

## October 24<sup>th</sup> Webinar Question/Answer

1. Is v7.6.7 ok for direct update?

A. Yes, 7.6.7 is part of 7.6.x and can be upgraded directly to 7.7.

2. I have Windows 2003 R2 server & running 7.6 currently. Can I install 7.7 on the same server?

A. If you attempt to run the 7.7 installer on Windows 2003 R2 server, you'll find a message that this is not a supported system. Here's a helpful link that will display the supported OSs.

<http://www.websense.com/content/SupportedProductMatrix.aspx>

3. How big is the backup folder?

A. The size can vary. The different backups created on this basic setup range 35KB to 2MB. However, this size can increase depending on how many policies you have, how much logs have accumulated, etc.

4. Would these backups be necessary if your system has a TSM backup system that runs full backups?

A. Yes, it is recommended as it has not been tested with third party software. It would be best to have a test server to test the restore with TSM if you are attempting to implement this.

5. I have 2 V10k appliances. I do the install for the primary appliance, and reload, and then do the install for the secondary, and reload... correct?

A. Yes, that is correct. Make sure your Policy Source is the first one you upgrade.

6. What version of iDRAC6 is needed for the V10k upgrade to 7.7?

A. You don't need to upgrade the iDRAC6 firmware when upgrading to v7.7. It should already be on a supported version.

7. If we are running in a cluster, it would be the primary one?

A. Note there have been some upgrade issues in the past with clusters. It is recommended to break the cluster before upgrading the appliances. After that, you can start the upgrade on the appliance with your full policy source. This procedure will be changed after v7.7.

8. Are there any plans to add syslog support in the future?

A. There is a feature called SIEM within v7.7. You can send information to security integrations such as Splunk or QRadar.

9. Will I need to change any WCCP settings after update?

A. If you are running ASA, you might want to check your setting with GRE, since you now have the ability to select GRE in content gateway manager. You can find more information using the link below.

<http://www.websense.com/support/article/kbarticle/Content-Gateway-v7-7-0-WCCP-and-Cisco-ASA>

10. What if I'm using BCP on my off-box log server, will that carry over in the upgrade?

A. Yes, any logs in the cache will still get process after the upgrade.

11. If we are running WCCP on a Cisco 6500 switch, and already use L2, are there any issues?

A. When using WCCP with Cisco 6509 switches, you won't have to worry about the use of GRE that ASA uses.

12. I saw a note about a BIOS upgrade for the appliance, is this required for 7.7?

A. If you are currently running the supported BIOS version, you do not need to upgrade BIOS for v7.7.

13. Do I need to dedicate a Virtual Switch to the Websense server and set the Virtual Switch to promiscuous mode?

A. This is used only if you have installed Websense on VMWare and are running Network Agent Stand-alone mode to monitor the traffic.

14. If you back up the servers can you do a bare metal restore and get the appliance to work?

A. If you do full re-image from the ISO, then you will need to take into account what patches have been applied within the Appliance Manager > Patches section. Then apply those patches first before restoring your appliance backup.

15. Does installer remove the TRITON or will it ask for an upgrade?

A. The Websense installer will recognize all components on the server and perform an upgrade.

16. If Websense TRITON is running on a V-Series appliance, what is the upgrade procedure? If I have multiple modules (e.g. WSE, DSS, Email), what is recommended to upgrade first.

A. If you are talking about the TRITON management console, then the more important thing to look at is where your Policy Source is located. If your Policy Source is on the appliance, then upgrade the appliance first. In choosing which module to upgrade first, if you have Email running, then upgrade that module first. If you remember in the slides, Email had a log server component in which you upgrade first.

17. Is it recommended to perform a full appliance backup or a module backup?

A. As a best practice, it is recommended to perform a full appliance backup rather than an individual module backup. If you really want, you still have the option to do both for an added layer of backups.

18. In DSS, can I upgrade to v7.7 directly from v7.1 or v7.5?

A. Because v7.7 uses the SQL server database rather than Oracle to store policy configuration and other system data, you cannot upgrade directly from v7.1 or v7.5. You must first upgrade to v7.6.x.

Refer to Upgrading the Data Security Management Server to v7.6.0, page 632 for instructions.

19. Does the installer allow you to change existing configuration settings?
- A. No, the installer does not allow you to change existing configuration settings. Manual configuration must be made after the upgrade.
20. Where do I disable the TRITON – Web Security on the V-Series appliance?
- A. You can disable the TRITON – Web Security service under **Appliance manager > Configuration > Web Security Components > TRITON – Web Security**.
21. Can you import policies from a software installation to V-Series appliances?
- A. Yes, since the appliance is locked down, you will need technical support assistance to log into the appliance and perform the import.
22. According to your experience, how much time is required for a V-Series appliance upgrade and off-box component upgrade?
- A. As mentioned in the slides, I would allow 45 minutes to an hour for a full upgrade without ESG. If you are running with ESG, be prepared for the installation to go more than 60 minutes.
23. If I am upgrading two V-Series appliances and have the content gateways clustered with a VIP, do I need to remove the VIP and break the cluster before the upgrade as I did when I upgraded to v7.6?
- A. Yes, this is the same process and will be modified for version 7.7 and higher so that you will no longer have to do that.
24. Does the iDRAC and BIOS need to be upgraded on the V-Series G2 appliances prior to updating the software?
- A. No, it does not need to be upgraded. They should already be on the recommended version unless otherwise stated.
25. How would you run a wsbackup from V-Series appliance?
- A. This is done automatically through the V-Series appliance manager GUI by selecting backups.

26. If I do a full backup on my V-Series appliance do I need to a TRITON backup also?
- A. Only if the TRITON services are being managed off-box. Attempting to a backup on the appliance will only backup the components on the appliance.