Upgrading TRITON Manager and other Web protection components from v7.8.x, v8.0.x, v8.1.x, or v8.2.x to TRITON AP-WEB v8.3.x (Windows)

Review the v8.3.x Release Notes prior to upgrade. For detailed upgrade instructions see the Deployment and Installation Center

BEFORE UPGRADE

START

This is my policy broker machine, or my policy broker is already upgraded

YES →

NO ↓

You need to upgrade your policy broker first. Navigate to your policy broker machine

↓

My policy broker is on Windows

YES →

NO ↓

Flow charts for upgrading the Policy Broker on V-Series appliances or other Linux servers can be found in the 8.3 Upgrade Center

After your **primary (or standalone)** Policy Broker **and any replica Policy Brokers are** upgraded, return here

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My Web protection product is currently at **v7.8.4, v8.0.x, v8.1.x, or v8.2.x**

YES →

NO ↓

Upgrade your deployment to v7.8.4

Visit the 7.8 Upgrade Center for assistance

Then, return to this chart

My server is currently running Windows Server 2008 R2 or Windows Server 2012

NO →

YES ↓

Make sure the installation machine meets the hardware requirements

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You must migrate to a supported operating system. Instructions on migrating your servers to new operating systems can be found in the Deployment and Installation Center

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

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Back up all of your TRITON and web security components before starting the upgrade process

Use this page to locate the Backup & Restore document for your current version.

↓

Make sure that the Filtering Service machine and the TRITON management server have the same locale settings (language and character set). After the upgrade is complete, Filtering Service can be restarted with any locale settings

←

Back up your current Log Database prior to upgrading. Refer to the TRITON AP-WEB Upgrade Guide for detailed instructions

(Cont.)

Make sure that no administrators are logged on to the TRITON console

Log on to the installation machine with an account having domain and local administrator privileges. If you are upgrading Log Server on this machine and it uses a Windows trusted connection to access the Log Database, you must log on to this machine using the same trusted account

Close all applications and stop any antivirus software. Be sure to close the Windows Event Viewer, or the upgrade may fail

Go to the Downloads tab of the My Account page at forcepoint.com to download the TRITON Unified Installer. The installer file is **TRITON83xSetup.exe**. Installer files occupy approximately 5 GB of disk space

Right-click **TRITON83xSetup.exe** and select **Run as Administrator** to launch the installer. A progress dialog box appears, as files are extracted

The installer detects components from an earlier version and asks how you want to proceed. Click **OK**, then on the installer Introduction screen, click **Next**

On the Forcepoint Upgrade screen, select **Start the upgrade**, then click **Next**. When you click **Next**, a *Stopping All Services* progress message appears. Wait for services to be stopped

If the services have not been stopped after approximately 10 minutes, then stop them manually with the command:

C:\Program Files or Program Files (x86)\Websense\Web Security\WebsenseAdmin stop

On the Pre-Upgrade Summary screen, review the list of components that will be upgraded, and then click **Next**

Wait for the Upgrade Complete screen to appear. Click **Done** to exit the installer

Reboot the machine. Then, if you stopped your antivirus software, restart it

The TRITON Unified Installer has upgraded all components located on this machine

After your Policy Broker machine upgrade is complete, you are now free to upgrade any other products, appliances, or additional components located on other machines. **Any replica Policy Brokers you may have must be upgraded first**

Flow charts for upgrading your other Forcepoint components can be found in the 8.3 Upgrade Center

You have now successfully upgraded to v8.3**.x**

END