

v7.5.1 Websense Web Filter and Web Security Upgrade Supplement

Topic 80013 / Updated: 6-April-2011

Applies To:	Websense Web Filter 7.5.1 Websense Web Security 7.5.1
--------------------	--

Direct upgrades to Websense Web Security and Websense Web Filter version 7.5.1 are supported from v7.0 and higher.



Note

If you are using a localized installation of v7.0.1, keep in mind that v7.5.1 is an English-only release.

To upgrade from versions prior to v7.0, see [Upgrading from Websense Enterprise v6.3.x to v7.5.1](#).

New features for this release are described in the [Release Notes](#) for Websense Web Security and Websense Web Filter, version 7.5.1.

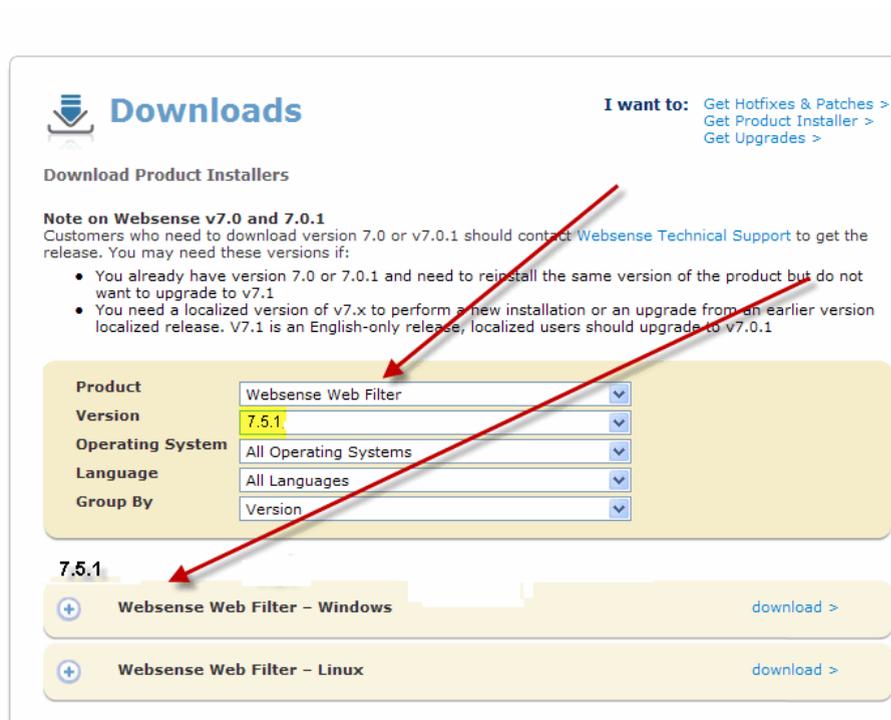
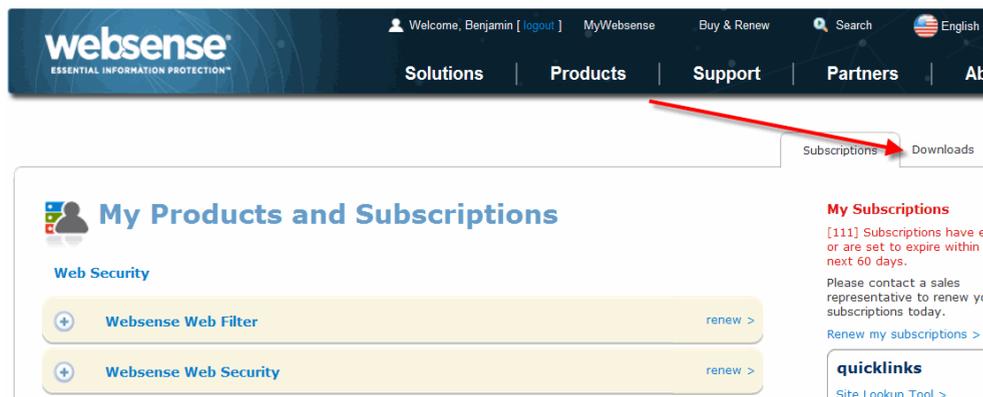
This supplement provides an overview of the upgrade process, plus:

