

**BOMGAR™**

**Privileged Access  
Upgrade Guide**

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# Upgrade the Bomgar Privileged Access Software

Please visit the [Product Change Log](#) to get the details of each release of Bomgar Privileged Access software.

## Upgrade Preparation

- Prior to upgrading, always create a backup of your settings and configuration from **/login > Management > Software Management**. As a best practice, also export a copy of your SSL certificates and private key, and save them locally to ensure continuity in case of a failure on the upgrade.
- For major software releases, customers with current maintenance contracts are placed into a rollout schedule. Once your upgrade is ready, Bomgar will alert you via email to begin this upgrade procedure.
- Installation usually takes between 15 minutes to an hour. However, if you are storing a large amount of data on your appliance (e.g., session recordings), the installation could take significantly longer.
- Bomgar recommends performing upgrades during scheduled maintenance windows. Your Bomgar site will be temporarily unavailable during the upgrade. All logged in users and active sessions will be terminated.
- Bomgar also recommends testing the update in a controlled environment prior to deploying into production. Testing can best be performed when you have two appliances in a failover relationship and when you update asynchronously. (See ["Verify and Test" on page 13](#)).
- If you experience any issues during the Base update, do not restart the Bomgar Appliance. Please contact Bomgar Technical Support.
- If you have two appliances set up in a failover configuration, consider whether you want to update synchronously or asynchronously.
  - With synchronous updating, the primary appliance is updated first and maintains its role as primary. This method does involve some downtime; it is recommended for simple deployments and scenarios that will not suffer from being offline during the update.
  - With asynchronous updating, the backup appliance is updated first and then assumes the role of primary. This method has minimal downtime; it is recommended for larger deployments and scenarios that rely on maintaining solid uptime. Some complexity is involved, as the network may have to be modified in order to fail over to the backup appliance.

## Client Upgrades

Only certain upgrades require client software to update. Base software updates and license add-ons do not require client software updates. Site version updates do require client updates, however. Most client updates occur automatically, but the expected update procedure for each type of client is reviewed below.

- Your installed access consoles will need to be upgraded after the site upgrades. Typically, this occurs automatically the next time the user run the access console.

### IMPORTANT

*When upgrading to a newly built site software package, verify that all certificate stores are managed appropriately and are up-to-date prior to upgrading to a new Bomgar version. Failure to do so may cause a majority of your existing Jump Clients to appear offline.*

- Access consoles previously deployed on locked-down computers using [MSI](#) may need to be re-deployed once the upgrade is complete.

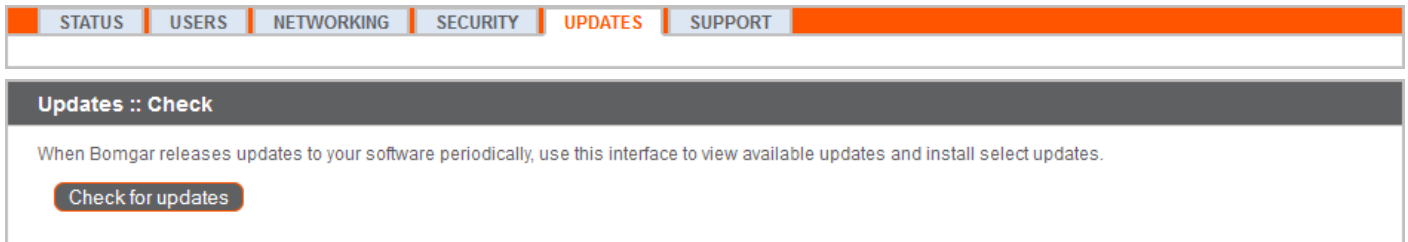
- If the extractable access console feature has been enabled for your site by Bomgar Technical Support, then you can download an MSI installer to update access consoles prior to upgrading the appliance. To do this, check for the new update either manually or automatically. Note that the updated consoles will not come online until their appliance is updated. It is not necessary to uninstall the original console prior to deploying the new one, as the new one should automatically replace the original installation. It is a best practice, however, to keep a copy of the old MSI to remove the outdated installations after the appliance is updated should this removal prove necessary. The new MSI is unable to do so.
- After an upgrade, deployed Jump Clients automatically update.
  - If large numbers of Jump Clients attempt to update simultaneously, they may flood the appliance, severely crippling performance both on the appliance and the network, depending on the available bandwidth and hardware. To regulate the amount of bandwidth and resources consumed by Jump Client updates, go to `/login > Jump > Jump Clients` and set the **Maximum Number of Concurrent Jump Client Upgrades** to a lower number.
  - Active and passive Jump Clients queue for update upon their first check-in with the appliance subsequent to the appliance's update. These check-in events occur at regular intervals outbound from the Jump Client host over TCP port 443 to the appliance. Active Jump Clients check in immediately after an upgrade is complete on the appliance. Passive Jump Clients check in upon boot up, upon having a connection made from the access console, upon being told to check in from the system tray icon, and at least once every 24 hours.
  - If a Jump Client has not yet been updated, it is labeled as **Upgrade Pending**, and its version and revision number appear in the details pane. While you can modify an outdated Jump Client, you cannot Jump to it. Attempting a Jump does, however, move that Jump Client to the front of the upgrade queue.
- After an upgrade, deployed Jumpoints should automatically update.

