

v7.8.3 Release Notes for Websense V-Series Appliances

Topic 45144/ Updated: 16-April-2014

Applies To:	Websense® V-Series Appliances Version 7.8.3 Models include: V10000 G2, V10000 G3, V5000 G2
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Release Notes summarize what is new and improved in V-Series Appliance version 7.8.3.

- ◆ [Installation and upgrade, page 2](#)
- ◆ [Operating tips, page 5](#)
- ◆ [Resolved and known issues, page 7](#)

For more information on which versions of code are supported on the various appliance platforms, see the [appliance compatibility matrix](#).

Following is a list of the TRITON security modules and their console name:

Software module	Description	Console name
TRITON Unified Security Center	Manages configuration and settings common to all modules. Provides centralized access to consoles.	TRITON Unified Security Center
Websense Web Security	Uses policies to filter Internet requests from clients.	Web Security manager
Network Agent	An Internet traffic sniffer that enforces filtering for protocols other than HTTP and HTTPS.	Web Security manager
Websense Content Gateway	A Web proxy that includes real-time content analysis.	Content Gateway manager
Websense Email Security Gateway	Filters inbound and outbound email messages.	Email Security Manager

Software module	Description	Console name
Websense Data Security	Provides robust data loss prevention management.	Data Security manager
Websense Mobile Security	A cloud-based service for Apple iOS mobile devices that provides remote device management and protection against Web threats.	Mobile Security manager

Installation and upgrade

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The Quick Start poster and Getting Started guide are your comprehensive resources for installing the physical unit, running **firstboot**, and completing initial configuration.

Upgrading to version 7.8.3

You can upgrade directly to version 7.8.3 from either 7.8.1 or 7.8.2 through the V-Series console by loading and applying the 7.8.3 patch.

To install the 7.8.3 patch, go to the **Administration > Patches / Hotfixes > Patches** tab, and click **Check for Patches**. Once the 7.8.3 patch has been downloaded, click **Install**.

After it is downloaded to one appliance, the patch file can also be saved to a local machine. From the local machine, you can upload it to any 7.8.1 or 7.8.2 appliance by going to the **Administration > Patches / Hotfixes > Patches** tab and clicking **Upload Patch Manually**.



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 or v7.8.2 to v7.8.3:

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

Complete upgrade and installation instructions for the appliance can be found in the [Appliance Upgrade Guide](#).

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

- ◆ [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](#)

Security mode provisioning

V-Series appliances support the following security modes.

Your subscription key should match the security modes you select during **firstboot**.

Security Mode	V5000	V10000 G2 V10000 G3
Standalone mode		
Web Security	X	
RiskVision	X	X
Web Security Gateway	X	X
Web Security Gateway Anywhere	X	X
Email Security Gateway	X	X
Email Security Gateway Anywhere	X	X
Dual Mode		
Web Security and Email Security Gateway	X	X
Web Security Gateway or Gateway Anywhere and Email Security Gateway or Gateway Anywhere		X

Once configured, the appliance can be changed to another security mode only after you restore the factory image. The security mode **cannot** be changed by running **firstboot** again.

Web browsers with the V-Series Manager

V-Series appliances are configured and maintained with a Web-based user interface called the V-Series manager. The V-Series manager should be used with one of these supported browsers:

- ◆ Microsoft Internet Explorer 8, 9, 10, and 11
- ◆ Mozilla Firefox versions 4.x to 16.x and later
- ◆ Google Chrome 13 and later

This release adds support for the following browser versions:

- ◆ Firefox 28
- ◆ Chrome 33 and 34



Note

If you are using Internet Explorer, make sure that Enhanced Security Configuration is turned off.

When you access the V-Series manager for the first time, you will get a certificate warning because the V-Series manager offers a self-signed certificate. To eliminate the warnings, install the certificate into your browser's CA store. For instructions, see your browser documentation.

