

Upgrading TRITON AP-EMAIL or Forcepoint Email Security to Forcepoint Email Security v8.5 on V-Series Appliances

For detailed upgrade instructions see the [Deployment and Installation Center](#).

BEFORE UPGRADE

START

My appliance is a V5000 G2 R2 or higher, a V10000 G2 R2 or higher, or a V20000 G1 or higher

YES

NOT SURE

See the knowledge base article: [V-Series appliances supported with version 8.x](#)

I have already upgraded my Forcepoint management server

YES

NO

You must first upgrade your Forcepoint manager machine. See the [Windows Upgrade Diagram](#)

My appliance is in Email Only mode

YES

NO

See the [V-Series Dual Mode Upgrade Guide](#)

My appliance is on at least version 8.1.x if upgrading to v8.5; 8.2.x if upgrading to v8.5.3

YES

NO

You must upgrade to v8.1.x before upgrading to v8.5. Visit the [Upgrade Center](#) for assistance. If your appliance is on v8.0, you must upgrade to v8.3. Then, return here

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:

[Backup and Restore FAQ](#)

If 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 8.5 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 Forcepoint Security Manager, which 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 v8.5.x patch you need

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

Click the **Install** button, which initiates a system check; follow instructions onscreen if you receive errors

Re-initiate patch install if necessary, then, when the system checks complete successfully, click **Install Patch**

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

