



V5K G2R2 Memory Kit

Installation Guide

For use with V5K Appliances

© 2017 Forcepoint. Forcepoint and the FORCEPOINT logo are trademarks of Forcepoint. Raytheon is a registered trademark of Raytheon Company. All other trademarks used in this document are the property of their respective owners.
10900-A Stonelake Blvd, Quarry Oaks 1, Suite 350, Austin, TX 78759, USA
All rights reserved.

Published 7/11/17 Revision C
Printed in the United States and Ireland
D080216830

Every effort has been made to ensure the accuracy of this manual. However, Forcepoint LLC, makes no warranties with respect to this documentation and disclaims any implied warranties of merchantability and fitness for a particular purpose. Forcepoint LLC shall not be liable for any error or for incidental or consequential damages in connection with the furnishing, performance, or use of this manual or the examples herein. The information in this documentation is subject to change without notice.

Portions of this installation guide may be provided by Dell Inc. Such portions are copyright © 2015 Dell Inc. Dell™ and the Dell logo are trademarks of Dell Inc. in the United States and/or other jurisdictions.

Installing the V5K G2R2 Memory Kit

Overview

Installation Guide | V5K G2R2 Memory Kit| v8.4.x

This document describes the memory module upgrade process for the V5000 G2R2 Forcepoint Security Appliance.

Topics include:

- [*Determining the V5K generation*](#)
- [*Opening the appliance*](#)
- [*Upgrading the memory*](#)
- [*Reassembling the appliance*](#)
- [*Post-upgrade*](#)

Determining the V5K generation

To determine the generation of the V5K appliance, check the agency label on the right side of the appliance. The Regulatory (Reg) Type indicates the generation of your system:

- E10S001: V5000 G2
- E10S002: V5000 G2R2
- E10S003: V5000 G3
- E33S001: V5000 G4

In addition, the platform version can be determined:

1. Through the CLI command “show appliance info” (v8.3 and later)
2. Through the local appliance manager’s Configuration > System page (v8.2)

Opening the appliance

Removing the appliance from the rack

The V5000 G2R2 Forcepoint Security Appliance is typically mounted in a standard 19" rack.



To remove the appliance from the rack:

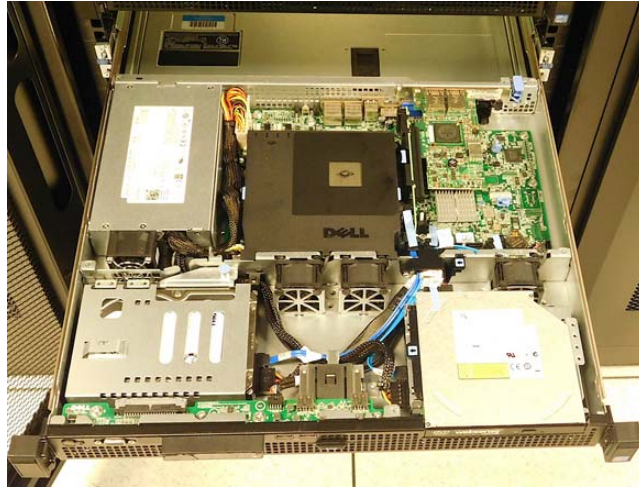
1. Remove the cables from the back of the unit.
2. Flip out the pull tabs on either side of the appliance.
3. Using the tabs, pull the appliance straight out from of the rack.

Opening the appliance

To open the V5000 G2R2 Forcepoint Security Appliance:

1. Turn the case lock (black button with turn screw) to the open position.
2. Press the black button.

3. Slide the top panel toward the back of the appliance.
The appliance is now open:



Removing the air flow guide

The air flow guide is a black square cover near the top of the appliance that covers the memory module. To remove the air flow guide:

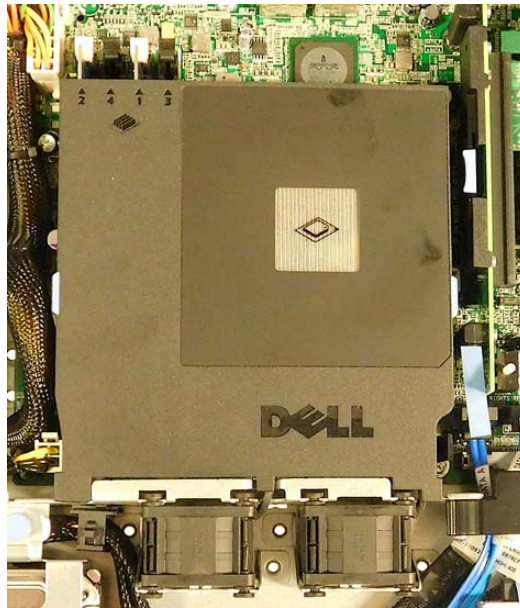
1. Press the release on the bottom right corner of the air flow guide.

