Upgrading X-Series Appliances to v8.0.0

This article describes how to upgrade X-Series appliances from version 7.8.x to v8.0.0.

The upgrade covers all modules that can reside on the appliance, including the Appliance module (App module) and a product modules. The product modules are either:

◆ **Web module** (the core components of your web protection solution) plus **Proxy module** (Websense Content Gateway)

◆ (*Upgrading from v7.8.4*) **Email module** (the core components of your email protection solution)

> **Important**
>
> If you want to enable VLAN support after upgrade, you must update the configuration of switches A1 and A2 on your X10G chassis. Please refer to the Switch Configuration Guide for details before you begin the upgrade process.
>
> If you are at **v7.8.4** and have already enabled VLAN support, no additional configuration is needed after upgrade to v8.0.0.

Before you begin

If you are currently using link aggregation, and plan to enable VLAN support after upgrade, you must disable link aggregation before enabling VLAN support on the blade or chassis.

Note that the upgrade process has small but important differences depending on whether you are upgrading from v7.8.2, or from v7.8.3 and later. Select the appropriate procedure for your appliance:

Appliance module upgrade instructions from v7.8.3 or v7.8.4

To upgrade your appliance, first upgrade the Appliance module. This ensures that the appliance is configured for product module upgrades, and gives you access to new upgrade features.

1. Log on to the appliance CLI via the security blade iDRAC controller.

2. Enter **config** mode.

3. Use the **load patch** command with no additional parameters to see a list of upgrade patches available for the appliance.

   If you have already downloaded the patch files from mywebsense.com to a remote filestore, instead use the **load patch --location <filestore_alias>** command to see a list of available patches in the filestore location.

4. Select the appliance patch from the list. The patch name is:

   ```
   Websense-Patch-APP-8.0.0.rpm
   ```

5. Because the patch download process is asynchronous, **verify that the appliance patch is ready to install** before you continue. To do this, use the following command:

   ```
   show patch list
   ```

   You can also use the following command to track the progress of the patch download:

   ```
   show patch load --status
   ```

6. Use the **install patch** command with no parameters to see a list of upgrade patches available on the appliance.

7. Select the appliance patch (**Websense-Patch-APP-8.0.0.rpm**) from the list.

8. Wait for the Appliance module to finish upgrading.

   The process takes approximately 15 minutes, and the appliance restarts automatically during the upgrade.

9. After the appliance patch is installed successfully, continue with *Product module upgrade instructions*, page 4, to upgrade the web or email protection components on your appliance.

Appliance module upgrade instructions from v7.8.2

To upgrade your appliance, first upgrade the Appliance module. This ensures that the appliance is configured for product module upgrades, and gives you access to new upgrade features.

1. Log on to mywebsense.com and select the **Downloads** tab.

2. Select **Websense X10G Base Configuration** from the Product drop-down box, then select version **8.0.0**.

3. Locate the **X10G Security Blade Upgrade Patch** and download the appliance rpm patch file (**Websense-Patch-APP-8.0.0.rpm**) to a remote filestore. There are additional product module upgrade files that you will download later.

4. Log on to the appliance CLI via the security blade iDRAC controller.

5. Enter **config** mode and use the following command to see a list of patches available on the filestore:

   ```
   load patch --location <filestore_alias>
   ```

   Select the appliance patch file from the list.

6. When the patch has been uploaded, use the **apply patch** command to upgrade the appliance module, including the CLI. You can either enter the command with no parameters to select the patch file from a list, or use the following command to specify the filename:

   ```
   apply patch --file Websense-Patch-APP-8.0.0.rpm
   ```

   The upgrade process takes about 15 minutes. Do not restart or turn off the appliance while the upgrade is underway. The patch will automatically restart the appliance to complete the patching process.

7. After the appliance patch is installed successfully, continue with *Product module upgrade instructions*, page 4, to upgrade the web or email protection components on your appliance.

Product module upgrade instructions

You must successfully upgrade the Appliance module before you can use these steps to upgrade the product module (Web or Email) that resides on the appliance. Make sure you have completed the appropriate Appliance module upgrade steps before you continue:

◆ *Appliance module upgrade instructions from v7.8.3 or v7.8.4*, page 2
◆ *Appliance module upgrade instructions from v7.8.2*, page 3

Once the Appliance module is at version 8.0.0, perform the following steps to upgrade your product module or modules:

1. If you have a web protection product, upgrade the policy source machine before upgrading web protection components on your security blades. See Upgrade Instructions: TRITON AP-WEB for information about getting the installers used to upgrade off-appliance components.

   Note that in all instances, you must upgrade web protection products in the following order:

   a. Full policy source

   b. User directory and filtering (policy lite) security blades, and non-appliance servers that host Policy Server

   c. Filtering only security blades, and non-appliance servers that host Filtering Service

   d. Off-appliance servers hosting other web protection components (like Log Server or Logon Agent)

2. Log on to the appliance CLI via the security blade iDRAC controller.

3. Enter **config** mode.

4. Use the **load patch** command with no additional parameters to see a list of upgrade patches and express upgrade packages available for the appliance.

   ■ When you select an express upgrade package, the patch or patches in the package are automatically installed as soon as download process is complete, without the need for a separate "install patch" command.

   An express upgrade package can contain a single patch (for example, the upgrade patch for the Email module), or contain a bundle of multiple patches (for example, the upgrade patches for the Web and Proxy modules).

   ■ When you select an individual patch file, the file is downloaded to the appliance, but not launched automatically. Once the download is complete, you can enter the "install patch" command when you are ready to start the upgrade.

5. Select the patch or express upgrade package you want to install.

6. If you have selected an **express upgrade package**, when the installation process launches, accept the subscription agreement. If there are multiple patches in the express upgrade package, you may be prompted to accept an additional subscription agreement after the first patch has been applied.

    If you have selected a **patch file**:

    a. Because the patch download process is asynchronous, **verify that the product module patch is ready to install** before you continue. To do this, use the following command:

        show patch list

    You can also use the following command to track download progress:

        show patch load --status

    b. Use the **install patch** command with no parameters to see a list of upgrade patches available on the appliance, then select a patch from the list.

    c. If you are upgrading to TRITON AP-WEB, install first the Web module patch (**Websense-Patch-Web-8.0.0.tgz**), then the Proxy module patch (**Websense-Patch-Proxy-8.0.0.tgz**).

    If you are upgrading to TRITON AP-EMAIL, install the Email module patch (**Websense-Patch-Email-8.0.0.tgz**).

7. When the upgrade is complete, see *Verify the upgrade*, page 5, for information about verifying the new appliance and product version.

Verify the upgrade

After the upgrade is complete, you can verify the product version from the appliance CLI as follows:

1. To verify the appliance version, use the command:

        show appliance

2. To verify the Web module (TRITON AP-WEB) version, use the command:

        show web --version

3. To verify the Content Gateway version, use the command:

        show proxy --version

4. To verify the Email module (TRITON AP-EMAIL) version, use the command:

        show email --version

See Using the X-Series Command Line Interface (CLI) for information about new and updated CLI commands in v8.0.0.