Webinar: Upgrading to Websense Web Security v7.7
Question/Answer
August 15, 2012

Supported Questions:

1. **Is SQL express supported?**
    A. SQL 2008 R2 Express Edition is supported when it has been installed using the TRITON installer. Please see the certified matrix link below.
    http://www.websense.com/content/SupportedProductMatrix.aspx

2. **Do you support SQL Server in a clustered configuration?**
    A. SQL Server clustering is supported for failover or high availability.

3. **What OS Servers and SQL Servers does v7.7 support?**
    A. Please see the certified matrix link below.
    http://www.websense.com/content/SupportedProductMatrix.aspx

4. **Does v7.7 support the cloud services?**
    A. Yes, v7.7 supports cloud services.

5. **Is v7.7 supported on the V-Series G1 appliance?**
    A. Yes, you can upgrade via the patch upgrade.

6. **Does v7.7 support VMWare / HyperV VMs?**
    A. VMWare and Hyper-V are supported over Windows Server 2008 R2. Although, the platforms are not certified, Websense will provide "best effort" support.
    http://www.websense.com/content/support/library/deployctr/v77/dic_sys_req.aspx
    http://www.websense.com/support/article/t-kbarticle/VMware-support

7. **When will XenApp 6.5 be compatible, only to 6.0 was listed?**
    A. Currently, we support XenApp 6.0. A feature request has been submitted for XenApp 6.5.

Documentation:

8. **Is there documentation on how to run the PgSetup utility on an appliance?**
    A. You will need to contact tech support as the V-Series appliance is locked down.

9. **Do I have to do anything with token when migrating?**
    A.   Use the no—clobber command. For more details, see link below.
http://www.websense.com/content/support/library/deployctr/v77/dic_wsmigration_policy.aspx

10. **Can you make those pgsetup wsbackup notes available? They seem like good step by step process for upgrading.**
    A.   These steps are available via the following link.
    http://www.websense.com/content/support/library/deployctr/v77/dic_wsmigration_policy.aspx

11. **What about upgrading Remote Filtering Client to 7.7? Are there any docs on this?**
    A.   Installation and upgrade is included within the PDF link below.
    http://www.websense.com/content/support/library/web/v77/wws_release_notes/wws_release_notes.pdf

12. **Do you have a link for upgrading the V-Series appliances?**
    A.   The link is provided below.
    http://www.websense.com/content/support/library/deployctr/v77/dic_upgrade_to_app76.aspx

13. **Is there an official guide for intermediate upgrades?**
    A.   You can find details on intermediate upgrades by clicking on the upgrade center link.
        http://www.websense.com/content/7_6UpgradeCenter.aspx

Backups / Restores:

14. **If I do a TRITON Backup that will include the Web Security also?**
    A.   Wsbackup will include the web security information while the TRITON backup will include the triton infrastructure information.

15. **What if you have both a management server and a couple of appliances, what backups should we run?**
    A.   Run backups on the appliance manager and the backup on the management server will be the triton backup.

16. **Should I enable TRITON backup task scheduler?**
    A.   It is always best to have backups enabled. This is one good practice.

Migration / Upgrade considerations:

17. Which remote filtering client versions are compatible with 7.7?
  A. v7.6 Remote filtering clients are backwards compatible with v7.7 remote filtering server.

18. Does it make more sense on a fresh install to use a new database? Can you still import your other policies into that then?
  A. Policies are handled in the postgres database, which can be imported. It is your decision to use a new logging database.

19. I'm planning on migrating from 7.1 or 7.5 to new servers running 7.7. Can I run the pgsetup -- upgrade from 7.1 to 7.7 or must the old servers be at 7.6 already?
  A. It is possible. However, Websense recommends upgrading through the upgrade paths. Always backup (pgsetup save) and save the e config.xml file before proceeding with the upgrade.

20. Are licenses classified differently in version 7.7?
  A. No, the licensing scheme has not changed.

21. Is there any big benefit to using standard SQL instead of express?
  A. Standard SQL has a lot more features. With express, there are size limitations and no display of the SQL Server Agent.

22. is there support for migration of version 6.3, or is it only 7.5 and later?
  A. Due to the major differences between 6.x and 7.x version, it is recommended to upgrade to 7.1 first before proceeding to the higher 7.x versions.

23. Does SQL need to be on a different box than the management server in v7.7?
  A. It is best practice to have SQL on a different box. It depends on resources and if the box can handle the load.

