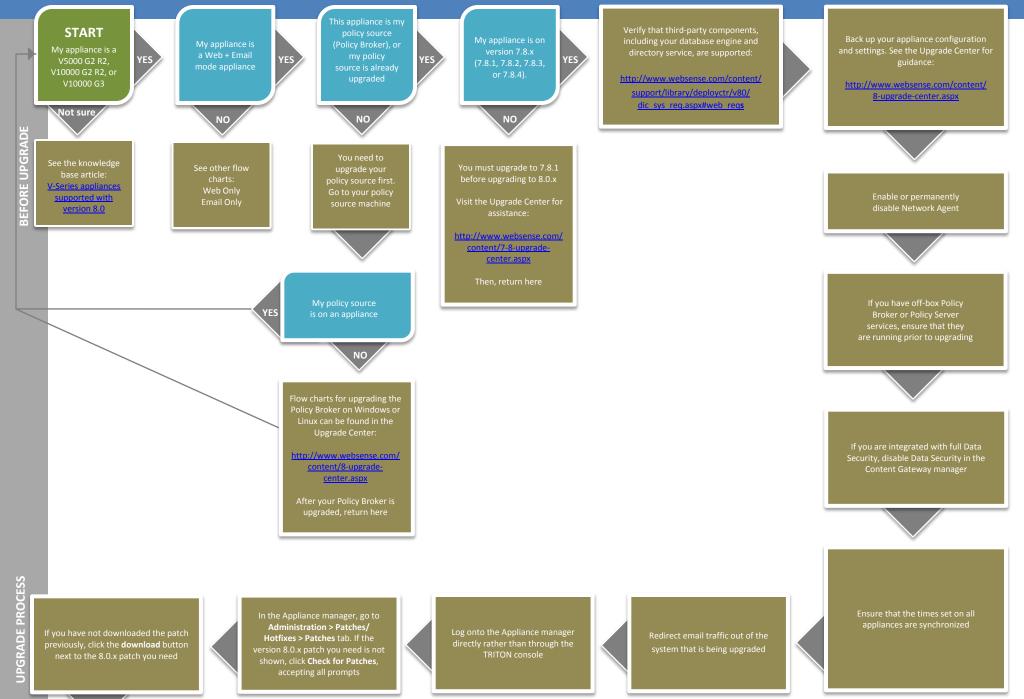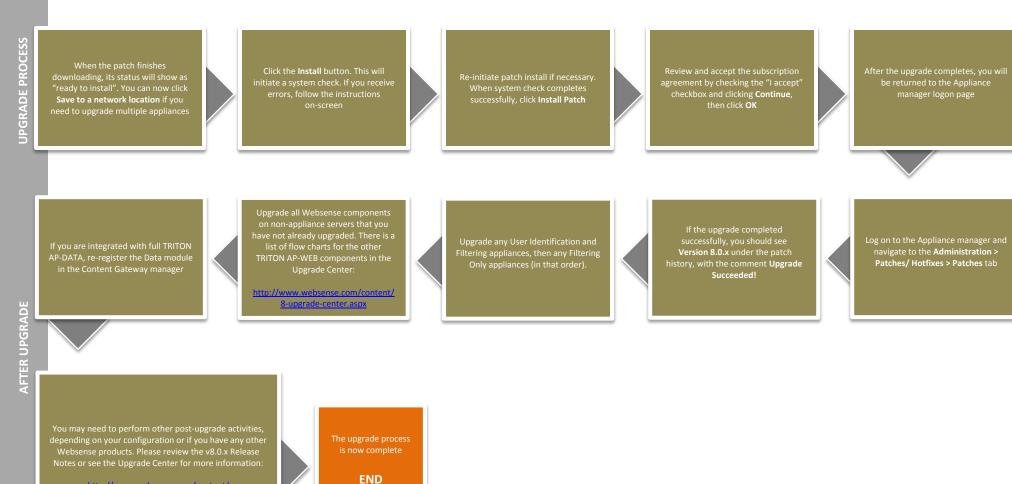# Upgrading Dual Mode (Web + Email) appliances from v7.8.x to v8.0.x on V-Series Appliances

Review the appropriate v8.0.x Release Notes prior to upgrade

BEFORE UPGRADE

START
My appliance is a V5000 G2 R2, V10000 G2 R2, or V10000 G3

YES →

My appliance is a Web + Email mode appliance

YES →

This appliance is my policy source (Policy Broker), or my policy source is already upgraded

YES →

My appliance is on version 7.8.x (7.8.1, 7.8.2, 7.8.3, or 7.8.4).

YES →

Verify that third-party components, including your database engine and directory service, are supported:

http://www.websense.com/content/support/library/deployctr/v80/dic_sys_req.aspx#web_reqs

→

Back up your appliance configuration and settings. See the Upgrade Center for guidance:

http://www.websense.com/content/8-upgrade-center.aspx

Not sure ↓

See the knowledge base article:

V-Series appliances supported with version 8.0

NO ↓

See other flow charts:
Web Only
Email Only

NO ↓

You need to upgrade your policy source first. Go to your policy source machine

↓

My policy source is on an appliance

← **YES**

NO ↓

Flow charts for upgrading the Policy Broker on Windows or Linux can be found in the Upgrade Center:

http://www.websense.com/content/8-upgrade-center.aspx

After your Policy Broker is upgraded, return here

NO ↓

You must upgrade to 7.8.1 before upgrading to 8.0.x

Visit the Upgrade Center for assistance:

http://www.websense.com/content/7-8-upgrade-center.aspx

Then, return here

Enable or permanently disable Network Agent

↓

If you have off-box Policy Broker or Policy Server services, ensure that they are running prior to upgrading

↓

If you are integrated with full Data Security, disable Data Security in the Content Gateway manager

↓

Ensure that the times set on all appliances are synchronized

UPGRADE PROCESS

If you have not downloaded the patch previously, click the **download** button next to the 8.0.x patch you need

← In the Appliance manager, go to **Administration > Patches/Hotfixes > Patches** tab. If the version 8.0.x patch you need is not shown, click **Check for Patches**, accepting all prompts

← Log onto the Appliance manager directly rather than through the TRITON console

← Redirect email traffic out of the system that is being upgraded

←

When the patch finishes downloading, its status will show as "ready to install". You can now click **Save to a network location** if you need to upgrade multiple appliances

Click the **Install** button. This will initiate a system check. If you receive errors, follow the instructions on-screen

Re-initiate patch install if necessary. When system check completes successfully, click **Install Patch**

Review and accept the subscription agreement by checking the "I accept" checkbox and clicking **Continue**, then click **OK**

After the upgrade completes, you will be returned to the Appliance manager logon page

If you are integrated with full TRITON AP-DATA, re-register the Data module in the Content Gateway manager

Upgrade all Websense components on non-appliance servers that you have not already upgraded. There is a list of flow charts for the other TRITON AP-WEB components in the Upgrade Center:

http://www.websense.com/content/8-upgrade-center.aspx

Upgrade any User Identification and Filtering appliances, then any Filtering Only appliances (in that order).

If the upgrade completed successfully, you should see **Version 8.0.x** under the patch history, with the comment **Upgrade Succeeded!**

Log on to the Appliance manager and navigate to the **Administration > Patches/ Hotfixes > Patches** tab

You may need to perform other post-upgrade activities, depending on your configuration or if you have any other Websense products. Please review the v8.0.x Release Notes or see the Upgrade Center for more information:

http://www.websense.com/content/8-upgrade-center.aspx

The upgrade process is now complete

END