgrade activities

V-Series Appliance Upgrade Guide | Upgrades to v8.0.x

Version 8.0.0 is the first product release to use a new, simplified product naming and grouping of the familiar Websense TRITON product line.

| Original Name | New Name |
|-----------------------|--------------------------------|
| Websense Web Filter | Websense Web Filter & Security |
| Websense Web Security | Websense Web Filter & Security |

| Original Name | New Name |
|---|--|
| Websense TRITON Web Security Gateway | Websense TRITON AP-WEB |
| Websense TRITON Web Security Gateway Anywhere | Websense TRITON AP-WEB with: <ul style="list-style-type: none"> • Web Hybrid Module • Web DLP Module • Web Sandbox Module |
| Websense TRITON Data Security | Websense TRITON AP-DATA |
| Websense TRITON Email Security Gateway | Websense TRITON AP-EMAIL with <ul style="list-style-type: none"> • Email DLP Module • Email Encryption Module • Email Sandbox Module |
| Websense TRITON Email Security Gateway Anywhere | Websense TRITON AP-EMAIL with <ul style="list-style-type: none"> • Email DLP Module • Email Sandbox Module • Email Hybrid Module • Image Analysis Module |

The TRITON Unified Security Center is now known as TRITON Manager.

For more information about how these changes may affect you, or to change the add-on modules activated by your subscription, contact your sales partner or Forcepoint Sales representative.

Depending on the solutions installed on your appliances, after upgrade perform the following:

- If your appliance includes TRITON AP-EMAIL, perform the TRITON AP-EMAIL [Post-upgrade activities](#).
- If your appliance hosts a Web Protection Policy Server (is a *User directory and filtering* appliance), log onto the TRITON Manager, go to the Web module **Settings > General > Policy Servers** page, and add the Policy Server instance. Next, go to the TRITON Manager **Appliances** tab and register the appliance.
- If your appliance includes TRITON AP-WEB, perform the Content Gateway [Post-upgrade activities](#).
- If your appliance uses the Network Agent module, [Verify Network Agent settings, page 47](#).
- Review the Release Notes for the TRITON solutions on your appliances (links provided below). There are several new features that may require some configuration to put into effect.

For the 7.8.2 release, web protection users may be especially interested in improvements made to Policy Broker replication, Filtering Service, User Service, Directory Agent, Log Server, LogonApp, the Installer, and the Web component manager. For Web Security Gateway Anywhere (TRITON AP-WEB) users, emphasis was placed on stability and performance.

Email Security Gateway (TRITON AP-EMAIL) users may be interested in the on-premises secure message delivery feature, providing a secure portal in which an organization's customers may view, send, and manage email that contains sensitive information. Email Security Gateway Anywhere users will be interested in the phishing detection and education feature, part of the TRITON File Sandbox (formerly ThreatScope) add-on functionality.

- [v7.8.2 Web Security Release Notes](#)
- [v7.8.2 Content Gateway Release Notes](#)
- [v7.8.2 Email Security Gateway Release Notes](#)

For the 7.8.3 release, Web Security Gateway Anywhere users can configure a delay for the download of data files used for Content Gateway analysis; use IP spoofing with explicit proxy; and configure rule-based authentication to use a new Captive Portal authentication method. Web Security now offers support for Mac OS X 10.9.2 and Windows 8.1 Update 1 for the logon application, and for Firefox 28 and Chrome 33 and 34.

Email Security Gateway users may be interested in how an email DLP policy action plan in Data Security may now include a filter action created in the Email Security manager. The on-premises secure messaging portal end-user registration process has also been enhanced.

- [v7.8.3 Web Security Release Notes](#)
- [v7.8.3 Content Gateway Release Notes](#)
- [v7.8.3 Email Security Gateway Release Notes](#)

For the 7.8.4 release, please review the release notes below.

- [v7.8.4 Web Security Release Notes](#)
- [v7.8.4 Content Gateway Release Notes](#)
- [v7.8.4 Email Security Gateway Release Notes](#)

For the 8.0.0 release, please review the release notes below.

- [v8.0.0 Web Protection Release Notes](#)
- [v8.0.0 TRITON AP-EMAIL Release Notes](#)

For the 8.0.1 release, please review the release notes below.

- [v8.0.1 Web Protection Release Notes](#)
- [v8.0.1 TRITON AP-EMAIL Release Notes](#)

Verify Network Agent settings

If you had to record your Network Agent settings prior to upgrade (*Network Agent settings*, page 29), restore them after the TRITON console has been upgraded.

Log on to TRITON Manager. In the Web module, go to **Settings > Network Agent > Local Settings**.

Select the IP address of the affected Network Agent installations and check and restore all values, paying particular attention to:

- Filtering Service IP address

- If Filtering Service is unavailable
- Proxies and Caches
- Port Monitoring
- Ignore Port
- Debug Setting

Also, check the **Settings > Network Agent > NIC Configuration** page for each NIC:

- Use this NIC to monitor traffic
- Monitor List
- Monitor List Exceptions

When your changes are complete, click **OK** and then **Save and Deploy**.

