

Upgrading to Websense Web Security v7.6

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- **Title:** Support Specialist
- **Accomplishments:**
 - 8 years supporting Websense products
- **Qualifications:**
 - Technical Support Mentor
 - Product Trainer

Goals And Objectives

- Introduce the new management infrastructure
- New components
- Required resources
- Available upgrade options/paths
- Essential tasks before upgrading
- Best practice tips
- When your upgrade does not succeed
- Demo – look at TRITON Unified Security Center

- Essential Information Protection (EIP) framework
 - The TRITON management server
 - Browser-based console used to perform configuration, administration, and reporting tasks for all modules
- Single unified interface offering common settings for three management *modules*
 - *Web Security, Data Security, and Email Security*

“TRITON Unified Security Center”



Security Modules

See the following table for information about which modules you should select for installation.

Solution	TRITON Unified Security module		
	Web Security	Data Security	Email Security
Web Filter	X		
Web Security	X		
Web Security Gateway	X		
Web Security Gateway Anywhere	X	X	
Data Security		X	
Email Security Gateway (Anywhere)		X	X

Note: If your subscription includes a combination of these solutions, install all of the modules required by them. For example, if your subscription includes both Web Security Gateway and Email Security Gateway, then install all three modules.

- The number of modules determines the server type
 - Windows Server 2008 R2 (64-bit)
 - Supports **multiple** management modules
 - Windows Server 2003 Standard/R2 (32-bit)
 - Supports **single** TRITON management module
- Windows Server 2003
 - Upgrades
- Windows Server 2008 R2 (64-bit)
 - Best practice for new installs
 - Recommended deployment

Hardware Requirements

- TRITON management server machine
 - Multiple CPU and RAM required
 - Check the v7.6 Deployment and Installation Center
- If using SQL Server 2008 Express on the TRITON management server
 - An additional 100 GB (minimum) disk space is required
- Only one TRITON management server
 - Serves as the central point for management, reporting, and configuration

- TRITON Infrastructure request SQL connection info
 - Connection info shared among modules
 - A supported SQL version **must be** available prior to any upgrade or install
- SQL Server support for v7.6
 - **On-box**, SQL Server 2008 R2 Express
 - Off-box, SQL Server 2008 R2 Express / SQL Server 2008 R2
 - Off-box, SQL Server 2005 (only for standalone WSG)
- MSDE is not supported in v7.6
- Browser support for accessing the TRITON console
 - Microsoft Internet Explorer versions 7, 8, and 9
 - Mozilla Firefox versions 3 or higher
 - On a Linux machine, use Firefox 3.5.x or later

TRITON Unified Security Center

	Windows Server 2003 R2 32-bit	Windows Server 2008 32-bit	Windows Server 2008 R2 64-bit	V-series appliance
TRITON – Data Security	✓		✓	
TRITON – Web Security	✓	✓	✓	✓
TRITON – Email Security			✓	

- Where will the TRITON management server reside?
 - You must decide before upgrading*
 - Leave it or move it...*
 - Best practice, provide a dedicated 64-bit server
- See the [v7.6 Deployment and Installation Center](#) in the Technical Library

Preparing For The Upgrade

- Visit the [7.6 Upgrade Center](#)
- Backup
 - [How do I back up my Websense filtering configuration?](#)
- [Review the Release Notes for v7.6](#)
- Review the [Upgrade and Installation Guide for v7.6](#)
- Websense v7.6 Install or Upgrade Check List
 - General concerns
 - Preparing the Websense server
 - TRITON Unified Security Center
 - Websense Log Server
 - Running the Websense Installer
 - Post upgrade / install concerns

- Direct from v7.1/7.5 Web Security or v7.5 Data Security
 - Deployment and Installation Center provides upgrade path for prior versions
- v7.1.1 upgrades requires additional attention
 - Note your custom variables before upgrading
- Your upgrade steps
 1. Prepare the server
 2. Install a supported SQL Server
 3. Upgrade core components
 - Policy Broker, Policy Server(s), Filtering Service(s)
 - Prompted to remove existing Web Security manager
 4. Upgrade secondary components
 5. Install TRITON Unified Security Center and management module
 6. Install Real-Time Monitor