**Note:** When upgrading to a new software version, please allow some time for all Jump Clients to come back online before moving forward with any other upgrading processes.

- Bomgar Connection Agents will update automatically after the site upgrades.
- Bomgar Integration Clients will not automatically update after the site upgrades. Integration Clients will need to be re-installed manually. Integration Client installers are available from the **Downloads** page of [help.bomgar.com](https://help.bomgar.com).
- Upon upgrading, it will be necessary to regenerate any installer packages previously created for Jump Clients and access consoles. The clients themselves will update as described above. However, the installer files for them will invalidate once the appliance which generated them is upgraded.

## Upgrade a Single Bomgar Appliance with Automatic Updates

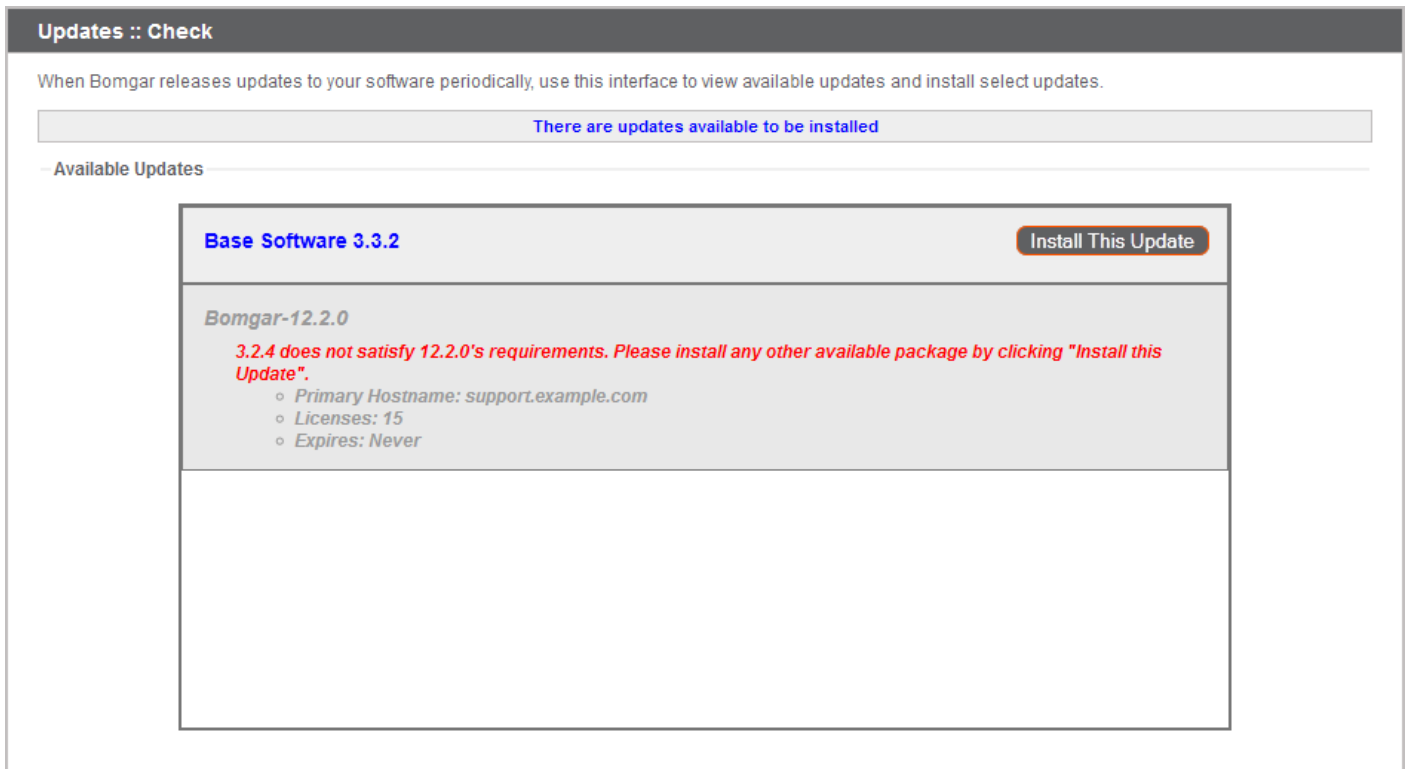
In most cases, Bomgar customers can download and install updates with no assistance from Bomgar Technical Support. To see if an upgrade is available, log in to your Bomgar Appliance (/appliance). On the **Updates** page, click on **Check for updates**.



If a software update is available, it will appear under **Available Updates**. Once you click **Install This Update**, the appliance will download and automatically install the new version of the Bomgar software.