Upgrading V-Series appliances from v7.8.x or 8.0.x to 8.1.x

V-Series Appliance Upgrade Guide | Upgrades to v8.1.x

Related topics:

- [Estimates of time to complete upgrade, page 52](#)
- [Preparing for the appliance upgrade, page 53](#)
- [Upgrade instructions, page 54](#)
- [Upgrading multiple V-Series appliances, page 56](#)
- [Post-upgrade activities, page 58](#)



Important

Not all V-Series models support versions 8.x.

Older V10000 G2 and V5000 G2 appliances, known as revision 1 (or R1) appliances are not supported with version 8.0.0 and higher. Websense stopped shipping these models:

- V10000 G2 R1 Third quarter, 2011
- V5000 G2 R1 First quarter, 2012

If you plan to upgrade to version 8.x, you should verify the full model number of the appliances you plan to upgrade. See the knowledge base article titled [V-Series appliances supported with version 8.0.](#)



Important

Product names and bundles changed in version 8.0.0. The changes are summarized in the [Post-upgrade activities, page 58.](#)

This upgrade process applies to the following TRITON solutions and platforms:

- V10000 and V5000 appliances; see [V-Series appliances supported with v8.x](#) for a list of supported models
- TRITON AP-WEB and Web Security & Filter
- Web Security, Web Security Gateway, and Web Security Gateway Anywhere
- TRITON AP-EMAIL, Email Security Gateway, and Email Security Gateway Anywhere

The table lists the upgrade paths to version 8.1.x. The table also includes the path for upgrading from version 7.7.x to 7.8.1. You must upgrade to version 7.8.1 (or later) before upgrading to version 8.1.x:

| To upgrade from | To this version | Step One | Step Two | Step Three |
|---|-----------------|------------------|------------------|------------------|
| 7.7.x | 7.8.1 | Apply HF 90 | Upgrade to 7.8.1 | |
| 7.7.x | 7.8.2 | Apply HF 90 | Upgrade to 7.8.1 | Upgrade to 7.8.2 |
| 7.7.x | 7.8.3 | Apply HF 90 | Upgrade to 7.8.1 | Upgrade to 7.8.3 |
| 7.7.x | 7.8.4 | Apply HF 90 | Upgrade to 7.8.1 | Upgrade to 7.8.4 |
| 7.8.x *See Important , below. | 8.1.x | Upgrade to 8.1.x | | |
| 8.0.x | 8.1.x | Upgrade to 8.1.x | | |

The upgrade from 7.8.x or 8.0.x to 8.1.x is applied to V-Series appliances with a software patch. Patches are installed via the Appliance console under the **Administration > Patches/Hotfixes > Patches** page.



Important

If you have multiple appliances, and:

- They are running version 7.8.3, 7.8.4, 8.0.0, or 8.0.1
- You plan to download the upgrade patch and then upload it to a local host for download to the other appliances

You may run into a Java version error. For a complete description and work around, please see the knowledge base article [V-Series patch upload Java version error](#).



Important

If you have multiple appliances, and:

- They are running version 7.8.1 or 7.8.2
- And, you plan to download the upgrade patch and then upload it to other appliances

You need to apply hotfix 10 before you upload the upgrade patch. Hotfix 10 removes a file size limit that otherwise prevents the patch file from successfully uploading from the local storage location. This problem does not exist in v7.8.3; no hotfix is available or needed for that version.

To apply hotfix 10:

1. In the Appliance manager, go to **Administration > Patches / Hotfixes > Hotfixes**.
2. Locate and download the hotfix 10 rpm package.
 - If the appliance is running 7.8.1, enter **APP-7.8.1-010** and click **Find**.
 - If the appliance is running 7.8.2, enter **APP-7.8.2-010** and click **Find**.
3. After locating the correct hotfix, click **Download**.
4. Click **Install** to install the hotfix.
5. After installation is complete, restart the appliance.

After hotfix 10 is installed, to upload a patch on the appliance you must use Internet Explorer 11 or higher, or Chrome 11 or higher, or Firefox 4 or higher.

For an overview of the upgrade process, see the following upgrade flow diagrams:

- [Web Security Gateway and Email Security Gateway on V-Series: Upgrade to 8.1.x](#)
- [Web Security and Web Security Gateway on V-Series Upgrade to 8.1.x](#)
- [Email Security Gateway on V-Series: Upgrade to 8.1.x](#)

Estimates of time to complete upgrade

V-Series Appliance Upgrade Guide | Upgrades to v8.1.x

The table below provides estimates of the time needed for the 8.1.0 patch to be installed on an appliance. The amount of time varies, as indicated. Not all V-Series configurations are shown.

| System | Configuration | Elapsed time |
|-----------------|---|-----------------|
| V10000 | Dual mode: TRITON AP-WEB (formerly Web Security Gateway) Full policy source or, User directory and filtering or, Filtering only and TRITON AP-EMAIL (formerly Email Security Gateway) | 40 - 60 minutes |
| V10000 | Web security only: TRITON AP-WEB (formerly Web Security Gateway) Full policy source | 35 - 45 minutes |
| V10000 V5000 | Web security only: TRITON AP-WEB (formerly Web Security Gateway) User directory and filtering | 35 - 45 minutes |
| V10000 V5000 | TRITON AP-EMAIL (formerly Email Security Gateway) only | 20 - 30 minutes |
| V5000 | TRITON AP-WEB (formerly Web Security Gateway) Filtering only | 30 minutes |

The following provides a basic sample scenario:

Approximate total upgrade time, beginning to end, for all upgrade tasks:

- 1 Dual mode V10000 appliance
- 2 Windows 2012 servers: 1 for the TRITON Manager, 1 for Web and Email Log Server

Approximate upgrade time: 3 to 4 hours

The download speed for each patch depends on your network environment and can vary significantly.

