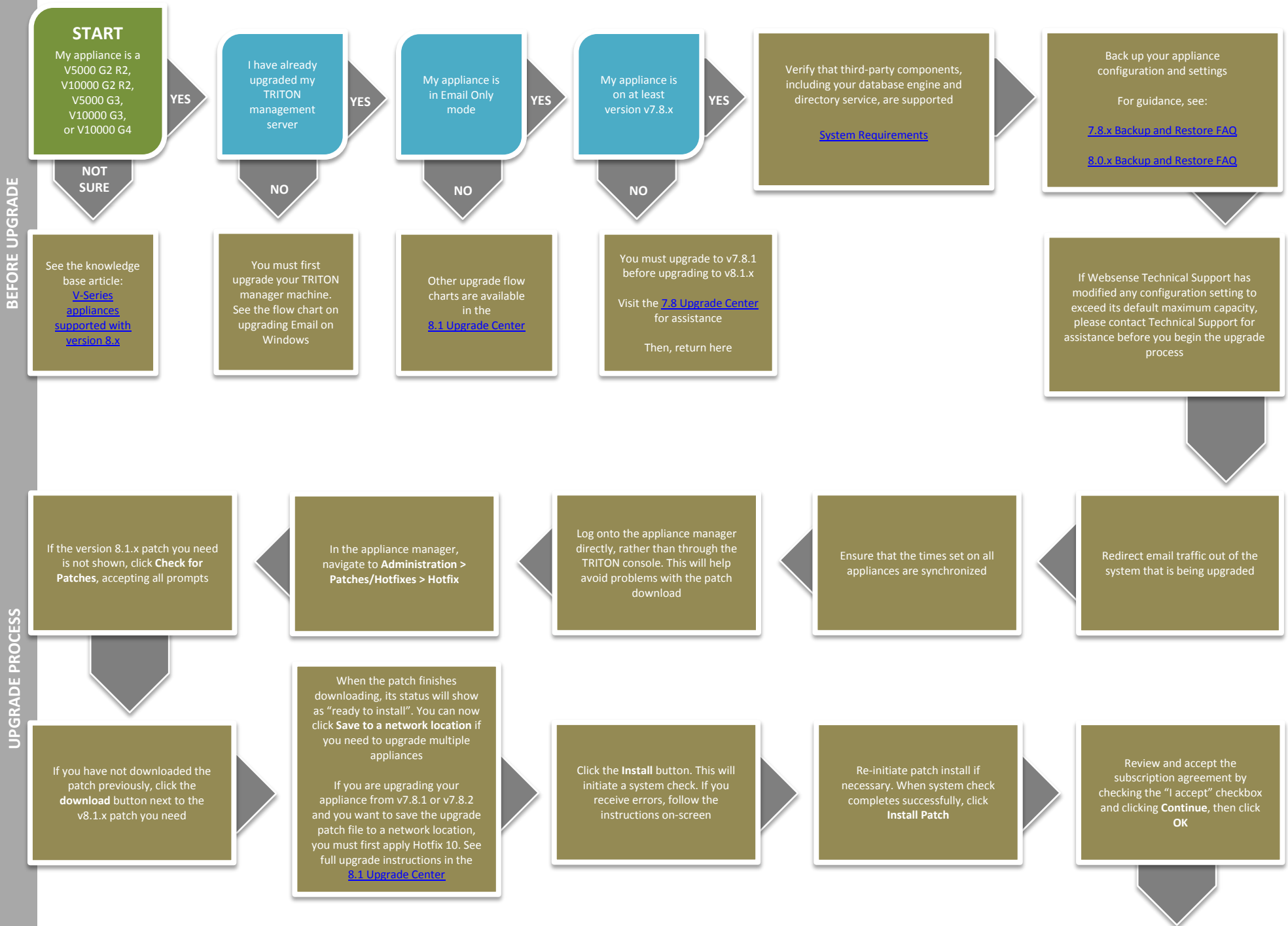# Upgrading Email Security and other Email protection components from v7.8.x or v8.0.x to TRITON AP-EMAIL v8.1.x on V-Series Appliances

Review the v8.1.x Release Notes prior to upgrade. For detailed upgrade instructions see the Deployment and Installation Center

BEFORE UPGRADE

START
My appliance is a V5000 G2 R2, V10000 G2 R2, V5000 G3, V10000 G3, or V10000 G4

→ YES

I have already upgraded my TRITON management server

→ YES

My appliance is in Email Only mode

→ YES

My appliance is on at least version v7.8.x

→ YES

Verify that third-party components, including your database engine and directory service, are supported

System Requirements

→

Back up your appliance configuration and settings

For guidance, see:

7.8.x Backup and Restore FAQ

8.0.x Backup and Restore FAQ

NOT SURE ↓

See the knowledge base article:
V-Series appliances supported with version 8.x

NO ↓

You must first upgrade your TRITON manager machine. See the flow chart on upgrading Email on Windows

NO ↓

Other upgrade flow charts are available in the 8.1 Upgrade Center

NO ↓

You must upgrade to v7.8.1 before upgrading to v8.1.x

Visit the 7.8 Upgrade Center for assistance

Then, return here

↓

If Websense Technical Support has modified any configuration setting to exceed its default maximum capacity, please contact Technical Support for assistance before you begin the upgrade process

↓

UPGRADE PROCESS

If the version 8.1.x patch you need is not shown, click **Check for Patches**, accepting all prompts

←

In the appliance manager, navigate to **Administration > Patches/Hotfixes > Hotfix**

←

Log onto the appliance manager directly, rather than through the TRITON console. This will help avoid problems with the patch download

←

Ensure that the times set on all appliances are synchronized

←

Redirect email traffic out of the system that is being upgraded

←

↓

If you have not downloaded the patch previously, click the **download** button next to the v8.1.x patch you need

→

When the patch finishes downloading, its status will show as "ready to install". You can now click **Save to a network location** if you need to upgrade multiple appliances

If you are upgrading your appliance from v7.8.1 or v7.8.2 and you want to save the upgrade patch file to a network location, you must first apply Hotfix 10. See full upgrade instructions in the 8.1 Upgrade Center

→

Click the **Install** button. This will initiate a system check. If you receive errors, follow the instructions on-screen

→

Re-initiate patch install if necessary. When system check completes successfully, click **Install Patch**

→

Review and accept the subscription agreement by checking the "I accept" checkbox and clicking **Continue**, then click **OK**

↓

Upgrade other TRITON AP-EMAIL components residing on other servers, such as your log server

Flow charts for upgrading each of these components can be found in the 8.1 Upgrade Center

Upgrade any remaining email-only appliances

If the upgrade completed successfully, you should see new **Version 8.1.x** under the patch history, with the comment **Upgrade Succeeded!**

Log on to the appliance manager and navigate to **Administration > Patches/ Hotfixes > Patches tab**

After the upgrade completes, you will be returned to the appliance manager logon page

You may need to perform other post-upgrade activities, depending on your configuration or if you have any other Websense products. Please review the v8.1.x Release Notes or see the 8.1 Upgrade Center for more information

The upgrade process is now complete

END