

Upgrading Forcepoint Web Security components to v8.5.x on V-Series Appliances

For detailed upgrade instructions see the [Deployment and Installation Center](#)

BEFORE UPGRADE

START

My appliance is a V5000 G3 or higher, a V10000 G2 R2 or higher, or a V20000 G1 or higher

YES

My appliance is a Web Only appliance

YES

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

YES

My appliance is on at least v 8.1.x if upgrading to v8.5; 8.2.x if upgrading to v8.5.3.

YES

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

[System Requirements](#)

Back up your appliance configuration and settings

Use [this page](#) to locate the Backup & Restore document for your current version

NOT SURE

See the knowledge base article: [V-Series appliances supported with version 8.x](#)

NO

See other flow charts in the [8.5 Upgrade Center](#)

NO

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

NO

If your appliance is on a version prior to v8.1.x, you must first upgrade to v7.8.4.
Note that Hotfix 94 must be applied to v7.7.x prior to upgrading Content Gateway to v7.8.4

Visit the [7.8 Upgrade Center](#) for assistance.

Upgrade 7.8.4 to 8.4.x and then to v8.5.x.
If your appliance is on v8.0, you must first upgrade to v8.3, then to v8.5.x..
If your appliance is on v8.0, you must first upgrade to v8.3. Then, return here.

Enable Network Agent
If it's permanently disabled, in the appliance manager, delete the N interface configuration

If you have off-box Policy Broker or Policy Server services, ensure that the services are running and are reachable

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

YES

My policy source is on an appliance

NO

Flow charts for upgrading the Policy Broker on Windows or Linux can be found in the [8.5 Upgrade Center](#)

After your Policy Broker is upgraded, return here

If you have not downloaded the patch previously, click the **download** button next to the v8.5.x patch you need

In the appliance manager, go to **Administration > Patches / Hotfixes**

If the version 8.5.x patch you need is not shown, click **Check for Patches**, accepting all prompts

Log onto the appliance manager directly rather than through the console. This will help avoid problems with the patch download

Ensure that the time setting on all appliances is synchronized

UPGRADE PROCESS

When the patch finishes downloading, its status shows 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 checks complete 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, log on to the appliance CLI to perform post-upgrade activities

If you are integrated with full Forcepoint DLP, restart Content Gateway to re-register the Data Module

Upgrade all web protection components on non-appliance servers that you have not already upgraded. There is a list of flow charts for the other Forcepoint Web Security components in the [8.5 Upgrade Center](#)

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

In the CLI, use the "show upgrade history" command to view a list of installed upgrades

In the CLI, use the "show appliance info" command to view basic appliance configuration information. Verify the security mode and software version

Perform additional post-upgrade activities

For details, see the [V-Series Appliance Upgrade Guide](#)

The upgrade process is now complete

END