Activity breakout:

- 1 hour to download the 8.1.x upgrade (patch) file (assuming the download speed is 512 kilobytes per second). This is the estimated time per patch. Depending on the upgrade path you take, your upgrade may involve more than one patch.

- 10 minutes to back up the V-Series appliance
- 60 to 70 minutes for the patch to perform the upgrade and to verify that the upgrade was successful
- 20 minutes to download the version 8.1.x TRITON Unified Installer
- 40 to 60 minutes to run the installer to upgrade the TRITON management server and the Log Server host
- 5 minutes to restart the Windows servers and verify that the upgrade was successful

Service disruption during upgrade

Appliance services are disrupted while the upgrade is applied to the appliance, continuing until the appliance completes restarting. See *Estimates of time to complete upgrade*, page 52.



Note

Service is not disrupted while the off-box components are upgraded.

Preparing for the appliance upgrade

V-Series Appliance Upgrade Guide | Upgrades to v8.1.x

Before applying the 8.1.x patch, perform these tasks and be aware of the following issues.

If you are not already familiar with the preparation required for upgrade of off-appliance components, review those requirements before upgrading your appliances.

- For web protection solutions, see [Before upgrading Web Security to v8.1.x](#).
- For email protection solutions, see [Preparing for the upgrade](#).

Back up appliance configuration and settings

Perform a **full appliance configuration** backup:

1. Log on to Appliance Manager and go to the **Administration > Backup Utility** page.
2. Under Perform Backup, select **Full Appliance Configuration** as the backup type.
3. Click **Run Backup Now**.
4. When the backup file appears in the **Local Backup Files** list, click the backup file name. When prompted, save the backup file to an off-appliance location.

Content Gateway logs

If the appliance hosts TRITON AP-WEB (Web Security Gateway / Anywhere), during the upgrade, depending on their size, older Content Gateway logs may be automatically removed by the upgrade procedure to make room for the new version.

To ensure that all Content Gateway logs are retained, you can download the Content Gateway logging directory.

1. In the Appliance Manager, go to **Administration >Logs**.
2. Select the **Websense Content Gateway** module and then **Download entire log file**.
3. Click **Submit** and specify a location to save the file.

Policy databases and TRITON databases are not affected by the upgrade.

Content Gateway Integrated Windows Authentication (IWA) settings

IWA domain joins should be preserved through the upgrade process. However, in case the IWA domain joins are dropped, make a record of the settings before starting the upgrade. Log on to Content Gateway and record the IWA settings, including the names of domains to which IWA is joined. Keep this record where you can easily retrieve it after the upgrade.

Administrator accounts

Make sure administrator accounts authenticated by a directory service have an email address specified in the directory service. In versions 7.8.1 and later, an email address is required for each administrator account (except group accounts).

Content Gateway changes

See the [Websense Web Protection Release Notes](#) for information about enhancements and changes in version 8.1.0.

Upgrade instructions

V-Series Appliance Upgrade Guide | Upgrades to v8.1.x



Important

V-Series appliance services are not available while the patch is being applied and until the appliance completes restarting. See *Estimates of time to complete upgrade*, page 52.

It is best to perform the upgrade at a time when service demand is low.

1. If you have multiple V-Series appliances, read [Upgrading multiple V-Series appliances, page 56](#), **before** following this procedure.
2. Take all precautions to ensure that power to the V-Series appliance is not interrupted during the upgrade. Power failure can result in operating system and software component corruption.
3. Back up appliance configuration and settings. See [Back up appliance configuration and settings, page 53](#).
4. Restart the appliance (in Appliance Manager: **Status > General > Restart Appliance**). This ensures that the appliance is in a clean state for the upgrade.
5. If Policy Broker and Policy Database are installed on an off-appliance server, make sure they're upgraded to version 8.1.x and are running. You should simultaneously upgrade all TRITON services that are installed on the off-box server with Policy Broker and Policy Database.
6. To download the upgrade patch, in the Appliance Manager go to the **Administration > Patches/Hotfixes > Patches** tab. The upgrade patch for version 8.1.x should be listed in the **Table of available patches**. If it's not, click **Check for Patches**. The patch should be listed as available.

Alternatively, the patch can be downloaded from www.forcepoint.com and uploaded to the appliance.



Important

If you are upgrading from 7.8.1 or 7.8.2, you need to apply hotfix 10. Hotfix 10 removes a file size limit that otherwise prevents the patch file from successfully uploading from the local storage location. See the **Important** note near to beginning of [Upgrading V-Series appliances from v7.8.x or 8.0.x to 8.1.x](#).