### IMPORTANT

*When upgrading to a newly built site software package, verify that all certificate stores are managed appropriately and are up-to-date prior to upgrading to a new Bomgar version. Failure to do so may cause a majority of your existing Jump Clients to appear offline.*



**Note:** Some packages require another package to be installed first. Install the available package to enable the dependent one.

If automatic updates fail when expected to work, please review the Check for Updates troubleshooting FAQ at [www.bomgar.com/help/SolutionFAQ.aspx?id=377](http://www.bomgar.com/help/SolutionFAQ.aspx?id=377). If you are still unable to perform automatic updates, please see "Upgrade a Single Bomgar Appliance with Manual Updates" on page 7.

# Upgrade a Single Bomgar Appliance with Manual Updates

If you are unable to use automatic updates (e.g., if your appliance exists on a restricted network), you may perform manual updates.

Log into your Bomgar Appliance and go to the **Updates** page. Click the **Appliance Download Key** link to generate a unique appliance key. From a non-restricted system, submit this key to Bomgar's update server at [update.bomgar.com](http://update.bomgar.com). Download any available updates to a removable storage device and then transfer those updates to a system from which you can manage your appliance.

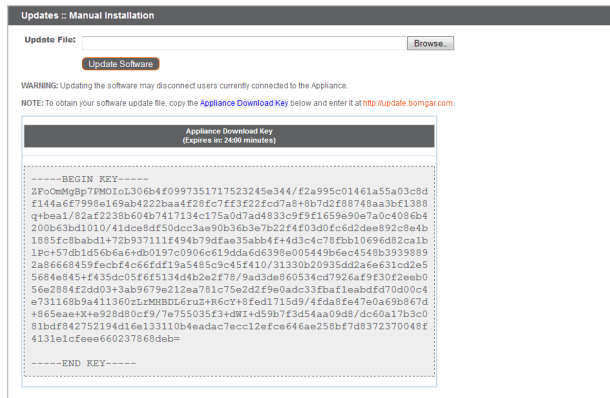
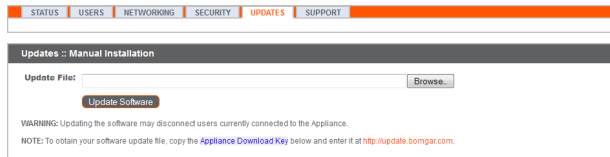
From the **Updates** page, browse to the file from the **Manual Installation** section and then click the **Update Software** button to complete the installation. The appliance will install the new version of the Bomgar software.

## IMPORTANT

*When upgrading to a newly built site software package, verify that all certificate stores are managed appropriately and are up-to-date prior to upgrading to a new Bomgar version. Failure to do so may cause a majority of your existing Jump Clients to appear offline.*

**Note:** Be prepared to install software updates directly after download. Once an update has been downloaded, it no longer appears in your list of available updates. Should you need to re-download an update, contact Bomgar Technical Support.

**Note:** If you receive an error, please make sure the time listed on the **/appliance > Status > Basics** page is correct. Many functions of the Bomgar Appliance, including the Appliance Download Key, rely on this time being correct. If the time is not correct, please check the NTP setting on the **Networking > IP Configuration** page.



# Upgrade Two Appliances in a Failover Configuration

## IMPORTANT!

*Bomgar recommends scheduling maintenance windows during low traffic hours.*

There are two alternatives for upgrading in a failover environment: synchronous upgrade and asynchronous upgrade.

### Synchronous Upgrade of Two Bomgar Appliances in a Failover Relationship

With synchronous updating, the primary appliance is updated first and maintains its role as primary. This method does involve some downtime; it is recommended for simple deployments and scenarios that will not suffer from being offline during the update.

**Benefit:** No failover event.

**Drawback:** Longer production site downtime.

### Asynchronous Upgrade of Two Bomgar Appliances in a Failover Relationship

With asynchronous updating, the backup appliance is updated first and then assumes the role of primary. This method has minimal downtime; it is recommended for larger deployments and scenarios that rely on maintaining solid uptime. Some complexity is involved, as the network may have to be modified in order to fail over to the backup appliance.

**Benefit:** Minimal production down time.

**Drawback:** Requires failover activity.

### Considerations

1. Select the failover upgrade alternative that best fits your downtime and continuity needs.
2. Schedule two separate maintenance windows in which to complete the upgrade.
3. Expect the upgrade process to take the same amount of time on both appliances.
4. Plan an interim period between the two maintenance windows adequate enough to confirm the new software version in your production environment but brief enough to minimize the exposure of temporarily not having a failover configuration.



## Synchronous Upgrade of Two Bomgar Appliances in a Failover Relationship

With synchronous updating, the primary appliance is updated first and maintains its role as primary. This method does involve some downtime; it is recommended for simple deployments and scenarios that will not suffer from being offline during the update.