- ◆ [How do I get the software?](#)
- ◆ [Versions supported for upgrade](#)
- ◆ [Preparing for the upgrade](#)
- ◆ [Upgrading Remote Filtering Client from v7.5.0](#)
- ◆ [Upgrade instructions](#)

How do I get the software?

To download the software, go to [MyWebsense.com](https://www.websense.com) and log in.

Select the **Downloads** tab, as shown below, and then select either **Websense Web Filter** or **Websense Web Security**, version **7.5.1**.



For information about upgrading Websense software in specific integrated configurations, refer to the *Installation Guide Supplement* for your integration product.

If you plan to change your integration product, Websense, Inc., recommends that you make the change before upgrading Websense software.

Before upgrading Websense software, make sure that the installation machine meets the system recommendations in the *Deployment Guide*, including hardware specifications, operating system, browser, and database engine.

The Websense installer upgrades all Websense components detected on the installation machine, with the exception of the Remote Filtering Client and certain reporting components.

If Websense software is integrated with another product or device, all traffic is either unfiltered and permitted or completely blocked during the upgrade. The response depends on how your integration product is configured to respond when Websense filtering is unavailable.

When you upgrade the Stand-Alone Edition of Websense software, filtering stops when Websense services are stopped. Users have unfiltered access to the Internet until the Websense services are restarted.

**Note**

The upgrade process is designed for properly functioning Websense systems. Upgrading does not repair a non-functional system.

Versions supported for upgrade

Direct upgrades are supported from v7.0 or higher of Websense Web Security or Websense Web Filter.

**Note**

If you have a localized installation of v7.0.1, keep in mind that v7.5.1 is an English-only release.

To upgrade from versions prior to v7.0, see [Upgrading from Websense Enterprise v6.3.x to v7.5.1](#).

Preparing for the upgrade

Before starting the upgrade:

- ◆ **Back up files**

Before upgrading to a new version of Websense Web security software, Websense, Inc., recommends performing a full system backup. This makes it possible to restore the current production system with minimum downtime, if necessary.

At minimum, back up the Websense configuration and initialization files, as follows:

1. Stop the Websense services. See *Stopping or starting Websense services*, in the *Installation Guide*.
 2. Make a backup copy of the following files (located by default in the C:\Program Files\Websense\bin or /opt/Websense/bin directory).
 - config.xml
 - websense.ini
 - eimserver.ini
 3. If you have created custom block messages, make a backup copy of the files in the **Websense\BlockPages/en/Custom** (Windows) or **Websense/BlockPages/en/Custom** (Linux) directory.
 4. Save the backup copies to another location.
 5. Start the Websense services. The Websense services must be running when you start the upgrade.
- ◆ **Back up Policy Database**
See the “How to Back up and Restore v7.x Policy Database” article in the Websense Solution Center (www.websense.com/support) for the back up procedure.
 - ◆ **Note configuration settings in mng.xml**
When you upgrade to v7.5.1 from v7.0.x or v7.1.x, configuration settings in **mng.xml** (located by default in C:\Program Files\Websense\tomcat\conf\Catalina\localhost or /opt/Websense/tomcat/conf/Catalina/localhost) are not saved. After upgrading, open the mng.xml file in the installation directory and make sure parameter settings reflect your desired configuration. [CR 40628]
 - ◆ **Note configuration of PolicyServerWaitTime in websense.ini**
When you upgrade to 7.5.1 from v7.0.x or v7.1.x, custom settings for the variable PolicyServerWaitTime in **websense.ini** (located by default in C:\Program Files\Websense\bin) are not saved. After upgrading, open the **websense.ini** file in the installation directory and make sure parameter settings reflect your desired configuration. [CR 41603]
 - ◆ **Check for host name on Linux**
If you are running an upgrade on Linux, make sure that the **hosts** file includes the host name for the machine on which you are running the upgrade. This file is located in the **/etc** directory, by default. Add a host name for the machine, if one is not included.
 - ◆ **Do not transfer previous version configuration files to the new version**
Do not install Websense v7.x software on a separate machine and then copy the previous version configuration files to that machine.
 - ◆ **Non-English language versions**
This version is available in English only. The screens, alerts, messages, and other text associated with new features and functions have not been localized.
 - ◆ **Upgrading distributed components**
To upgrade Websense software, run the Websense installer on each machine running a Websense component.