- a. Go to [My Account](#) (formerly MyWebsense) and select the **Downloads** tab. Click **Hotfixes & Patches**. In the **Product** drop down, select your appliance model. In the **Version** drop down, select 8.1.x.
 - b. Download the upgrade patch.
 - c. Log on to the Appliance manager and navigate to **Administration > Patches/Hotfixes**.
 - d. Click **Upload Patch Manually**, then **Browse**, and then select the upgrade file for version 8.1.x.
 - e. Click **Upload** to initiate upload of the patch to the appliance. Depending on the speed of the network, upload can take as long as 20 minutes. When the upload is complete the upgrade is listed in the **Available patches** list.
- Because local network speeds are usually faster than the Internet gateway, this is an efficient method when your deployment has many appliances. The upgrade patch is downloaded only once from patch download server. Other appliances upload the patch from the local location.
7. Click **Install** to apply the upgrade.

If the subscription agreement is not displayed within 60 seconds, close and re-open the browser, return to the **Patches / Hotfixes > Patches** page, and initiate the patch installation again.

Note that patch installation may take significantly longer than warned. See [Estimates of time to complete upgrade, page 52](#).

8. The patch first performs a **system check** to make sure the appliance is set up correctly for the upgrade to succeed. This may take several minutes.
9. When you see that all patch pre-requisites have been met, you can continue to install the patch by clicking **Install Patch**.
10. Review the subscription agreement. Check **I accept this agreement** and **Continue**.
11. A confirmation message tells you that during the upgrade you are logged out of the Appliance manager and the appliance restarts. Click **OK** to begin the upgrade. While the upgrade is performed, services are **unavailable** to users.
12. After the appliance has automatically restarted, log on to the Appliance manager and go to **Administration > Patches/Hotfixes > Patches** tab. Under **Patch History**, for version 8.1.x, it should say “Patch has been installed successfully” in the **Comments** section. In the Appliance manager, you can also check the appliance version number by going to the **Configuration > System** page and looking under **System Information**.
On the **Configuration > System** page, you can also confirm and adjust, if necessary, the **Time and Date** settings, paying particular attention to the time zone setting.
13. If you have multiple appliances, after identifying the Policy Broker and Policy Database machine and upgrading that machine, you can move on to upgrading the next appliance and subsequent appliances. See [Upgrading multiple V-Series appliances, page 56](#).
14. Upgrade all TRITON components that you haven’t already upgraded and which run off the appliance. These may include Web and Email Log Server, transparent identification agents, and the TRITON Manager. If Policy Broker and Policy Server are on the same off-appliance server as the TRITON Manager, you should have already upgraded all components on that box.

See [Upgrading Websense Web Protection Solutions](#) and [Upgrading Email Protection Solutions](#) for instructions.

If the upgrade fails, contact [Technical Support](#).

Upgrading multiple V-Series appliances

V-Series Appliance Upgrade Guide | Upgrades to v8.1.x

When multiple V-Series appliances are deployed in the same network, it is very important that they be upgraded in the prescribed order.

If the appliance is an Email mode (only) appliance

Apply the upgrade patch for the version you want before upgrading the off-appliance components.

If the appliance includes a Web protection mode

It is a best practice to upgrade the *Full policy source* appliance first, then the *User directory and filtering*, then *Filtering only* appliances, and finally the off-appliance TRITON components.

Best practice for upgrade sequence if Full policy source is on V-Series appliance

Follow this sequence whether the Full policy source is a Web mode (only) or Web and Email mode appliance.

Upgrade the **Full policy source** V-Series appliance. Each time the upgrade completes, the appliance automatically restarts.

1. Sequentially apply the upgrade to all **User directory and filtering** appliances.
2. Sequentially apply the upgrade to all **Filtering only** appliances.
3. After all appliances have been upgraded, upgrade off-box components.

Best practice for upgrade sequence if Full policy source is not on V-Series appliance

If you have multiple V-Series appliances and the policy source (Policy Broker and Policy Server) is located off-appliance:

1. Make sure Policy Broker and Policy Server are upgraded to the version you want and are running. You should simultaneously upgrade all TRITON services that are installed on the off-appliance server with Policy Broker and Policy Server. Use the version 8.1.x TRITON Unified Installer to upgrade the Policy Broker system. See [Upgrading Websense Web Protection Solutions](#) for instructions.
2. Sequentially apply the upgrade to all **User directory and filtering** appliances. Each time the upgrade completes on an appliance, the appliance automatically restarts.
3. Sequentially apply the upgrade to all **Filtering only** appliances.
4. Use the version 8.1.x Websense installer to upgrade remaining off-appliance components. See [Upgrading Websense Web Protection Solutions](#) for instructions.

If the Full policy source appliance is down or unavailable

Best practice is to upgrade the *Full policy source* appliance first, then the *User directory and filtering*, then *Filtering only* appliances, and finally the off-appliance TRITON components.

However, if your site must upgrade a *User directory and filtering* or *Filtering only* appliance before the *Full policy source* appliance, or if your *Full policy source*

appliance is unavailable, is being replaced, or is being re-imaged, then set a *User directory and filtering* or *Filtering only* appliance (temporarily) to be the Full policy source. To do this:

1. Back up the Full backup file of the User directory and filtering or Filtering only appliance in case changing the policy source fails.
2. On the secondary appliance, in the V-Series manager, navigate to **Configuration > Web Security Components**.
3. For **Policy Source**, select **Full policy source**. Save the setting.
4. Upgrade this appliance to the version you want. The appliance automatically restarts when the upgrade finishes.

