



File Access Manager Upgrade Guide

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Planning Your Upgrade

Upgrade Path

File Access Manager version 8.3 can be upgraded from version 8.2 and above only.

For earlier versions of File Access Manager, or SecurityIQ, first upgrade to File Access Manager 8.2 before starting the 8.3 upgrade process.

Please read this upgrade guide in its entirety before starting the upgrade process.

Version Numbers

The version number is displayed on the bottom right corner of the File Access Manager Administrative Client screen.

If the version number is not displayed in the Administrative Client, refer to the SecurityIQ 5.1 Upgrade guide to upgrade from an older version.

Support Matrix

File Access Manager Server Support Information

System	Supported Versions
File Access Manager Servers	Windows 2012R2 / 2016 / 2019 / 2022
Workstation	Windows 7 and above
Browser	IE11, Edge, Safari, Chrome, Firefox
Database	MS SQL Server 2012 / 2014 / 2016 / 2017 / 2019

Endpoint Support Information

[See the File Access Manager Connectors support document in Compass.](#)

Each connector has a separate Installation guide, with more information on supported versions and prerequisites.

Pre-upgrade Steps

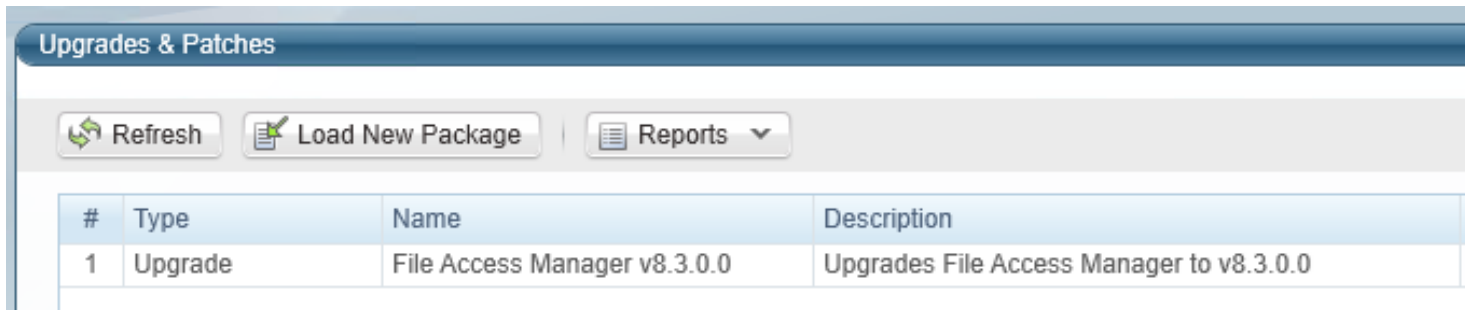
Before the upgrade, back up the database.

Upgrading to Version 8.3

1. Extract the “File Access Manager v8.3.zip” installation package.
2. Navigate to the folder “v8.3 Upgrade”.
3. Open the File Access Manager Administrative Client.
4. Navigate to **Upgrades & Patches > Load New Package**.
5. Load “File Access Manager v8.3.wbxpkg” from the upgrade folder .
 1. Click **Browse** and load the file from the upgrade folder.
 2. Click **Upload Package**.
 3. Click **Save**.
 4. Right-click the upgrade package and select *See More > Start Installation*.
 5. Click **Confirm** to start the installation.

In any case of failure, right click the failed script and select "save log file".

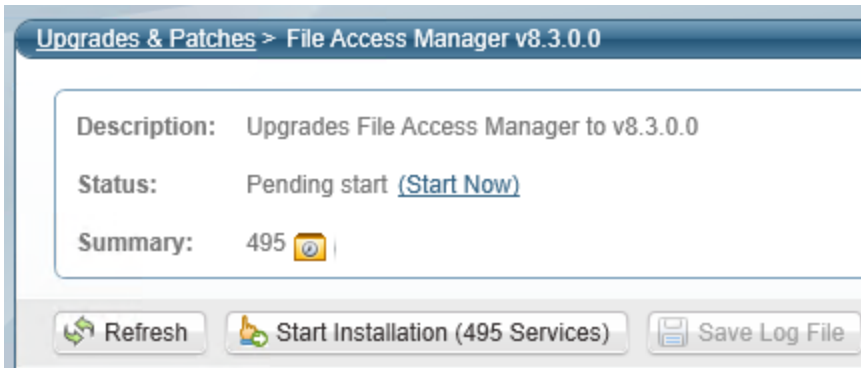
If the package has already been uploaded into File Access Manager, the system will give a warning message, and block uploading the package again.