Bomgar recommends performing upgrades during scheduled maintenance windows. Your Bomgar site will be temporarily unavailable during the upgrade. All logged in users and active sessions will be terminated. You will need to schedule two separate maintenance windows in which to complete the upgrade. Installation usually takes between 15 minutes to an hour. However, if you are storing a large amount of data on your appliance (e.g., session recordings), the installation could take significantly longer. Plan an interim period between the two maintenance windows adequate enough to confirm the new software version in your production environment but brief enough to minimize the exposure of temporarily not having a failover configuration. Bomgar also recommends testing the update in a controlled environment prior to deploying into production. If you experience any issues during the Base update, do not restart the Bomgar Appliance. Please contact Bomgar Technical Support.

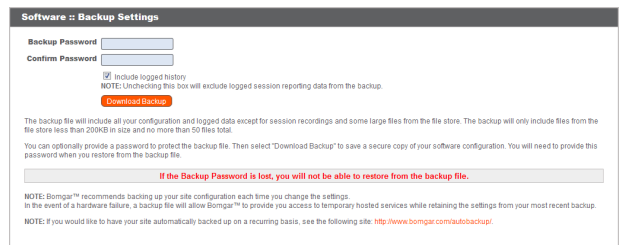
In these instructions, **Appliance A** is the primary appliance (i.e., the appliance to which the primary hostname resolves), while **Appliance B** is the backup appliance.

### Backup and Sync

Prior to upgrading, make a backup of your current Bomgar software settings. On **Appliance A**, go to **/login > Management > Software Management**.

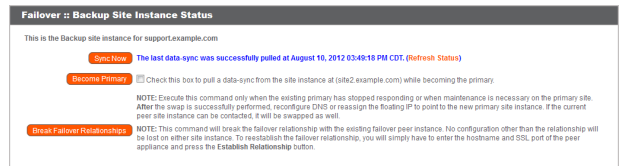


Click the **Download Backup** button, and save the backup file to a secure location.



Go to **/login > Management > Failover**, click **Sync Now**, and wait for synchronization to complete.

Once synchronization has finished, click **Break Failover Relationships**.



### Update Appliance A

Update **Appliance A** using either the automatic or the manual update method.

#### Automatic

In most cases, Bomgar customers can download and install updates with no assistance from Bomgar Technical Support. To see if an upgrade is available, go to **/appliance > Updates**.



Click on **Check for updates**.

If a software update is available, it will appear under **Available Updates**. Once you click **Install This Update**, the appliance will download and automatically install the new version of the Bomgar software.

**Note:** "Bomgar" software updates often depend on one or more "Base Software" updates. Install the available Base Software updates to enable the dependent Bomgar updates. Then download a backup and immediately install the Bomgar software updates before doing anything else, such as failing over or installing updates on another appliance.

If automatic updates fail when expected to work, please review the Check for Updates troubleshooting FAQ at [help.bomgar.com/ssc/SolutionFAQ.aspx?id=377](http://help.bomgar.com/ssc/SolutionFAQ.aspx?id=377).

**Manual**

If you are unable to use automatic updates (e.g., if your appliance exists on a restricted network), you may perform manual updates.

Go to **/appliance > Updates**.



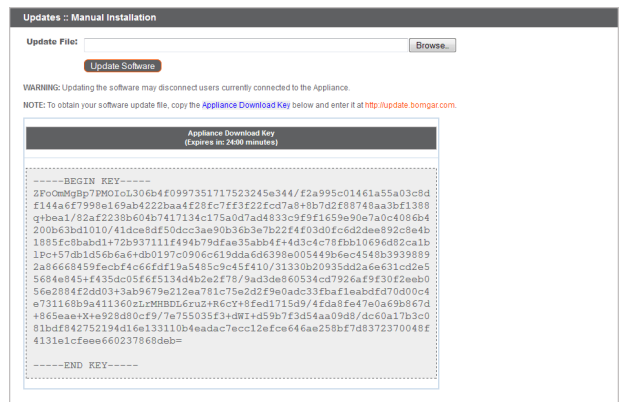
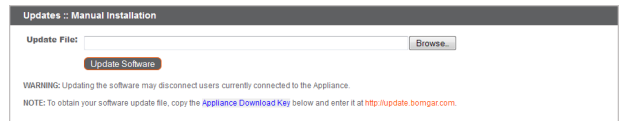
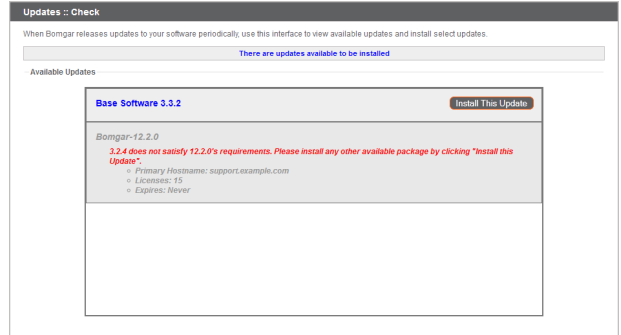
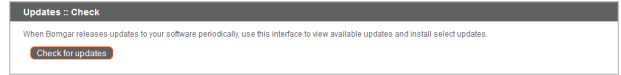
Click the **Appliance Download Key** link to generate a unique appliance key. From a non-restricted system, submit this key to Bomgar's update server at [update.bomgar.com](http://update.bomgar.com). Download any available updates to a removable storage device and then transfer those updates to a system from which you can manage your appliance.