After the original *Full policy source* appliance has been upgraded, replaced, or re-imaged, change the upgraded temporary *Full policy source* machine to point to the original *Full policy source* again for its policy information. To do this:

1. Upgrade the primary appliance. When the upgrade is done, the appliance automatically restarts.
2. On the previously upgraded secondary appliance, in the V-Series console, navigate to **Configuration > Web Security Components**.
3. For **Policy Source**, select **User directory and filtering** or **Filtering only** and enter the IP address of the primary appliance. Save the setting.
4. Use the version 8.1.x TRITON installer to upgrade remaining off-appliance components. See [Upgrading Websense Web Protection Solutions](#) for instructions.

To see all upgrade instructions go to [Upgrading V-Series appliances from v7.8.x or 8.0.x to 8.1.x](#), page 49.

Post-upgrade activities

V-Series Appliance Upgrade Guide | Upgrades to v8.1.x

Version 8.0.0 was the first product release to use a new, simplified product naming and grouping of the familiar TRITON product line.

| Original Name | New Name |
|---|--|
| Websense Web Filter | Websense Web Filter & Security |
| Websense Web Security | Websense Web Filter & Security |
| Websense TRITON Web Security Gateway | Websense TRITON AP-WEB |
| Websense TRITON Web Security Gateway Anywhere | Websense TRITON AP-WEB with: <ul style="list-style-type: none"> ● Web Hybrid Module ● Web DLP Module ● Web Sandbox Module |
| Websense TRITON Data Security | Websense TRITON AP-DATA |

| Original Name | New Name |
|---|--|
| Websense TRITON Email Security Gateway | Websense TRITON AP-EMAIL with <ul style="list-style-type: none"> • Email DLP Module • Email Encryption Module • Email Sandbox Module |
| Websense TRITON Email Security Gateway Anywhere | Websense TRITON AP-EMAIL with <ul style="list-style-type: none"> • Email DLP Module • Email Sandbox Module • Email Hybrid Module • Image Analysis Module |

The TRITON Unified Security Center is now known as TRITON Manager.

For more information about how these changes may affect you, or to change the add-on modules activated by your subscription, contact your sales partner or Forcepoint Sales representative.

Depending on the solutions installed on your appliances, after upgrade perform the following:

- If your appliance includes TRITON AP-EMAIL, perform the TRITON AP-EMAIL [Post-upgrade activities](#).
- If your appliance hosts a Web Protection Policy Server (is a *User directory and filtering* appliance), log onto the TRITON Manager, go to the Web module **Settings > General > Policy Servers** page, and add the Policy Server instance. Next, go to the TRITON Manager **Appliances** tab and register the appliance.
- If your appliance includes TRITON AP-WEB, perform the Content Gateway [Post-upgrade activities](#).
- Review the Release Notes for the TRITON solutions on your appliances. New features may require configuration to be put into effect.

Version 8.1.0

- [v8.1.0 Web Protection Release Notes](#)
- [v8.1.0 TRITON AP-EMAIL Release Notes](#)

Version 8.0.1

- [v8.0.1 Web Protection Release Notes](#)
- [v8.0.1 TRITON AP-EMAIL Release Notes](#)

Version 8.0.0

- [v8.0.0 Web Protection Release Notes](#)
- [v8.0.0 TRITON AP-EMAIL Release Notes](#)

Version 7.8.4

- [v7.8.4 Web Security Release Notes](#)
- [v7.8.4 Content Gateway Release Notes](#)
- [v7.8.4 Email Security Gateway Release Notes](#)

Version 7.8.3

- [v7.8.3 Web Security Release Notes](#)
- [v7.8.3 Content Gateway Release Notes](#)
- [v7.8.3 Email Security Gateway Release Notes](#)

Version 7.8.2

- [v7.8.2 Web Security Release Notes](#)
- [v7.8.2 Content Gateway Release Notes](#)
- [v7.8.2 Email Security Gateway Release Notes](#)

Upgrading V-Series appliances from v7.8.x, 8.0.x, or 8.1.x to v8.2.x

V-Series Appliance Upgrade Guide | Upgrades to v8.2.x

Related topics:

- [Estimates of time to complete upgrade, page 62](#)
- [Pre-upgrade activities, page 63](#)
- [Upgrade instructions, page 64](#)
- [Upgrading multiple V-Series appliances, page 66](#)
- [Post-upgrade activities, page 68](#)

This upgrade process applies to the following TRITON solutions and platforms:

- V10000 and V5000 appliances; see [V-Series appliances supported with v8.x](#) for a list of supported models
- TRITON AP-WEB and Web Security & Filter
- Web Security, Web Security Gateway, and Web Security Gateway Anywhere
- TRITON AP-EMAIL, Email Security Gateway, and Email Security Gateway Anywhere

If you are upgrading TRITON APX, see [Upgrading to TRITON APX v8.2](#).

If you are upgrading TRITON AP-DATA, see [Upgrading to TRITON AP-DATA v8.2.x](#).

