V-Series Release Notes v7.6.2

Applies To:	Websense V-Series appliances v7.6.2 Models V5000 G2, V10000 (not supported for Email Security Gateway), and V10000 G2

Installation Steps

Known and Resolved Issues

Technical resources for the V-Series

Overview of V-Series v7.6.2

Version 7.6.2 is a patch release that includes important corrections for appliance software and the Content Gateway, Web Security, and Email Security modules. Policy databases and Websense log databases are not affected by the patch.

Patch file name:	Websense-Appliance-Patch-7.6.2.rpm
Patch location:	Go to MyWebsense.com, log in, and go to the Downloads page.
Patch dependencies:	Version 7.6.0 or v7.6.1 must be installed on the appliance before this patch.
Compatibility with components off the appliance:	TRITON - Web Security console and Log Server must be at v7.6.0 or later. Data Security Management Server must be at version 7.6.0 or later.
Estimated time to completion:	Installation of this patch takes approximately 50 minutes (per V-Series appliance). This includes: • 10 to 20 minutes to download the patch file (about 1.5 GB) • 10 minutes to back up the files on the V-Series • 20 to 25 minutes to apply the patch • 10 minutes to restart the V-Series and verify that the patch was applied successfully
Estimated duration of service disruption:	Service may be disrupted for 10 to 15 minutes while the patch is applied to the appliance and the appliance is restarted.

Restart requirements:	At completion of the appliance patch, you must restart the appliance.
Patch installation verification:	To confirm that the patch was successful, open the V-Series console and look for version 7.6.2 to display in **Configuration > System**

Data Security integration

Websense Content Gateway v7.6.2 is compatible with all v7.6.x versions of the Data Security Management Server, including v7.6.2 and later, but Websense recommends that customers upgrade to Data Security v7.6.2 prior to upgrading to Content Gateway v7.6.2.

Websense Content Gateway v7.6.2 can now be integrated with Policy Engine v7.6.2 or later.

Installation Steps

CAUTION: Sites running Filtering Service and Network Agent off of the appliance should contact Technical Support for assistance.

◆ Ensure that power to the V-Series is not interrupted during patch installation. Power failure can result in operating system and software component corruption.

◆ If you have enabled SNMP in the Content Gateway module by changing the value of the parameter **CONFIG proxy.config.snmp.master_agent_enabled** to **1** in the file **records.config**, the patch will not apply successfully.

To check the value, log on to the Appliance Manager, go to **Administration** > **Toolbox**. In the **Command Line Utility** Area, click **Launch Utility**. In the **Command Line Utility** dialog, click the **Module** drop down and select Websense Content Gateway. In the **Command** drop down select **content-line -r**. Enter the variable name **proxy.config.snmp.master_agent_enabled** and select **Run**. If the variable is set to "1", use the **content-line -s** to set it to "0", and then **content line -x** to force Content Gateway to use the new value.

◆ If you are using a virtual IP address (VIP) or have clustering enabled, disable clustering and/or the VIP prior to making this upgrade. You can enable clustering and the VIP again after the upgrade is complete.

Please see this essential supplement: [V-Series Appliance Upgrade when Content Gateway is in Cluster Mode](#).

◆ Apply the patch during a time when network traffic is moving smoothly (not during a period of high latency or traffic overload). Otherwise, it is possible for the patch upload to be disrupted, resulting in an unsuccessful update.

◆ Back up your configuration files, log files, and policy databases from the appliance. See the Knowledge Base article: How do I back up and restore the files on my appliance?

◆ If you are integrated with Websense Data Security Suite components, be sure you have upgraded to Data Security Suite v7.6.2 or later before upgrading the appliance.

◆ If TestLogServer is enabled for debugging, the patch will not apply successfully. Disable these debugging utilities prior to applying the patch.

Quick patch

1. Log on to the V-Series console by pointing a browser to:

   https://<IP-address-for-interface-C>:9447/appmng/

   The user name is: **admin.**

   The password was set on your appliance when firstboot was run.

2. Ensure that all software modules on the appliance are enabled.

3. Navigate to **Administration > Patch Management**.

4. Click **Check for Patches**. After a few seconds, the patch is listed in the Available patches list.

   > ✔ **Note**
   >
   > You can also download the patch manually and upload the file to the V-Series console. To do this, download the patch from the Websense Web site and then click **Upload Patch Manually** on the Patch Management page.