- Start with the machine running Policy Broker.

See the order for upgrading components in [Upgrade instructions](#).

- ◆ **Upgrading the integration plug-in**

The installer detects the integration-specific components, such as plug-ins and filters, and upgrades them. To upgrade the filtering plug-in, run the installer on the machine running the integration product.

If you are changing your integrated firewall, proxy server, caching application, or network appliance, modify that product before upgrading Websense software. See the *Installation Guide* or supplement for that integration product and your current version of Websense software.

- ◆ **Do not use remote control utilities**

Upgrading Websense software via a remote control utility such as Terminal Services is **not** supported.

- ◆ **Reporting**



Important

Upgrade all filtering components **before** upgrading reporting components.

- ◆ **Websense services**

Websense services must be running when the upgrade process begins. The installer stops and starts these services during the upgrade.

If these services have been running uninterrupted for several months, the installer may not be able to stop them before the upgrade process times out.

To ensure the success of the upgrade, manually stop and start all the Websense services before beginning the upgrade. See *Stopping or starting Websense services* in the *Installation Guide* for instructions.



Important

In the Windows Services dialog box, if you have set the **Recovery** properties of any of your Websense services to restart the service on failure, you must change this setting to **Take No Action** before upgrading.

- ◆ **Matching locales**

When upgrading a Filtering Service that is installed on a different machine from Websense Manager, you must upgrade Filtering Service in the same locale environment (language and character set) as Websense Manager.

- Before upgrading Filtering Service on Windows, open **Control Panel > Regional Options**, and change the locale to match that of the Websense Manager machine.
- When upgrading on Linux, log on to the Filtering Service machine with the locale appropriate to Websense Manager.

After the upgrade is complete, Websense services can be restarted with any locale setting.

Upgrading Remote Filtering Client from v7.5.0

When you upgrade Remote Filtering Client from v7.5 to v7.5.1 on Windows, the upgrade fails and an error message is displayed (Error 1321).

To resolve this issue:

1. Uninstall Remote Filtering Client:
The following command can be used to uninstall Remote Filtering Client with a thirdparty deployment tool. Type it on a single line with no returns.

```
msiexec.exe /x {14D74337-01C2-4F8F-B44B-67FC613E5B1F} /qn
```
2. Delete specified files in '%SystemRoot%\system32\drivers':
Change directory to '%SystemRoot%\system32\drivers' and delete the following files (Note these are the file names in Windows XP, wsfsfxp.sys and wstdixp.sys may have different names in other platforms. Typically, these files appear as wsfsf*.sys and wstdi*.sys.) :

```
wscam6300.sys  
wskdll.sys  
wsfsfxp.sys  
wstdixp.sys
```
3. Delete the Websense installation directory:
Delete the Websense installation directory (typically 'C:\Program Files\Websense\wdc').
4. Install Remote Filtering Client v7.5.1 [[CR 39931](#)]

Upgrade instructions

The standard Websense installation program is also used for upgrades. After it starts, the installer detects that an older version of the product is installed. The installer also detects which Websense components are installed and need to be upgraded, and checks the version of the database engine to ensure it is compatible with the new version of the Websense software.