The table lists the upgrade paths to version 8.2.x. The table also includes the path for upgrading from version 7.7.x to 7.8.1. You must upgrade to version 7.8.1 (or later) before upgrading to version 8.2.x:

| To upgrade from | To this version | Step One | Step Two | Step Three | Step Four |
|---------------------|-----------------|------------------|------------------|------------------|------------------|
| 7.8.4, 8.0.x, 8.1.x | 8.2.x | Upgrade to 8.2.x | | | |
| 7.8.1, 7.8.2, 7.8.3 | 8.2.x | Upgrade to 7.8.4 | Upgrade to 8.2.x | | |
| 7.7.x | 8.2.x | Apply HF 90 | Upgrade to 7.8.1 | Upgrade to 7.8.4 | Upgrade to 8.2.x |

The upgrade from 7.8.4, 8.0.x, or 8.1.x to 8.2.x is applied to V-Series appliances with a software patch. Patches are installed via the Appliance console under the **Administration > Patches/Hotfixes > Patches** page.



Important

If you have multiple appliances, and:

- They are running version 7.8.4, 8.0.0, or 8.0.1
- You plan to download the upgrade patch and then upload it to a local host for download to the other appliances

You may run into a Java version error. For a complete description and work around, please see the knowledge base article [V-Series patch upload Java version error](#).

Estimates of time to complete upgrade

V-Series Appliance Upgrade Guide | Upgrades to v8.2.x

The table below provides estimates of the time needed for the 8.2.0 patch to be installed on an appliance. The amount of time varies, as indicated. Not all V-Series configurations are shown.

| System | Configuration | Elapsed time |
|-----------------|---|-----------------|
| V10000 | Dual mode: TRITON AP-WEB (formerly Web Security Gateway) Full policy source or, User directory and filtering or, Filtering only and TRITON AP-EMAIL (formerly Email Security Gateway) | 40 - 60 minutes |
| V10000 | Web security only: TRITON AP-WEB (formerly Web Security Gateway) Full policy source | 35 - 45 minutes |
| V10000 V5000 | Web security only: TRITON AP-WEB (formerly Web Security Gateway) User directory and filtering | 35 - 45 minutes |
| V10000 V5000 | TRITON AP-EMAIL (formerly Email Security Gateway) only | 20 - 30 minutes |
| V5000 | TRITON AP-WEB (formerly Web Security Gateway) Filtering only | 30 minutes |

The following provides a basic sample scenario:

Approximate total upgrade time, beginning to end, for all upgrade tasks:

- 1 Dual mode V10000 appliance
- 2 Windows 2012 servers: 1 for the TRITON Manager, 1 for Web and Email Log Server

Approximate upgrade time: 3 to 4 hours

The download speed for each patch depends on your network environment and can vary significantly.

Activity breakout:

- 1 hour to download the 8.2.x upgrade (patch) file (assuming the download speed is 512 kilobytes per second). This is the estimated time per patch. Depending on the upgrade path you take, your upgrade may involve more than one patch.

- 10 minutes to back up the V-Series appliance
- 60 to 70 minutes for the patch to perform the upgrade and to verify that the upgrade was successful
- 20 minutes to download the version 8.2.x TRITON Unified Installer
- 40 to 60 minutes to run the installer to upgrade the TRITON management server and the Log Server host
- 5 minutes to restart the Windows servers and verify that the upgrade was successful

Service disruption during upgrade

Appliance services are disrupted while the upgrade is applied to the appliance, continuing until the appliance completes restarting. See *Estimates of time to complete upgrade*, page 62.



Note

Service is not disrupted while the off-box components are upgraded.

Pre-upgrade activities

V-Series Appliance Upgrade Guide | Upgrades to v8.2.x

Before applying the 8.2.x patch, perform these tasks and be aware of the following issues.

If you are not already familiar with the preparation required for upgrade of off-appliance components, review those requirements before upgrading your appliances.

- For web protection solutions, see [Before upgrading Web Security to v8.2.x](#).
- For email protection solutions, see [Preparing for the upgrade](#).

Back up appliance configuration and settings

Perform a **full appliance configuration** backup:

1. Log on to Appliance Manager and go to the **Administration > Backup Utility** page.
2. Under Perform Backup, select **Full Appliance Configuration** as the backup type.
3. Click **Run Backup Now**.
4. When the backup file appears in the **Local Backup Files** list, click the backup file name. When prompted, save the backup file to an off-appliance location.

Content Gateway logs

If the appliance hosts TRITON AP-WEB (Web Security Gateway / Anywhere), during the upgrade, depending on their size, older Content Gateway logs may be automatically removed by the upgrade procedure to make room for the new version.

To ensure that all Content Gateway logs are retained, you can download the Content Gateway logging directory.

1. In the Appliance Manager, go to **Administration >Logs**.
2. Select the **Content Gateway** module and then **Download entire log file**.
3. Click **Submit** and specify a location to save the file.

Policy databases and TRITON databases are not affected by the upgrade.

Content Gateway Integrated Windows Authentication (IWA) settings

IWA domain joins should be preserved through the upgrade process. However, in case there is an error and IWA domain joins are dropped, make a record of the settings before starting the upgrade. Log on to Content Gateway and record the IWA settings. Keep this record where you can easily retrieve it after the upgrade.

Administrator accounts

Make sure administrator accounts authenticated by a directory service have an email address specified in the directory service. In versions 7.8.1 and later, an email address is required for each administrator account (except group accounts).

Content Gateway changes

See the [Forcepoint Web Protection Release Notes](#) for information about enhancements and changes in version 8.2.0.