From the **Updates** page, browse to the file from the **Manual Installation** section and then click the **Update Software** button to complete the installation. The appliance will install the new version of the Bomgar software.

**Note:** Be prepared to install software updates directly after download. Once an update has been downloaded, it no longer appears in your list of available updates. Should you need to re-download an update, contact Bomgar Technical Support.

**Verify and Test**

After completing the upgrade process, verify that the update completed successfully and that your software is working as expected. Your installed access consoles will need to be upgraded after the site upgrades. Typically, this occurs automatically the next time



the user run the access console. To check the software build that a console is running, log into the console and then click **Help > About**. Also be sure that you can make a connection to a remote computer via a session.

**Note:** Access consoles previously deployed on locked-down computers using [MSI](#) may need to be re-deployed once the upgrade is complete. If the extractable access console feature has been enabled for your site by Bomgar Technical Support, then you can download an MSI installer to update access consoles prior to upgrading the appliance. To do this, check for the new update either manually or automatically. Note that the updated consoles will not come online until their appliance is updated. It is not necessary to uninstall the original console prior to deploying the new one, as the new one should automatically replace the original installation. It is a best practice, however, to keep a copy of the old MSI to remove the outdated installations after the appliance is updated should this removal prove necessary. The new MSI is unable to do so.

## Update Appliance B

Update **Appliance B** using either the automatic or the manual update method as defined above. Then verify and test that the update completed successfully.

## Reestablish Failover Relationship

From **Appliance A**, go to **/login > Management > Failover**.

	<b>STATUS</b>	<b>MY ACCOUNT</b>	<b>CONFIGURATION</b>	<b>JUMP™</b>	<b>ACCESS CONSOLE</b>	<b>USERS &amp; SECURITY</b>	<b>REPORTS</b>	<b>MANAGEMENT</b>
	SOFTWARE MANAGEMENT	SECURITY	SITE CONFIGURATION	EMAIL CONFIGURATION	OUTBOUND EVENTS	<b>FAILOVER</b>	API CONFIGURATION	SUPPORT

**Note:** To configure a valid connection, both appliances must have identical Inter-Appliance keys. See the **/login > Management > Security** page to verify the key for each appliance.

Reestablish the failover relationship with the backup appliance, using **Appliance B** as the backup and keeping **Appliance A** as the primary.

Establishing the relationship between the two appliances occurs on the **Failover** page of the appliance intended to be the primary appliance. The addresses that are entered here will establish the relationship and allow either appliance to connect to each other at any time. The **New Backup Site Connection Details** tell the primary appliance how to connect to the appliance that will become the backup appliance. The **Reverse Connection Details to this Primary Site** fields are given to the backup appliance and tell it how to connect back to this primary appliance. You must use a valid hostname or IP address and TLS port number for these fields. When all of these fields are set, click the **Establish Relationship** button to attempt to establish the relationship.

**Failover :: Configuration**

Failover is currently not configured.

Setup a Failover Relationship:

New Backup Site Connection Details

Host Name or IP Address:

TLS Port:

Reverse Connection Details To This Primary Site

Host Name or IP Address:

TLS Port:

**Establish Relationship**

NOTE: The first hostname and TLS port above should allow this Bomgar Box A to connect to another Bomgar Box B that has been built with the same installed package. The second hostname and TLS port will be given to the Bomgar Box B, and it should allow B to connect back to this Bomgar Box A. After the connection is made and validated both ways, Bomgar Box B will become a backup appliance to this Bomgar Box A. Validation depends on both appliances having the same site-appliance Communication Pre-shared key entered on the secure page. The shared hostname 992.example.com should not be used for either hostname field.

**Note:** Whenever possible, Bomgar recommends using the unique IP address of each appliance when configuring these settings.

Once the relationship has been established, extraneous tabs are removed from the backup site. It takes about 60 seconds for the first data synchronization to initiate, but you may also click the **Sync Now** button to force synchronization and pull the most current information from the primary appliance into the memory of the backup appliance. Synchronization itself may take anywhere from a few seconds to a few hours, depending on the amount of data that needs to be synchronized. The **Failover** page lists the last date and time of data synchronization when synchronization is completed.

## Asynchronous Upgrade of Two Bomgar Appliances in a Failover Relationship

With asynchronous updating, the backup appliance is updated first and then assumes the role of primary. This method has minimal downtime; it is recommended for larger deployments and scenarios that rely on maintaining solid uptime. Some complexity is involved, as the network may have to be modified in order to fail over to the backup appliance.

Bomgar recommends performing upgrades during scheduled maintenance windows. Your Bomgar site will be temporarily unavailable during the upgrade. All logged in users and active sessions will be terminated. You will need to schedule two separate maintenance windows in which to complete the upgrade. Installation usually takes between 15 minutes to an hour. However, if you are storing a large amount of data on your appliance (e.g., session recordings), the installation could take significantly longer. Plan an interim period between the two maintenance windows adequate enough to confirm the new software version in your production environment but brief enough to minimize the exposure of temporarily not having a failover configuration. Bomgar also recommends testing the update in a controlled environment prior to deploying into production. If you experience any issues during the Base update, do not restart the Bomgar Appliance. Please contact Bomgar Technical Support.