- Can I upgrade Web Security Gateway to v7.6 without upgrading Data Security Suite, or vice versa?
- What happens to my Data Security deployment if I do?
 - The Data Security manager (TRITON - Data Security) is still available on the Data Security Management Server
 - Single sign-on no longer works
 - Linking Service no longer works
 - User name resolution is no longer available in incident data
 - Data Security no longer has access to URL categories
 - Category-based and user directory-based rules no longer function
- See the following knowledge-base article for details
 - [Can I upgrade WSG or DSS to 7.6 without upgrading the other?](#)

■ Server one (64-bit)

- Install Policy Broker, Policy Server, Usage Monitor, User Service, Filtering Service, Network Agent, XID agents

■ Server two (64-bit)

- Install Triton Unified Security Center, security management module(s), Log Server, Real-Time Monitor, Sync Service, Linking Service
- SQL Server 2008 R2 Express (small environments only)

■ Server three

- Full SQL Server should be available elsewhere in the network

■ Notes

- For large networks, provide a dedicated server for Network Agent, Filtering Server, and Log Server
 - Network Agent uses the most resources

■ **Always use the Websense Installer to modify the installation**

- The *Modify* option not available when uninstalling via Windows Add Remove applet

■ **Uninstall order**

1. Backup
2. WSG / DSS / ESG security modules
3. TRITON management infrastructure
4. Secondary components and plug-ins
5. Core components
6. SQL Server
 - Detach log databases?

If Your Upgrade Does Not Succeed

- Restore from backup
 - [How To Back Up And Restore v7.x Policy Database](#)
 - [How Do I Restore My Websense Filtering Configuration?](#)
- Migrate policies to fresh v7.6 install
 - KB Article “How To Migrate v7.1 or v7.5 Policies to v7.6”
- Best practice, if resources are available
 1. Leave your current Websense server in place
 2. Install v7.6 on a new server
 - Migrate your policies
 - Manually enter your policies
 - Affords reviewing current policies, key words, custom URLs, etc.

Warning For MSDE Users

■ Before upgrading!

1. Install a supported SQL Server
2. Backup, then restore log databases to the new SQL Server
3. Point Websense Log Server at the new SQL Server
4. Start the Websense upgrade
5. For complete details, see [Upgrading Websense Web Security or Web Filter to 7.6](#) in the Technical Library

■ Rational

- The Websense Installer will not upgrade Log Server if it is connected to MSDE
- Only versions prior to v7.6 Support MSDE

- [Release Notes for Websense Web Security v7.6](#)
 - Identifies resolved and known issues
- [v7.6 Deployment and Installation Center](#)
- Upgrading Quick Start guide
- [Stopping and starting v7.6 services](#)
- Backup your custom policies and settings
 - [How do I back up my Websense filtering configuration?](#)
- [Websense v7.6 Install or Upgrade Check List](#)
- [Quick Check List](#)

■ Changes in the management interface

- New login in with **admin** account
 - WebsenseAdministrator no longer
- TRITON shared settings
 - New role types
 - Directory service
- Real-Time Monitor
 - Takes its real-time data from Websense Usage Monitor, a component typically installed with Policy Server
 - Data is **not** pulled from Log Server
 - Does not requires other Websense reporting tools

■ Recover lost scheduled Investigative Reports

- Re-add the missing WebsenseAdministrator account

Support Online Resources

Knowledge Base

- Search or browse the knowledge base for documentation, downloads, top knowledge base articles, and solutions specific to your product.

Support Forums

- Share questions, offer solutions and suggestions with experienced Websense Customers regarding product Best Practices, Deployment, Installation, Configuration, and other product topics.

Tech Alerts

- Subscribe to receive product specific alerts that automatically notify you anytime Websense issues new releases, critical hot-fixes, or other technical information.

ask.websense.com

- Create and manage support service requests using our online portal.

Webinar Update

Title: Upgrading your V-Series appliance to version 7.6

Date: **May 25th, 2011**

Time: **8:30 AM PST (GMT -8)**

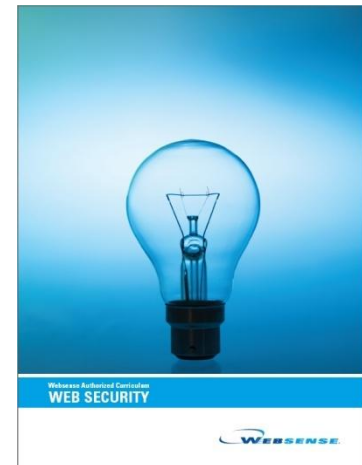
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Questions?