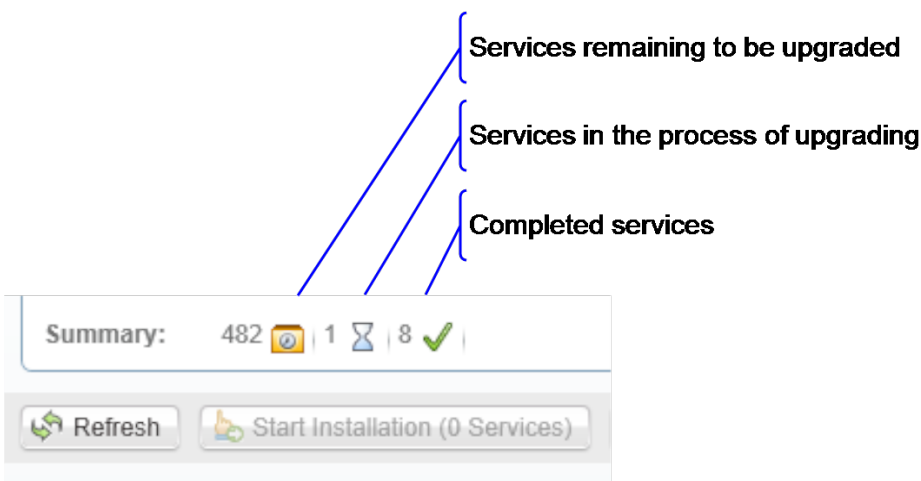
Verification During the Upgrade Process

During the Upgrade process, services are upgraded. Some servers may require a restart to complete the upgrade.

1. When the upgrade starts, you will see a window with the total number of services that need to be upgraded on the top left side of the upgrade window.



- When you click Refresh you can see the number of upgraded services and the remaining services to be upgraded.



- Click **Refresh** until you see that there are no services left to upgrade.
- Some services - such as – WebSite and FamAPI might require a Restart of the server they are running on, in order to complete the upgrade process.
- To check which services require a server restart:
 - Click the Status pane in the Services grid

#	<input type="checkbox"/> Upgrade?	Service	Server	Type	Status
1	<input type="checkbox"/>	File Access Manager API	v51-v52-i	Infrastructure	PendingRestart
2	<input type="checkbox"/>	Database		Security/DB	Completed

- If a service has the status “Pending Restart”, you will need to perform a server restart in order to complete the upgrade process for this specific service. The installed server is listed in the table.
 - Once the server is restarted, the upgrade operation will be able to proceed.
- Once all the services have been upgraded successfully, with a status of “Finished”, you can proceed to the next step - [Post Upgrade Actions](#).




The Summary number may vary across installations, depending on the specific configuration, such as the number of Permission Collector services, or other configuration changes.

Upgrades & Patches > File Access Manager v8.3.0.0

Description: Upgrades File Access Manager to v8.3.0.0

Status: Finished

Summary: 495 ✓

 Refresh  Start Installation (0 Services)  Save Log File

Post Upgrade Actions

Following the upgrade, follow the configuration steps below.

Upgrading the File Access Manager Server Installer

The Server Installer must be upgraded on each of the File Access Manager central servers.

To upgrade the Server Installer on each central server, perform the following steps:

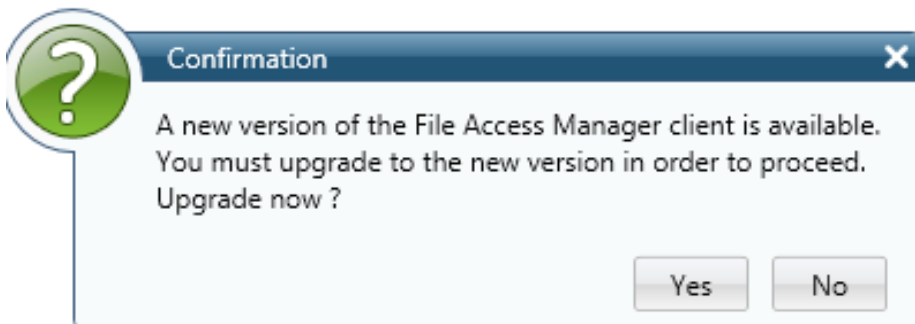
1. Copy “ServerInstaller.msi” from the “v8.3 Full Installers” folder to the server.
2. Run “ServerInstaller.msi”.
3. Follow the instructions on the screen to complete the upgrade process.

The server installer can be run in “unattended mode”

```
start /wait msixec /i "[INSTALLER_PATH]\ServerInstaller.msi" /l*v "C:\FAMIn-  
staller.log" /quiet /norestart
```

Upgrading File Access Manager Client

On the first run of the File Access Manager Administrative Client after an upgrade, a popup message displays, requesting that you upgrade the client. During the upgrade, you will be required to reenter the server on which the User Interface Service is installed and choose the installation folder.



Validating the Upgrade

To validate the installation, and verify that the correct versions were installed, check in the Windows Add/Remove programs in the control panel.

The versions of the File Access Manager components should be listed as “8.3.0.0”.

Troubleshooting

Check the issues below for common problems and suggested ways of handling them.

Signature is Not Valid Error

Problem: During the package upgrade step, you receive a warning with the message:

Loading the package failed due to the following error: Signature is not valid.

The problem is likely that the machine hosting the User Interface service does not have the necessary Root Certificate (or is missing part of the Certification Chains leading up to the root) to validate the signature of the upgrade package.

Suggested solution:

1. To resolve the issue you should check that the machine hosting the User Interface service contains the root certificate named "DigiCert Assured ID Root CA", which has a serial# 0C:E7:E0:E5:17:D8:46:FE:8F:E5:60:FC:1B:F0:30:39.

If this root certificate is missing, it can be downloaded from <https://www.digicert.com/digicert-root-certificates.htm> and installed as a trusted root certificate manually.

2. Another reason for this error would be that the machine hosting the User Interface service has been configured so that updating root certificates is disabled. To fix this, set the registry value HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\SystemCertificates\AuthRoot\DisableRootAutoUpdate to 0, and retry uploading the upgrade package.

This will allow Microsoft to restore the missing root certificate during validation.