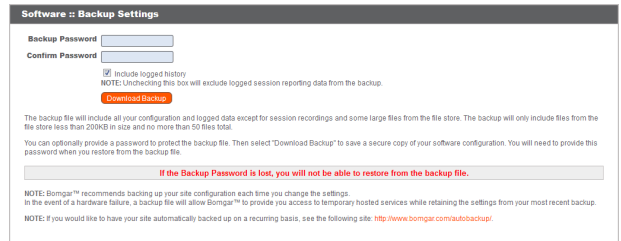
In these instructions, **Appliance A** is the primary appliance (i.e., the appliance to which the primary hostname resolves), while **Appliance B** is the backup appliance.

### Backup and Sync

Prior to upgrading, make a backup of your current Bomgar software settings. On **Appliance A**, go to **/login > Management > Software Management**.

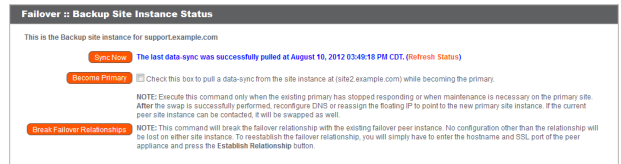


Click the **Download Backup** button, and save the backup file to a secure location.



Go to **/login > Management > Failover**, click **Sync Now**, and wait for synchronization to complete.

Once synchronization has finished, click **Break Failover Relationships**.



### Update Appliance B

Update **Appliance B** using either the automatic or the manual update method.

#### Automatic

In most cases, Bomgar customers can download and install updates with no assistance from Bomgar Technical Support. To see if an upgrade is available, go to **/appliance > Updates**.



Click on **Check for updates**.

If a software update is available, it will appear under **Available Updates**. Once you click **Install This Update**, the appliance will download and automatically install the new version of the Bomgar software.

**Note:** "Bomgar" software updates often depend on one or more "Base Software" updates. Install the available Base Software updates to enable the dependent Bomgar updates. Then download a backup and immediately install the Bomgar software updates before doing anything else, such as failing over or installing updates on another appliance.

If automatic updates fail when expected to work, please review the Check for Updates troubleshooting FAQ at [help.bomgar.com/ssc/SolutionFAQ.aspx?id=377](http://help.bomgar.com/ssc/SolutionFAQ.aspx?id=377).

**Manual**

If you are unable to use automatic updates (e.g., if your appliance exists on a restricted network), you may perform manual updates.

Go to **/appliance > Updates**.



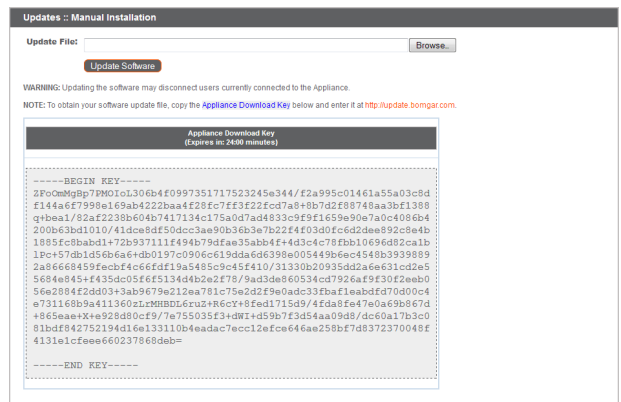
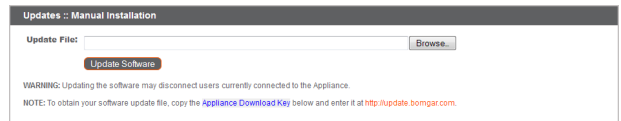
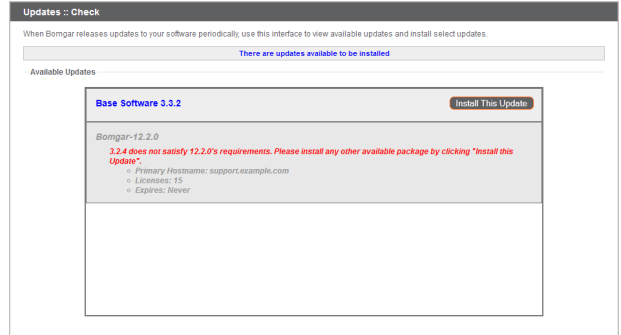
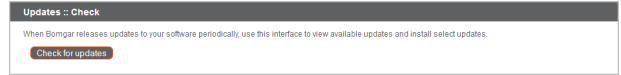
Click the **Appliance Download Key** link to generate a unique appliance key. From a non-restricted system, submit this key to Bomgar's update server at [update.bomgar.com](http://update.bomgar.com). Download any available updates to a removable storage device and then transfer those updates to a system from which you can manage your appliance.

