Upgrading Web Security or Web Security Gateway from v7.8.x to v8.0.x on V-Series Appliances

Review the appropriate v8.0.x Release Notes prior to upgrade

BEFORE UPGRADE

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

YES →

My appliance is a Web Only appliance

YES →

This appliance is my policy source (Policy Broker), or my policy source is already upgraded

YES →

My appliance is on version 7.8.x (7.8.1, 7.8.2, 7.8.3, or 7.8.4).

YES →

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

http://www.websense.com/content/support/library/deployctr/v80/dic_sys_req.aspx#web_reqs

Back up your appliance configuration and settings. See the Upgrade Center for guidance:

http://www.websense.com/content/8-upgrade-center.aspx

Not sure ↓

See the knowledge base article:

V-Series appliances supported with version 8.0

NO ↓

See other flow charts:
Web + Email
Email Only

NO ↓

You need to upgrade your policy source first. Go to your policy source machine

NO ↓

You must upgrade to 7.8.1 before upgrading to 8.0.x

Note that Hotfix 94 must be applied to v7.7.x prior to upgrading Content Gateway to v7.8.x.

Visit the Upgrade Center for assistance:
http://www.websense.com/content/7-8-upgrade-center.aspx
Then, return here

Enable or permanently disable Network Agent

If you have off-box Policy Broker or Policy Server services, ensure that they are running prior to upgrading

YES ←

My policy source is on an appliance

NO ↓

Flow charts for upgrading the Policy Broker on Windows or Linux can be found in the Upgrade Center:

http://www.websense.com/content/8-upgrade-center.aspx

After your Policy Broker is upgraded, return here

If you are integrated with full Data Security, disable Data Security in the Content Gateway manager

UPGRADE PROCESS

If you have not downloaded the patch previously, click the **download** button next to the 8.0.x patch you need

← In the Appliance manager, go to **Administration > Patches/ Hotfixes**
If the version 8.0.x patch you need is not shown, click **Check for Patches**, accepting all prompts

← 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

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

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**

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

If you are integrated with full TRITON AP-DATA, re-register the Data module in the Content Gateway manager

Upgrade all Websense components on non-appliance servers that you have not already upgraded. There is a list of flow charts for the other TRITON AP-WEB components in the Upgrade Center:

http://www.websense.com/content/8-upgrade-center.aspx

Upgrade any User Identification and Filtering appliances, then any Filtering Only appliances (in that order).

If the upgrade completed successfully, you should see **Version 8.0.x** under the patch history, with the comment **Upgrade Succeeded!**

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

You may need to perform other post- upgrade activities, depending on your configuration or if you have any other Websense products. Please review the v8.0.x Release Notes or see the Upgrade Center for more information:

http://www.websense.com/content/8-upgrade-center.aspx

The upgrade process is now complete

END