Questions/Answers
Webinar: Migrating your custom settings to version 7.6
Date: July 13, 2011

1. Is there no possibility to export the 6.3-config (at least the 6.3 URL-recategorization) and import them into a clean 7.6-setup?
   Answer: There is no direct upgrade from v6.3 to v7.6. Officially, you need to upgrade to 7.1 and the upgrade a second time to 7.6.
   If possible, I would install v7.6 fresh on a new server and configure the settings manually.
   If you have a lot of custom policies to migrate, then once the 7.6 is install on the new server and seems to be working fine, take down your v6.3 server and upgrade it to 7.1 by running the software upgrade on it. When it is upgraded to v7.1, then follow the Policy Database migration as demonstration in this webinar to move your policies to the new v7.6 server.

2. Any tips on moving 7.6 running on Windows servers to appliances?
   Answer: My fist suggestion is to configure your appliance manually. This allows you to review your existing policies. However, if your policies are very complex, then contact techsupport for help migrating your Policy Database to the appliance.
   Do you recommend running 7.6 on a VM?
   Answer: A VM never runs as fast as a dedicated server. I prefer seeing Websense on a dedicated server and that is my first suggestion.

3. Why is an email address required for the websense administrator account for v7.6?
   Answer: This allows for your Websense administrators to see alerts and reset their passwords. Also, it is how Websense uniquely identify users in your domain.

4. If we need to change from windows to Linux or vice versa, we must use wsbackup or PgSetup?
   Answer: Since you are moving to a non-identical server, use PgSetup as shown in the demonstration.

5. Is the command format for PgSetup the same in windows and Linux?
   Answer: Yes. See the migration article for both windows and Linux commands: How to migrate 7.1 and 7.5 policies to 7.6

6. Is SQL Server 2008 R2 supported?
   Answer: Yes, see chapter two of the Deployment and Installation Center document for full details. Matrix follows:
## TRITON remote database system

“Remote” database system refers to one installed on a server separate from the TRITON management server. The following are supported.

<table>
<thead>
<tr>
<th>Supported Databases</th>
<th>Data Security</th>
<th>Web Security</th>
<th>Email Security</th>
</tr>
</thead>
<tbody>
<tr>
<td>SQL Server 2005*</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>SQL Server 2008**</td>
<td>✓</td>
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*All editions except Web, Express, and Compact; all service packs; 32- and 64-bit, but not IA64.

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Note: Clustering supported for all supported versions of SQL Server noted above.

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<tr>
<td>SQL Server 2008 R2***</td>
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7. **Triton is a new term for me. Is this just new for 7.6? We are on 7.5.**
   Answer: TRITON has been around since version 7.5. The first three letters “TRI” meaning “three” represents our goal to integrate our Web, Email, and Data Security products.

8. **Should I be able to move the DBs from the 32-bit SQL to the 64-bit SQL without upgrading to websense 7.6?**
   Answer: Only v7.6 is tested on 64-bit platforms. You will have to be at v7.6 to take advantage of 64-bit architecture, so you will have to import your 7.1 or 7.5 DB on to the 7.6 server and then upgrade the DB as shown in the Webinar demonstration.

9. **Do I have to upgrade to 64-bit websense is I am moving the backend data SQL DB from SQL 2005 32-bit to SQL 2008 64-bit on a Windows 2008 64-bit.**
   Answer: Websense v7.6 can run on either 32 or 64-bit servers. However, if you are going to run a combination of our products (Web Security with Email and/or Data Security) then you must install Websense on a 64-bit server. Websense does not care about the platform SQL is running on unless you plan to install a Websense component on the same SQL server.

10. **We are upgrading from 6.3 too. There isn’t much to our config. At what point is it easier to just reconfig from scratch? Can just the policy config be moved from 6.3 easily?**
    Answer: Leave you Websense 6.3 running. Install v7.6 freshly on your new servers. Since your policies are simple, just manually re-create them on the new 7.6 server. When you are ready, point your traffic at the new server. If all works fine, then after a while, take down the older 6.3 server. If
you encounter an unexpected problem then re-point your traffic back at the older 6.3 installation. Correct the 7.6 issue, and then attempt to filter again.

11. Can we use one management server to manage multiple policy servers?
Answer: Yes, very easily. This is what websense was created to do for you. You now add your separate Policy Server services under the Settings tab in TRITON –Web Security as shown in the following image. Also not the Policy Server switch button.

12. If I am currently running WS on a 32-bit version of Windows, does 7.6 require 64-bit windows?
Answer: Websense v7.6 can run on either 32 or 64-bit servers. However, if you are going to run a combination of our products (Web Security with Email and/or Data Security) then you must install Websense on a 64-bit server.

13. We have a large list of exceptions in our user Identification settings, how can we merge those into the upgrade?
Answer: You will need to manually copy over this information. Be sure to paste your users data into a text file first, and then copy that text information into the new 7.6 server. This avoids pasting in HTML code from the browser.

14. The business where I work is a 7x24 time of work, how much time will take me the full migration so I can ask for the migration window?
Answer: If you are moving to new servers, then your down time is almost nothing. You should have only a few seconds or a minute when you are configuring to point traffic at the new 7.6 servers. You
should have previously migrated your policies to the new server and tested filtering before pointing traffic at them. Should you encounter a problem, your older Websense servers should be still up for you to re-point your traffic, thus allowing you to resolve any unexpected problems.

15. If you are moving to a single 64-bit server, once you have restored the DB from the previous steps, will you still need to bring in the delegated administrators, or will they be brought in from the policy database import?
   Answer: You will still need to run the merge delegated administrators command. Please ensure the TRITON Settings Database service is running before running the command.