From the **Updates** page, browse to the file from the **Manual Installation** section and then click the **Update Software** button to complete the installation. The appliance will install the new version of the Bomgar software.

**Note:** Be prepared to install software updates directly after download. Once an update has been downloaded, it no longer appears in your list of available updates. Should you need to re-download an update, contact Bomgar Technical Support.

**Verify and Test**

After completing the upgrade process, verify that the update completed successfully and that your software is working as expected.



On a minimum of two local machines that can access **Appliance B**, edit the [hosts file](#) so that your site hostname resolves to the IP address of **Appliance B**. On one computer, run the access console. Your installed access consoles will need to be upgraded after the site upgrades. Typically, this occurs automatically the next time the user run the access console. To check the software build that a console is running, log into the console and then click **Help > About**. Also be sure that you can make a connection to a remote computer via a session.

**Note:** Access consoles previously deployed on locked-down computers using **MSI** may need to be re-deployed once the upgrade is complete. If the extractable access console feature has been enabled for your site by Bomgar Technical Support, then you can download an MSI installer to update access consoles prior to upgrading the appliance. To do this, check for the new update either manually or automatically. Note that the updated consoles will not come online until their appliance is updated. It is not necessary to uninstall the original console prior to deploying the new one, as the new one should automatically replace the original installation. It is a best practice, however, to keep a copy of the old MSI to remove the outdated installations after the appliance is updated should this removal prove necessary. The new MSI is unable to do so.

### Make Appliance B the Primary Appliance

Set **Appliance B** to the primary role following the steps previously determined in your failover plan: shared IP switch, DNS swing, or NAT swing.

**Note:** If you are using the Bomgar Integration Client and have configured it based on IP address rather than hostname, be sure to verify that it can extract data from **Appliance B** after redefining **Appliance B** as the primary appliance.

**Note:** Data from sessions completed on either appliance while failover is not enabled will automatically sync once the failover relationship has been re-established.

### Shared IP Switch

On **Appliance A**, go to **/appliance > Networking > IP Configuration**.



Click on the shared IP address to edit it, and uncheck the **Enabled** box. Then click **Save Changes**.

Immediately, go to **/appliance > Networking > IP Configuration** on **Appliance B**. It is helpful to have this page already open in a separate browser tab.

Click on the shared IP address to edit it, and check the **Enabled** box. Then click **Save Changes**.

As soon as the switch is made, you can resume normal activity. All requests to your site will be served by **Appliance B**.

### DNS Swing

Access the DNS controller and locate the DNS entry for your Bomgar site. Edit the entry to point to the IP address for **Appliance B**. Once the DNS entry has propagated, you can resume normal activity. All requests to your site will be served by **Appliance B**.

### NAT Swing

Access the NAT controller and locate the NAT entry for your Bomgar site. Edit the entry to point to the IP address for **Appliance B**. As soon as the change is made, you can resume normal activity. All requests to your site will be served by **Appliance B**.

## Update Appliance A

**Note:** Each customer environment is different, and while Bomgar does test each feature, we cannot test each and every scenario a customer may encounter. Please confirm that the Bomgar software is working in your environment before updating Appliance A.

Update **Appliance A** using either the automatic or the manual update method as defined above. Then verify and test that the update completed successfully.

## Reestablish Failover Relationship

From **Appliance B**, go to **/login > Management > Failover**.

STATUS	MY ACCOUNT	CONFIGURATION	JUMP™	REP CONSOLE	USERS & SECURITY	REPORTS	PUBLIC PORTALS	LOCALIZATION	MANAGEMENT
SOFTWARE MANAGEMENT	SECURITY	SITE CONFIGURATION	EMAIL CONFIGURATION	OUTBOUND EVENTS	CLUSTER	FAILOVER	API CONFIGURATION	SUPPORT	

**Note:** To configure a valid connection, both appliances must have identical Inter-Appliance keys. See the **/login > Management > Security** page to verify the key for each appliance.

Reestablish the failover relationship with the backup appliance, using **Appliance A** as the backup and **Appliance B** as the primary.

Establishing the relationship between the two appliances occurs on the **Failover** page of the appliance intended to be the primary appliance. The addresses that are entered here will establish the relationship and allow either appliance to connect to each other at any time. The **New Backup Site Connection Details** tell the primary appliance how to connect to the appliance that will become the backup appliance. The **Reverse Connection Details to this Primary Site** fields are given to the backup appliance and tell it how to connect back to this primary appliance. You must use a valid hostname or IP address and TLS port number for these fields. When all of these fields are set, click the **Establish Relationship** button to attempt to establish the relationship.

**Failover :: Configuration**

Failover is currently not configured.

---

Setup a Failover Relationship:

**New Backup Site Connection Details**

Host Name or IP Address:

TLS Port:

**Reverse Connection Details To This Primary Site**

Host Name or IP Address:

TLS Port:

[Establish Relationship](#)

NOTE: The first hostname and TLS port above should allow this Bomgar Box A to connect to another Bomgar Box B that has been built with the same installed package. The second hostname and TLS port will be given to the Bomgar Box B, and it should allow B to connect back to this Bomgar Box A. After the connection is made and validated both ways, Bomgar Box B will become a backup appliance to this Bomgar Box A. Validation depends on both appliances having the same Inter-Appliance Communication Pre-shared key entered on the **Secure** page. The shared hostname B-443.example.com should not be used for either hostname field.