2. Pull the guide up.



Note

The memory module placement guide is etched on the top left corner of the guide for reference.

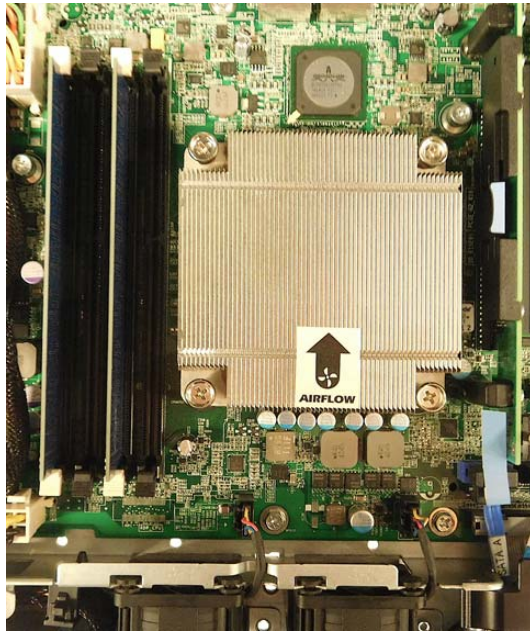


Upgrading the memory

To upgrade the V5000 G2R2 Forcepoint Security Appliance memory, the memory modules must be replaced:

1. Remove any existing modules from the four slots.
The appliance may have two or four modules, depending upon released version.
2. Clean the appliance with dry air or a vacuum.

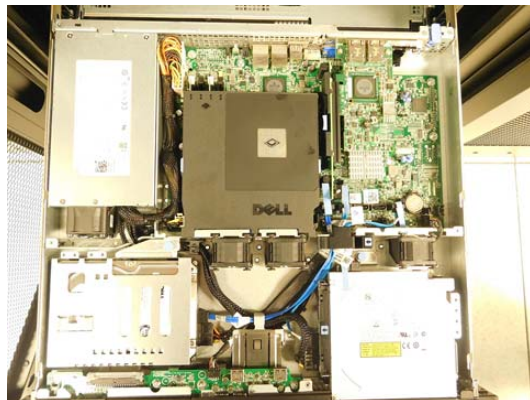
3. Insert the two new memory modules included in the upgrade kit into slots 1 and 2. The slots are ordered from left to right [2, 4, 1, 3] on the left side of the CPU.



Reassembling the appliance

To reassemble the appliance:

1. Replace the air flow guide by placing it over the memory modules and CPU, and pressing down until it clicks into place:



2. Replace the appliance cover by placing it on the appliance, slightly back from center, and sliding it forward until the catches connect. Apply some pressure until it clicks into place. The appliance cover can be locked if desired.



3. To mount the appliance onto the rack, release the catches on the sides of the appliance rails and slide the appliance back into the rack until it locks into place.
4. Reconnect the cables to the back of the unit.
5. Power on the appliance.

Post-upgrade

Post-upgrade check

There are two ways to run a post-upgrade check:

1. Check the to make sure the system recognizes all 16 GB of memory:
 - a. Press **F2** during POST when prompted to enter System Setup.
 - b. Once booted to the **System Setup** main menu, select **Memory Settings** and press **ENTER**.
The system memory size will display.
 - c. Once verified, press **ESC** to exit System Setup and reboot the system.
2. Run the embedded Hardware Diagnostics Utility to ensure everything is functioning properly:
 - a. Press **F10** when prompted during POST to boot into System Services.
 - b. Go to the **Hardware Diagnostics** page.
 - c. Select **Run Hardware Diagnostics** and press **ENTER**.
 - d. Select **Yes** to continue.
 - e. Select **Mpmemory** and run the Express test.
 - f. Once **Mpmemory** passes, press **ESC**.

OPTIONAL:

1. Select **Run Diags.**
2. Select **Test All Devices** and run Quick Tests.

NOTE: Extended Tests can be used for troubleshooting if you suspect any hardware failures.

NOTE: If using the diagnostics utility with a graphical user interface, Test All Devices/Quick Tests is called **Express Test**.

Once System Diagnostics has successfully completed, press **ESC** to exit and reboot.

8.3 Hotfix

If you are running version 8.3.0, you must install hotfix APP-8.3.0-012 to correctly enable the swap.

After applying the hotfix, check total memory by using the CLI command “show mem”.

8.2 Hotfix

If you are running the version 8.2.x, you must install hotfix APP-8.2.0-090 to correctly reallocate the newly-upgraded memory.

After applying the hotfix, check total memory through the UI or by using the CLI command “show memory”.

