



X Series Appliance Upgrade Guide

Forcepoint Web Security, Forcepoint Email Security
Model: X10G

**Upgrades from 7.8.2 & higher
to 8.5.x**

©2020 Forcepoint. Forcepoint and the FORCEPOINT logo are trademarks of Forcepoint. All other trademarks used in this document are the property of their respective owners.

Published 2020

Every effort has been made to ensure the accuracy of this document. However, Forcepoint makes no warranties with respect to this documentation and disclaims any implied warranties of merchantability and fitness for a particular purpose. Forcepoint 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.

Last modified 08-Jun-2020

Contents

Chapter 1	Upgrading X Series Appliances to version 8.5.x	1
	Overview	1
	Summary of upgrade procedure	3
	X10G C Port Hotfix.	4
	Rollback	4
	Pre-upgrade activities	5
	Inventory customizations	6
	Content Gateway Integrated Windows Authentication (IWA) settings	6
	Back up appliance configuration and settings.	6
	Upgrade procedure	7
	Post-upgrade activities	9
	In the CLI.	10
	Additional tasks	11

Upgrading X Series Appliances to version 8.5.x

Overview

Forcepoint X10G appliances can be upgraded directly to v8.5.3 from v8.2.x, v8.3.x, v8.4.x, and 8.5.0.

Forcepoint X10G appliances can be upgraded directly to v8.5.4 from v8.4.x, 8.5.0, and 8.5.3.



Note

Beginning with version 8.3, the Forcepoint appliance platform moved to a new architecture. Before upgrading your Forcepoint appliances, it is very important that you read the [v8.3.0 TRITON Appliances Release Notes](#).

Recommended upgrade paths:

From	To	Step One	Step Two	Step Three
v8.0.x, 8.1.x	v8.5.x	Install X10G C Port Hotfix. See the Summary of upgrade procedure section.	Upgrade to v8.3.0. Follow the instruction in Upgrading X-Series Appliances to v8.3.0 .	Upgrade to v8.5.x. Follow the instructions in this guide.
v8.2.x, v8.3.x, v8.4.x, v8.5.x	v8.5.x	Install X10G C Port Hotfix. See the Summary of upgrade procedure section (v8.2.x only)	Upgrade to v8.5.3. Follow the instructions in Upgrading Forcepoint Appliances from v8.4 to v8.5 .	

From	To	Step One	Step Two	Step Three
v7.8.2, v7.8.3, v7.8.4 (option 1)	v8.5.x	Install X10G C Port Hotfix. See the Summary of upgrade procedure section.	Upgrade to v8.3.0. Follow the instruction in Upgrading X-Series Appliances to v8.3.0 .	Upgrade to v8.5.x. Follow the instructions in Upgrading Forcepoint Appliances from v8.4 to v8.5 .
v7.8.4 (option 2)	v8.5.x	Install X10G C Port Hotfix. See the Summary of upgrade procedure section. Upgrade appliance module (APP) to v8.0.0 but leave all other software modules at v7.8.4. Follow the instructions in Upgrading X-Series Appliances to v8.0.x .	Upgrade appliance module (APP) to v8.1.0 or v8.2.0 but leave all other software modules at v7.8.4 Prepare a local filestore with the upgrade and use the CLI command <pre>load upgrade --location</pre> for express upgrade. Follow the instructions in Upgrading X-Series Appliances to version 8.2.0 .	Use the upgrade to upgrade all on-blade modules to v8.4.0. Follow the instructions in this guide.



Note

Starting with v8.3.0, a single ISO image (v8.x.x Unified Appliance Installer) is offered to restore an appliance back to the factory settings as well as to upgrade all installed modules in the target appliance to the corresponding version.

Upgrades starting from version 8.2 or earlier will use an RPM file, and the upgrade is referred to as a patch.

Modules include:

- **App** — Base appliance infrastructure and appliance controller

Forcepoint Web Security:

- **Web** — Forcepoint Web Security core components
- **Proxy** — Content Gateway web proxy

Forcepoint Email Security:

- **Email** — Forcepoint Email Security core components



Important

The upgrade process is designed for appliances running in a functional deployment. Required network interfaces must have reliable connections to Forcepoint components and the Internet.