Downloading the TRITON Unified Security Center Installer

The TRITON Unified Security Center and several other components are installed off of the appliance, on separate servers.

To download the TRITON version 7.8.3 Setup program:

1. Go to mywebsense.com and log onto your account.
You are taken to the My Products and Subscriptions page.
2. Click the **Downloads** tab.
3. Under Download Product Installers, select your **Product and Version** (7.8.3).
The available installers are listed under the form.
4. Click the plus sign (“+”) next to an installer entry for more information about the installer.
5. Click the **download** link to download the installer.

Operating tips

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Interface setup tip

If the P2 interface is used and it is in the same subnet as P1, the default gateway is automatically assigned to P2, which is bound to eth1. You should perform a test to ensure that outbound packets can reach the Internet.

Avoiding port conflicts

See the [ports list](#) for a table of the Websense software module versions that are compatible with each appliance version.

Check the ports article to avoid port conflicts if you plan to make a change from a default port.

For example, if you want to use an HTTP proxy server port that is different from the default port (8080), be sure to check the ports list first, to avoid conflict with ports already in use by the V-Series.

Upgrade tip

After upgrade installation is complete:

- ◆ Log onto the V-Series manager, go to the **Configuration > System** page to confirm and adjust, if necessary, the **Time and Date** settings, paying particular attention to the time zone setting.
- ◆ If the upgraded appliance is a Policy Server, log onto TRITON console, go to the Web Security manager **Settings > General > Policy Servers** page and add the appliance. Next go to the TRITON console **Appliances** tab and register the appliance.

Logging tip

If you want to examine log files for Network Agent in V-Series manager, be sure to turn on Network Agent logging in the Web Security console first. To do this, log onto

Web Security and navigate to **Settings > Network Agent > Global**. Hover over **Global** and select the Network Agent IP address that you're interested in. At the bottom of the page, open **Advanced Network Agent Settings**, go to the **Debug Settings** area, and set **Mode**, **Output**, and **Port**.

Deployment tips

- ◆ When Policy Broker is run on a V-Series appliance (configured as the **Full policy source**), all Policy Servers that point to that Policy Broker (configured as **User directory and filtering**) must be installed on V-Series appliances as well. You cannot install and run Policy Servers on off-box machines and point them to a Policy Broker that runs on an appliance. This configuration is not supported.
However, you can run Policy Server on multiple appliances (**User directory and filtering** mode) and point these appliances to a Policy Broker running either on or off an appliance.
- ◆ **Teamed NICs** share the load under one common identity, with multiple adapters load-balancing under a single IP address. This is also known as link aggregation or trunking.
If you have implemented NIC teaming, but don't see load balancing working as expected, the problem may be resolved by configuring your switch to disable **flowcontrol send**. To do this, use the command **set port flowcontrol send off** for both the port-channel and channel member ports.
- ◆ When Web Security Gateway (Anywhere) is deployed and Content Gateway **Integrated Windows Authentication (IWA)** is configured, if the appliance hostname is changed, IWA will immediately stop working. To repair the IWA configuration, log onto Content Gateway Manager, unjoin the stale domain and join the domain with the new hostname.

Backup and restore tips

- ◆ When configuring schedule backups to a remote storage location (FTP server or Samba share), make sure that the account used for backup file creation has **read** and **write** permissions. If you plan to use the option to automatically delete backup files older than some period of time, you must use an account that has **delete** permissions for the backup file directory and its subdirectories.
- ◆ In a multiple appliance deployment, after restoring the configuration of a **Policy source** appliance, restart any **Filtering only** or **User directory and filtering** appliances in your network to ensure that user requests are filtered correctly.

Resolved and known issues

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Applies To:

Websense® V-Series Appliances v7.8.3
Models: V10000 G2, V10000 G3, V5000 G2

A [list of resolved and known issues](#) in this release is available to customers with a current MyWebsense account.

If you are not currently logged in to MyWebsense, the link takes you to a login prompt. Log in to view the list.