5. Click **Download** (under Action) to download the patch to your machine. Downloading the patch takes between 10 and 20 minutes, depending on your network speed.

6. When the download is complete, click **Install** to apply the patch.

7. You are prompted to review the Websense Subscription Agreement. After reviewing the agreement, select the checkbox next to **I accept this agreement** and click **Continue**.

8. A confirmation message appears notifying you that the appliance restarts automatically after the upgrade is complete. Click **OK**.

9. The patch installation screen appears. It takes 20 to 25 minutes for the patch process to complete, and then the appliance is restarted automatically. During this time V-Series services are unavailable to users.

10. You receive a message indicating that the restart has begun. The restart proceeds and your V-Series console session is closed.

11. When the appliance has restarted, log on to the console and verify on the **Configuration > System** page that the V-Series version is 7.6.2.

Patching multiple appliances

If multiple V-Series appliances are installed in your network, they must all be running the same base version of Websense software modules. Websense, Inc., does not support running different base versions of the software on different appliances on one network. Filtering results are not expected to be consistent in that scenario.

Websense components running off the appliance must also be upgraded to v7.6.2.

Tips for V-Series appliances

Setup tip

If you set up the P1 and P2 interfaces in the same subnet, note that the default gateway for the proxy is automatically assigned to P2 (which is bound to eth1). Ensure that outbound packets can reach the Internet.

Avoiding port conflicts

See the proxy ports list for a table of the Websense software module versions that are compatible with each appliance version.

Check the ports article to avoid port conflicts if you plan to make a change from a default port.

For example, if you want to use an HTTP proxy server port that is different from the default port (8080), be sure to check the ports list first, to avoid conflict with ports already in use by the V-Series.

Logging tip

If you wish to examine log files for Network Agent in Appliance Manager, be sure to turn on Network Agent logging in the TRITON - Web Security console first. To do this, log on to the **TRITON - Web Security** console and navigate to **Settings > Network Agent > Global**. Then scroll down to **Additional Settings** to enable logging of protocol traffic and specify a logging interval.

Deployment tip

When Policy Broker is run on a V-Series appliance, all Policy Servers that point to that Policy Broker must be installed on V-Series appliances as well. You cannot install and run Policy Servers on off-box machines and point them to a Policy Broker that runs on an appliance. This configuration is not supported.

However, you can run Policy Server on multiple appliances (in either filtering only mode or user directory and filtering mode) and point these appliances to a Policy Broker running either on or off an appliance.

Subscription key tips

In a deployment with multiple Policy Server appliances, use the Websense Web Security Gateway Anywhere subscription key for the policy source appliance (the Policy Server that connects to Sync Service), and use a Web Security Gateway subscription key for all other appliances. Otherwise, you receive superfluous hybrid filtering alerts.

Known and Resolved Issues

A list of <u>known and resolved issues</u> for V-Series, Websense Content Gateway, Websense Email Security Gateway and Websense Web Security components is available to customers with a current MyWebsense account.

If you are not currently logged in to MyWebsense, the link above takes you to a login prompt. Log in to view the list.

Technical resources for the V-Series

Additional sources of information about the V-Series include:

◆ V-Series Customer Forum is available at <u>www.websense.com/support/</u>.

◆ V-Series *Quick Start* – Included in the shipping box with the V-Series, this two-page guide shows how to set up, connect, and rack the hardware. It is also located in the Websense Technical Library.

◆ V-Series *Getting Started* guide – Included on a disk in the shipping box, this booklet explains step-by-step how to configure the software for basic operation, including the components running on a Windows server. It is also located in the Technical Library.

◆ V-Series *Console Help* – This searchable, printable PDF file contains all of the Help topics embedded in the V-Series Console Help system. It is located in the Technical Library.

◆ Websense Solution Center – Searchable articles and tips pertaining to both V-Series software and hardware are available online at <u>www.websense.com/support/</u>

◆ Release Notes for Websense Content Gateway are also located in the Technical Library.

◆ Additional assistance is available via Web and telephone.