**Note:** Whenever possible, Bomgar recommends using the unique IP address of each appliance when configuring these settings.

Once the relationship has been established, extraneous tabs are removed from the backup site. It takes about 60 seconds for the first data synchronization to initiate, but you may also click the **Sync Now** button to force synchronization and pull the most current information from the primary appliance into the memory of the backup appliance. Synchronization itself may take anywhere from a few seconds to a few hours, depending on the amount of data that needs to be synchronized. The **Failover** page lists the last date and time of data synchronization when synchronization is completed.



# Upgrade the Bomgar Hardware

When you upgrade your Bomgar Appliance from either one physical appliance to another or between a physical and a virtual appliance, you must both install the new appliance and transfer data from the original appliance.

1. Install the new appliance per the appropriate setup guide.
  - Bomgar Virtual Appliance Installation: [www.bomgar.com/docs/privileged-access/getting-started/deployment/virtual/index.htm](http://www.bomgar.com/docs/privileged-access/getting-started/deployment/virtual/index.htm)
  - Bomgar Appliance Hardware Installation: [www.bomgar.com/docs/privileged-access/getting-started/deployment/hardware/index.htm](http://www.bomgar.com/docs/privileged-access/getting-started/deployment/hardware/index.htm)
2. Back up your current appliance's software settings.
  - a. On your current appliance, go to **/login > Management > Software Management**.
  - b. In the **Software :: Backup Settings** section, click the **Download Backup** button.
  - c. Save the backup file to a secure location.
3. Import your existing SSL certificate chain into the new appliance.
  - a. On your current appliance, go to **/appliance > Security > Certificates**.
  - b. In the **Security :: Certificates** section, check the box beside the certificate that is assigned to the active IP address. Then, from the dropdown menu at the top of this section, select **Export**.

**Note:**Exporting certificates does not remove them from the appliance.

  - c. On the **Security :: Certificates :: Export** page, check the options to include the certificate, the private key, and the certificate chain. It is strongly recommended that you set a passphrase for the private key.
  - d. On your new appliance, go to **/appliance > Security > Certificates**.
  - e. In the **Security :: Certificate Installation** section, click the **Import** button.
  - f. Browse to the certificate file that you exported previously and then click **Upload**.
4. Assign an IP address to the certificate.
  - a. On your new appliance, go to **/appliance > Security > Certificates**.
  - b. In the **Security :: Certificates** section, locate the entry for your SSL certificate. This usually has an **Issued To** field containing the fully qualified domain name of your appliance (e.g., access.example.com).
  - c. Confirm there are no warnings listed for the new certificate. If there is a warning, see FAQ 755 in the Bomgar Technical Support Self Service Center for details on how to resolve the warning: [help.bomgar.com/ssc/SolutionFAQ.aspx?id=755](http://help.bomgar.com/ssc/SolutionFAQ.aspx?id=755).
  - d. Once all warnings are resolved, click the **Assign IP** link in the certificate row. At the bottom of the page, check the IP address to assign and then click the **Save Configuration** button.
5. Install the new software package.
  - a. On your new appliance, go to **/appliance > Updates**.
  - b. Either click **Check for Updates** or use the **Appliance Download Key** per the on-screen instructions.
  - c. Click **Install This Update**. A EULA will need to be signed prior to installation.



6. Import your software configuration settings from the old appliance.
  - a. Log into your new appliance's /login interface. The first-time login credentials are **admin** and **password**.
  - b. Go to **/login > Management > Software Management**.
  - c. In the **Software :: Restore Settings** section, browse to the backup file you downloaded earlier and then click **Upload Backup** to restore the backup to the new appliance.

At this point, you can update your DNS server to direct traffic to the IP address of the new appliance, and you can start testing access sessions on your new appliance. Once you have confirmed that it is functioning properly, you can return the old appliance, if physical, or delete it, if virtual. To return a physical appliance, take these steps:

1. Log into the **/appliance** web interface of the old appliance.
2. Browse to the **Status > Basics** page, and click **Reset Appliance to Factory Defaults**.
3. Wait for the reset to complete, and then click **Shut Down This Appliance**.
4. Package the appliance for shipping.
5. Affix the Bomgar return shipping label to the outside of the box and contact your shipper for a pickup. If you do not have a label for shipment, contact Bomgar Technical Support.

# Disclaimers, Licensing Restrictions and Tech Support

## Disclaimers

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## Tech Support

At Bomgar, we are committed to offering the highest quality service by ensuring that our customers have everything they need to operate with maximum productivity. Should you need any assistance, please contact Bomgar Technical Support at [help.bomgar.com](https://help.bomgar.com).

Technical support is provided with annual purchase of our maintenance plan.