Upgrading does not repair a non-functional system.



Important

Service disruption during upgrade

Appliance services are not available while the upgrade is applied, continuing until the appliance completes its final restart.

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



Important

If you are currently using **link aggregation** and plan to enable VLAN support after upgrade, disable link aggregation before enabling VLAN support on the blade or chassis.

Summary of upgrade procedure

The upgrade procedure uses a filestore. By using a filestore, the *X10G C Port Hotfix* (required for deployments prior to 8.3) and the upgrade package can be uploaded to X10G blade servers from a location in the local network, rather than having to download the files repeatedly from the Forcepoint download server.

1. Identify or define a filestore to use to hold the hotfix and upgrade files.
2. Download the X10G C Port Hotfix and the v8.5.3 or 8.5.4 upgrade package from the Forcepoint [Downloads](#) page to the filestore.
3. Perform *Pre-upgrade activities*, [page 5](#).

4. If you are upgrading a deployment that includes Forcepoint Web Security, upgrade the *Full policy source* machine (Policy Broker/Policy Database). If the *Full policy source* is located on an off-appliance server, follow the instructions in [Upgrade Instructions for Forcepoint Web Security](#). If the *Full policy source* machine is an X10G, upgrade that blade first.



Important

All TRITON components on the *Full policy source* machine are upgraded when Policy Broker and Policy Database are upgraded.

The upgraded Policy Broker and Policy Database services must be running and available for appliance upgrades to succeed.

5. Upload the X10G C Port Hotfix from the filestore and install it.
6. Upload the upgrade package and install it.
7. Perform [Post-upgrade activities](#), page 9.
8. Upgrade the TRITON management server (if not upgraded when Policy Broker/Policy Database were upgraded), and other servers that host TRITON components.

For detailed, step-by-step instructions, see [Upgrade procedure](#), page 7.

X10G C Port Hotfix

A dedicated X10G management communication network interface (C) has been added since 8.3. In v8.2 and earlier, management traffic was handled on interface P1. Adding the C interface places management traffic on a dedicated channel and makes X Series platforms consistent with other Forcepoint appliance platforms.

Download the version of the hotfix that matches the version of the software currently running in your deployment. The file names are similar to:

Websense-App-8.1.0-830.rpm

Websense-App-8.2.0-830.rpm

Download and installation instruction are included in [Upgrade procedure](#), page 7.

Rollback

When the upgrade is applied, the original file system is preserved. Should the upgrade procedure experience a fatal error, the original file system is restored. Note that off-appliance components may need to be restarted.

Pre-upgrade activities

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

If you're 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 v8.5.x web protection solutions](#) and [v8.5.4 Web Protection Release Notes](#).
- For Forcepoint Email Security, see [Upgrading email protection solutions](#) and [v8.5.4 Forcepoint Email Security Release Notes](#).

Before upgrading, see the [X Series Appliances Certified Product Matrix](#) to determine the correct BIOS version. If necessary, upgrade the BIOS before upgrading the appliance.

Inventory customizations



Important

Customizations are not retained through the upgrade process.

Before upgrading, inventory all customizations and make a plan for restoring any that are required.

Customizations can include:

- Hand updated files
- Extra packages added
- Extra files added, binary or configuration

Post-upgrade, Forcepoint Technical Support may be able to help restore some files from your pre-upgrade file system.

Content Gateway Integrated Windows Authentication (IWA) settings

Forcepoint Web Security only: If you use IWA, make a record of the current settings before starting the upgrade.

IWA domain joins should be preserved through the upgrade process. However, in case there is a connectivity problem and IWA domain joins are dropped, it is prudent to document the current settings. Keep the record where you can easily retrieve it after the upgrade.

Back up appliance configuration and settings

It's very important to perform a full appliance configuration backup and save it to a filestore.

1. Log on to the CLI and elevate to **config** mode.
2. To perform an immediate full backup use:

```
create backup now --location filestore_alias  
  [--desc "<description>"]
```

Including a unique description makes it easier to identify backup files that may have very similar names and dates.