16. As this is a 64 bit version and install, why is websense installed in the x86 program files folder?
   Answer: Because Websense is running in WOW mode. Later when services are fully 64-bit compatible, they will be installed in the correct directory.

17. I have version 7.1 do I have to upgrade to version 7.5 then to 7.6?
   Answer: You may upgrade or even migrate directly to 7.6 as shown in the Webinar demonstration.

18. This is pretty fiddly to do, my suggestion would be that Websense create a migration tool with a UI as most people will only do this once, or a few times.
   Answer: Yes I agree that a tool would be nice, but one is not available for us so I am sharing our internal trick for moving policies. Actually, the “Websense installer” performs these steps automatically when upgrading. While the installer does a lot more than just the policy database migration, I am showing you only the single task of moving policies in the demonstration—which is sufficient for our needs. Since there is no or policy distribution option between Policy Brokers, so this Policy Database migration is required today when a direct upgrade is not possible.

19. Does this apply to appliance users? Our DB is on the appliance (v10k).
   Answer: Yes, if you need to recover or move to another appliance, than this would be helpful. However, as you will not be moving your appliance to a 64-bit server, so you just need to watch the May 2011 Webinar for my appliance upgrade suggestions.

20. Is all this documented and available from your site?
   Answer: Yes. See the migration article for both windows and Linux commands: How to migrate 7.1 and 7.5 policies to 7.6

21. What additional steps are needed to use the same IP on the 7.6 box as the 7.1 box?
   Answer: Your best way is to build the new server with the same IP address before installing Websense. Of course, this entails taking your working 7.1 Websense server down for a window of one or two hours.

22. Can you tell me where you go to see exactly what version you currently have installed?
   Answer: Two ways:
   1. From the Websense\bin directory, locate the PolicyServer.exe file, right click and select the version tab.
   2. From within the TRITON –Web Security manager, select Help > About.

23. Is 7.6 supported in a VM?
   Answer: Yes, see chapter two of the Deployment and Installation Center document for full details.
   Image follows:
Virtualization systems

These VMs are supported for all TRITON modules.

**Supported VMs**

<table>
<thead>
<tr>
<th>Hyper-V over Windows Server 2008 R2 (x64, 64-bit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMware – Any version that claims full support for 7.6 supported OS</td>
</tr>
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</table>

24. Is PgSetup included in the bin directory of a 7.5 install or do we need to download the utility?
   Answer: Yes, you will find the PgSetup executable in the Websense bin directory. It does not require special downloading. It is actually used as a specific task when normally running the full Websense installer.

25. From an upgrade standpoint, and when noted in the presentation, are the 7.1 and 7.5 versions synonymous?
   Answer: Yes, correct.

26. Would this webinar be explaining how to move the old log database running on a SQL server from 7.1 to 7.6 Manager?
   Answer: Sorry, no. However, you only need to detach and move the SQL databases to the new SQL server. Afterwards, install Websense Log Server. It will discover the databases and upgrade the SQL tables accordingly. For this trick to work, the SQL catalog database must be named “wslogdb70.”

27. What size is a medium network?
   Answer:
   - Small (1–500 users)
   - Large (2,500–10,000 users)
   - Enterprise (10,000–25,000 users)
   - Very large enterprise (25,000+ users)

28. Would you please, give us tips for upgrade from 6.3 to 7.6?
   Answer: That’s a multi-step upgrade and I would suggest you reference the 7.6 deployment guide for details on getting to 7.1 at least, then you can use the techniques discussed in this webinar.

29. Is there any drawback if the mgmt server is located at a different remote office but connected via LAN 2 LAN VPN?
   Answer: If a ping from the remote site is returned under 200 ms, then should be fine.

30. What are the main benefits of upgrading from 7.5 to 7.6? We have Content gateway deployments using V5000 and V10000.
    Answer: Please read the [v7.6 Release Notes](#).
31. What about user logs migrating to 7.6 platform?
   Answer: This is fully supported if the SQL Server, that the reporting logs are attached too, is supported by v7.6. If you current SQL Server is not supported, then detach the logs and move them to a supported version before upgrading.

32. Will there be a webinar about these steps and a V10K?
   Answer: The steps are very similar; however, you do not have access to the appliance command line to run the required commands, so you must contact techsupport for help.

33. Is it possible to upgrade the same physical server from 2003 (32-bit) to 2008 (64-bit)? Will the backup work on a different version of Window’s server but with same IP address?
   Answer: No, this is not possible.

34. The license is active on the old server, do you register in the new server the same license and at what point in the migrating process?
   Answer: Technically you are not allowed to use the same key on two servers, but nothing on your end will prevent you from entering the subscription on multiple systems. We here at Websense know this is necessary when testing, upgrading, or migration, so you will now be immediately contacted. Our database download logs will show that you have a v7.6 and earlier version active. You will only be contacted if you continue using the same key for multiple weeks.

35. Would this be the same if I did this from a current 7.5 in one site and pushed the files to a new rolled 7.6 in a different site?
   Answer: Yes, the location of the Websense server does not matter. When using the PgSetup command, no environmental settings such as IP address, etc. are copied. Only your filtering policies, URLs, filter sets, and delegated administrators are copied.

36. Would the 7.6 guide be useful in going from v6.3 32-bit to v7.6 64 bit?
   Answer: The guide is always helpful as it contains lots of information that I did not have time to cover in the Webinar. However, as an overview, there is no upgrade route to a 64-bit server. You need to import your settings like we accomplished in the Webinar demonstration, or enter them manually.

37. I already have a test v7.6, 64-bit system. How do I migrate settings and policies from test to production?
   Answer: Use the PgSetup command. Please watch the entire Webinar again and follow the How to migrate 7.1 and 7.5 policies to 7.6 article.