Upgrade instructions

V-Series Appliance Upgrade Guide | Upgrades to v8.2.x



Important

V-Series appliance services are not available while the patch is being applied and until the appliance completes restarting. See *Estimates of time to complete upgrade*, page 62.

It is best to perform the upgrade at a time when service demand is low.

1. If you have multiple V-Series appliances, read *Upgrading multiple V-Series appliances*, page 66, **before** following this procedure.

2. Take all precautions to ensure that power to the V-Series appliance is not interrupted during the upgrade. Power failure can result in operating system and software component corruption.
3. Back up appliance configuration and settings. See [Back up appliance configuration and settings, page 63](#).
4. Restart the appliance (in Appliance Manager: **Status > General > Restart Appliance**). This ensures that the appliance is in a clean state for the upgrade.
5. If Policy Broker and Policy Database are installed on an off-appliance server, make sure they're upgraded to version 8.2.x and are running. You should simultaneously upgrade all TRITON services that are installed on the off-box server with Policy Broker and Policy Database.
6. To download the upgrade patch, in the Appliance Manager go to the **Administration > Patches/Hotfixes > Patches** tab. The upgrade patch for version 8.2.x should be listed in the **Table of available patches**. If it's not, click **Check for Patches**. The patch should be listed as available.
Alternatively, the patch can be downloaded from www.forcepoint.com and uploaded to the appliance.
 - a. Go to [My Account](#) (formerly MyWebsense), and select the **Downloads** tab. Click **Hotfixes & Patches**. In the **Product** drop down, select your appliance model. In the **Version** drop down, select 8.2.x.
 - b. Download the upgrade patch.
 - c. Log on to the Appliance manager and navigate to **Administration > Patches /Hotfixes**.
 - d. Click **Upload Patch Manually**, then **Browse**, and then select the upgrade file for version 8.2.x.
 - e. Click **Upload** to initiate upload of the patch to the appliance. Depending on the speed of the network, upload can take as long as 20 minutes. When the upload is complete the upgrade is listed in the **Available patches** list.

Because local network speeds are usually faster than the Internet gateway, this is an efficient method when your deployment has many appliances. The upgrade patch is downloaded only once from patch download server. Other appliances upload the patch from the local location.
7. Click **Install** to apply the upgrade.
 If the subscription agreement is not displayed within 60 seconds, close and re-open the browser, return to the **Patches / Hotfixes > Patches** page, and initiate the patch installation again.
 Note that patch installation may take significantly longer than warned. See [Estimates of time to complete upgrade, page 62](#).
8. The patch first performs a **system check** to make sure the appliance is set up correctly for the upgrade to succeed. This may take several minutes.
9. When you see that all patch pre-requisites have been met, you can continue to install the patch by clicking **Install Patch**.
10. Review the subscription agreement. Check **I accept this agreement** and **Continue**.

11. A confirmation message tells you that during the upgrade you are logged out of the Appliance manager and the appliance restarts. Click **OK** to begin the upgrade. While the upgrade is performed, services are **unavailable** to users.
12. After the appliance has automatically restarted, log on to the Appliance manager and go to **Administration > Patches/Hotfixes > Patches** tab. Under **Patch History**, for version 8.2.x, it should say “Patch has been installed successfully” in the **Comments** section. In the Appliance manager, you can also check the appliance version number by going to the **Configuration > System** page and looking under **System Information**.
On the **Configuration > System** page, you can also confirm and adjust, if necessary, the **Time and Date** settings, paying particular attention to the time zone setting.
13. If you have multiple appliances, after identifying the Policy Broker and Policy Database machine and upgrading that machine, you can move on to upgrading the next appliance and subsequent appliances. See [Upgrading multiple V-Series appliances](#), page 66.
14. Upgrade all TRITON components that you haven’t already upgraded and which run off the appliance. These may include Web and Email Log Server, transparent identification agents, and the TRITON Manager. If Policy Broker and Policy Server are on the same off-appliance server as the TRITON Manager, you should have already upgraded all components on that box.
See [Upgrading Web Protection Solutions](#) and [Upgrading Email Protection Solutions](#) for instructions.

If the upgrade fails, contact [Technical Support](#).

Upgrading multiple V-Series appliances

V-Series Appliance Upgrade Guide | Upgrades to v8.2.x

When multiple V-Series appliances are deployed in the same network, it is very important that they be upgraded in the prescribed order.

If the appliance is an Email mode (only) appliance

Apply the upgrade patch for the version you want before upgrading the off-appliance components.

If the appliance includes a Web protection mode

It is a best practice to upgrade the *Full policy source* appliance first, then the *User directory and filtering*, then *Filtering only* appliances, and finally the off-appliance TRITON components.

Best practice for upgrade sequence if Full policy source is on V-Series appliance

Follow this sequence whether the Full policy source is a Web mode (only) or Web and Email mode appliance.

Upgrade the **Full policy source** V-Series appliance. Each time the upgrade completes, the appliance automatically restarts.

1. Sequentially apply the upgrade to all **User directory and filtering** appliances.
2. Sequentially apply the upgrade to all **Filtering only** appliances.
3. After all appliances have been upgraded, upgrade off-box components.