Upgrade procedure



Important

Appliance services are not available while the upgrade is being applied. Disruption continues until the appliance completes its final restart.

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

1. Identify or define a filestore for staging the X10G C Port Hotfix and the upgrade, and as an off-appliance location for keeping backup files.
2. Download the v8.5.3 or 8.5.4 Forcepoint Security Installer to a location where it is easy to copy it to Windows servers hosting Forcepoint web, email, and data components, such as TRITON Manager (renamed Forcepoint Security Manager in v8.4) and Log Server.
3. Download the X10G C Port Hotfix and the v8.5.3 or 8.5.4 upgrade package and place them in the filestore.
 - a. Log on to [My Account](#), go to the **Downloads** page.
 - b. In the **Forcepoint Appliances > Forcepoint X10G Appliance** section, click the version number that your blades are currently running. To see all versions, you may need to click the **All Downloads** button at the top of the page.
 - c. In the **Installer** section, select **[version] Unified Appliance Installer** or **[version] Universal upgrade for V / X Series appliances**.
The rpm name is **WebSense-Appliance-Upgrade-[version].rpm**.
 - d. On the resulting **Product Installer** page, look at the **Release Date** and **Details** to confirm that you selected the appropriate upgrade rpm, and then click **Download**. You may also want to save the MD5 to perform a checksum on the downloaded file.
 - e. Next, go back a page to the **Forcepoint X10G Appliance Version 8.x.x** page, and select the C Interface Hotfix for the current version.
 - f. On the resulting **Hotfix & Upgrade** page, look at the **Release Date** and **Description** to confirm that you selected the correct hotfix, and then click **Download**. You may also want to save the MD5 to perform a checksum on the downloaded file.
 - g. Perform checksums. Or, if needed, move the files to the filestore and then perform checksums.

You now have the files you need to upgrade all of your X10G blades.

4. Verify that the hotfix and upgrade files are accessible from the blades.

Log on to the CLI of a blade to be upgraded, elevate to **config** mode and use:

```
load upgrade --location <filestore_alias>
load hotfix --location <filestore_alias>
```

In each list, confirm that the hotfix and upgrade files are present.

5. Perform *Pre-upgrade activities*, page 5.
6. If your deployment includes TRITON AP-WEB, you must upgrade the policy source machine (Policy Broker/Policy Database) before upgrading web protection components on your security blades. If the *Full policy source* machine is an X10G, upgrade that blade first. After upgrading the policy source machine, confirm that Policy Broker and Policy Database services are running.



Important

All TRITON components on the Full policy source machine are upgraded when Policy Broker/Policy Database are upgraded.

In all instances, you must upgrade TRITON AP-WEB components in the following order:

- a. *Full policy source*
Upon completion, confirm that Policy Broker and Policy Database services are running. See [Upgrading Web Protection Solutions](#).
- b. *User directory and filtering* (sometimes called *policy lite*) blades and non-appliance servers that host Policy Server
- c. *Filtering only* blades, and non-appliance servers that host Filtering Service
- d. Off-appliance servers hosting other web protection components (like Log Server or Logon Agent)



Important

Successful upgrade of *User directory and filtering* and *Filtering only* appliances require connectivity with the Policy Broker and Policy Database services.

7. If the appliance is registered in TRITON Manager, in TRITON Manager go to **Appliances > Manage Appliance** and unregister the appliance. Re-registration is a post-upgrade activity.

If the appliance is a *User directory and filtering* appliance, unregister the appliance. In the Web module of TRITON Manager, go to the **Settings > General > Policy Servers** page and unregister the appliance.

8. Upload and apply the v8.5.3 or 8.5.4 upgrade.
 - a. Upload the upgrade.


```
load upgrade --location <filestore_alias>
           --file <upgrade_filename>
```
 - b. Install the upgrade.


```
install upgrade
```

 Select the v8.5.3 or 8.5.4 upgrade from the list.
When prompted, confirm to continue, then accept the subscription agreement.

The file performs several system checks. The checks may take several minutes.

When installation is complete, the appliance automatically restarts.

If the upgrade fails, the blade server automatically rolls back to the prior version. If the source of the failure is not obvious or cannot be easily addressed, contact [Forcepoint Technical Support](#).

