
Email Security Gateway Upgrade to v7.8.2 with Virtual Appliance

You may upgrade an Email Security Gateway virtual appliance directly from version 7.8.0 to 7.8.2. The complete product upgrade process includes V-Series appliance and TRITON Unified Security Center and Email Security Log Server Windows components. You should ensure that third-party components are upgraded as well, if necessary to work with the new Email Security Gateway version.

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Upgrade preparation

Several issues should be considered before you begin your Email Security Gateway product upgrade that includes a virtual appliance.

- ◆ **Back up product components.** Ensure that you back up your product settings before you begin the upgrade. See the [Backup procedures](#) outlined for upgrading Email Security Gateway solutions for detailed backup instructions.
- ◆ **Verify current deployment.** Ensure that your current deployment is functioning properly, including any third-party integration components, before you begin the upgrade. The upgrade process does not repair a non-functioning system.
- ◆ **Verify the system requirements** for the version to which you are upgrading to ensure your network can accommodate the new features and functions. See [System requirements for this version](#) for a detailed description.
- ◆ **Prepare Windows components.** See [All Websense TRITON solutions](#) for an explanation of general preparations for upgrading Email Security Gateway Windows components.
- ◆ **Ensure that your firewall is configured correctly** so that the ports needed for proper Email Security Gateway operation are open. See [Email Security Gateway ports](#) for information about all Email Security Gateway default ports, including appliance interface designations and communication direction.
- ◆ **Check configuration settings for maximum capacity.** If Websense Technical Support has modified any configuration setting to exceed its default maximum capacity, please contact Technical Support for assistance before you begin the upgrade process.

If you know your version 7.8 Email Security Gateway system is at maximum capacity for the total number of message queues, you should remove at least 1 queue before performing the upgrade.

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- Message queues: maximum is 32 (**Main > Message Management > Message Queues**)
 - Ensure that you do not have a queue named “secure-encryption.” A default queue with that name is created during the upgrade process.

Upgrade instructions

Once you have completed the preparations outlined in [Upgrade preparation](#), you can perform the product upgrade. This section provides instructions for performing an upgrade of an Email Security Gateway only deployment with a virtual appliance.



Important

If your network includes Websense Web Security, you must upgrade the Policy Broker/Policy Server machine first, whether or not these components reside on an appliance. Other Websense services located on the Policy Broker/Policy Server machine should be upgraded at the same time. See [Upgrade sequence for solutions that include Web, Email, and Data Security](#) for more information.

Use the following procedure to perform the upgrade of Email Security Gateway:

1. Upgrade Email Security Gateway Log Server if it is installed on a machine other than the one on which the TRITON console is installed. Follow the installation wizard instructions for Log Server.
 - The installer does not allow you to change existing configuration settings. Changes must be made after the upgrade.
 - The upgrade installer stops the Email Security Gateway Log Server service, updates the Email Security Gateway Log Server, and then restarts the Email Security Gateway Log Server service.



Note

The Email Security Gateway manager is not available until after the TRITON console upgrade completes.

2. Upgrade the TRITON console machine. Use the TRITON Enterprise upgrade installer from the [MyWebsense](#) downloads page. Ensure that Email Security Gateway is selected for upgrade. The upgrade process includes Data Security and the Email Security Log Server if it is installed on the TRITON console machine. Follow the installation wizard instructions. The Data Security module upgrade occurs after the TRITON infrastructure upgrade. Email Security Gateway upgrade follows Data Security.

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- The upgrade installer Configuration page shows the IP address of the database engine that manages the Email Security Log Database and logon type. If you have changed the database since your previous installation or upgrade, use this page to change these settings.
 - The upgrade script stops the Email Security Gateway manager service, updates the Email Security Gateway SQL Server databases (and Log Server if found), and then restarts the Email Security Gateway manager service.
3. Upgrade your virtual appliances. Email should not be directed through these machines during the upgrade process.
 - a. Download the virtual appliance upgrade package from the [MyWebsense Downloads](#) page to a local directory (**WebsenseESGA782Upgrade_VA.tgz**).
 - b. Upload the upgrade package to a local FTP server.
 - c. Log on to the Email Security Gateway virtual appliance.
 - d. Perform the **esgconfig.py** command to open the Email Security Gateway Virtual Appliance Configuration screen.
 - e. Select **Upgrade Email Security Gateway** and click **Configure**.
 - f. On the Upgrade Email Security Gateway page, enter the complete FTP server path for the virtual appliance upgrade package in the **Upgrade URL** field.
 - g. Click **Upgrade** to initiate the upgrade process. This process can take several minutes.
 - h. After the upgrade process is complete, check the following log file for any upgrade alerts or messages: **/var/log/upgrade.log**.

Post-upgrade activities

Your system should have the same configuration after the upgrade process as it did before the upgrade. Any configuration changes can be made after the upgrade process is finished.

After your upgrade is completed, redirect email traffic through your system to ensure that it performs as expected.

Email hybrid service registration information is retained during the upgrade process, so you do not need to complete the registration again.

You should perform the following post-upgrade tasks in the TRITON console:

- ◆ [Update Data Security policies and classifiers](#)
- ◆ [Repair Email Security Gateway registration with Data Security](#)
- ◆ [Update Websense databases](#)

Update Data Security policies and classifiers

1. Select the Data Security module.

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2. Follow the prompts that appear for updating Data Security policies and classifiers. Depending on the number of policies you have, this can take up to an hour. During this time, do not restart the server or any of the services.
 3. Click **Deploy**.

Repair Email Security Gateway registration with Data Security

1. In the Email Security Gateway module, navigate to **Settings > General > Data Security** and click **Unregister**.
2. Click **Register** to re-register the Email Security Gateway appliance with Data Security.
3. In the Data Security module, click **Deploy** in the upper right area of the screen.

Update Websense databases

Click **Update Now** in the **Settings > General > Database Downloads** page. This action performs an immediate database download update.