Best practice for upgrade sequence if Full policy source is not on V-Series appliance

If you have multiple V-Series appliances and the policy source (Policy Broker and Policy Server) is located off-appliance:

1. Make sure Policy Broker and Policy Server are upgraded to the version you want and are running. You should simultaneously upgrade all TRITON services that are installed on the off-appliance server with Policy Broker and Policy Server. Use the version 8.2.x TRITON Unified Installer to upgrade the Policy Broker system. See [Upgrading Web Protection Solutions](#) for instructions.
2. Sequentially apply the upgrade to all **User directory and filtering** appliances. Each time the upgrade completes on an appliance, the appliance automatically restarts.
3. Sequentially apply the upgrade to all **Filtering only** appliances.
4. Use the version 8.2.x Forcepoint installer to upgrade remaining off-appliance components. See [Upgrading Web Protection Solutions](#) for instructions.

If the Full policy source appliance is down or unavailable

Best practice is to upgrade the *Full policy source* appliance first, then the *User directory and filtering*, then *Filtering only* appliances, and finally the off-appliance TRITON components.

However, if your site must upgrade a *User directory and filtering* or *Filtering only* appliance before the *Full policy source* appliance, or if your *Full policy source* appliance is unavailable, is being replaced, or is being re-imaged, then set a *User directory and filtering* or *Filtering only* appliance (temporarily) to be the Full policy source. To do this:

1. Back up the Full backup file of the User directory and filtering or Filtering only appliance in case changing the policy source fails.
2. On the secondary appliance, in the V-Series manager, navigate to **Configuration > Web Security Components**.
3. For **Policy Source**, select **Full policy source**. Save the setting.
4. Upgrade this appliance to the version you want. The appliance automatically restarts when the upgrade finishes.

After the original *Full policy source* appliance has been upgraded, replaced, or re-imaged, change the upgraded temporary *Full policy source* machine to point to the original *Full policy source* again for its policy information. To do this:

1. Upgrade the primary appliance. When the upgrade is done, the appliance automatically restarts.
2. On the previously upgraded secondary appliance, in the V-Series console, navigate to **Configuration > Web Security Components**.
3. For **Policy Source**, select **User directory and filtering** or **Filtering only** and enter the IP address of the primary appliance. Save the setting.
4. Use the version 8.2.x TRITON installer to upgrade remaining off-appliance components. See [Upgrading Web Protection Solutions](#) for instructions.

To see all upgrade instructions go to [Upgrading V-Series appliances from v7.8.x, 8.0.x, or 8.1.x to v8.2.x](#), page 60.

Post-upgrade activities

V-Series Appliance Upgrade Guide | Upgrades to v8.2.x

If you have upgraded from version 7.8.4 or earlier you need to know that version 8.0.0 and later use simplified product naming and grouping of the familiar TRITON product line.

| Original Name | New Name |
|---|---|
| Websense Web Filter & Security | Web Filter & Security |
| Websense TRITON Web Security Gateway | TRITON AP-WEB |
| Websense TRITON Web Security Gateway Anywhere | TRITON AP-WEB with: <ul style="list-style-type: none"> ● Web Hybrid Module ● Web DLP Module ● Web Sandbox Module |
| Websense TRITON Data Security | TRITON AP-DATA |
| Websense TRITON Email Security Gateway | TRITON AP-EMAIL with <ul style="list-style-type: none"> ● Email DLP Module ● Email Encryption Module ● Email Sandbox Module |
| Websense TRITON Email Security Gateway Anywhere | TRITON AP-EMAIL with <ul style="list-style-type: none"> ● Email DLP Module ● Email Sandbox Module ● Email Hybrid Module ● Image Analysis Module |

The TRITON Unified Security Center is now known as TRITON Manager.

For more information about how these changes may affect you, or to change the add-on modules activated by your subscription, contact your sales partner or Forcepoint Sales representative.

Depending on the solutions installed on your appliances, after upgrade perform the following:

- If your appliance includes TRITON AP-EMAIL, perform the TRITON AP-EMAIL [Post-upgrade activities](#).
- If your appliance hosts a Web Protection Policy Server (is a *User directory and filtering* appliance), log onto the TRITON Manager, go to the Web module **Settings > General > Policy Servers** page, and add the Policy Server instance. Next, go to the TRITON Manager **Appliances** tab and register the appliance.
- If your appliance includes TRITON AP-WEB, perform the Content Gateway [Post-upgrade activities](#).
- Review the Release Notes for the TRITON solutions on your appliances. New features may require configuration to be put into effect.

Version 8.2.0

- [v8.2.0 Web Protection Release Notes](#)
- [v8.2.0 TRITON AP-EMAIL Release Notes](#)
- [v8.2.0 TRITON AP-DATA Release Notes](#)

Version 8.1.0

- [v8.1.0 Web Protection Release Notes](#)
- [v8.1.0 TRITON AP-EMAIL Release Notes](#)
- [v8.1.0 TRITON AP-DATA Release Notes](#)

Version 8.0.1

- [v8.0.1 Web Protection Release Notes](#)
- [v8.0.1 TRITON AP-EMAIL Release Notes](#)
- [v8.0.1 TRITON AP-DATA Release Notes](#)

Version 8.0.0

- [v8.0.0 Web Protection Release Notes](#)
- [v8.0.0 TRITON AP-EMAIL Release Notes](#)
- [v8.0.0 TRITON AP-DATA Release Notes](#)