If installation seems to stop, allow the process to run for at least 90 minutes. If installation has not completed in that time, contact [Forcepoint Technical Support](#).

9. Perform *Post-upgrade activities*, page 9.
10. Return to Step 5 and upgrade remaining X10G blade servers.
11. Upgrade the TRITON management server (if not upgraded when Policy Broker/Policy Database were upgraded), and other servers that host Forcepoint components. See [Upgrading Web Protection Solutions](#) and [Upgrading Email Protection Solutions](#) for instructions.

Post-upgrade activities

Depending on the Forcepoint solutions installed on your appliances, after upgrade perform the following activities.



Important

(Forcepoint Web Security only)

Changing the policy mode is not supported on X Series appliances that have been upgraded from v8.2 and earlier to v8.5.3 or 8.5.4.

When the “set mode” command is used to change the policy mode, an error is returned. The last line of the error output is:

```
ERROR: [the time]:
ApplianceModeChanger::main(): Unable to
switch appliance modes.
```

The policy mode can be changed on X Series appliance versions 8.3, 8.4, or 8.5.x sourced from the factory or that have been re-imaged with version 8.3, 8.4, or 8.5.x.

All appliances can use the **set mode** command to change the policy source *location* (the IP address of the policy source host machine).

In the CLI

- Elevate to **config** mode and perform system and configuration checks.
 - Display system information.

```
show appliance info
```

Results may be similar to:

```
Uptime           : 0 days, 2 hours, 13 minutes
Hostname         : webapp.example.com
Hardware_platform : X10G G2
Appliance_version : 8.5.4
Mode             : Forcepoint Web Security
Policy_mode      : Filtering only
Policy_source_ip : 10.222.21.10
```
 - Display the upgrade history.

```
show upgrade --history
```
 - Display the appliance and module status.

```
show appliance status
show <module>
```

If expected system services are not running, restart the module that hosts the services.

```
restart <module>
```
 - Display network interface settings.

```
show interface info
```

If you have bonded interfaces, note that the names used to indicate the type of bonding have changed. For example, load-balancing is now balance-rr.
 - Check and, if necessary, synchronize the system time.

```
show system ntp
show system clock
show system timezone
```

If the clock is off and NTP is configured, sync with:

```
sync system ntp
```

Otherwise, to sync when the time is set manually, see **System time and time synchronization with Forcepoint servers** in [Forcepoint Appliances Getting Started](#).
 - Use the **set log archive** command to establish size and frequency values for archiving log files.
- If you integrate with a SIEM, check your SNMP polling and alerting settings.

```
show snmp config
show trap config
show trap events
```

Additional tasks

- If your appliance includes Forcepoint Email Security, perform email [Post-upgrade activities](#).
- In Forcepoint Security Manager, go to the **Appliances** tab and register your appliances.
- If you have *User directory and filtering* appliances, in Forcepoint Security Manager go to the Web Security module **Settings > General > Policy Servers** page, and add the Policy Server instances.
- If your appliance includes Forcepoint Web Security, perform the Content Gateway [Post-upgrade activities](#).
- Review the Release Notes for the Forcepoint solutions on your appliances. New features may require configuration to be put into effect.

Version 8.5.4

- [v8.5.4 Forcepoint Web Protection Release Notes](#)
- [v8.5.4 Forcepoint Email Security Release Notes](#)

Version 8.5.3

- [v8.5.3 Forcepoint Web Protection Release Notes](#)
- [v8.5.3 Forcepoint Email Security Release Notes](#)

Version 8.5.0

- [v8.5.0 Forcepoint Web Protection Release Notes](#)
- [v8.5.0 Forcepoint Email Security Release Notes](#)

Version 8.4.0

- [v8.4.0 Forcepoint Web Protection Release Notes](#)
- [v8.4.0 Forcepoint Email Security Release Notes](#)

Version 8.3.0

- [v8.3.0 Web Protection Release Notes](#)
- [v8.3.0 TRITON AP-EMAIL Release Notes](#)

Version 8.2.0

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

Version 8.1.0

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