Important

- ◆ Filtering and logging services are not available while you are running the upgrade. To reduce the impact on network users, run the upgrade after hours, or during a quiet time on the network.
 - ◆ The *Installation Guide Supplement* for your integration product contains additional information needed to upgrade and configure Websense software to run with the integration product. Refer to the supplement before running the following procedures.
-

Upgrade order

If Websense components are distributed across multiple machines, these components need to be upgraded in the following order, due to dependencies.

1. Policy Broker—when upgrading from an earlier v7.x release, upgrade the Policy Broker machine first.
2. Policy Server—when upgrading from an earlier v7.x release, upgrade all Policy Servers after upgrading the Policy Broker.
3. User Service
4. Filtering Service
5. Network Agent
6. Transparent identification agents
7. Integration plug-ins
8. Log Server
9. Websense Manager

If multiple components are installed on a machine, the installer upgrades those components in the proper order.

Upgrade steps

Perform the following procedure on each machine running Websense components. Be sure to upgrade the components in the recommended sequence (see [Upgrade order](#)).

1. Close all instances of Websense Manager.
2. Log on to the installation machine with administrative privileges:
 - Linux—log on as **root**.
 - Windows—log on with **domain** and **local** administrator privileges.

If you are upgrading User Service, DC Agent, or Logon Agent, this ensures that those components have administrator privileges on the domain.

If you are upgrading or installing Log Server (Windows only), and will use a Windows trusted connection to communicate with the database engine, your logon user account must also be a trusted account with local administration privileges on the database machine.



Important

If Websense components are installed on multiple machines, see *Upgrade order* for important information about the required upgrade sequence.

3. Perform a full system backup.

If a full backup is not feasible, make backup copies of the **websense.ini**, **eimserver.ini**, and **config.xml** files, and move them to a different location. These files are located in the Websense **bin** directory (C:\Program Files\Websense\bin or /opt/Websense/bin, by default).

Also, back up the Policy Database. See the “How to Back up and Restore v7.x Policy Database” article in the Websense Solution Center (www.websense.com/support) for the back up procedure.

4. Close all applications and stop any anti-virus software.



Warning

Be sure to close the Windows Event Viewer, or the upgrade may fail.

5. On Linux:
 - a. Check the **etc/hosts** file. If there is no host name for the machine, add one.
 - b. Create a setup directory for the installer files, such as **/root/Websense_setup**.



Important

If your Websense services have been running uninterrupted for several months, the installer may have difficulty stopping them.

To prevent the upgrade process from timing out and failing, stop the services manually and start them again before beginning the upgrade. For instructions, see *Stopping or starting Websense services* in the *Installation Guide*.

6. Download the installer package for Websense Web Security/Web Filter and start the installation program. See the *Installation Guide* for instructions.
7. Follow the onscreen prompts.

The installer detects the Websense components from an earlier version and asks how you want to proceed. You can upgrade the current system or exit the installer.
8. Select **Upgrade**, and then click **Next**.

9. Review the list of Websense services that the upgrade will stop, and then click **Next**.
10. You may see a **Websense Filtering Feedback** option, select your desired setting and then click **Next**.

Selecting **Yes** allows Websense, Inc., to gather information about the use of Websense-defined protocols. This information is used to enhance protocol filtering.



Note

No information is sent to Websense, Inc., that would identify specific users, no matter which feedback option is selected.

The installer compares the system requirements for the upgrade with the machine's resources. These requirements are listed in the *Deployment Guide*.

- Insufficient disk space prompts an error message. The installer exits when you click **Next**.
- Insufficient RAM prompts a warning message. The upgrade continues when you click **Next**. To ensure optimal performance, increase the memory to the recommended amount after installation.

A summary shows the installation path and size, and the components to be upgraded.

11. See the [Known Issues](#) article for a list of configuration settings that may need to be customized for your network after the upgrade.
12. Use the TRITON console or a text editor to complete any necessary configuration settings.