24. What are the advantages to upgrading to 7.7?
  A. Please see the following link for the release notes.
  http://www.websense.com/content/support/library/web/v77/wws_release_notes/first.aspx

25. In regards to distributed deployments across country where all boxes cannot be upgraded immediately. How do you upgrade and what are its limitations while servers are still running an old version? Can we upgrade over several days?
  A. It is best to upgrade all components to the same version starting with the policy source. If you need to upgrade over a span of several days, the filtering service will continue to run for a span of two weeks after a loss of communication with the Policy server.

26. Can you install all components on 1 server?
   A. It is not recommended to have all components on one server due to the amount of resources v7.7 components use.

27. In our environment we have a V5000 and a windows Server for DC Agent and SQL. Which should I upgrade first?
   A. If your policy source resides on the V-Series appliance then it best to upgrade the V-series appliance first.

28. If we are current on 7.6 windows 2008 x64 and have the appropriate hardware integrated with routers, can we do an upgrade or do we still have to do a migration again?
   A. An upgrade can be done if you meet the system requirements.

29. Does the TRITON management Server need to be on a separate server?
   A. It is best practice to install the TRITON management server on a separate server other than the V-Series appliance.

30. Appliances at v7.5.2, upgrading to v7.7, can the appliance be upgraded directly to v7.7 or must they go to v7.6.5 first then v7.7.0?
   A. V-Series appliances must upgrade to v7.6 before upgrading to v7.7. For more information, please see the link below.
   http://www.websense.com/content/support/library/deployctr/v77/dic_ws_upgrade.aspx#641513

31. Is there an upgrade required for the Websense Endpoint Client (used for Hybrid and WCG)?
   A. It is recommended to have all components including remote clients on the same version.

32. Where can I get a copy of the .bat files used in the Webinar?
   A. http://www.websense.com/assets/support/webinar/docs/v7.7%20stop%20and%20start%20batch%20files.zip

33. Why are there so many different backup methods?

   A. We have only 3 backups. One for the TRITON infrastructure, one of the Content Gateway, and one for the full server backup for TRITON Web Security. The TRITON infrastructure which is available via the task scheduler is for backing up delegated administrators and central settings. The full backup backs up all policy configurations and settings for all Websense components on the server. The Content gateway backup is done through the content gateway manager by creating a snapshot. These are the three backups for the specific modules. However, there is a fourth backup method and this is specifically used for migrating policies only. This is running the

PgSetup command. Best practice is to schedule daily the full server backups using wsbackup and daily backups with the TRITON infrastructure. For WCG, a snapshot must be run manually from the content gateway manager and FTP'd out.

34. You mentioned something about a new management infrastructure introduced in 7.6. I'm running an earlier version. Could you repeat the best practice?

A. If you are running 7.5 or earlier, you will not be aware of this new infrastructure. During the upgrade you are prompted to remove TRITON manager. My suggestion even before the upgrade is to remove the Websense manager, perform the upgrade or upgrades to version 7.7. Then install the TRITON Unified Security Center and as well as the TRITON - Web Security management module. This avoids common issues we've seen with upgrading from earlier versions. As a side note, if you are running an earlier version, your SQL server may not be in a supported version for v7.7. Do not upgrade into a version where your current SQL Server version is not supported. An easy work around is to remove log server and install again once you have v7.7.

35. What happens to my global unfiltered URLs when I upgrade? Do they get migrated?

A. Yes, they migrated and copied to a new policy exception category. There is a new feature called Policy Exception which is used and takes precedence on all other policies. You want to be aware of this new Policy Exception. You can find more information on the KB link which will posted.

> https://emea.salesforce.com/articles/Knowledge_Article/Why-is-the-Unfiltered-URLs-option-missing-in-version-7-7?popup=true

> https://emea.salesforce.com/articles/Knowledge_Article/What-happens-to-Unfiltered-URLs-when-Upgrading-to-v7-7?popup=true

36. Is there anything I need to take into account when upgrading Remote Filtering Client?

A. It is best to have all the clients the same version as the Remote filtering server. You can upgrade your Remote Filtering server first than your clients. Also, the client versions are backwards compatible allowing you to upgrade each of your clients normally. This allows you to develop a plan of pushing out to your clients.

37. Is a new database name created when doing an in-place upgrade?

A. No, it will find the existing database. If the connection is there to any database that has the default name (wslogdb70) and/or another name (newlogdb70), it will update stored procedures

and tables of the database. You may also notice a new database wslogdb7_amt_1 for the threat tracking and forensics.

38. Is it quicker, if I stop the services before upgrading?

A. You do not need to stop services as the installer itself automatically the stops the services. Our documentation does mention to stop the log server

39. As in previous versions, do I need to disable AV or UAC?

A. Yes, it is recommended to disable these components before running the install to prevent any conflicts.